

### How do I reach customer support?

Call (877) 484-9119 or email [tac@teladochealth.com](mailto:tac@teladochealth.com) for support.

### How do I check my network?

Work with your local IT team to check available network bandwidth and Wi-Fi signal.

### What are the hardware requirements?

10<sup>th</sup> Gen i3 Processor or faster, 8GB of RAM, a microphone, speaker and headset.

### What browsers are supported?

Chrome, Safari, Edge and Firefox are supported. For best performance and security use a browser version that is less than 6 months old.

### How do I test my audio and video?

Select Pre-call Diagnostics from the User icon dropdown and Connectivity Test.

### Forgotten password?

Reset passwords in Practice Admin by selecting Practice Users from the left navigation panel.

### How do we end a virtual encounter?

Select Schedule from the left navigation panel, an appointment bar from the middle panel, and then On Call.

### How do I connect for Urgent Care?

Select Care Locations from the left navigation panel to connect.

### Is there a mobile application for users?

Yes, the Teladoc Health iOS Provider Access Software is available for download on the Apple App store.

### Do I need a Teladoc Health device?

No, you can also use your PC, Mac, iPad, iPhone, or a device at a facility.

### How do I navigate?

The main screen is divided into a left navigation panel, a middle and right panel, and toolbar.

### Where is the Patient Profile panel?

The right panel is the Patient Panel when patient centric topics are chosen.

### What are Waiting Rooms?

Waiting Rooms and Services define patient journeys, questionnaires,

available Practitioners and more.

### **How can I track performance?**

Download XML files with data from provider encounters and surveys from Practice Admin or get more detailed analytics from the Analytics Module.

### **How do I access Smart Notes or Analytics?**

Contact Teladoc Health for more information on configuring these features for your Solo account.

### **Can I add previously used fax contacts?**

Yes, you can create or add new, and previously used fax numbers to your contacts list.

### **Can I have multiple roles?**

Yes, you can be both a Practice Admin and Practitioner.

### **How do I configure notifications?**

You can configure your notifications in User Settings.

### **Can we set our times to Do Not Disturb?**

Yes, configure your Do Not Disturb hours using the drop-down menus or select Automatically disable

notifications.

### **How do I set Labels?**

The MRN and Account number labels should match your EMR software for HL7.

### **Can I archive Waiting Rooms?**

Select Archive from the Waiting Room Edit screen. Active calls cannot be archived.

### **How do I configure customer URLs?**

Domain Masking is an option for custom URLs instead of the visitnow.org URL. Contact Teladoc Health to have it configured.

### **Can I set hours of operation?**

Yes, select the Hours of Operation toggle in the Waiting Room or Service and then set the hours.

### **How do I evaluate my virtual Encounter?**

Enable the Survey toggle for a selection of evaluation surveys for your practice.