

Troubleshooting Guide for Kelsey-Seybold Clinic Video Visits

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WHAT ARE THE TECHNICAL REQUIREMENTS FOR DOING VIDEO VISITS?

- Video visits require the patient to have a working laptop, desktop PC or Mac with a working webcam, microphone and speakers.
- We recommend that you have a strong internet connection (dial-up will not be sufficient).

WHAT ARE THE BROWSER REQUIREMENTS?

- Internet Explorer 9.0 and above
- Mozilla Firefox 33.0 and above
- Safari 6 on Mac/Windows
- At this time, Google Chrome is not a supported browser.

CAN I PERFORM A HARDWARE TEST PRIOR TO MY VIDEO VISIT?

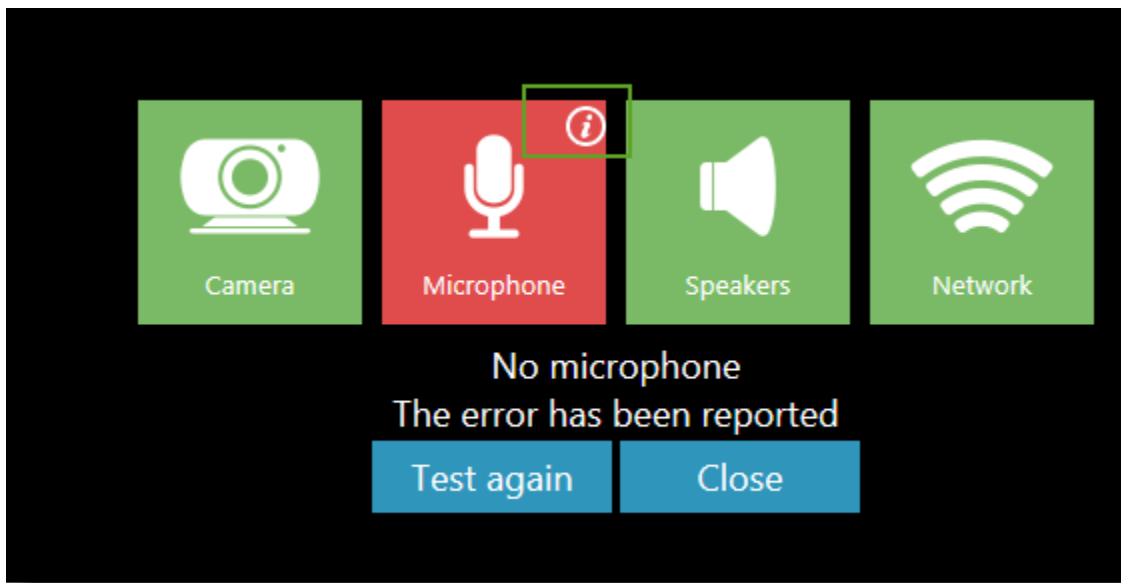
Yes. Log into MyKelseyOnline and navigate to Appointments, Upcoming Appointments, then click on the Video Visit appointment. Click on 'Test Hardware'. Note: On the day of the appointment, a hardware test will be conducted as you begin the Video Visit.

Video Visit

Before you begin your video visit, click below to test that your webcam and microphone are functioning correctly.

Test Hardware

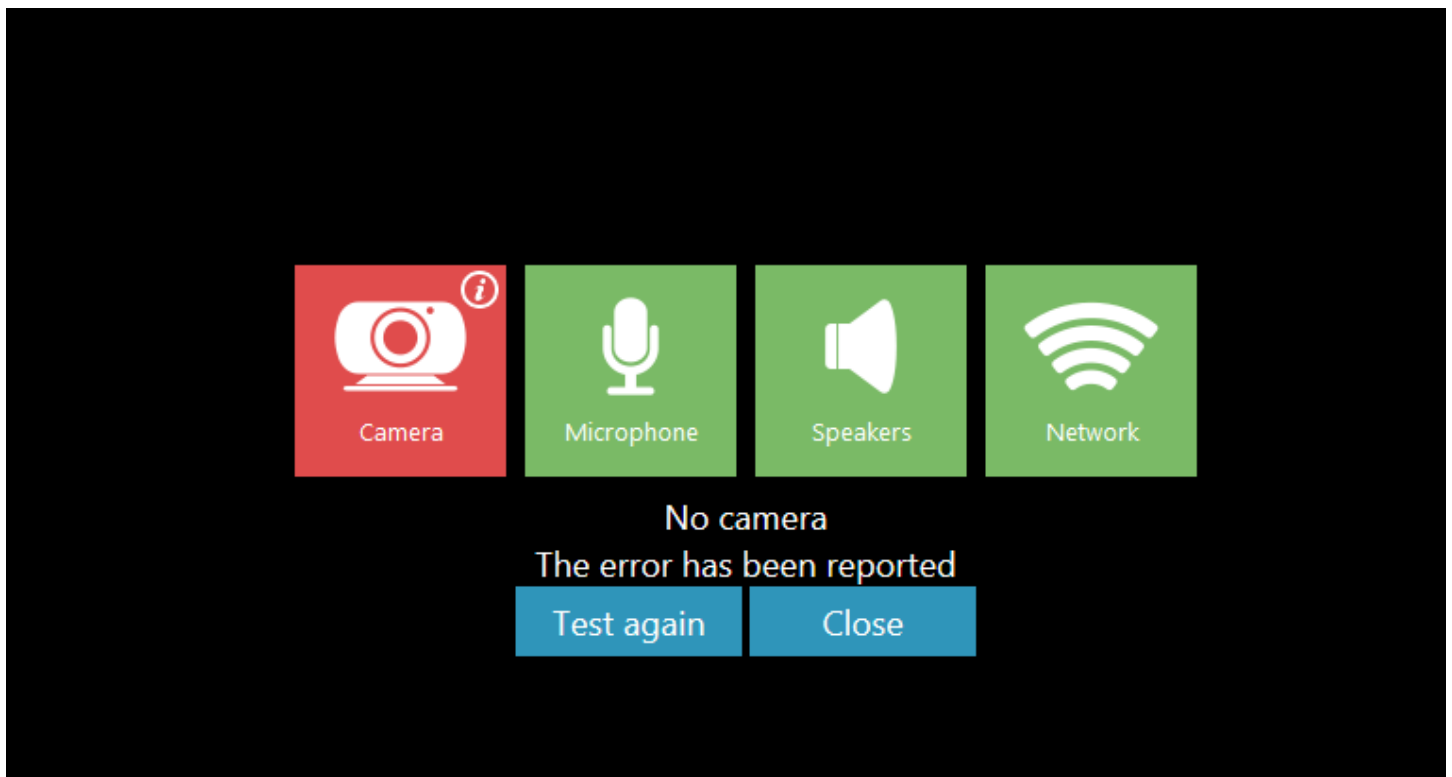
WHAT IF MY MICROPHONE CHECK TURNS RED DURING THE HARDWARE TEST?



- Make sure your microphone is enabled or plugged in.
- Check and make sure that it's functional
- Ensure that no other apps are using the microphone.

If you cannot resolve your computer's microphone issues, please reach out to your normal computer vendor support for troubleshooting help.

WHAT IF MY CAMERA CHECK TURNS RED DURING THE HARDWARE TEST?

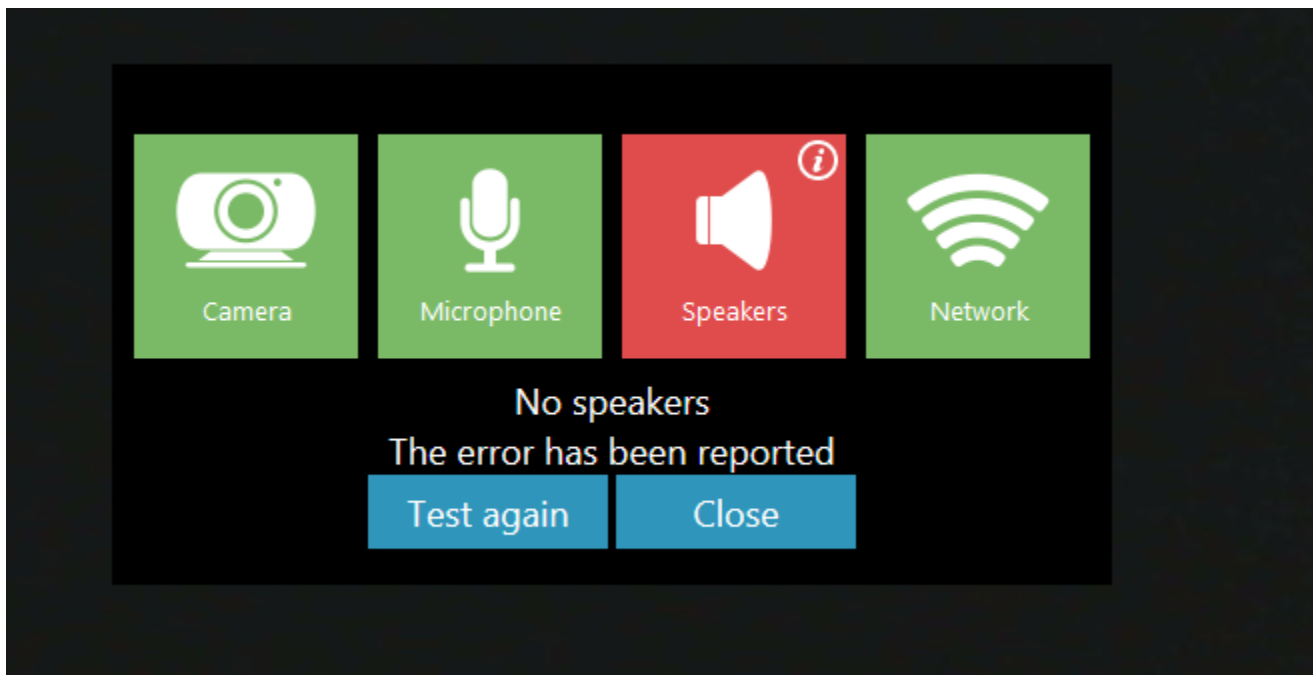


- Ensure that your Camera is plugged in
- Check that the camera is functional and enabled.
- Ensure that no other apps are using the camera.

If you cannot resolve your computer's camera issues, please reach out to your normal computer vendor or manufacturer support for troubleshooting help.

The clinic nurse will contact you via phone or via an MKO message to check on your status if you are having hardware failures. If you still cannot resolve the hardware issues, a Video Visit cannot be conducted.

WHAT IF MY SPEAKERS CHECK TURNS RED DURING THE HARDWARE TEST?



- Check that you have speakers plugged into your computers
- Check that they are not muted
- Check that your speakers are functional

NOTE: IF YOU CANNOT RESOLVE ANY OF THE HARDWARE ISSUES ON YOUR PC OR MAC, YOU CAN DO YOUR VISIT VIA MOBILE USING THE MYCHART MOBILE APP.

WHAT IF MY NETWORK CHECK TURNS RED DURING THE HARDWARE TEST?

- Make sure that your desktop computer or laptop is connected to the internet.

WHAT DOES “WAITING FOR YOUR PROVIDER” MEAN?

- If this message displays, it means you have successfully connected to your visit and your provider will join the Video Visit shortly.

I GOT A MESSAGE STATING THAT “THIS SITE USES A PLUGIN THAT IS UNSUPPORTED. PLEASE USE ANOTHER BROWSER”. WHAT DOES THIS MEAN?

- This message appears when you attempt to do a video visit via Google chrome. As of this writing, the plugin used to enable the video visit stream does not support Chrome. See the browser requirements question for a list of supported browsers. (See screenshot below).

Plugin not supported

This site uses a plugin that is unsupported. Please use another browser.

Close

WHAT IS THE 'TELEMEDICINE CONSENT'?

- Because Telemedicine is considered a face to face visit with a physician, Kelsey-Seybold needs your consent for treatment. If you decline the consent, you will not be able to schedule a video visit.

WHAT IF MY CONDITION IS NOT ON THE LIST WHEN SCHEDULING A VIDEO VISIT?

- While we do offer 50 different conditions on our list, occasionally, there may be a condition that does not fit our list. In this scenario, you will need to call and make an appointment to see your physician.

MY COMPUTER PASSED THE HARDWARE TEST, HOWEVER, I AM HAVING ISSUES WITH THE CAMERA NOT SHOWING THE VIDEO OR THE PHYSICIAN CANNOT HEAR ME.

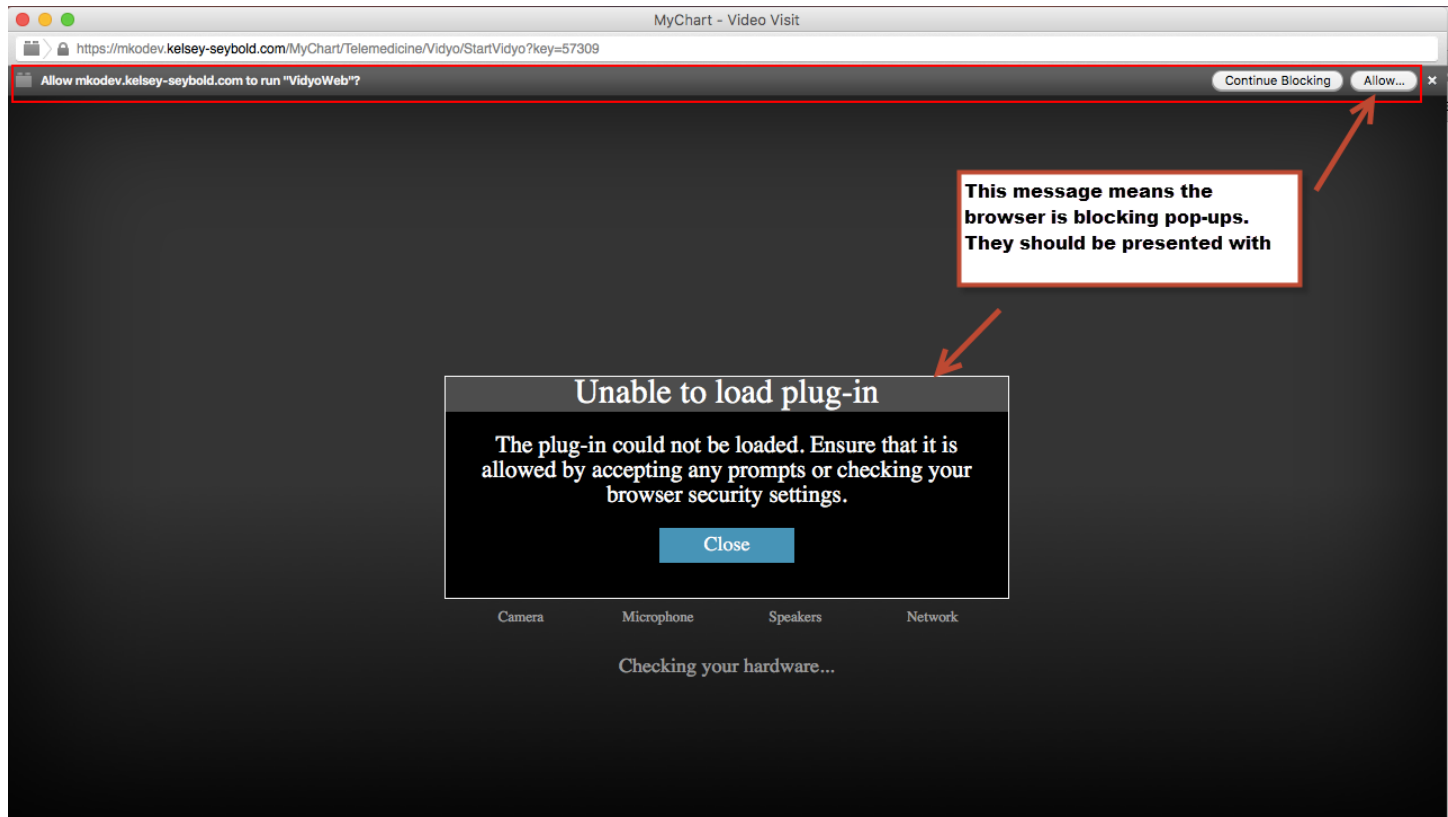
- Please look at the options for hardware failures listed earlier and try to resolve using those.
- If you cannot resolve your computer's camera issues, please reach out to your normal computer vendor or computer manufacturer support for troubleshooting help.

WHAT IF I GET DISCONNECTED BY ACCIDENT WITH MY PROVIDER?

- You can always reconnect by returning to Upcoming Appointments and selecting your video visit appointment and click 'Begin Video Visit'.

I AM USING A SUPPORTED BROWSER BUT GET A MESSAGE STATING “UNABLE TO LOAD PLUG-IN”

- This message usually appears because the browser is blocking pop-ups in its settings (see screenshot below).



NOTE: IF THE PATIENT DOES NOT GET THE ALLOW BUTTON OR CAN'T SEE IT, HERE IS HOW TO DISABLE POPUP BLOCKERS IN BOTH FIREFOX AND INTERNET EXPLORER:

How to enable or disable pop up blocker in Firefox or Internet Explorer

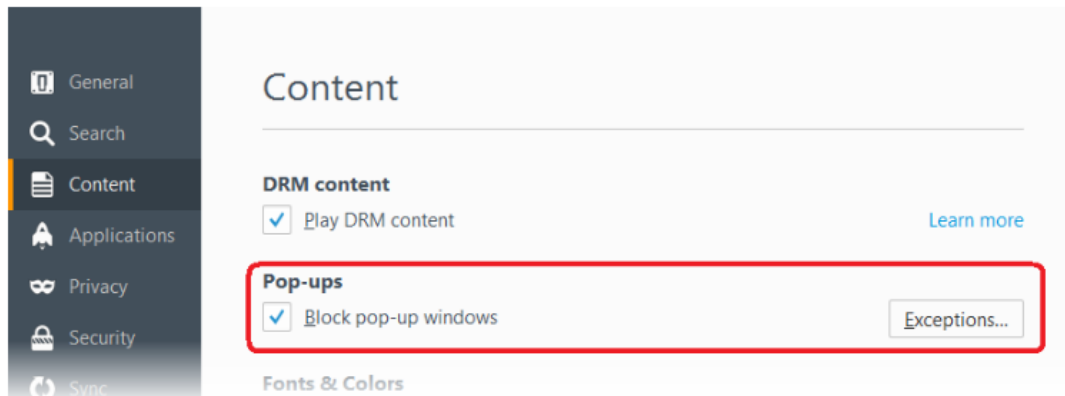
Firefox: [Click Here](#) or see screenshot below.

Pop-up blocker settings

To access the pop-up blocker settings:

Firefox Pop-up blocker settings

1. Click the menu button ☰ and choose **Options**.
2. Select the **Content** panel.



3. In the Content panel below Pop-ups:
 - Uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.

In IE - [Click Here](#) or see screenshot below

To turn Pop-up Blocker on or off

Internet Explorer

1. Open Internet Explorer, select the **Tools** button ⚙️, and then select **Internet options**.
2. On the **Privacy** tab, under Pop-up Blocker, select or clear the **Turn on Pop-up Blocker** check box, and then select **OK**.

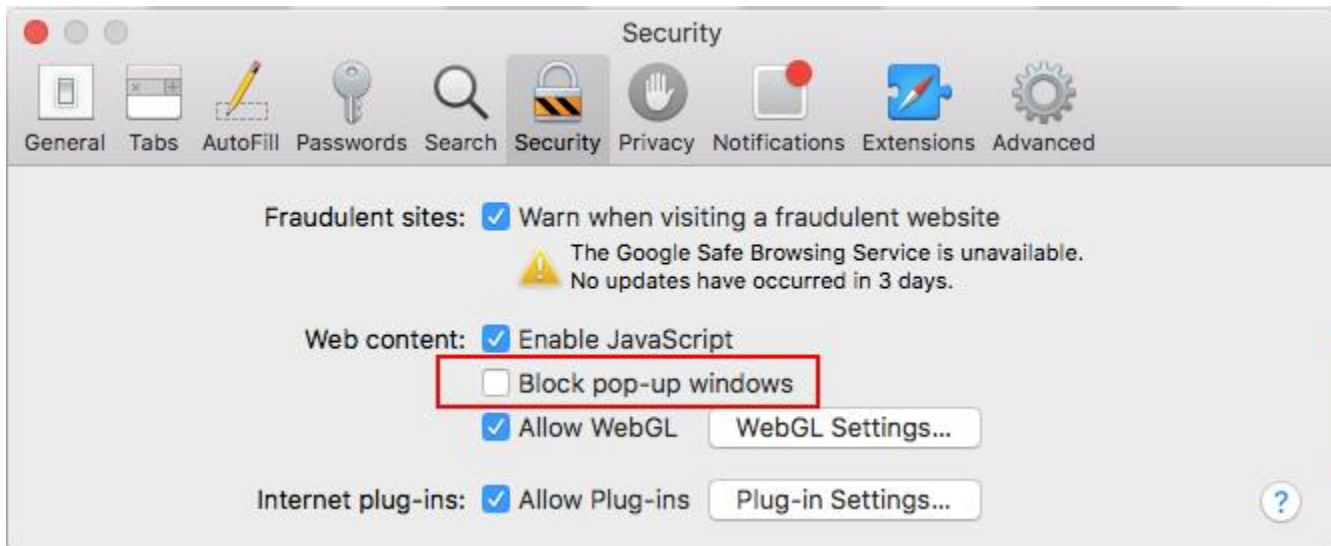
Block all pop-ups

1. Open Internet Explorer, select the **Tools** button ⚙️, and then select **Internet options**.
2. On the **Privacy** tab, under **Pop-up Blocker**, select **Settings**.
3. In the **Pop-up Blocker settings** dialog box, under **Blocking level**, set the blocking level to **High: Block all pop-ups (Ctrl + Alt to override)**.
4. Select **Close**, and then select **OK**.

In Safari – Mac OS X and macOS Sierra

1. Click on *Safari* in the browser menu, located at the top of your screen. When the drop-down menu appears, choose *Preferences*.
2. Safari's *General* Preferences dialog should now be displayed, overlaying your browser window. Click on the *Security* tab.

3. Safari's *Security* Preferences should now be displayed. In the *Web content* section is an option labeled *Block pop-up windows*, accompanied by a check box. If this check box is populated, then Safari's integrated pop-up blocker is currently enabled. If it is not enabled, simply click on the empty check box to complete the activation process.



VIDEO VISITS VIA MOBILE

WHAT DO I NEED TO PERFORM VIDEO VISITS VIA MY MOBILE DEVICE?

- An iPhone device running a minimum version of iOS 7.1 or higher or an Android device running a minimum version of 2.3.3 or higher.
- If you have not done so already, download the MyChart app (you will not be able to use the website on the phone to do video visits).
 - iPhone - [Click Here from your iOS Device](#)
 - Android - [Click Here from your Android Device](#)

HOW DO I BEGIN THE VIDEO VISIT ON THE MYCHART MOBILE APPLICATION?

- Log into the MyChart mobile app and tap on the Appointments icon. You should see your video visit appointment at the top of the screen denoted with a green camera.
- Tap on the appointment and click on 'Begin Video Visit'. You will see a page indicating that you are waiting for the doctor to arrive.