



Troubleshoot MyChart Video Visits

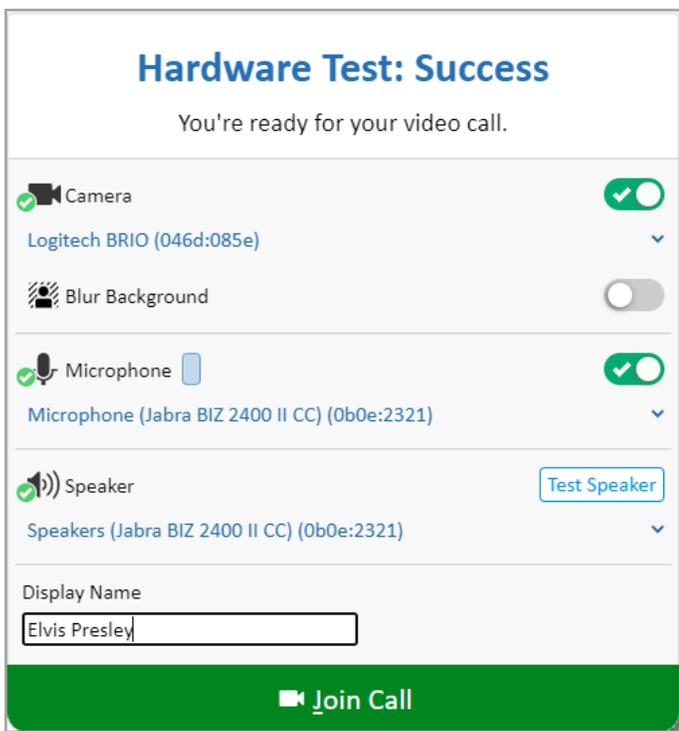
Having trouble connecting?

Review these below troubleshooting scenarios and solutions to help you get connected.

Download and Test

Using a mobile device? The MyChart app () can be found in the App Store on Apple devices or the Google Play Store on Android devices. If you are having issues with the MyChart app, please contact the MyChart Support line at 1-833-212-1586, Monday through Friday, 8am-6pm.

Test Hardware - You have the ability to test your hardware prior to your scheduled video visit from your mobile device or through web browser. Click the Camera, Microphone, or Speaker option to change to another hardware selection. Tap Join Call when you receive a hardware test success message.



iPhone or iPad Support

Tapping “Join Visit” Button doesn’t Launch Visit

Pop-up blocker needs to be disabled. (For Chrome users, see Android & Tablet Support below)

1. Open the **Settings** app in iOS and navigate to Safari browser.
2. Under **General** on right side, toggle the switch **Block Pop-ups** to the OFF position.



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Android & Tablet Support

Tapping “Join Visit” Button doesn’t Launch Visit

Pop-up blocker needs to be disabled.

1. Open the Chrome app. To the right of the address bar, tap the 3 dots and then click **Settings**.
2. Tap **Site settings**. Tap **Pop-ups and redirects**. Make sure they are **Allowed**.

Computer Support

I’m getting an error message that says, “The webpage cannot be found.”

MyChart video visits are not compatible with Internet Explorer. Access MyChart in the alternate browser and attempt to re-launch the video visit again. If you do not have access to an alternate browser, download one (Chrome, Firefox, etc.) or connect through MyChart mobile application on your smartphone.

I’m using multiple screens and having trouble finding the video call.

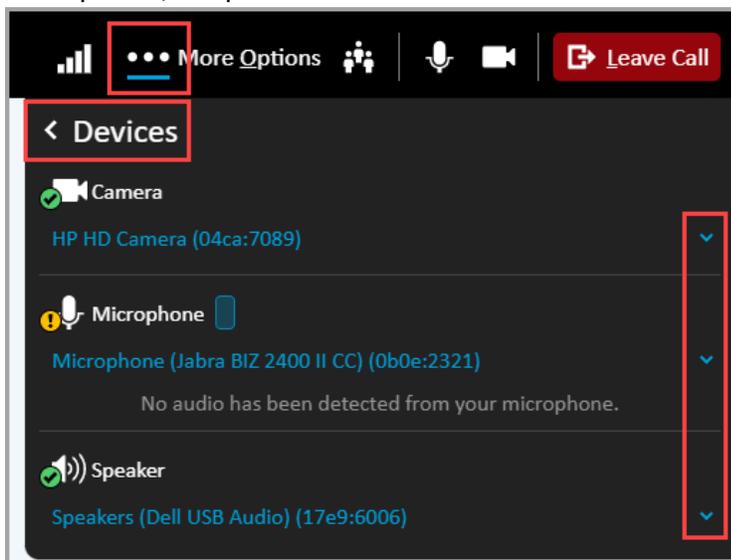
Look for open browsers in your application bar and open one. The tab should have a speaker on it if you are connected to the visit already.

Troubleshoot Audio & Video

I can’t hear or see my provider, or my provider is unable to hear or see me.

Try the following tips if one of you cannot see or hear the other:

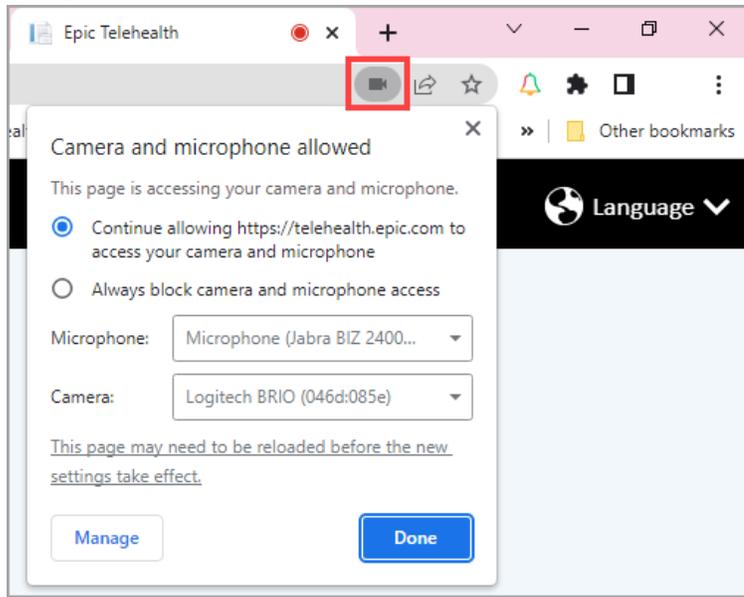
- Check your volume settings and verify that your sound system is unmuted.
- If using a laptop or PC with a webcam, make sure the webcam shutter is open or unobstructed.
- Within the video call, select More Options Menu > Devices to choose an alternative camera, microphone, or speaker.





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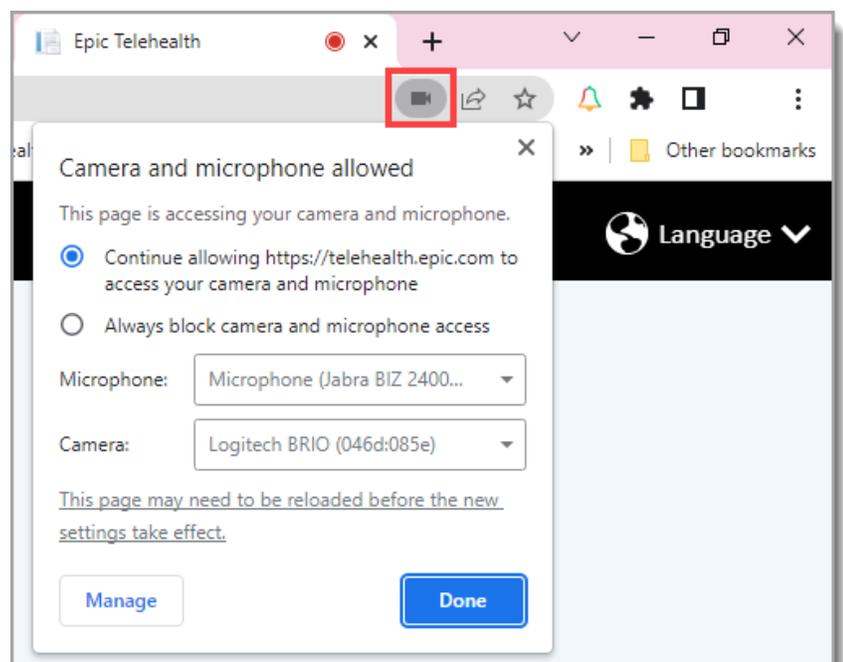
- Make sure MyChart or your web browser has permission to use the camera and microphone. To change browser permissions:
 - **Computer:** Click the camera icon in the browser bar.



- **Apple:** Go to Settings > Privacy > Microphone and switch on the toggle for MyChart or web browser.
- **Android:** Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for MyChart or web browser.

Microphone and Camera Permissions

Unable to give the browser microphone and camera permissions, or denied by accident? You will be asked to allow access to the microphone and camera. Make sure you click “Allow” when prompted or updating the settings to allow camera and microphone access. You can always change this setting later by clicking the camera icon in the browser.





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Connection Issues Tips and Tricks

- If you lose your connection, simply return to MyChart and restart the video for your appointment.
- If you notice poor video quality, consider switching between Wi-Fi and data networks, or vice versa.
- If problems persist, try restarting your device to resolve any lingering issues.

My video feed is delayed or choppy.

If your video feed isn't working properly, you should:

- Make sure that there are not too many applications currently running on your Wi-Fi. MyChart video visits require a certain amount of processing power based on the computer's specification, and closing other applications or internet enabled devices will free some resources and improve video quality.
- Close any applications that could be using the microphone or camera such as a concurrent phone call, other video call or social media. You will not be able to use audio/video if another application is actively using the device's microphone/camera.
- Consider turning off the Wi-Fi on your mobile device and switch to your cellular network. Data rates may apply.

We recommend that the network you use for Video Visits has the following bandwidth:

- **Downstream: more than 6 Mbps.** The maximum downlink consumed by the Epic Video Client is 4 Mbps on desktop and 2.5 Mbps on mobile. This does not include data used by other browser tabs or processes running on the device.
- **Upstream: more than 4 Mbps.** Other factors (for example, available camera resolution, or hardware and encoding acceleration) contribute to the overall data rate.
- Fast.com is a website that allows you to quickly test your internet speed. Simply visit fast.com on your device, and it will automatically begin measuring your internet connection's download speed. The test results will be displayed on the screen, showing your current download speed in megabits per second (Mbps). This can help you assess the performance of your internet connection.

MyChart Support

eCheck-In Related Issues

- eCheck-In is not available until 7 days prior to your scheduled visit. You may have already eChecked-In for another recent appointment if you do not see the eCheck-In button.
- The "Begin Visit" button appears 30 minutes prior to the start time of the Appointment once eCheck-In has been completed. Verify you are trying to access within this time window.

Contact MyChart Support

1-419-291-4173 or toll free at 1-833-212-1586 Monday - Friday, 8a – 6p or MyChartSupport@promedica.org.