

Telehealth Troubleshooting Tips

Mobile Help: Video/Audio Troubleshooting

I am having video problems.

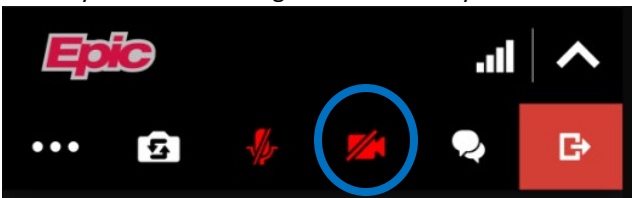
I cannot see my doctor or the image is poor.

Let your doctor know you cannot see them, if your audio is working. They may need to adjust their settings or change the lighting in the room.

My doctor cannot see me or the image is poor.

- Ensure your mobile device is allowing to access your camera and microphone.
- Toggle the camera view to front facing and back again.
- Ensure you are connected to strong WiFi.
- Leave Call and try to reconnect through MyChart.

Check your device settings to ensure that your camera is enabled for the video visit.



- Adjust the lighting so the light source is in front of you.

Note: If you are 15 minutes past your originally scheduled visit time, you will not be able to reconnect. Contact the provider's office to reschedule.

I am seeing a black screen.

You likely have a poor WiFi connection or blocked WiFi. Try to connect on cellular data. If you are using cellular data in a low signal area, it may prevent video streaming.

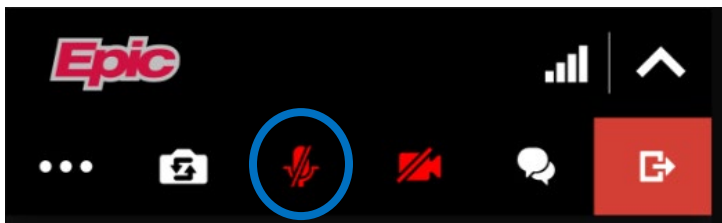
I am having audio problems.

I cannot hear my doctor.

- Let your doctor know you cannot hear them. They may need to adjust their settings or use a headset.
- Adjust your device's volume, and make sure it is not on mute.
- Try a headset or headphones.

My doctor cannot hear me.

Check your device settings to ensure your microphone is enabled for the visit.



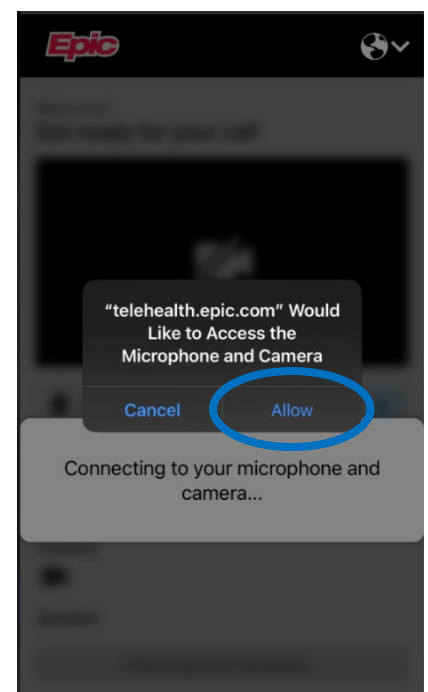
- Minimize background noise and join from a quiet place.
- Try a headset or headphones.

I hear an echo or delays in audio.

- Try a headset or headphones.
- If you are on two devices, make sure audio is not on for both devices.



Kids deserve the best.



How else can I troubleshoot audio issues on my mobile device?

Check your internet connection.

Ensure that you have a strong WiFi signal and connection. Some visual problems can be caused by a slow connection.

Why a good Internet connection is important

A slow internet connection can cause problems with video and audio. Please join your video visit with the strongest connection possible.

How to improve your connection speed

- Connect using WiFi rather than your mobile network. A WiFi connection is stronger and more reliable.
- Close other applications not being used by video visits.
- Move closer to your router if you are using wireless.
- Limit access to your wireless network if it is shared with others.

Computer, PC, Mac, Desktop/Laptop

Getting Started (Desktop/Laptop)

What do I need to have a video visit on my computer?

You will need a working camera and speaker/microphone on your computer to be able to conduct a video visit.

Can I test my hardware before I begin the visit?

Test your hardware using MyChart's built-in tools, or check your device's camera and microphone settings to ensure they are functioning properly.

What are the recommended/supported browsers?

Use an up-to-date version of supported browsers like Chrome, Edge, or Safari.

What if I do not have the appropriate software?

If you are unable to join the video visit on your computer, consider using a mobile device and the Children's Wisconsin app for your visit.

What if I am having issues with my video?

Check that your device's camera is enabled and not in use by another application. Close other apps that may be using the camera and try again. Launching the visit from MyChart

What is the MyChart URL/home page web address? <https://mychart.childrenswi.org>

What if I forgot my username or password?

You can use this link if you forgot your username and password. Follow the links under the sign-in fields -

<https://mychart.childrenswi.org>

Where is the link to the video?

The Begin Video button is found in the Appointment Details section of the patient's account. It will turn green and allow you to select it 15 minutes prior to the scheduled appointment time.

The screenshot shows the MyChart interface for an appointment with Roxanne Kane, MD. At the top, there's a navigation bar with 'Cindy's Menu' and 'MyChart'. Below that, the title is 'Appointment Details (Cindy)'. A green banner at the top says 'Ready to begin video visit' with a checkmark icon and the text 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, there's a profile picture of Roxanne Kane, MD, and the text 'Video Visit with Roxanne Kane, MD'. To the left, there are icons for 'This is a video visit', a clock for the date and time 'Thursday December 05, 2024 3:00 PM CST', and an 'Add to calendar' button. At the bottom left, it says 'This appointment cannot be canceled online. To cancel, please call 414-479-9990.' In the center, there's a section titled 'It's time to start your video visit!' with three buttons: 'Begin Visit' (highlighted in green), 'Confirm', and 'ECHECK-IN NOW'. Below these buttons, there are instructions: 'Click the button below to begin your video visit. Your provider will join soon.', 'Let staff know you don't need a reminder call.', and 'Save time by completing eCheck-In ahead of time.' There's also a section for a questionnaire: 'Fill out the following questionnaire before your video visit:' followed by a checked box for 'Asthma Questionnaire and Asthma Control Test (ACT) (Not Started)'. Below that, it says 'Click below to test your audio and video. Call 414-250-7045 if you need help with your audio and video.' and a button for 'Test your audio and video'. At the bottom, there's a 'Back to Appointments and Visits' button.

My Begin Visit button will not open the video.

- Ensure that you do not have a pop-up blocker enabled that may be blocking MyChart from opening the video visit. If the button is gray, wait until 15 minutes before the appointment and click refresh. The button can only be selected when it is green.
- Log out and back in to MyChart to try again.

Epic Video Client is not responding. Close out of the video visit completely. Once closed, click “Begin Visit” from MyChart to relaunch the video visit.

Need more help?

Can I speak with someone to help troubleshoot my problem?

If you are having issues getting started with your video visit, call 414-250-7045. The Support Line is available Monday – Friday, 6:00 AM – 10:00 PM excluding holidays.