

Telehealth Troubleshooting Tips

Mobile Help: Video/Audio Troubleshooting

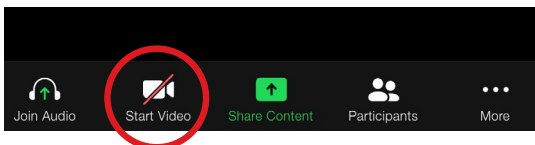
I am having video problems.

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.

- Toggle the camera view to front facing and back again.
- Ensure you are connected to strong WiFi.
- Leave meeting and try to reconnect through MyChart.
- Check your Zoom settings to be sure you are joining with video.



- 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.

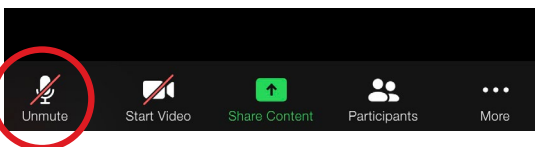
I am having audio problems.

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.

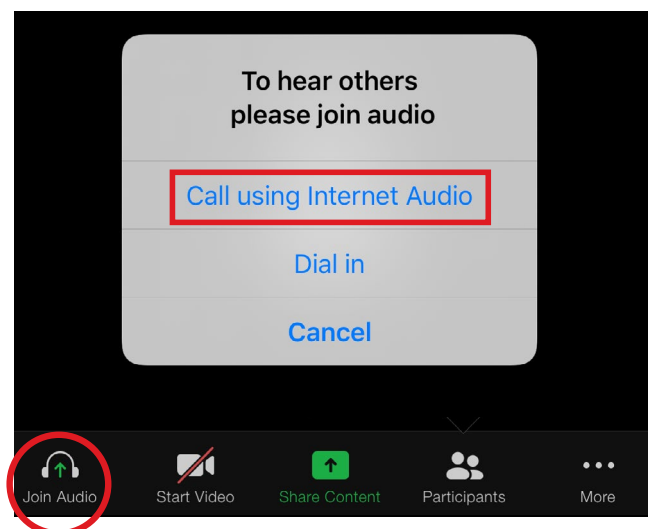
- Check your Zoom settings to be sure you are not on mute.



- Minimize background noise, and join from a quiet place.
- Try a headset or headphones.
- You will have the option to either "Call using Internet Audio" or "Dial in." If your internet audio is not working well, you can choose "More" at the bottom right > "Disconnect Audio" and try dialing into the meeting through your phone by choosing "Join Audio" again at the bottom.



Kids deserve the best.



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.

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

Go to this link to troubleshoot audio issues - <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>.

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?

You can go to this website to test your hardware's audio and video - <https://www.zoom.us/test>

What are the recommended/supported browsers?

See this link for recommended browsers - <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>.

What if I do not have the appropriate software?

If you need to install additional software on your PC/Mac for the visit, a message will prompt you to install the items required. Download them as appropriate. If you are unable to download the appropriate software to your device, consider using a mobile device and the MyChart app and Zoom app for your visit.

What if I am having issues with my video?

You can go this website to troubleshoot video issues - <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>.

Launching the visit from MyChart

What is the MyChart URL/home page web address?

<https://mychart.chw.org/MyChart/Authentication/Login>

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.chw.org/MyChart/Authentication/Login>

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.

Children's Wisconsin

Child Health Visits Messaging Billing Resources Profile

Appointment Details (Child)

Well Child Video Visit with Kimberly Cronsell, MD

Monday May 11, 2020 8:15 AM CDT

Add to Calendar

This appointment cannot be canceled online. To cancel, please call 414-433-9010.

It's time to start your video visit!

CONFIRM: Let staff know you don't need a reminder call.

ECHECK-IN NOW: Save time by completing eCheck-In ahead of time.

BEGIN VISIT: Click the button below to begin your video visit. Your provider will join soon.

Visit Instructions

A "Begin Visit" button will appear 15 minutes before and after your scheduled appointment time. Learn how to prepare for your visit here: <http://www.chw.org/scheduledvideo>

Common Issues

My Begin Visit button will not open the video.

- Ensure that you do not have a pop-up blocker enabled that may be blocking Zoom.
- 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.

Zoom is not responding.

- Close out of Zoom completely. Once closed, click Begin Visit from MyChart to relaunch the video visit.

Zoom is prompting me for a password or meeting ID.

- When launching from MyChart, you are not required to enter a meeting ID or password. If this happens, close out of your internet browser completely. Make sure you are completely out, then click Begin Visit from MyChart again. Repeat this process if not fixed the first time.

Need more help?

Can I speak with someone to help troubleshoot my problem?

If you are having issues with your video visit, you can call **(414) 250-7045** to speak with a representative to help you.