

Virtual visit tips

For the best virtual visit experience, we recommend that you use a mobile device and connect via the Allina Health app.

If using a mobile device is not possible, the following are the supported internet browsers to use with a laptop or computer:

Supported OS versions: - Android 5, 6, 7, 8, 9 - iOS 10, 11, 12 ***Supported Browsers*** - Google Chrome 54.x and above - Internet Explorer 11.0 (Earlier versions are not supported) - Microsoft Edge 17.0

Non-supported Browsers - Firefox - Safari

Connecting to your virtual visit:

- Have the Allina Health app downloaded to easily join via a mobile device.
- For smartphone users, Wifi performs better than cellular connections. Try to be in an area where you have a strong Wifi connection.
- If connecting from a public Wifi, be aware that these are restricted Wifi networks and may not work as well as a full Wifi connection.
- Make sure you are not currently streaming audio or video (Pandora, YouTube) as that will conflict with your virtual visit audio and video.
- For PC use, a webcam (internal or external), and speaker/microphone (internal or external) is required.

Audio

- Make sure your audio is not muted and the volume is turned up
- Make sure you have a strong network connection (wifi preferred), as the software will prioritize video over audio
- Consider use of earbuds with microphone for better audio experience for you, allow your provider to hear you more clearly, and enable additional privacy.
- If using a headset, make sure the headset is set as your preferred audio device on your computer

Video

- Try to stabilize your mobile device
- Make sure you are in a well-lit area, so your face is clearly visible to your provider
- PC users:
 - If using an external webcam, make sure it is properly connected to your PC/laptop
 - Check video connection settings on your computer, make sure webcam is selected

For technical support, please contact the Allina Customer Experience Center at 612-262-3087.