

Virtual Visit Troubleshooting Tips

Connecting to your virtual visit:

- It is recommended that you use updated operating systems and browsers. (See the Technology Note at the end of this tip sheet)
- Smartphone use for Virtual Visits has provided better results for patients and providers
- For PC use, a webcam (internal or external), and speaker/microphone (internal or external) is required
- You should test your hardware in advance of your Virtual Visit
- If you experience issues using your desktop or laptop, try your smartphone or tablet (if you have one) instead.
- Make sure you are not currently streaming audio or video (Pandora, YouTube) as that will conflict with your virtual visit audio and video.
- For smartphone users, Wifi generally performs better than cellular connections. Try to be in an area where you have a strong Wifi connection.
- If connecting from a GuestNet, be aware that these are restricted Wifi networks and may not work as well as a full Wifi connection

Audio

- Make sure your audio is not muted
- Make sure 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, and to allow your provider to hear you more clearly
- If using a headset, make sure the headset is set as your preferred audio device on your computer
- Check default audio settings on your computer to ensure they are set correctly.

Video

- Try to stabilize your hand-held device
- Make sure you are in a well-lit area, so your face is clearly visible to your provider
- 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.

Technology Notes

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

For technical support, please contact the Allina Customer Experience Center at 612.262.3087