MOUNTAIN *tele*HEALTH

Care. Anywhere. Anytime.

Pre-Visit Checklist for Mobile Devices

❏ **Does your device meet the requirements?**
- iPhone: iPhone 7 or newer
- iPad: 5th generation or newer
- Android: Android 9 or newer
  - *** NOTE- Android A12 and A32 do not meet the requirements

❏ **Is your device using the correct browser?**
- Compatible browsers:　　Chrome (preferred for Android)
  　　　　　　　　　　　　Edge Chromium
  　　　　　　　　　　　　Safari (preferred for iPhone)

❏ **Have you checked your Wi-Fi connection?**
- Does your Wi-Fi need turned on?
- How strong is the Wi-Fi connection?
- Does your Wi-Fi need turned off? (in some networks if cellular is strong and Wi-Fi is weak, Wi-Fi may need turned off)

❏ **Have you closed all other apps or tabs that may be open and running?**
- Close all open apps (especially those that use camera/microphone)

❏ **Have you updated your phone to the most recent available software update?**

❏ **Have you turned your phone off and turned it back on lately?**
- It is recommended to periodically turn off and then restart your mobile device. Keep your device turned off for several minutes before restarting to allow it to update its programming.