



For Patients: Virtual Visit Support

Having trouble with your virtual visit? Try the steps below to connect or reach out to your provider's office for additional assistance. You can also test your connection and device settings at this link:

<https://aehr.cvg01.amwell.systems/tech-check?>

Steps for Using Your Smartphone:

- Use Wi-Fi if possible.
 - If you're on a cellular network (3G/4G/5G), be sure you have 4–5 bars of signal. If you are connected to your home Wi-Fi, try to limit the number of users during your virtual visit so you will have stronger bandwidth.
- Ensure you have a minimum bandwidth of 3 MB/s upload/download.
 - To test this, you can navigate to www.speedtest.net on your mobile web browser and click "Go" or download the "Speedtest by Ookla" app from Google Play or the App Store.
- Restart your smartphone by turning it off and back on.
- Don't open or use an app while you're waiting for your virtual visit to begin.
- Try to remain in one location for the duration of your visit. Switching from Wi-Fi to a cellular network could affect your connection.
- Make sure you are using an accepted browser for your smartphone. Accepted browsers:
 - iOS: Mobile Safari
 - Windows/Android: Mobile Google Chrome

Steps for Using the Web (PC/Mac/Laptop):

- Use a hardwired internet connection (Ethernet cable), if possible.
 - If you are connected to your home Wi-Fi, try to limit the number of users during your virtual visit for stronger bandwidth.
- Clear your cache and cookies.
- Check to ensure both JavaScript and Cookies are enabled in your browser settings.
- Make sure your web browser is up to date with the latest version or try using one of the browsers listed below.
 - **Google Chrome:** <http://www.google.com/chrome>
 - **Microsoft Edge:** <https://www.microsoft.com/en-us/windows/microsoft-edge>
 - **Safari (Mac only):** <http://www.apple.com/safari/download/>

Tips for a Better Web Video Connection

If you are having trouble with your video connection, try these recommendations:

- Make sure there is no additional video software (Skype, Webex, Zoom, etc.) running in the background.
- Turn off pop-up blockers before your visit. If you're using Google Chrome, you can click on the three dots in the top right-hand corner and select "Settings." From there, select "Privacy and security" > "Site settings" > "Pop-ups and redirects". Toggle to switch this to "Allowed."
 - You can also allow pop-ups during the visit. In the address bar, click the  icon and select "Always allow pop-ups and redirects from [site]."
- Provide access to your camera and microphone by clicking "Allow" if a pop-up opens and asks for access permission.
- Reload your video by clicking the "Reload video" button in the top left of the video window. If the video still fails to connect, click the "Switch to phone" button in the top left corner. You will receive a phone call to connect to your provider.
- Make sure you have not clicked  button on the bottom of the video window, which mutes your microphone. You should also check to make sure your computer is not muted.
- Check that the correct microphone input is connected by checking your computer audio settings.
- Make sure you are not connected to a VPN or work network.