

Video Visit Technology Check

Prior to your video visit, test your technology to make sure you are ready to connect.

If you're unable to complete a testing step for any reason, click **No**. Instructions will appear to help troubleshoot the settings on your technology.

- Please call **612-672-7266** for any technical issues you encounter while using this platform.


CAMERA TEST

- Verify you see yourself in the window. Click **Yes**.

Is your video connection ready?

Camera Test

Camera Microphone Speaker Test Call Summary



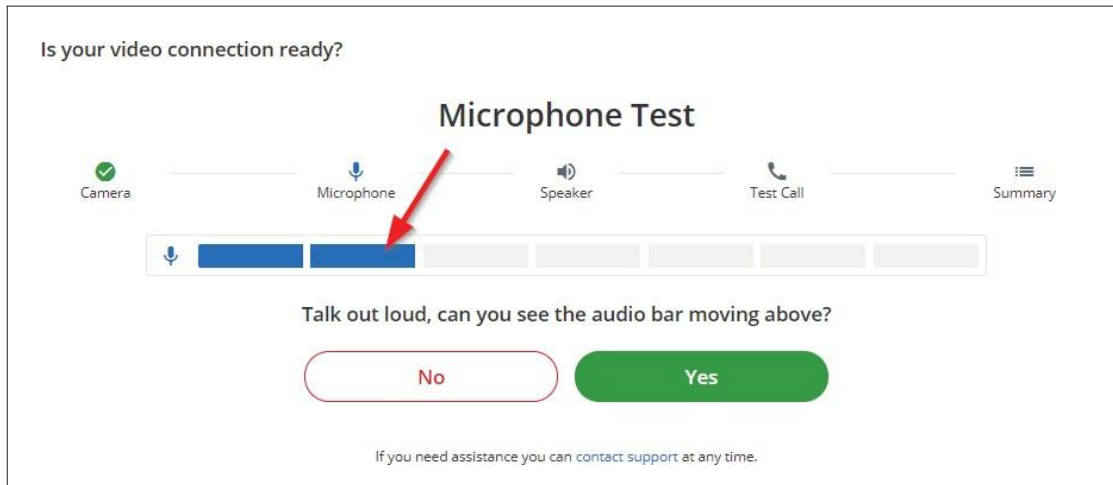
Can you see yourself above?

If you need assistance you can contact support at any time.

Continued 1 of 5 »

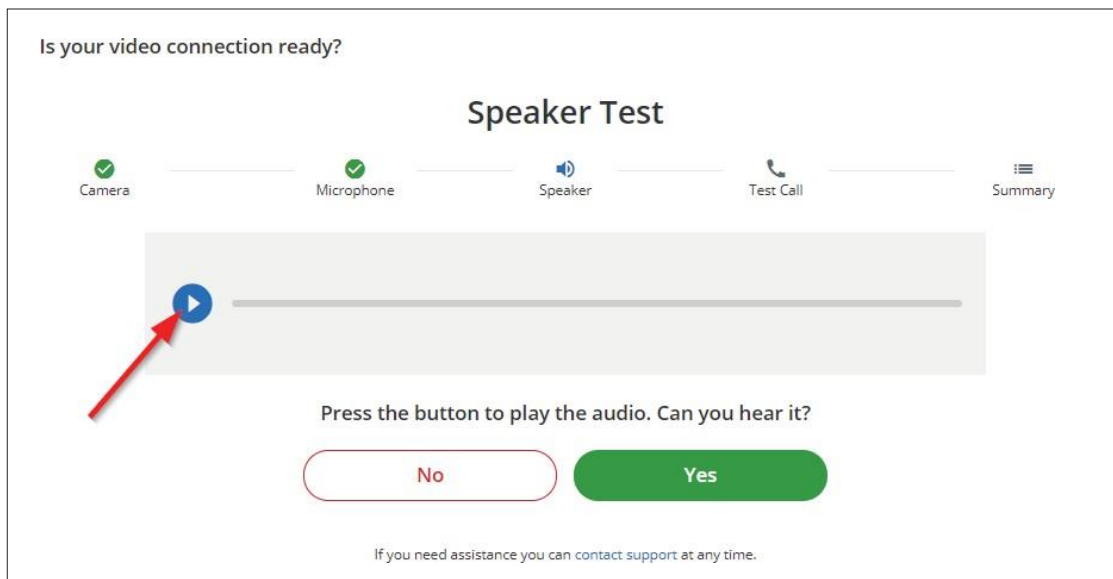
MICROPHONE TEST

- Talk out loud and verify you see the audio bar moving. Click **Yes**.



SPEAKER TEST

- Press the **Play** button and verify you hear the audio. Click **Yes**.




TEST CALL

- Verify you see the doctor image and hear the audio in the *Test Call* window. Click **Yes**.
Note: This may take a few moments.

Test Call

Camera Microphone Speaker Test Call Summary



A test is running in the background. When you see the image of the provider above, press **YES** to continue.

If you need assistance you can [contact support](#) at any time.

SUMMARY


If your technology passes each test, a message will appear saying your device is ready to join the call.

Enter a valid phone number (callback number) to display to your care team if a video connection cannot be established. Click **Continue**.

Is your video connection ready?

Summary

Camera Microphone Speaker Test Call Summary



Your device is ready to join the call

Your device's camera and microphone are functioning properly. You are now ready to join a video call. Please confirm your callback number in the event a video connection cannot be established.

+16124881234

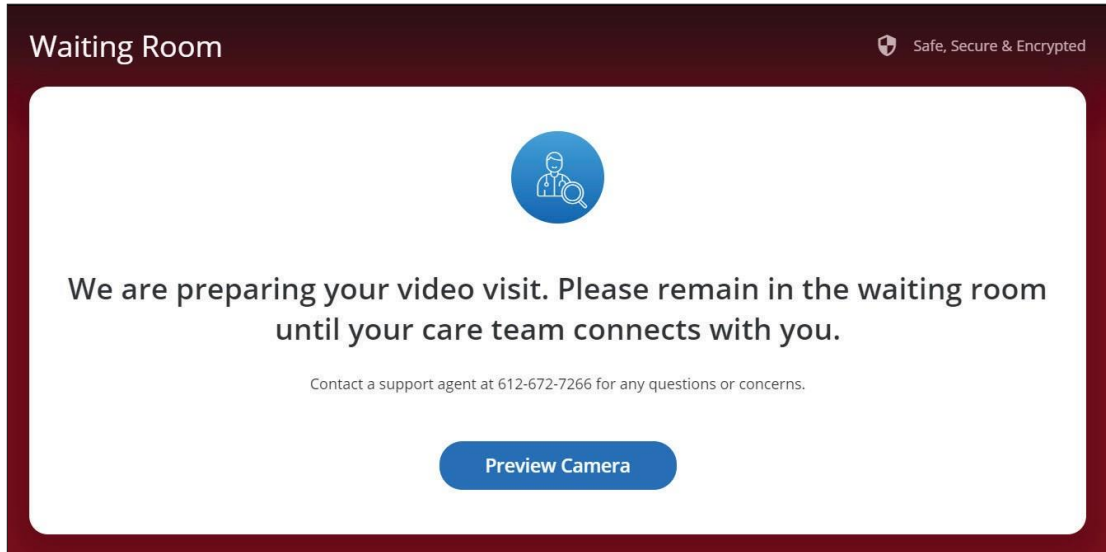
✓ Valid number.

Continue

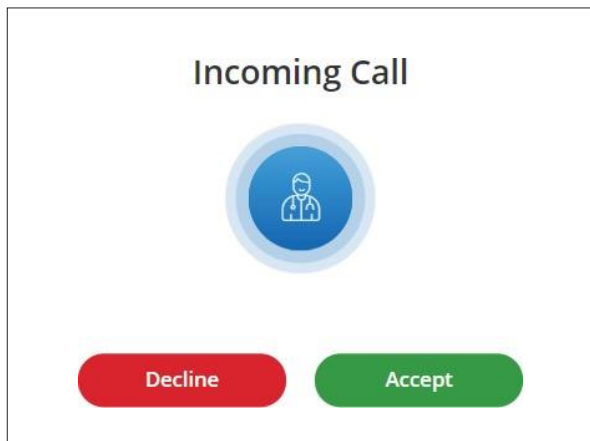
If you need assistance you can contact support at any time.

WAITING ROOM

A message will appear letting you know you're in the waiting room for your video visit. **Please wait on this screen until someone from your care team connects with you.**



You will receive an *Incoming Call* notification when your care team is ready to connect. Click **Accept**.



IMPORTANT: If you missed or declined your *Incoming Call* notification, click the **Join Call** button at the top of the screen to get connected.

