

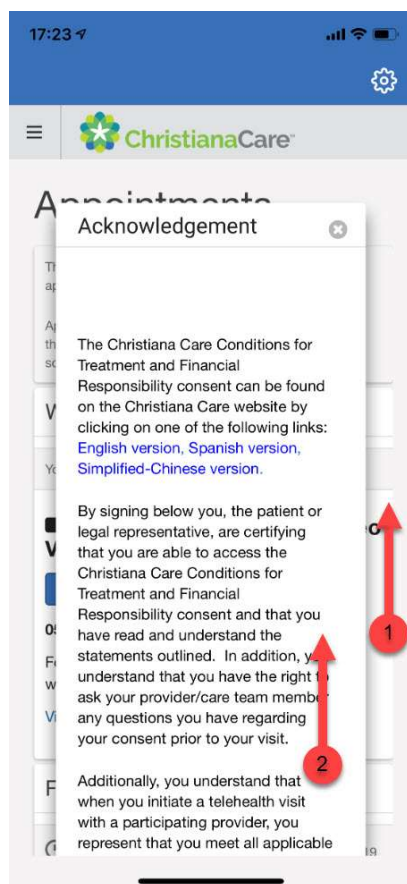
Your Video Visit: Having Trouble?...

➤ Trouble logging in?

- It may be too early or too late to join the video visit. Check your appointment date and time again.
- If you are using a smart device (like a phone or a tablet), make sure you are logged into and using the ChristianaCare Portal App, NOT your web browser.

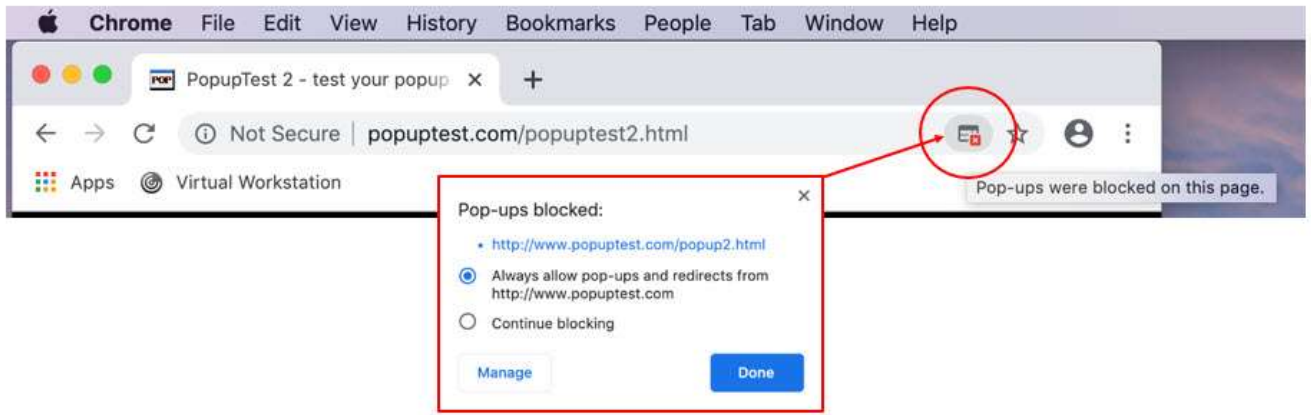
➤ Trouble signing the Acknowledgement (consent) screen on your smartphone?

- Depending on your screen size, you may need to scroll outside of the acknowledgement window to reach the end of the consent. Then - within the Acknowledgment window – scroll all the way down, and you should now see the “I agree” checkbox:



➤ Trouble joining the video visit from your computer?

- If you click “Join Now” and the video window does not open, check the browser address/search bar for a pop-up blocker indicator. Click this indicator, select the option to “allow” pop-ups, then click on “Join Now” again:



➤ **Trouble *hearing* your provider?**

- Make sure your speakers are not muted.
- Make sure you are not accidentally connected to a Bluetooth device in a different room. If you are, simply turn off Bluetooth from your smartphone or tablet.
- Make sure your headphones are plugged **all the way** into your computer or smart device.

➤ **Trouble *seeing* your provider?**

- Make sure the video window is open.
- Make sure you are logged in, and that you have allowed/enabled audio AND video.

➤ **Trouble with *your provider seeing* you?**

- Make sure your camera is not covered and you are sitting in an area with a lot of light.
- If you are using a smart device, make sure the app has access to your camera.

➤ **Trouble with *your provider hearing* you?**

- If you are using a smart device, make sure the app has access to your microphone.
- If you are using a computer or laptop, check your audio (sound) settings to make sure it is set to use the microphone.

STILL HAVING TROUBLE CONNECTING? Most problems can be worked out! Please call the Patient Portal Hotline at 1-877-621-8014. Even if your care team is unable to get the video portion working for any reason, we can connect you to a phone visit instead.