



TELEMEDICINE CONNECTION TIPS

NOTE: If clicking on links don't open a new screen, copy and paste the link into your browser's URL section and hit Enter.

HOW TO CONNECT TO DOXY.ME

Print instructions:

[Check-in instructions](#)

Video instructions:

[How to connect using Chrome](#)

[How to connect using Safari](#)

[How to connect to using Firefox](#)

BROWSERS TO USE

For Windows: Chrome, Firefox and Edge (in order of what's best to use)

For Mac: Safari, Chrome, Firefox (in order of what's best to use)

For iPhone/iPad: Safari, Firefox

For Android: Chrome, Firefox (Safari not supported)

CONNECTION

- The best connection will occur when you have direct ethernet, a good wireless signal, and strong data plan connection (includes WiFi extender or hotspot).
- Get as physically close to the WiFi router as possible (e.g. you can see the wireless router or Wi-Fi extender from your computer/laptop).
- If on a data plan with a mobile device, find the best signal spot in the house--usually near a window.
- Make sure any other data heavy applications (online games, streaming, FaceTime, downloads, or programs that run constantly) are closed prior to the call.
- Don't have multiple browsers or tabs open.
- Limit the number of devices connected to the internet or ask other users to temporarily pause their downloads. Data heavy applications like online gaming, FaceTime, Skype, YouTube or downloading large files will affect your call.
- Some devices will run programs no matter what you try to limit. Devices connected to Wi-Fi can be put on Airplane mode. Airplane mode can be taken off once the call is completed.
- If you have a basic internet plan upgrade to a better plan with more bandwidth.

OLDER APPLE DEVICES MAY NOT HANDLE VIDEO CALLS

Calls with an iOS 9 may not be possible, as well as early iPads to the fifth-generation iPod Touch and iPhone 4S. The 2015 MacBook Airs, 12-inch MacBooks, 13-inch MacBook Pros, and iMacs, as well as 2017 MacBook Airs may freeze and crash.

PRE-CALL TEST

Test your system before the first call <https://doxy.me/precall-test>



TROUBLESHOOTING

- Update software: Update operating system and browser software: <https://www.whatismybrowser.com/>
- Restart the device: Not the preferred move, so don't try until the above doesn't work.
- Try it on another device: Try your phone or tablet instead of the computer. This shows if it is device specific.
- Try it on another network: Disconnect from the Wi-Fi and use a hotspot. This shows if it is network specific.

CLEAR CACHE AND COOKIES in ALL browsers (don't clear your passwords):

<https://www.whatismybrowser.com/guides/how-to-clear-cookies-browsing-history-and-cache/>

CAMERA AND PERMISSION

Re-enable camera/Allow access:

Chrome Mobile/Desktop: [Re-enable camera in Chrome desktop / mobile](#)

Firefox Mobile/Desktop: [Re-enable camera in Firefox desktop / mobile](#)

Safari Desktop: [Enable camera in Safari desktop / Desktop](#)

Safari Mobile Access: [Access-to-camera-in-safari-mobile](#)