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Troubleshooting Audio/Video for Virtual Visits (iPad)

To ensure your audio/video is ready for your VirtualCare visit follow the steps below. These steps can also be used if you are experiencing challenges during your VirtualCare visit.

Steps to follow

❏ Go to the settings app on your iPad ⚙️

❏ On the left hand side, scroll down to find your web browser **Chrome**
   ❏ Find the **Camera** and ensure it is turned on - toggled to green
   ❏ Find the **Microphone** and ensure it is turned on - toggled to green

| 🎤 Microphone | 🟢 |
| 📷 Camera | 🟢 |

❏ Navigate back to your VirtualCare Session and conduct virtual visit

❏ If you require additional support please contact your IT department or Think Research for further assistance