



## New Patient Information

### How to connect

- Video** - First time Patient Check-In Chrome [www.youtube.com/watch?v=KQ8dVtbnWx8](http://www.youtube.com/watch?v=KQ8dVtbnWx8)  
**Video** - First time Patient Check-In Safari [www.youtube.com/watch?v=QHvmNKz8sBo](http://www.youtube.com/watch?v=QHvmNKz8sBo)  
**Video** - First time Patient Check-In Firefox [www.youtube.com/watch?v=v9NUJ5gPsRY](http://www.youtube.com/watch?v=v9NUJ5gPsRY)  
**PDF** - Must Have One Pager for Patients <https://help.doxy.me/en/articles/95857-check-in-flyer-for-patients>

### Best types of connections for video calls

1. Laptop or Desktop with Direct Ethernet connection
2. Laptop or Desktop with a good Wireless signal (I can see my router from my laptop)
3. Mobile Phone/Tablet with a good Wireless signal (I can see my Wi-Fi router from device)
4. Mobile Phone or Tablet with a strong Data plan connection (Wi-Fi extender or hotspot as well)

### Best Web Browsers to use per device

- 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 (soon to be chrome)  
**For Android:** Chrome, Firefox (Safari not supported)

### Is your Web Browser up to date

Use this link from any laptop, phone, or tablet to see if the browser is up to date. Copy and Paste this link below into the URL section of the browser and select enter. Does it say you need to update?

<https://updatemybrowser.org/>





**Find out my connection speeds:**

[CLICK here, select GO when prompted](#)

*(The higher the Download-Upload MBPS the better, 50ms or lower is best for Latency)*

1 Minute Video - Improve Wi-Fi

[Improve My Wireless Now!](#)

**Here are some adjustments you can make to improve Download/Upload and Latency:**

- Can you get physically closer to the Wi-Fi router? Always good rule of thumb is to be able to see the wireless router from your computer for the best connection (Or Wi-Fi Extender).
- Turn all other devices not being used onto Airplane Mode

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### **Pre-Call Tips for patients**

- If using a phone or tablet, try to place in a cradle and be leave 2 to 3 feet between you and the video camera
- Make sure there are not bright lights behind you
- If anything is blocking the camera, please remove before call.
- Use a headset if possible, best for audio quality
- **Image of patient for call:** *Just before the patient enters the waiting room an image will be taken by the camera to display to provider only, so please know when you hit enter, that's when a quick small image is taken.*

**Our Complete Trouble Shooting Guide:**

[Trouble Shooting](#)





## **Camera and Permission Troubleshooting**

**Allow Chrome Desktop:** <https://help.doxy.me/en/articles/2427124-allow-access-to-camera-in-chrome>

**Allow Chrome Mobile:** <https://help.doxy.me/en/articles/2427135-allow-access-to-camera-in-chrome-mobile-tablet>

**Allow access iPhone/iPad, iMac, MacBook:** <https://help.doxy.me/en/articles/3831070-allow-camera-access-to-safari-iphone-ipad-mac>

**Allow Access Firefox Laptop:** <https://help.doxy.me/en/articles/2427185-allow-access-to-camera-in-firefox>

**Allow Access Firefox mobile:** <https://help.doxy.me/en/articles/3854504-allow-access-to-camera-in-firefox-mobile-tablet>

**Allow Access Edge Mobile:** <https://help.doxy.me/en/articles/3867622-allow-access-to-camera-in-edge-mobile-tablet>

**Allow Access Edge Laptop:** <https://help.doxy.me/en/articles/3867526-allow-access-to-camera-in-edge>