Allowing Permission for Camera & Microphone during a Video Visit

Some users are experiencing their computer not detecting a camera and/or a microphone when starting a video visit with the new Epic Video Visit Platform.

Follow these steps to troubleshoot connection issues:				Hardware Test: Failure Could not connect to camera, microphone, or speaker. Verify that devices are not in use by another application.		
1. The patient may receive a Hardware Test Failure. a. Patients need to allow permisson for the camera &			Relaunch the call to try again.			
 The patient will need to go to the site settings to allow access. 			No i No i System Default Display Name	microphone detected.		
 a. This is done by clicking the Lock/Security icon next to the website name. 				Jessica Stull K Hardware Test Failed		
 Select <i>Permisson for</i> In the list of permission 	ttps://telehealth.epic.com/VideoCall?sessio About telehealth.epic.com Connection is secure		nID 0 III			
(Default) to Allow.	Permissions for this site Camera O Allow		~			
All sites / https://telehealth.epic.com	Reset permissions	Microphone	Allow	✓✓nnect		
© Location © Camera Q Microphone	Ask (default)	Cookies (10 cookies in u	ise) this site (Balanced)	> t • :45 PM		

- 5. Once changed, select the *Reload* option to reload the page. To apply your updated settings to this site, reload this page
 - a. You may need to go back to your MyChart account and re-join the visit.
- Once permisson has been changed to allow, these settings will remain the same with future video visits on that device.