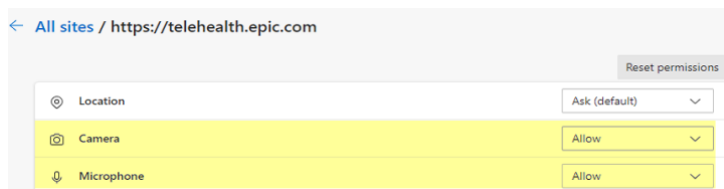


Allowing Permission for Camera & Microphone during a Video Visit

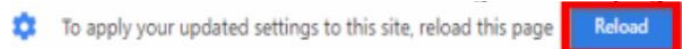
Some users are experiencing their computer not detecting a camera and/or a microphone when starting a video visit with the new Epic Video Visit Platform.

Follow these steps to troubleshoot connection issues:

1. The patient may receive a Hardware Test Failure.
 - a. Patients need to allow permission for the camera & microphone.
2. The patient will need to go to the site settings to allow access.
 - a. This is done by clicking the *Lock/Security* icon next to the website name.
3. Select *Permisson for this site*.
4. In the list of permissons locate the *Camera* and *Microphone* item and switch from Ask (Default) to *Allow*.



5. Once changed, select the *Reload* option to reload the page.
 - a. You may need to go back to your MyChart account and re-join the visit.



6. Once permission has been changed to allow, these settings will remain the same with future video visits on that device.

