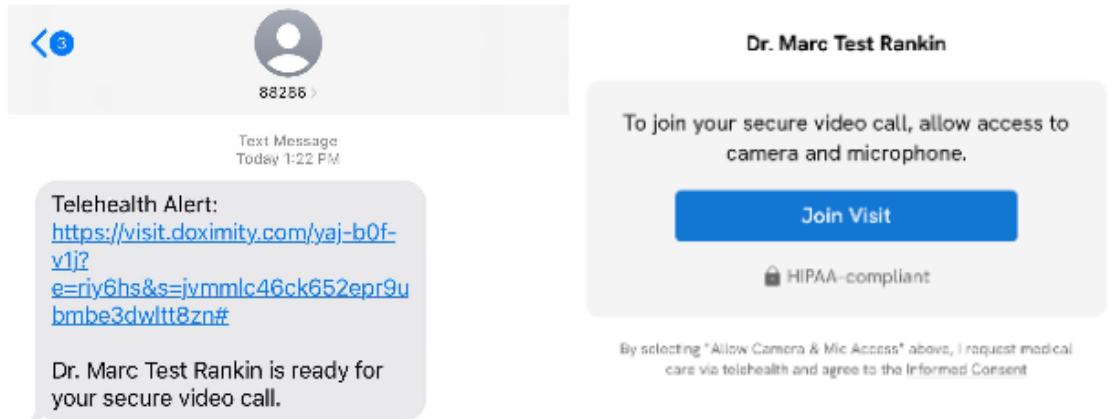**Ensuring audio/visual connection with your provider for telehealth visits**
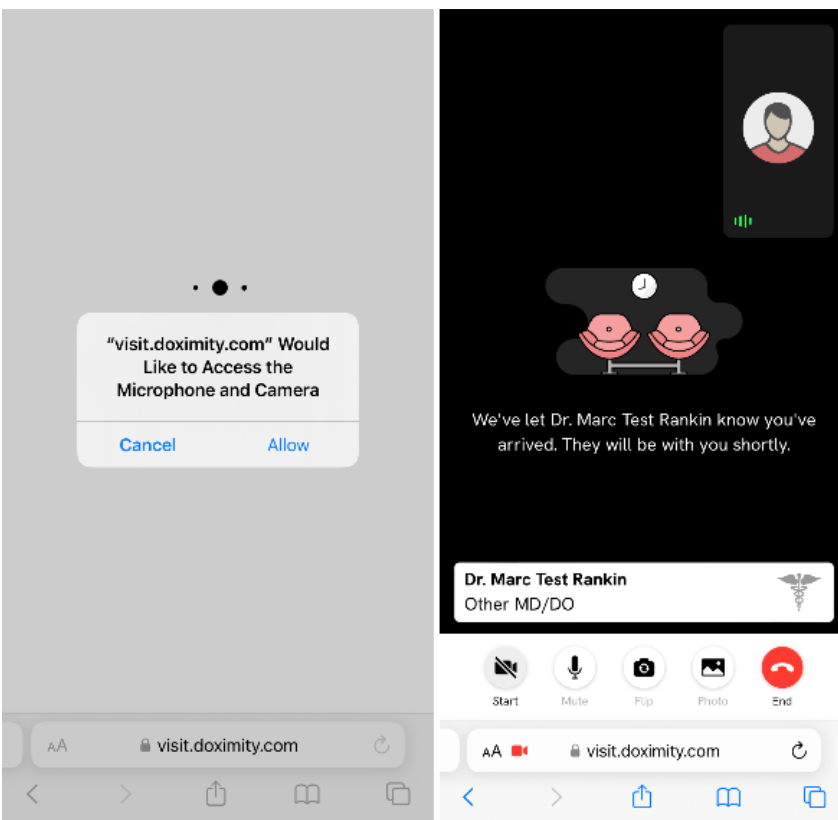In order to join your video call, you must grant your smartphone browser access to your camera and microphone. Below are instructions on how to join a video call and grant your smartphone browser access to your camera and microphone.

- You will receive a text from an 882-86 short phone number inviting you to a video call
- Tap on the link in the text message
- Tap on the blue '**Join Visit**' button

*Android users, you will join the video call with your doctor immediately after you tap on '***Allow Camera & Mic Access***'. You will not see the step below.*
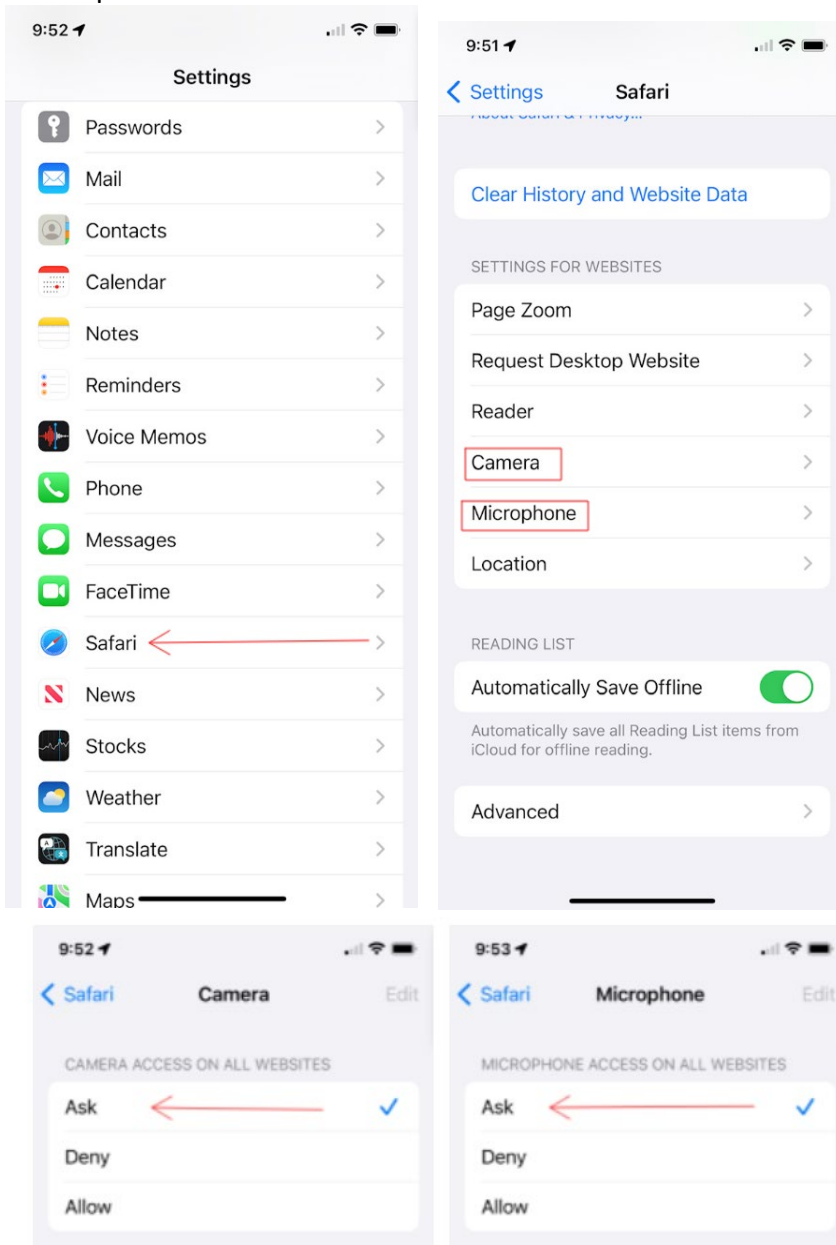
- Tap on '**Allow**'. After this, you will be able to join the video call with your doctor

If you accidentally ignored the prompt to allow camera and mic access, follow the instructions below to enable access to your camera and microphone:

iOS
- Open your phone Settings and tap '**Safari**'.
- Scroll down to the '**SETTINGS FOR WEBSITES**' section
- Tap on '**Camera**'
- Tap on '**Ask**'
- Tap on the blue '**Safari**' button in the top left corner to return to the previous screen
- Tap on '**Microphone**'
- Tap on '**Ask**'

Android

- Open your phone Settings and tap '**Apps' or, 'Apps & Notifications**'.
- Tap '**Apps' or 'App Info**'
- Scroll down and tap on '**Chrome**'
- Tap on '**Permissions**'
- Tap on '**Camera**'

Tap on '**Microphone**'