



VIDEO VISITS



TROUBLESHOOTING YOUR VIDEO VISIT

I don't see the "Join Appointment" button.

Computer/laptop: Make sure you are using Chrome browser.

Smartphone/tablet: Make sure you are using the Kaiser Permanente app.

I am unable to join.

Make sure you're using a reliable internet connection. A slow connection can reduce the quality of your audio and video interaction. Headphones can provide additional privacy and help ensure you can hear your provider. If it's your first visit, you should have gotten a call from the Telehealth Support Team for your "Tech Check" showing you how to use the application. If you have questions, please call Technical Support at 844-800-0823 (2am – 4pm HST). *Note: Work, school, or public Wi-Fi is often limited by a firewall that may prevent video traffic, we suggest a secure network.*

I have joined, but the provider has not.

You should have received a call from your provider or assistant if your provider is not online at the time of your scheduled video visit. If you receive a call during your scheduled appointment, please answer and then return to the online waiting room.

I can't see my provider on the screen.

From a mobile device: make sure that your camera is turned toward you.

From a computer: make sure that your camera is plugged in. If it is, exit and relaunch the video visit.

I can't hear my provider.

Be sure that your sound is turned up on your computer or mobile device. If you have speakers, check them. If you still cannot hear your provider, the problem is most likely with your equipment.

I hear an echo.

This is most common on a computer. The microphone and speakers are close to each other, and this causes an echo or feedback. If this happens, mute your microphone when you are not speaking or turn down the volume.

I accidentally disconnected myself.

You can rejoin if the provider has not ended the video visit and the time is within the appointment window.