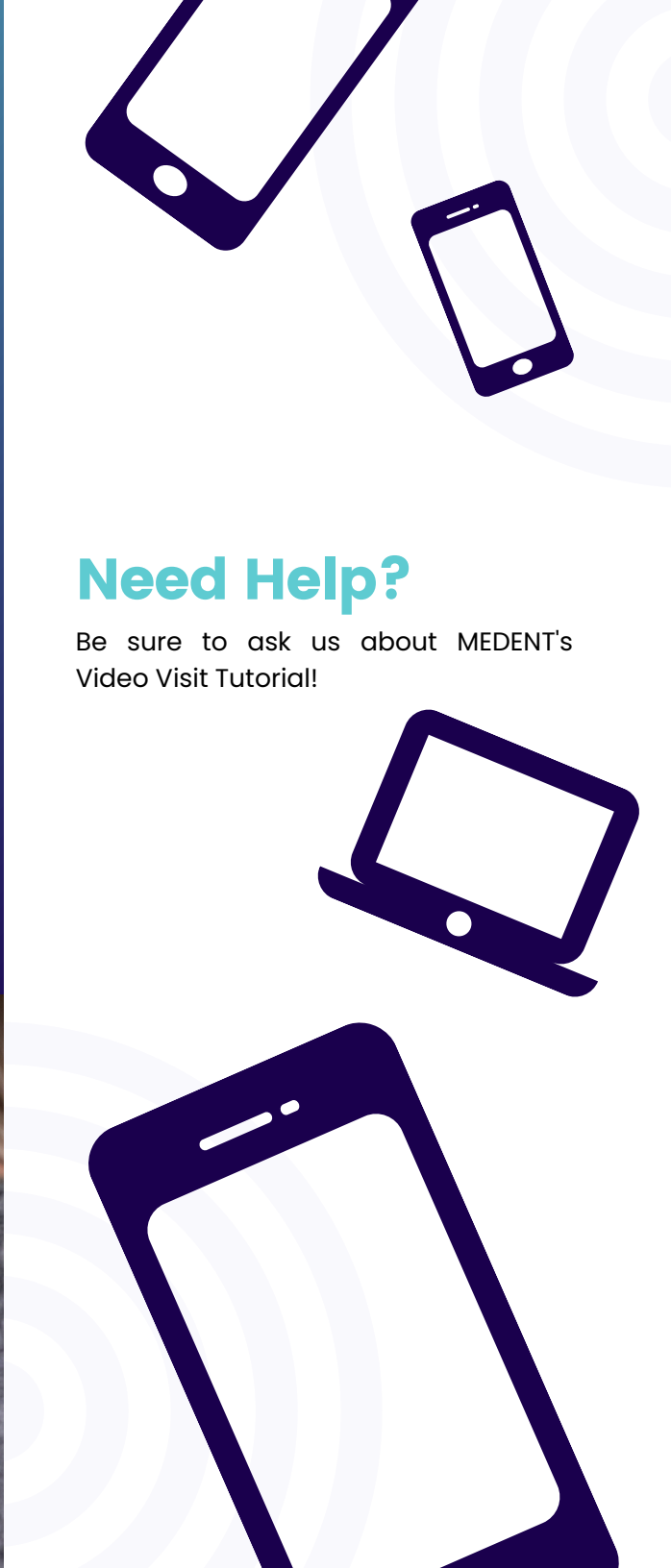# Before
Your Visit

Make sure we have your email address, mobile phone number and carrier! This way we can send you a link to your Video Visit.

Click the link in your email or text message to test your connection and check your device and browser settings to make sure video and audio are enabled.

Need Help?

Be sure to ask us about MEDENT's Video Visit Tutorial!

MEDENT's VIDEO VISITS

Dr. Jhon Doe ⌄

Schedule Today

About
Video Visits

When you're scheduled for a Video Visit, you will receive a link to the visit via email or text. Simply click the link and connect with your provider using your laptop, tablet or smartphone!

We recommend connecting via WiFi to avoid incurring mobile data charges.

The following operating systems and browsers are currently supported:

Android: Chrome, Edge, Opera, Samsung
iOS: Safari
Windows: Chrome, Firefox, Opera, Edge Chromium Build
Mac: Safari, Chrome

Your video will display in the upper right corner of the screen. The provider's video will display larger in the middle of the screen.

(participants) Displays how many users are in the visit.

(video mute) Turn off your video.

(mute) Mutes your microphone so the provider cannot hear you.

(hang up) Ends the Video Visit for you and the provider.

(menu) Displays additional options.

(add attachment) Lets you add PNG, JPEG and/or PDF files.

(high definition) Increase the video resolution and quality.

(switch camera) Switch to a different camera on your device (if available).

(switch microphone) Switch to a different microphone on your device.

(full screen) Switches the browser to full-screen mode. NOTE: This button will not display on iPhones.

(chat) Pulls up a chat window that allows the provider and patient to communicate via text.

(help) Pulls up a troubleshooting window.

Troubleshooting
Tips & Tricks

Q: Camera or audio not working?
A: You might have denied access to your camera or audio when you first launched your browser. Go into your browser settings and allow access.

Q: Play button not working? Link not valid?
A: Disconnect from WiFi. It may be blocking you.

Q: Access denied?
A: Your device does not have the hardware required for a visit. Try using a different device.

Q: Unsupported?
A: Try a different browser. If in iOS, make sure you are using Safari.