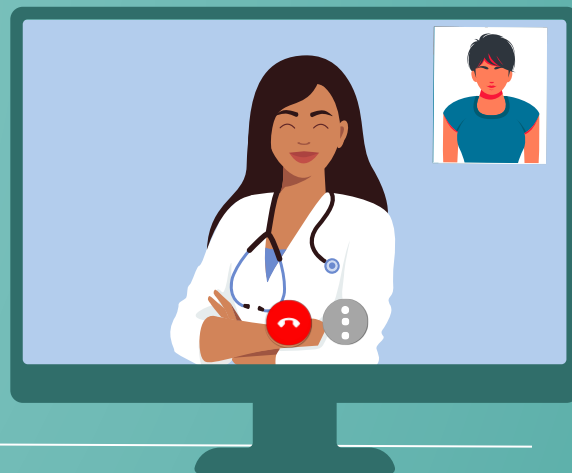


medent's VIDEO VISITS



When you're scheduled for a Video Visit, you'll receive a link to the visit via email and/or text. Simply click this link and connect with your provider using your laptop, tablet or smartphone! We recommend connecting via WiFi to avoid incurring mobile data charges.

Before your visit, make sure we have your email address, mobile phone number and carrier! You should also click the link to test your connection and check your device and browser settings to make sure video and audio are enabled.

Note, the following operating systems and browsers are supported:

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



(participants)
Shows how many users are in the visit



(video mute)
Turns 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)
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 to full-screen mode. This will not display on iPhones.



(chat)
Opens a chat window that lets you communicate via text



(help)
Pulls up a troubleshooting window.

TROUBLESHOOTING:

Access Denied? You do not have the required hardware. Try a different device.

Unsupported? Try a different browser.

Play button not working? Link not valid? Disconnect from WiFi.

Camera or audio not working? Go into your browser settings and allow access.