Instructions for Apple Devices:
iPhone, MacBook, iPad

Performing a Hardware Check Before Connecting to the Appointment

Please check your devices settings to ensure you can connect to the appointment.

Default Browser

To use the Epic Telehealth platform, you <u>must</u> have one of the following browsers defaulted to your device:

- Safari
- Chrome
- Edge – does **not** work with an iPhone, only works with an iPad or MacBook

If you do not have one of the supported browsers set as the default, you will <u>not</u> be able to connect.
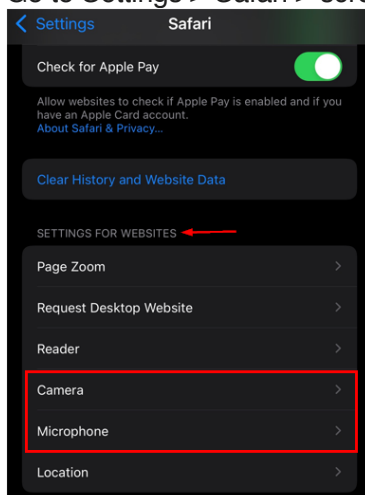
Camera and Microphone Settings

You need to allow access to the camera and microphone in order to join the visit, otherwise the hardware check will fail and you will not be able to connect.
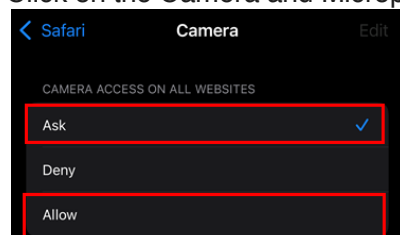
For Safari:
You need to have your camera and microphone settings enabled for websites.

Go to Settings > Safari > scroll all the way down to the SETTINGS FOR WEBSITES section

Click on the Camera and Microphone options and make sure they are set at ASK or ALLOW.

If it is set on DENY, you will not be able to join the appointment.
For Chrome:
When using an Apple product, Chrome should always prompt you to allow camera and mic access.

For Edge:
Edge only works on an iPad or MacBook. It is not supported on the iPhone – you will have to have either Chrome or Safari defaulted as your browser.

When using an Apple product, Edge should always prompt you to allow camera and mic access.