

 THINK ANDOR
Empowering Experiences.

SickKids[®]

Frequently Asked Questions Guide

Q. What browser should I be using to launch my video visit?

A. The following table represents the set of supported browsers and versions which are currently available.

SUPPORT BY OS AND BROWSER						
Windows	macOS	Ubuntu	Linux	Android	iOS	iPad OS
Chrome*, new Edge	Chrome*, Safari**	Chrome*	Chrome*	Chrome*	Safari**	Safari**

**Note that the latest version of Chrome is supported in addition to the previous two releases.*

***Note that Safari versions 13.1+ are supported. Outgoing video for Safari macOS is not yet supported, but it is supported on iOS. Outgoing screen sharing is only supported on desktop iOS. 1:1 and group calls currently are not available on Safari*

Q. Can I launch my visit on either Apple or Android devices?

A. Yes, both Apple and Android devices are supported, just ensure you are using the correct browser and browser versions.

Q. My microphone and/or camera are disabled. How do I enable them?

A. You will need to enable microphone and camera access via your device settings.

Below are instructions for allowing microphone and camera access to Safari on iPhone

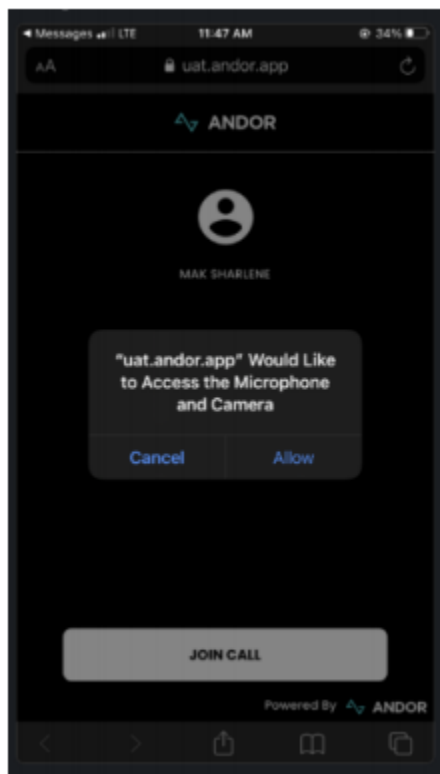
1. Navigate to settings on your iPhone.
2. Scroll down to find the settings for 'Safari'.
3. Scroll down within Safari Settings to find the settings for camera and microphone.

4. Set the Camera and Microphone access settings to 'Ask' or 'Allow'.

Q. How do I start my visit?

A. Here is how you can start your visit on an iPhone

As a patient, when you receive the outreach to join the video visit, you will be provided with a link that will automatically open a new page in your web browser. You will then be presented with a screen to allow access to your microphone and camera.

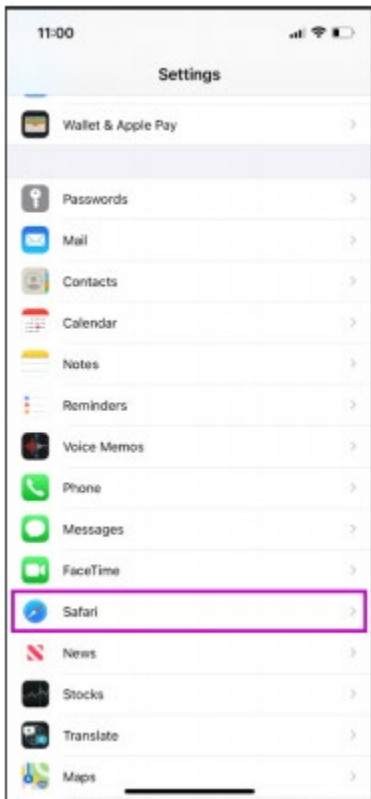


In case you are not presented with these options or if your video and microphone are disabled in your session, please ensure that your Safari settings on your phone allow for access to your microphone and camera.

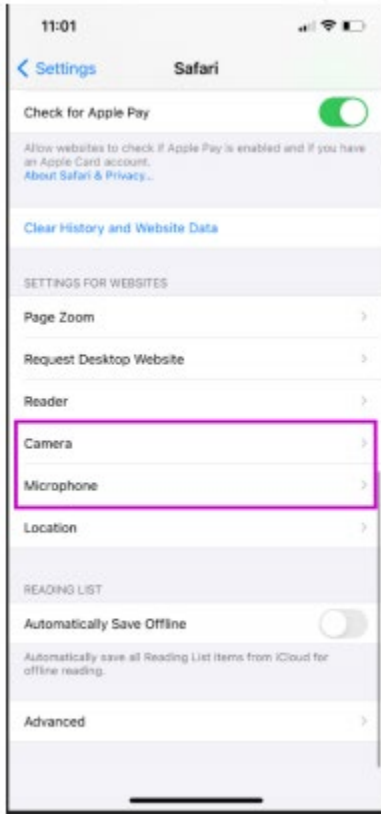
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4. Set the Camera and Microphone access settings to 'Ask' or 'Allow'.

