

FAQ Sheet for Zoom Troubleshooting

12/16/2020

MyChart Issues

If a caller is having any of the following issues regarding MyChart, refer them to the MyChart Help Line at **866.662.6161**

- Patient needs MyChart Access
- Patient is having issues setting up MyChart
- Patient is having issues with MyChart Proxy Access

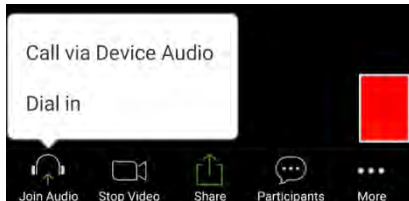
Troubleshooting for Mobile Device

Provider Can't See or Hear You → Camera / Microphone is Not Working

Ensure You Have Joined Audio

When you enter the video, you are prompted to join the audio.

1. Tap phone screen to show icons
2. Locate the **Join Audio Button** in the bottom right of the screen

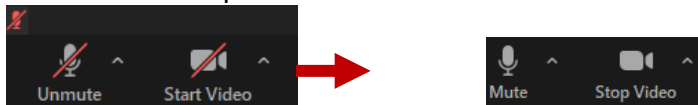


3.

You are Muted

If you have already joined the audio, you may be muted.

1. Tap phone screen to show icons
2. Locate the microphone or camera icon in the bottom left



3.

Pop-up Blocker is Preventing Video

- **iOS:** Select Safari > Preferences > Security at the top of the window > check the box “block pop-up windows” to enable (turn on) this feature. Uncheck this box to disable (turn off) this feature.
- **Android:** Open the Chrome or Mozilla Firefox app > to the right of the address bar tap More > Settings > Site Settings > Pop-ups and redirects. Tap this to disable (turn off) or enable (turn on).

Turning on Camera and Microphone Permissions

The patient should have been prompted to allow the camera and audio automatically; however, to do it manually:

- **iOS:** Go to Settings > Privacy > Microphone and switch on the toggle for Zoom.
- **Android:** Go to Settings > Apps & notifications > App permissions (3 dots at top right corner) > Microphone and switch on the toggle for Zoom.

For Camera permissions, repeat above; however, locate Camera instead of Microphone.

You Cannot Hear Clinician → Speakers not Working

Make sure your speaker is turned on. The **speaker icon** is in the upper-left corner of the screen. If it is muted, tap it to un-mute it.

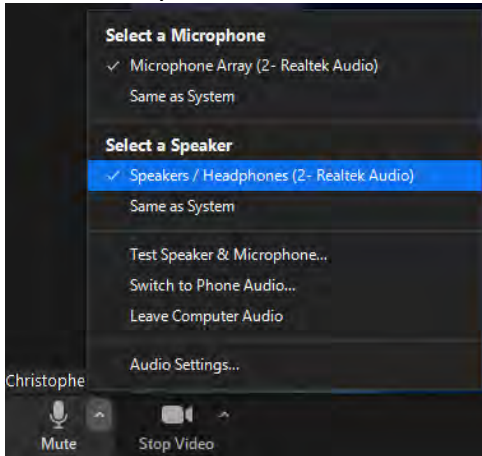


Troubleshooting for Computer or Laptop

Patient Cannot Hear Provider

Ensure your speakers are working.

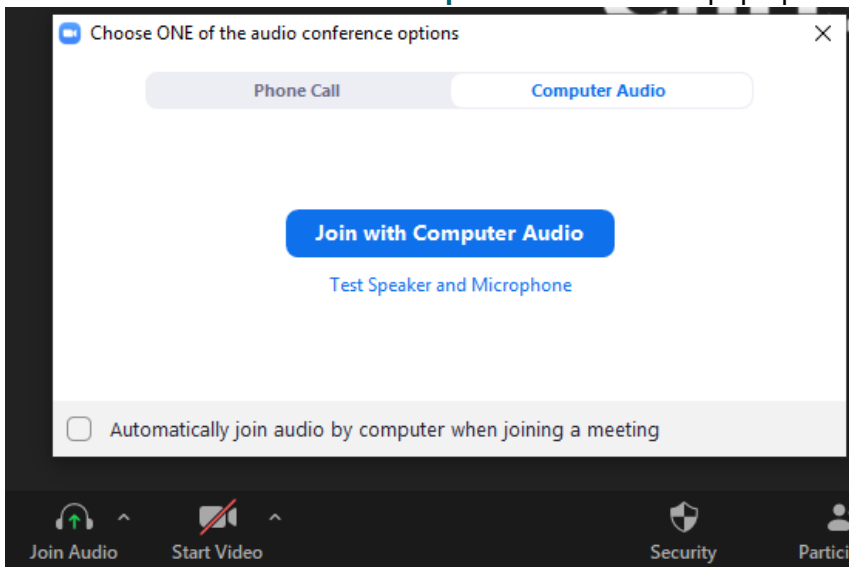
1. Ensure speakers are not muted.
2. Rarely, you may need to toggle to your speaker.
 - a. Click the arrow next to the microphone icon at the bottom left of their video window.
 - b. Select the speaker from the list



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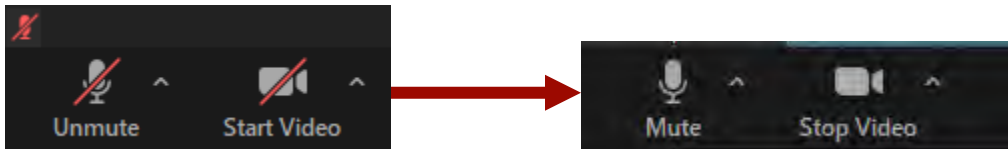
The Provider Cannot See or Hear You

1. You may not have connected to Audio.
 - a. The bottom left button will be a headset instead of the normal microphone
 - b. Click the **Join Audio button**
 - c. You should select **Join with Computer Audio** on the pop up.



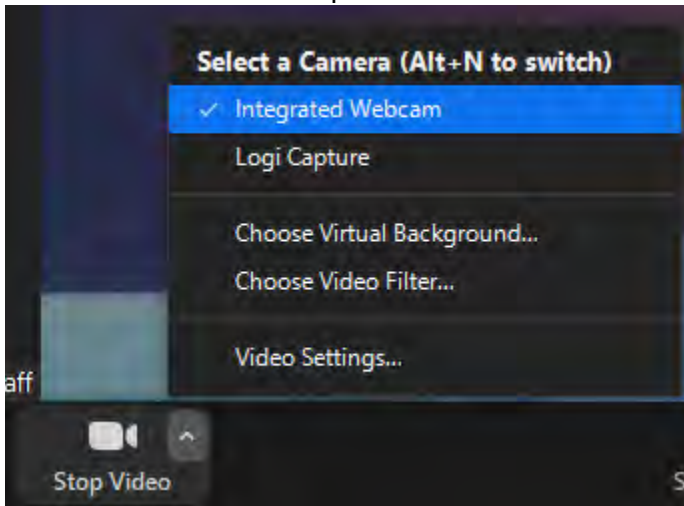
d.

2. You may have connected to audio but may be muted.
 - a. On the bottom left of the screen, the Microphone and Camera Icons may be muted.
 - b. Click to unmute



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3. In rare cases, you may need to toggle to the proper webcam
 - a. Click the arrow above the camera icon.
 - b. Select different camera options



c.