



Preparing for a Virtual Visit Example

To participate in virtual visits with your provider, you must have internet access (broadband, wired or wireless) and one of the following devices:

- Laptop computer with display, speakers, built-in or external camera and microphone
- Desktop computer with display, speakers, external camera and microphone
- Tablet with camera and microphone

We are using an internet-based video application to host this virtual visit. The software must be able to run on your device for audio and video connections to occur. Prior to attending the visit, please complete the following:

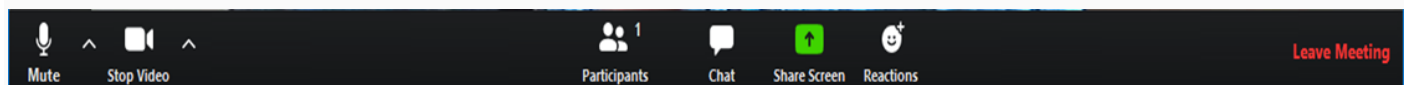
- On a **Desktop** or **Laptop** computer, we recommend you “run” the software instead of a full download to access the most current version each time you connect. Please note that in most cases Apple laptops and desktop computers may require you to install or download the software instead of running it.
- On **Smartphone** or **Tablet** (iOS and Android), download the free app (application) by going to the App Store or Google Play to access it.

Test your internet connection by clicking on the following link: [Network Speed Test](#)

- The bandwidth used by the software will be optimized for the best experience based on your available network. It will automatically adjust for WiFi or wired environments. The minimum bandwidth required is 1.5 Mbps. If you do not have adequate bandwidth, your connection will be compromised, resulting in poor audio and video.

Test your device with our software by clicking on the following link: [Test Here](#)

- **Tablet or Smartphone:** Follow the prompts to confirm camera, microphone and speakers are working. Newer devices may require user permission for the software to access the camera and microphone.
- **Laptop or Desktop computer:**
 - Click “Join” button
 - Your camera is working if you can see yourself, avoid windows and bright lights in the background as it will darken your image and make it difficult to see you.
 - Hover your mouse over the bottom of the screen to access the toolbar
 - Click on the up arrow next to the microphone icon at the left side of the tool bar. Choose *Test Speaker* and *Microphone*, and follow prompts to confirm your microphone and speakers are working.
- Ensure your name corresponds with your image. To edit, right click on your picture, click rename, type in correct name and click ok.



Virtual visit Tips:

- Choose a room that is quiet and private to visit with your provider and limit distractions.
- Sit opposite of a window to improve the lighting. Avoid direct sunlight.
- Center yourself in the middle of the screen and turn on your camera and microphone.
- During your visit, limit the amount of downloading and streaming occurring on your home network..
- Allow for extra camera view if you need to show more of your body to the provider.
- Set your device on a stable surface. If using a smartphone or tablet, place horizontally and prop it against something so you can be seen and heard. If available, use wireless earbuds or wired headset to improve audio quality.