Patient will receive a **URL** (web address) from staff via phone at time of scheduling appointment a Mychart patient message or via email

https://doxy.me/hendricksis2020

Use a computer or device with a good internet connection and webcam. If you run into issues connecting, restart your computer or check out the Doxy.me
http://help.doxy.me

The patient will then **click the link** at time of appointment.

If patient receives this **error,** please recommended a different web browser such as: Google Chrome or Fire Fox instead of Internet Explorer or Microsoft Edge.
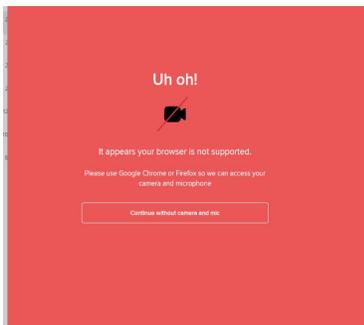
The website will prompt the patient to allow access to their camera/microphone press **Allow** (if not prompted please see tips and tricks for allowing access)
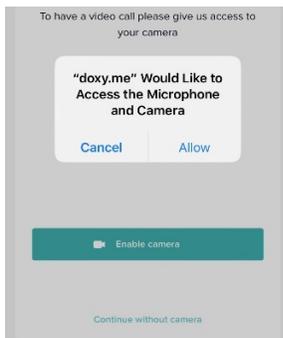
The patient will then be prompted to enter their name and **Click Check in**
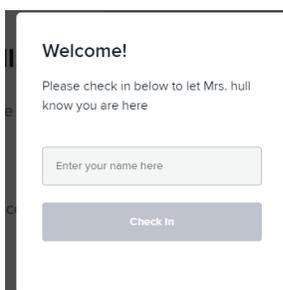
Next the patient will wait on the provider to join the appointment
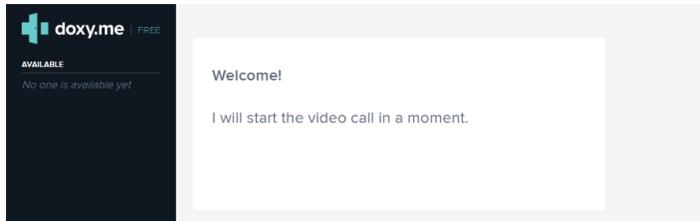
Tips and Tricks

1. If not prompted to allow your camera/microphone, proceed to settings within the web browser to access and enable them. When returning to the web page delete Doxy.me and re click the link to go back in, to allow settings update to occur.

2. Use headphones or earbuds during a call if you hear an echo, its because the phones speakers are too loud.

3. Move to a quieter environment.

4. Ensure NO other applications are running on your device prior to the call. This will cause interference with your microphone.

5. Before call starts its suggested to put DO NOT DISTURB on.

6. Stay away from wireless headsets. Wireless headsets are typically use Bluetooth. If you are noticing issues with Sound use a USB headset or a plug-in headset.

iPhone

Change browser iPhone settings→ Safari → Search engine → Google Chrome

Allow access to camera and microphone from Safari click the ᴀA on the left in the URL tool bar, Click Website Settings or in phone settings see above.
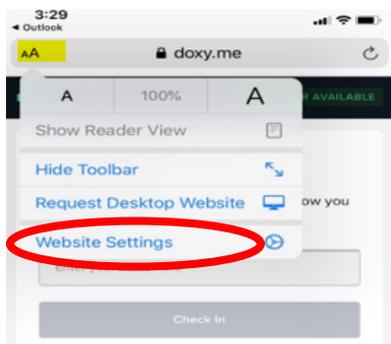
Click on Camera and select Allow, and Microphone and select Allow
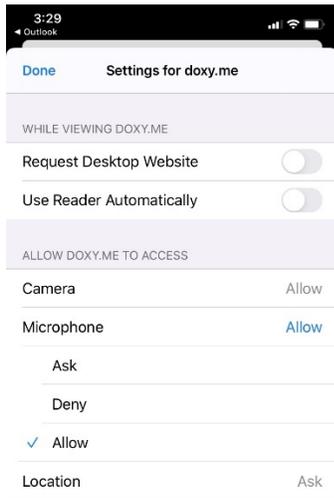
Android

Go to **settings** on your phone.
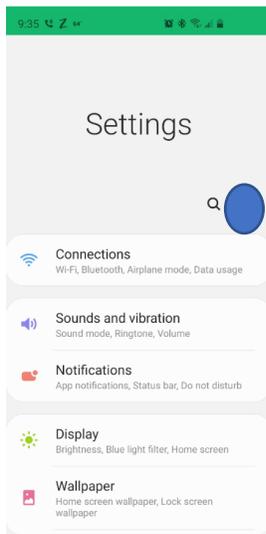
Click on the **Apps**
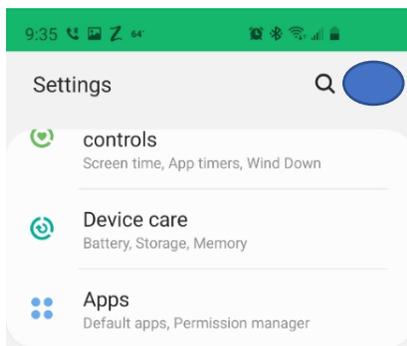
Locate your **Chrome application** and click on it.
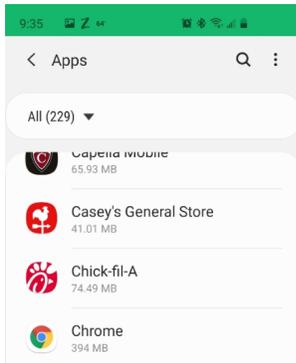
Click on **Permissions**
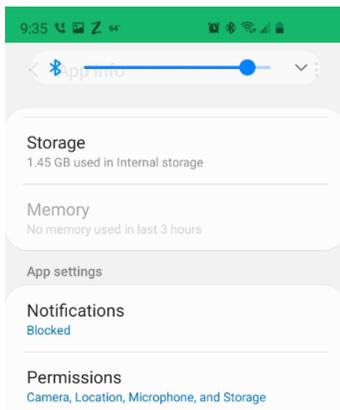
Make sure Camera and Microphone are allowed, if not click on the Camera and Microphone and change to allow.