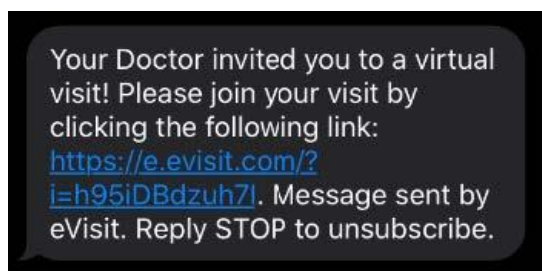# How to Connect to your Scheduled Video Visit

1. You will receive a link to your Video Visit at the time of your scheduled appointment. You will receive the link at the **designated phone number or email address** you provided to your doctor's office.

2. Be sure your device has a **camera and microphone enabled**.

3. To ensure a smooth, successful Video Visit experience, check the table below to see if your device has the **appropriate web browser** installed.

Operating System	Browser	Notes
iOS	Safari	iOS limits video technology to only Safari and cannot be used with Chrome, Firefox, etc.
Android	Chrome	
Android	Firefox	
MacOS	Safari	
MacOS	Chrome	
MacOS	Firefox	
Windows	Chrome	
Windows	Firefox	

4. **Disable any pop-up blockers** you might have installed on your phone, tablet, or computer.

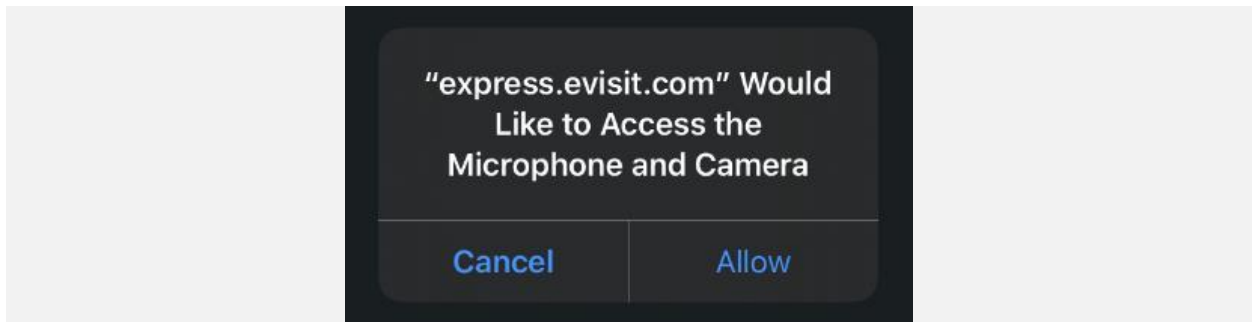5. Your link will look like the following images for text message (left) and email (right).

Your Doctor invited you to a virtual visit! Please join your visit by clicking the following link: https://e.evisit.com/?i=h95iDBdzuh7I. Message sent by eVisit. Reply STOP to unsubscribe.

eVisit

Your Doctor invited you to a virtual visit!

Please join your visit by clicking the link below:
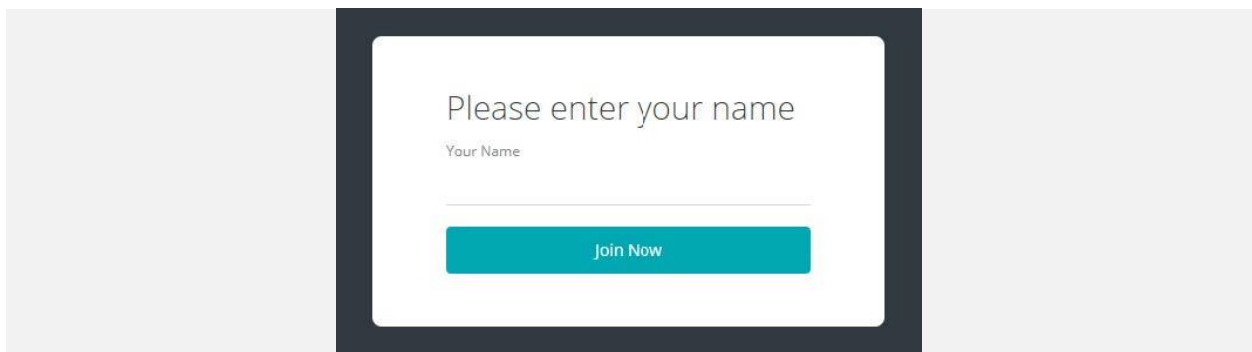
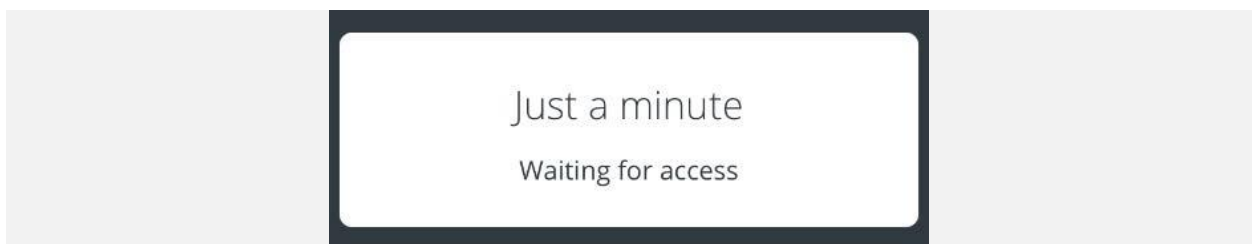https://express.evisit.com/?i=KyeKiRKddKGb

Sincerely,
The eVisit Team

6. Click on the link and a new browser window will open on your device in your default web browser.

7. You will be prompted to allow your microphone and camera.

"express.evisit.com" Would
Like to Access the
Microphone and Camera

Cancel   Allow

8. Click **"Allow."** If you accidentally click "Cancel," click the refresh button in your browser.

9. Enter in your name and click **"Join Now."**

Please enter your name
Your Name

Join Now

10. You will have a brief waiting period while your doctor joins you in the Virtual Visit.

Just a minute
Waiting for access

11. If you have connection issues, or your microphone or camera is not connecting well, a quick click of the refresh button in your browser will often fix those issues.
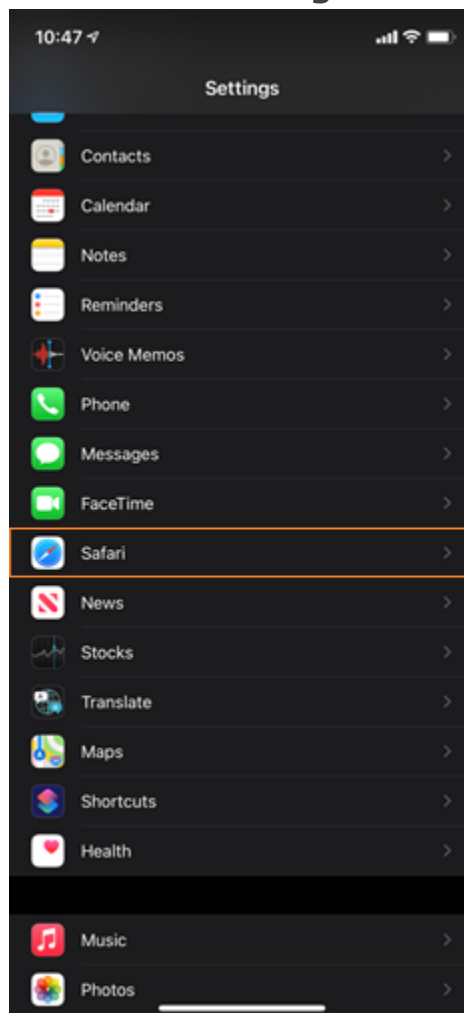
How to Adjust Phone Settings to Auto-Allow Microphone / Camera
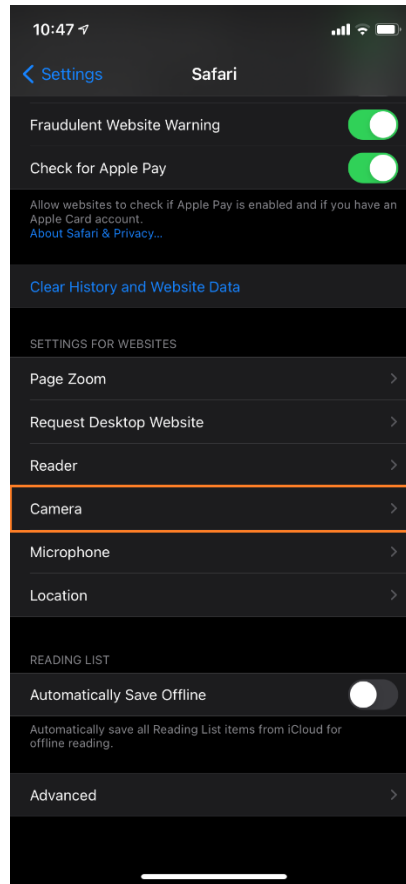
iPhone Devices Using Safari

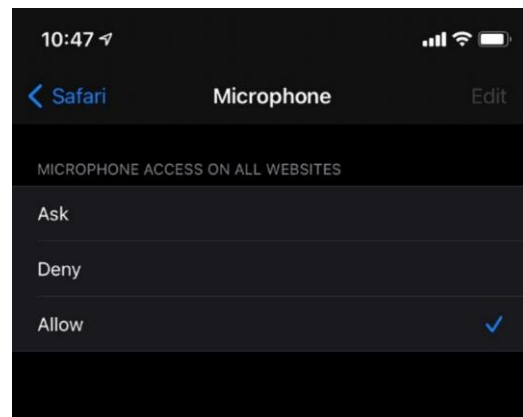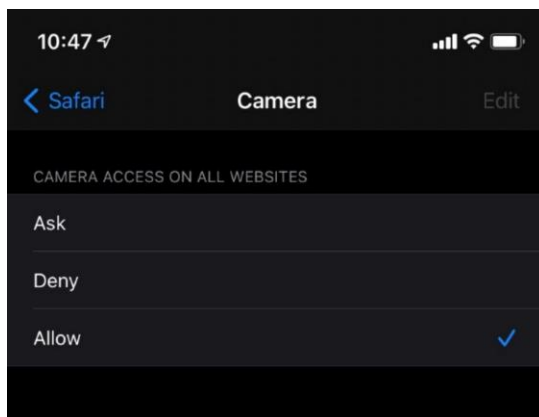1. Navigate to the **Settings** app of your iPhone device.

2. Scroll down to find the **Safari settings.**

3. In the Safari settings, scroll down to find the **"Settings for Websites" section. Click on Camera.**

4. Select "Allow" to always allow Camera access whenever Safari requests it. Return to the previous screen and **select Microphone and select "Allow."**
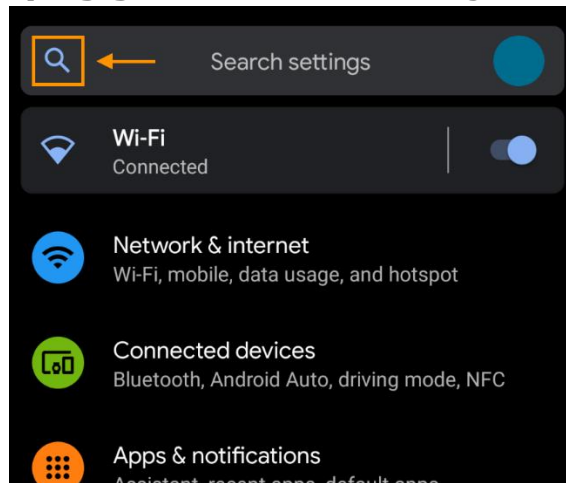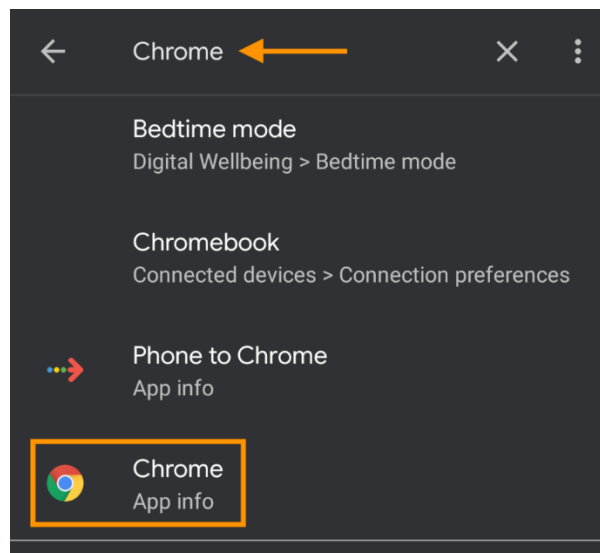
Android Devices Using Google Chrome

1. Navigate to the **Settings** app of your Android device. *(Settings icon from Samsung Galaxy shown)*
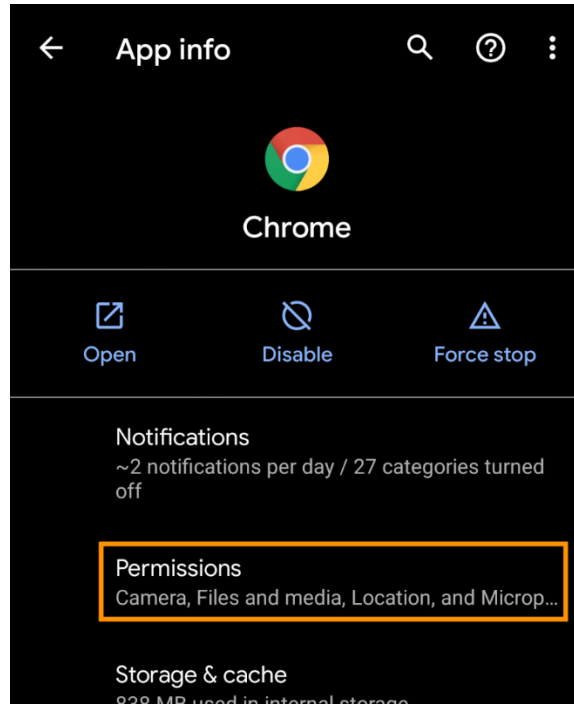

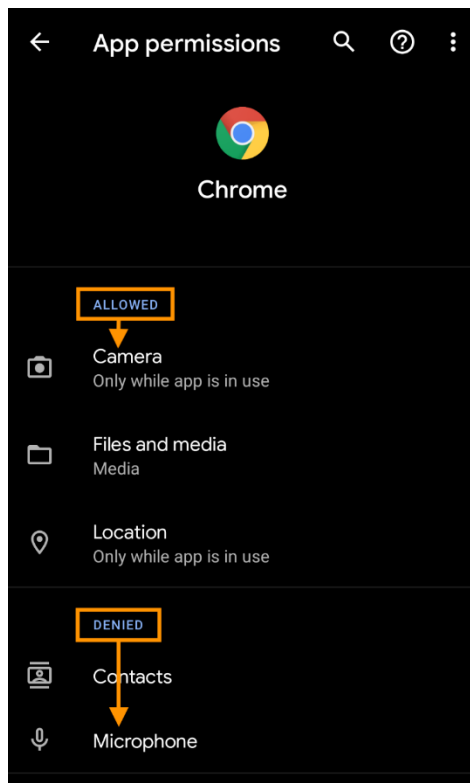2. Tap the **magnifying glass** to search settings.

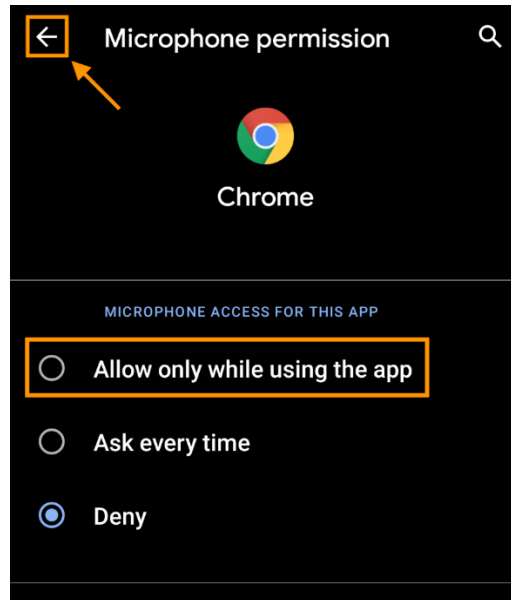3. Type in **"Chrome"** and select the browser.

4. Tap on **Permissions**.

5. Determine if your **Camera** and/or **Microphone** are under **Allowed** or **Denied**. If either of them shows up under **Denied**, tap on the feature.

6. Change the permission from "Deny" to **"Allow only while using the app"** then tap the **back arrow**.

7. Confirm your **Camera** and **Microphone** both show up under **Allowed**.