



Troubleshoot MyChart Video Visits

Download and Test

Using a mobile device? The MyChart app (📱) can be found in the App Store on Apple devices or the Google Play Store on Android devices. If you are having issues with the MyChart app, please contact the MyChart Support line at 1-833-212-1586, Monday through Friday, 8am-6pm.

Test Hardware - You have the ability to test your hardware prior to your scheduled video visit from your mobile device or through web browser. Click the Camera, Microphone, or Speaker option to change to another hardware selection. Tap Join Call when you receive a hardware test success message.



iPhone or iPad Support

iOS 14.3 Warning Box - A yellow box is will display if you do not have the latest 14.3 iOS version. Make sure you upgrade your iOS in advance to your schedule visit as upgrading right before your schedule appointment could delay care.

- Check your iOS by navigating to Settings > General > About.



- To update your iOS to 14.3, navigate to Settings > General > Software Update.

Tapping “Join Visit” Button doesn’t Launch Visit - Pop-up blocker needs to be disabled. (For Chrome users, see Android & Tablet Support below)

1. Open the **Settings** app in iOS and navigate to Safari browser.
2. Under **General** on right side, toggle the switch **Block Pop-ups** to the OFF position.

Android & Tablet Support

Tapping “Join Visit” Button doesn’t Launch Visit - Pop-up blocker needs to be disabled.

1. Open the Chrome app. To the right of the address bar, tap the 3 dots and the click **Settings**.
2. Tap **Site settings**. Tap **Pop-ups and redirects**. Make sure they are **Allowed**.



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Computer Support

Browser not Supported Error - MyChart video visits are not compatible with Internet Explorer. Access MyChart in the alternate browser and attempt to re-launch the video visit again. If you have access to IE, they should download an alternate browser (Chrome, Firefox, etc.) or connect through MyChart mobile application on your smartphone.

 [Google Chrome](#)

 [Mozilla Firefox](#)

 [Microsoft Edge](#)

Using Multiple Screens and Trouble Finding Video - Look for open browsers in your application bar and open one. The tab should have a speaker on it if you are connected to the visit already.

Tapping “Join Visit” Button doesn’t Launch Visit - Pop-up blocker needs to be disabled.

Chrome Browser:

1. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
2. Select **Settings**.
3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
4. Click **Popups and redirects**. Click **Add** button to the right of **Allow** (not Block!).

Safari Browser on MAC:

1. Click the Safari drop down menu.
2. Select **Preferences** from the drop-down. Then click **Websites**.
3. Click **Pop-up Windows** located on the left side, Ensure the **Block Pop-up** window option is **NOT** checked. This **ALLOWS** pop-ups.
4. Close and reopen Safari for changes to take effect.

Firefox Browser:

1. Click the Open menu button (three bars) in the upper-right corner. Then click **Options**.
2. Select **Privacy & Security**.
3. Scroll down to **Permissions**.
4. If **Block Pop-up windows** are not checked, you are done. If it is checked, click **Exceptions...** to the right of it and type **mychart.promedica.org** and then click **Allow** and **Save Changes**.
5. Close and relaunch the Firefox browser for changes to take effect.

Microsoft Edge Browser (Use this browser instead of Internet Explorer):

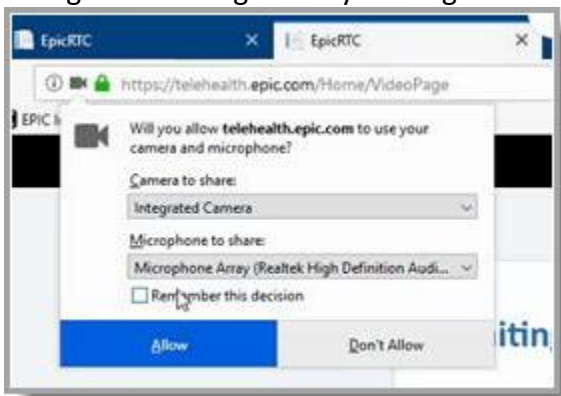
1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
2. In the search box at the top of the Windows Setting window, type “pop” and press Enter.
3. Click on **Block or allow pop-ups**.
4. If “Turn on Pop-up Blocker” is not checked, you are done.
5. Close and relaunch Edge for changes to take effect.



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Troubleshoot Audio & Video

Microphone and Camera Permissions – Unable to give the browser microphone and camera permissions, or denied by accident? You will be asked to allow access to the microphone and camera. Make sure you click “Allow” when prompted, or updating the settings to allow camera and microphone access. You can always change this setting later by clicking the camera icon in the browser.



Video Feed is Delayed or Choppy - Make sure that there are not too many applications currently running at home. MyChart video visits require a certain amount of processing power based on the computer's specification, and closing other applications or internet enable devices will free some resources and improve streaming quality. If that does not work, close any applications that are could be using the microphone or camera such as a concurrent phone call, WebEx, or social media. You will not be able to use audio/video if another application is actively using the device's microphone/camera.

MyChart Support

eCheck-In Related Issues – eCheck-In is not available until 7 days prior to your scheduled visit. You may have already eChecked-In for another recent appointment if you do not see the eCheck-In button.

Contact MyChart Support –1-419-291-4173 or toll free at 1-833-212-1586 Monday - Friday, 8a – 6p or MyChartSupport@promedica.org.