How to Troubleshoot Your Video Visit

Camera or microphone trouble

- Click "Test Hardware" in your browser window to make sure your camera and microphone are working.
- If you are using a separate camera or microphone, make sure the device is selected in the Settings menu of your device.
- When you start the visit, a message may pop up asking you to use your camera and microphone. Click "Allow" so MyChart can use them.
    - If you missed this option, you can usually fix the problem by clicking the camera icon at the top of the screen.

Call or video trouble (slow, choppy or blurry video)

- Refresh the page or app.
- Close other apps (like phone calls or social media) to make sure they are not using your camera or microphone.
- Try making the call on a different browser, or with the MyChart app on your phone.

Video visit freezes or ends unexpectedly

- Try switching to a different browser to reconnect.
- Update your browser to make sure you have the latest version of it on your device.
- Close the video and restart it.
- Check the settings on your device to make sure your camera is fully up to date.

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