What is a Virtual Visit?
A Virtual Visit is a safe, secure way for you to connect with a provider remotely for a scheduled visit. A Virtual Visit takes place using a smartphone, desktop computer, laptop computer or computer tablet that has a microphone and a camera. It’s simple to use and there are no apps to download.

MercyOne and our providers are committed to making health care more convenient by enabling you to interact with your provider from the comfort of your home or wherever you are.

How do I get started?
Call your provider’s office to schedule a Virtual Visit.

What will I need for a successful Virtual Visit?
1. A windows PC, Mac, iPhone, iPad, Android smartphone or Android tablet with:
   - A camera
   - A microphone
   - The ability to receive text messages or email
2. A Wi-Fi or cellular data connection
3. One of the following recommended internet browsers installed on your device:

<table>
<thead>
<tr>
<th>Device</th>
<th>PC</th>
<th>Mac</th>
<th>iPhone/iPad</th>
<th>Android smartphone/tablet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended Browser(s)</td>
<td>Chrome</td>
<td>Safari</td>
<td>Safari</td>
<td>Chrome</td>
</tr>
</tbody>
</table>

Please be ready and available 10 minutes prior to your scheduled time
- Position yourself in a location that is private and well lit
- Keep background noise to a minimum
- If possible, place your device on a table or desk that allows for comfortable viewing for you and of you
At the time of your appointment

1. You will receive a text or email from your provider.
2. Click/tap on the link you receive to join a chat session with your provider. When you select the link, you may be asked to “Connect to URL”. Select “Connect” if this occurs.
3. Agree to the Terms of Use by clicking/tapping the green “Agree” button.

4. You will then be entered into a chat session with your provider’s office. Send a chat message to notify the provider that you’ve arrived. Additional chat messages may be sent during the session.

5. When your provider is ready, he/she will send a request to start a video visit. Click/tap the green video button when it appears to start the video visit.

6. You may mute your microphone at any time by clicking/tapping the microphone icon in the bottom-left corner of the video visit. The microphone will turn red. Ensure the microphone is white if you would like your provider to hear you.

7. To modify the audio settings, click the gear icon at the top of the screen. On an Android device, make sure your media volume is set to the maximum.
8. You may end your video visit at any time by clicking/tapping the "x" button in the top-left corner.
Troubleshooting

“My camera and/or microphone do not seem to be working.”

- Check your Browser Security Settings

**SAFARI WEBSITE SETTINGS**

1. Tap the “AA” button, then Website Settings
2. Ensure Camera and Microphone are set to “Allow”

**CHROME SITE SETTINGS**

1. Tap the menu button (3 vertical dots)
2. Tap “Settings”
3. Tap “Site Settings”
4. Ensure qliqsoft.com is “Allowed” in Camera and Microphone settings

“I can see my provider, but I cannot hear them.”

- Is your device muted? Check if the microphone icon is white. A red microphone means you are muted.
- Is the volume on your device turned up?
- Is your device unintentionally connected to wireless headphones or speakers?

“I cannot select the link, or the link does not appear to be working for me.”

Ensure you are accessing the link with the appropriate browser (see table on page 1). If the link opens in the incorrect browser when selected, you can copy the link and paste it into the correct browser. Press and hold on the link to highlight it, select “Copy”, open the correct browser, then tap/tap and hold on the browser’s address bar to “Paste” the link.