Qliqsoft video visit instructions

WHAT IS A VIDEO VISIT?
A video visit’s a safe and secure way to connect with a provider remotely for a scheduled visit. You’ll need 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.

Our providers are committed to making health care more convenient, letting you interact with them from the comfort of your home or wherever you are.

HOW DO I GET STARTED?
Call your provider’s office to schedule a video visit.

WHAT DO I NEED FOR A SUCCESSFUL VIDEO 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:
   - PC or Android smartphone/tablet: Chrome
   - Mac or iPhone/iPad: Safari

Please be ready and available 10 minutes prior to your scheduled time
- Get in a private and well-lit location.
- Keep background noise to a minimum.
- If possible, place your device on a table or desk that makes viewing comfortable.

At the time of your appointment:
1. Your provider will send you a text or email.

2. Click the link to join a chat session with your provider.

3. If you’re asked to “Connect to URL,” select “Connect.”
4. Agree to the Terms of Use by clicking the green button.

5. You’ve entered the chat session with your provider’s office! Send a chat message to say you’ve arrived. You can send chat messages throughout the session.

6. When ready, your provider will send a request to start the visit. Click the green button when it appears.

7. You may mute your microphone at any time by clicking the microphone icon in the bottom-left corner. A muted microphone is red; make sure the microphone is white if you’d like your provider to hear you.

8. To modify audio settings, click the gear icon at the top of the screen. On an Android device, make sure your media volume is set to maximum.

9. End your video visit at any time by clicking the “x” button in the top-left corner.
Troubleshooting

“My camera and/or microphone aren’t working.”

- Check your browser’s security settings

Safari security settings:

1. Tap the “AA” button, then Website Settings

2. Make sure both camera and microphone are set to “Allow”

Chrome security settings:

1. Click the menu button (3 vertical dots), then click “Settings.”

2. Now click “Site Settings”

3. Make sure qliqsoft.com is “Allowed” in both camera and microphone settings.
Troubleshooting

“I can see — but cannot hear — my provider.”

- Is your device muted? Check the microphone icon; if it’s red you’re muted.
- Is your device’s volume turned up?
- Does your device happen to be connected to wireless headphones or speakers?

“I can’t select the link, or the link is not working for me.”

- Make sure you’re using the best browser (see table on page 1). If the link opens in another browser, you can copy the link and paste it into the correct browser. Press and hold on the link to highlight it, and select “copy.” Then open the correct browser and “paste” the link into its address bar.