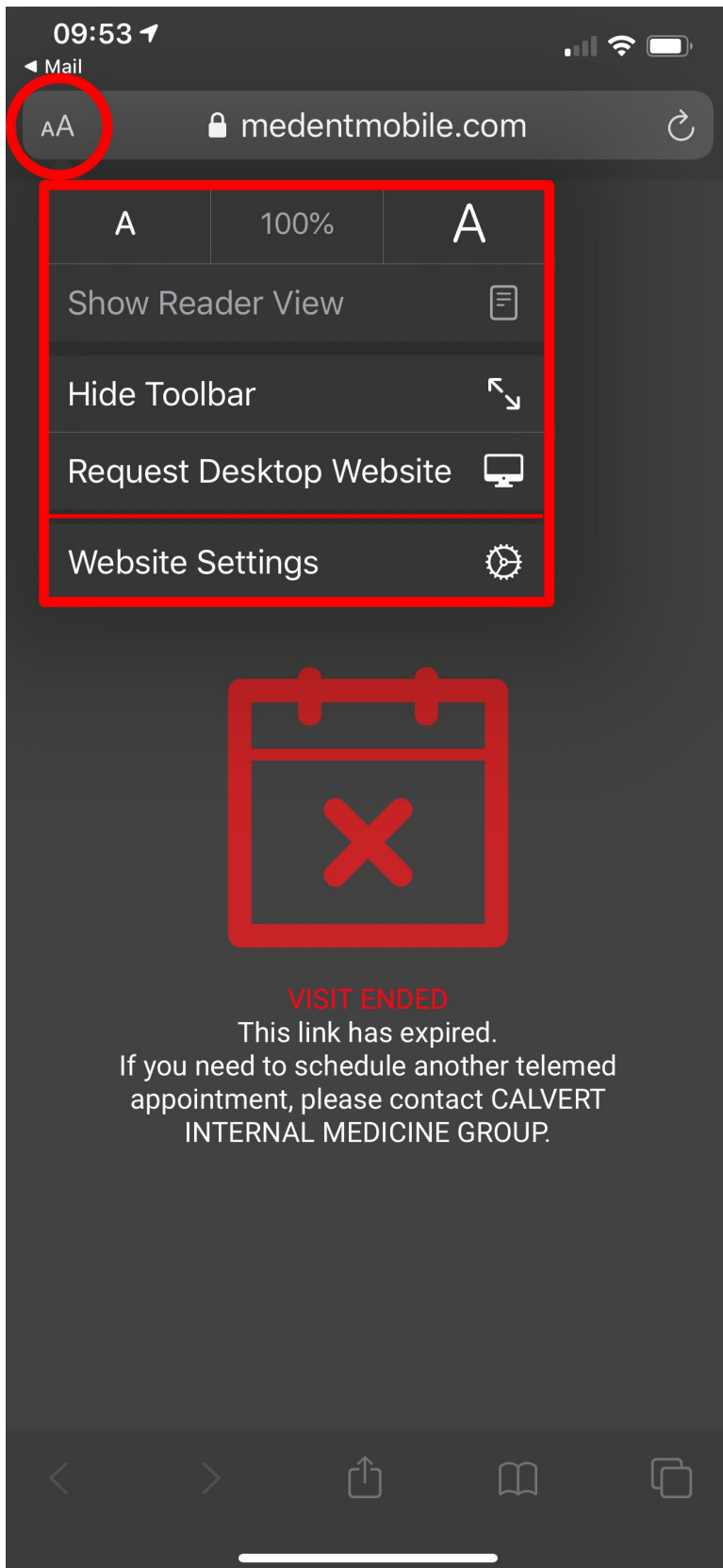# MEDENT Patient Portal

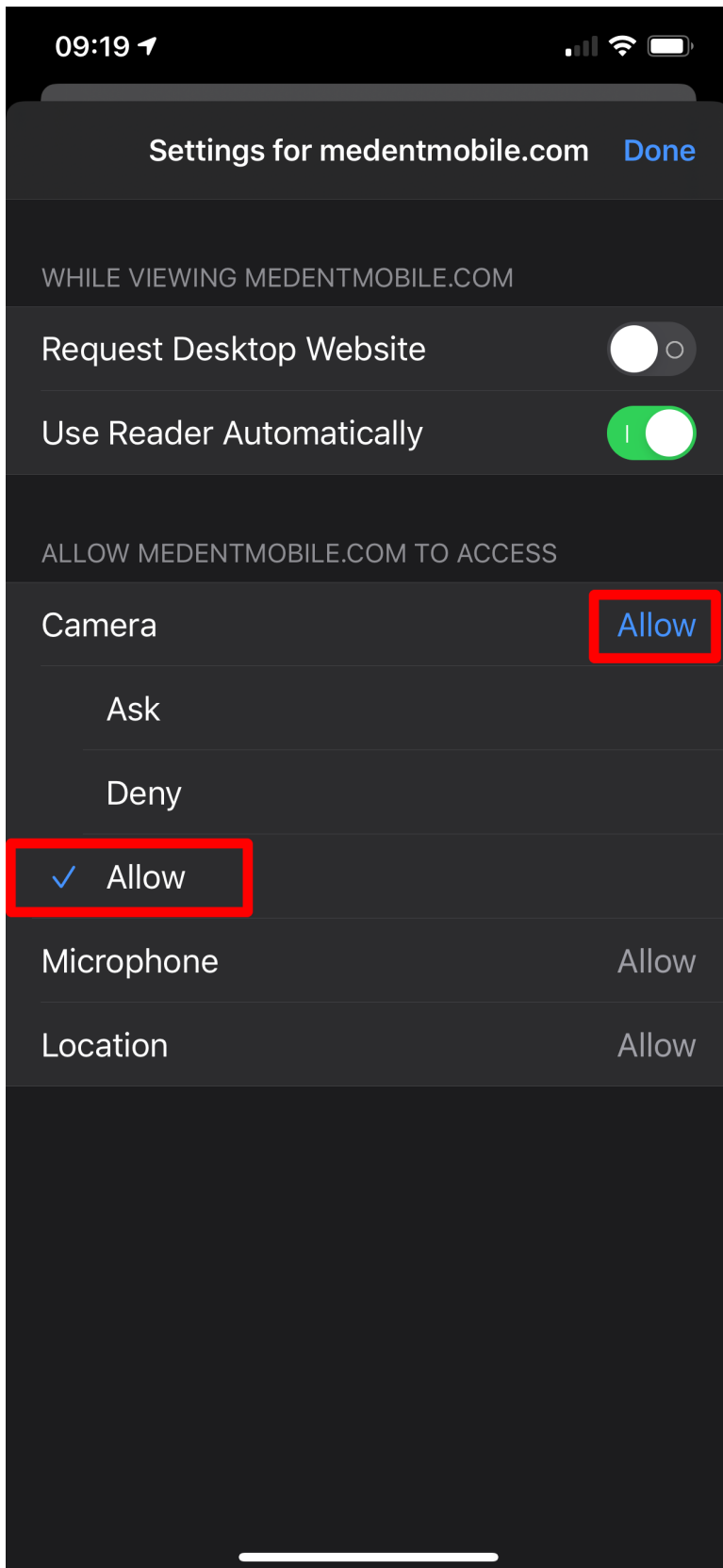# iPhone Troubleshooting Tips

Telehealth Safari Settings - iPhone

Step 1: With the Telehealth link tapped and the Safari window open, tap on the AA in the top left of the screen.

Step 2: After tapping AA, tap on Website Settings

Telehealth Safari Settings - iPhone

09:19

Settings for medentmobile.com   Done

WHILE VIEWING MEDENTMOBILE.COM

Request Desktop Website   (off)

Use Reader Automatically   (on)

ALLOW MEDENTMOBILE.COM TO ACCESS

Camera   **Allow**

Ask

Deny

✓ Allow

Microphone   Allow

Location   Allow

Step 3: Tap Allow **next** to **Camera**. Then you see Ask, Deny & Allow.

Step 4: Tap Allow **under Camera** to Allow **Camera** access for this website. A check mark will be placed next to the active setting.
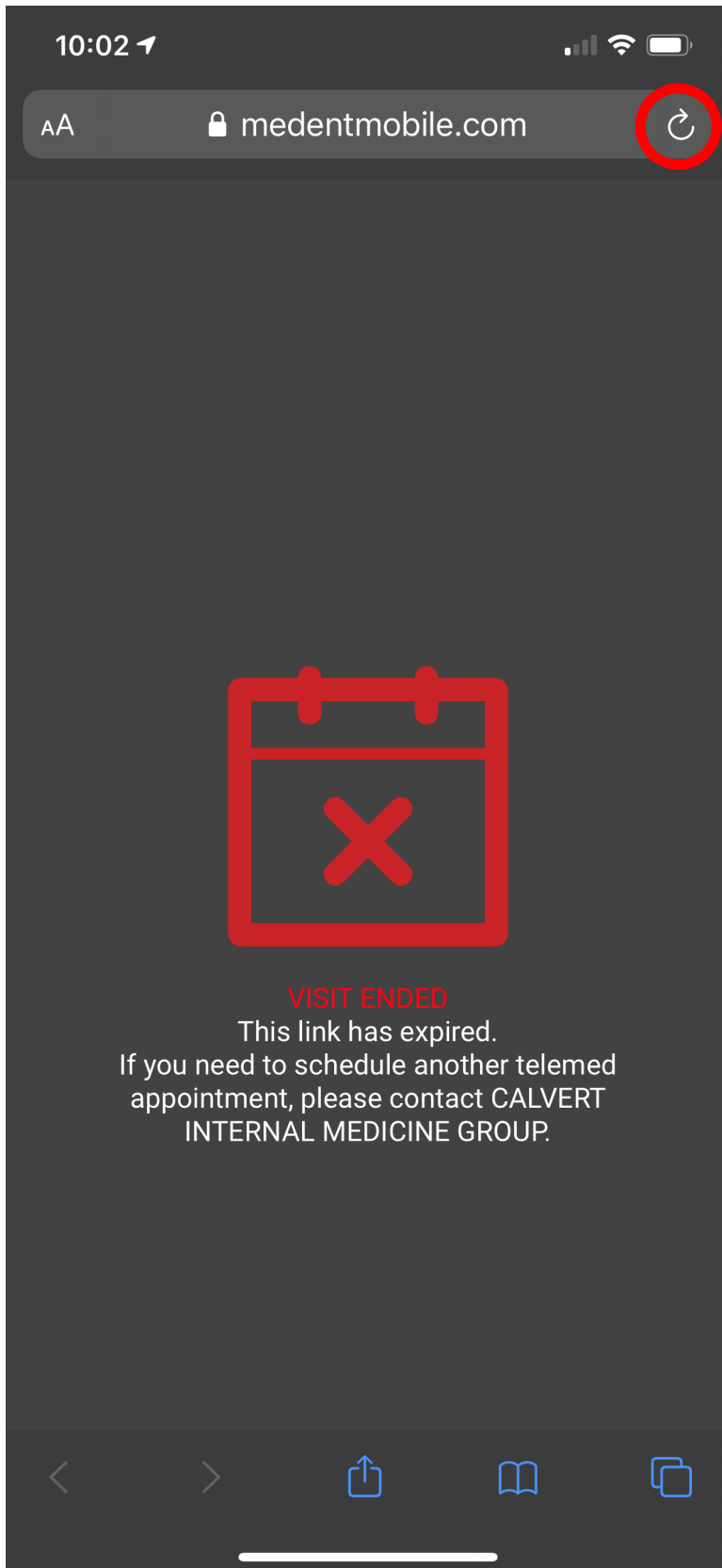
Telehealth Safari Settings - iPhone
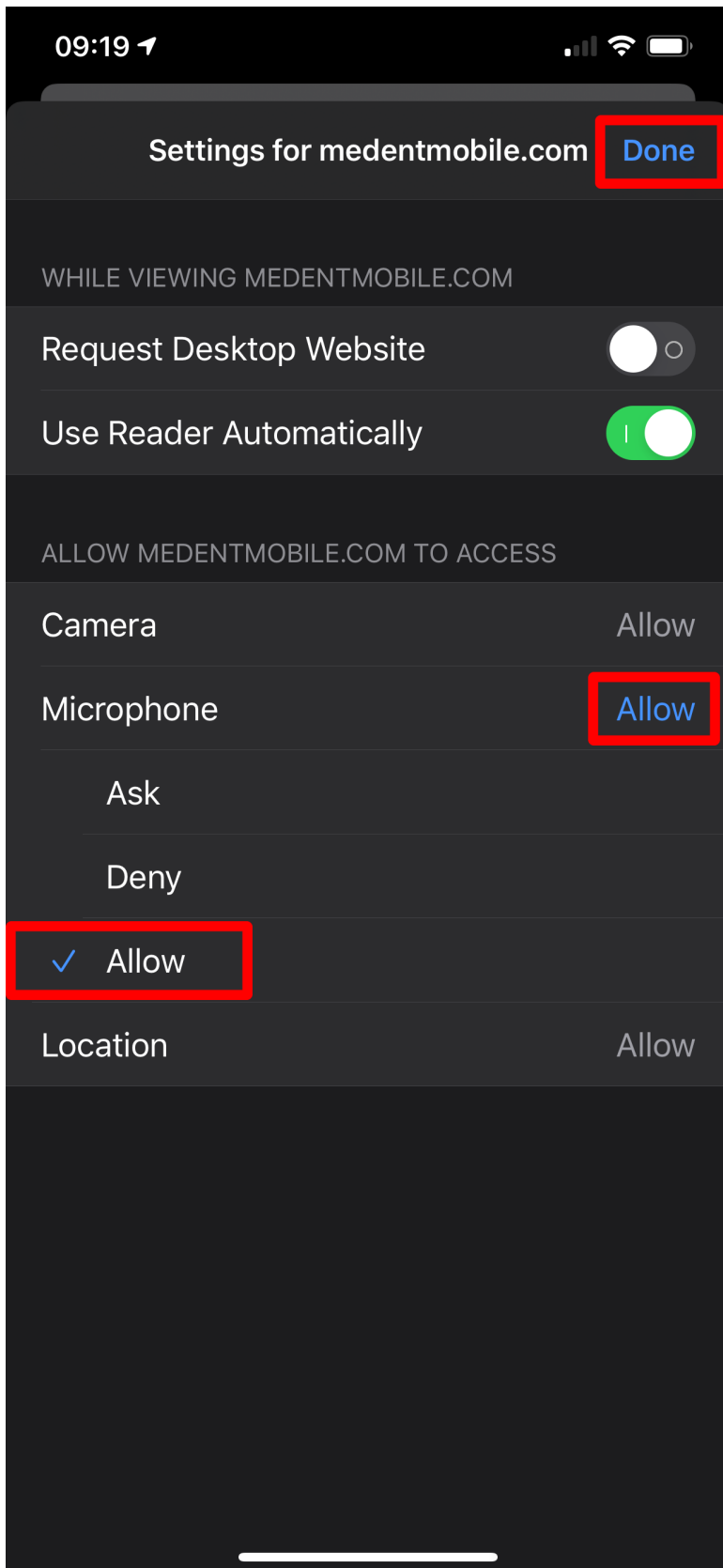
Step 5: Tap Allow **next** to **Microphone**. Then you see Ask, Deny & Allow.

Step 6: Tap Allow **under Microphone** to Allow **Microphone** access for this website. A check mark will be placed next to the active setting.

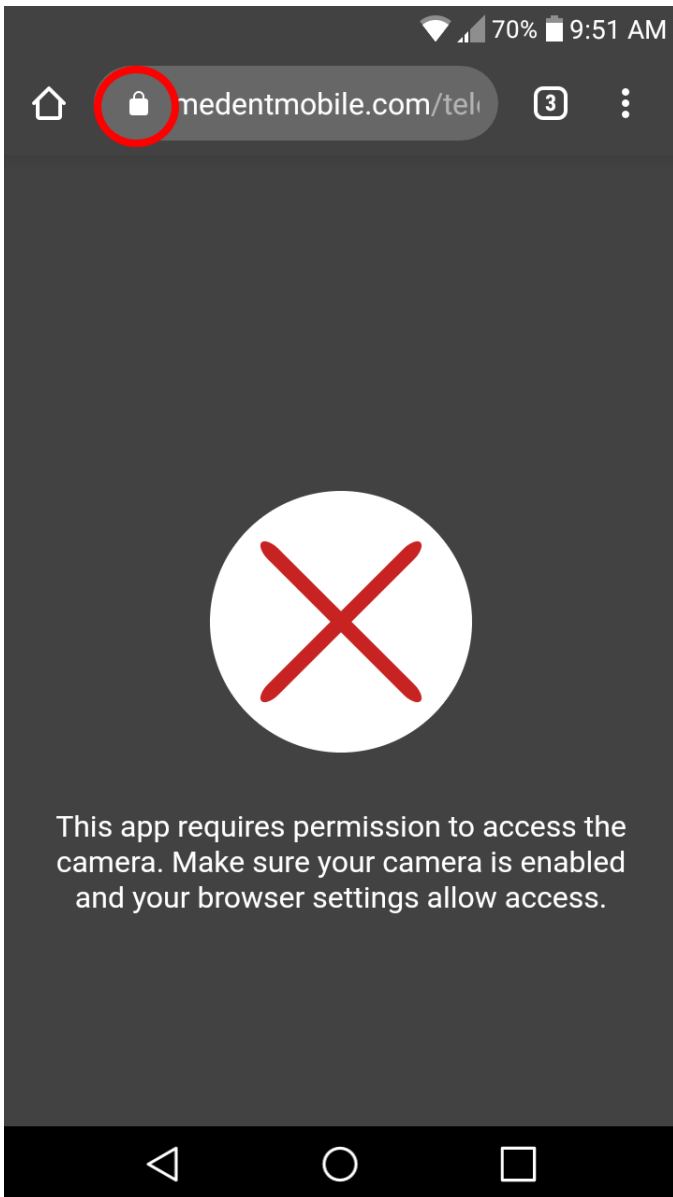Step 7: Tap **Done** at the top right to exit the Web-site Settings window.
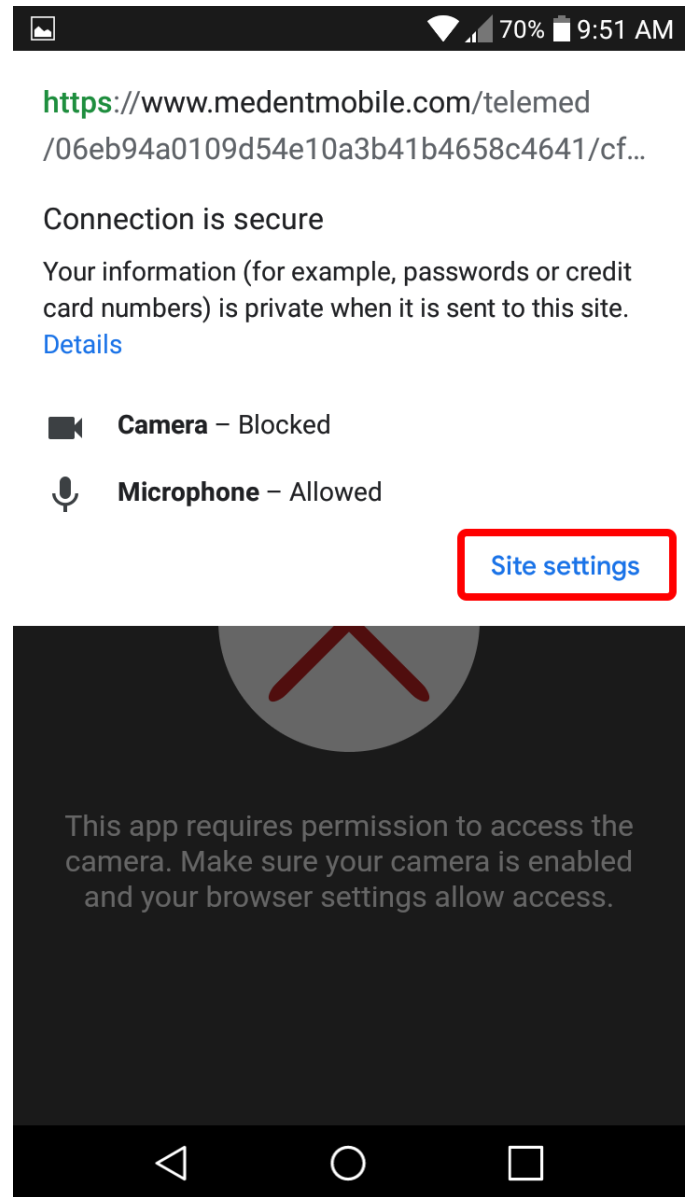
Telehealth Safari Settings - iPhone

Step 8: Tap the refresh button at the top right.

MEDENT Patient Portal

Android Troubleshooting Tips

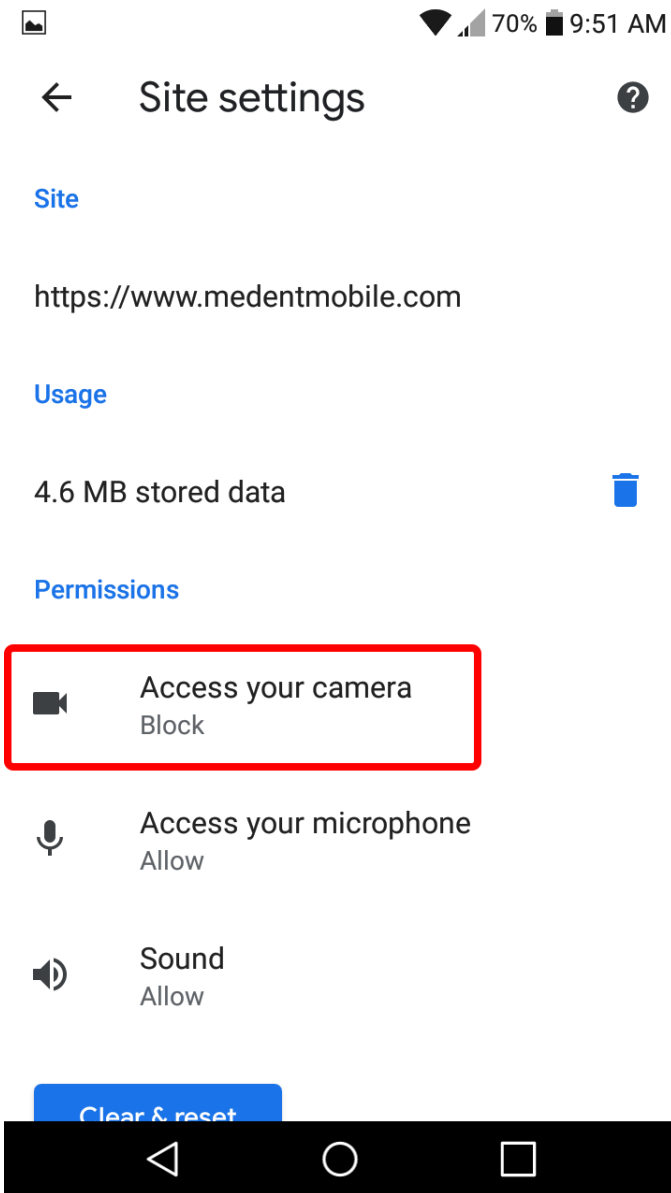# Telehealth Web Settings - Android

Step 1: With the Telehealth link tapped and the web browser window open, tap on the **lock icon** at the top-middle of the screen
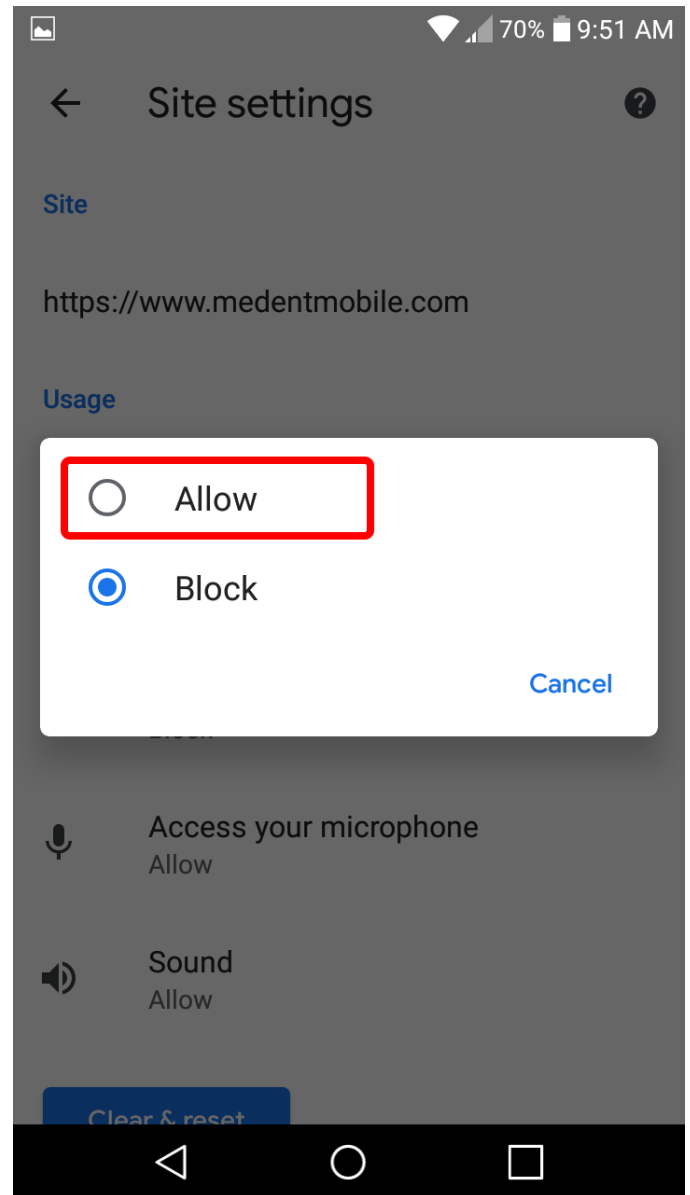
Step 2: After tapping the lock icon, tap on Site Settings.
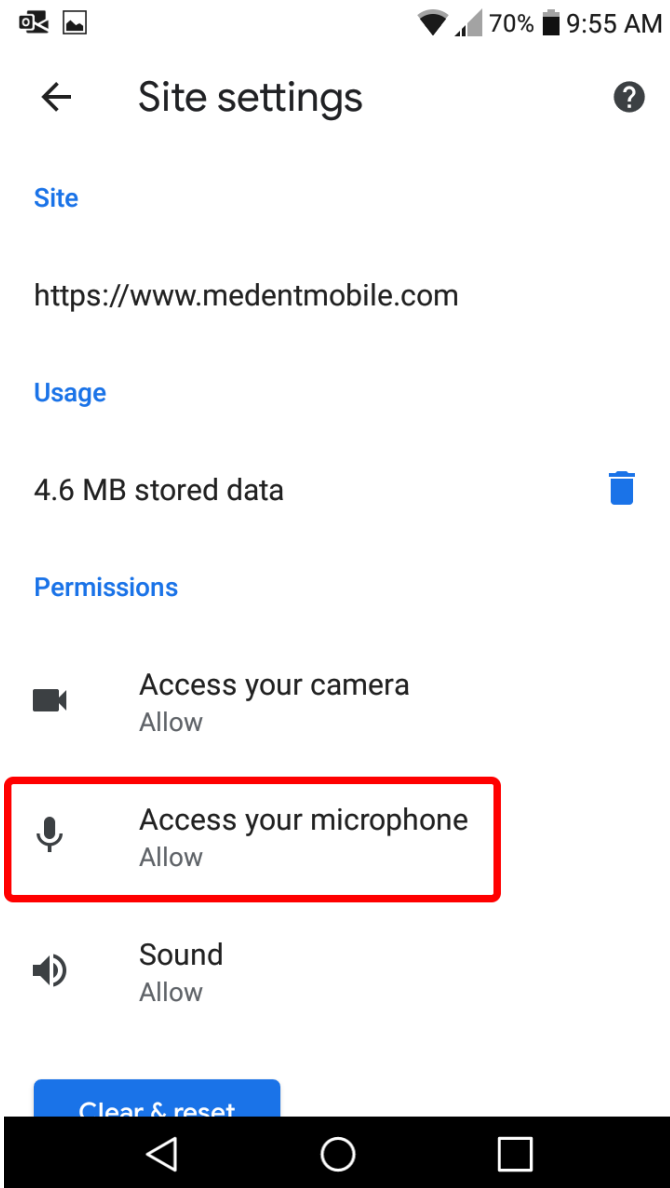
Telehealth Web Settings - Android
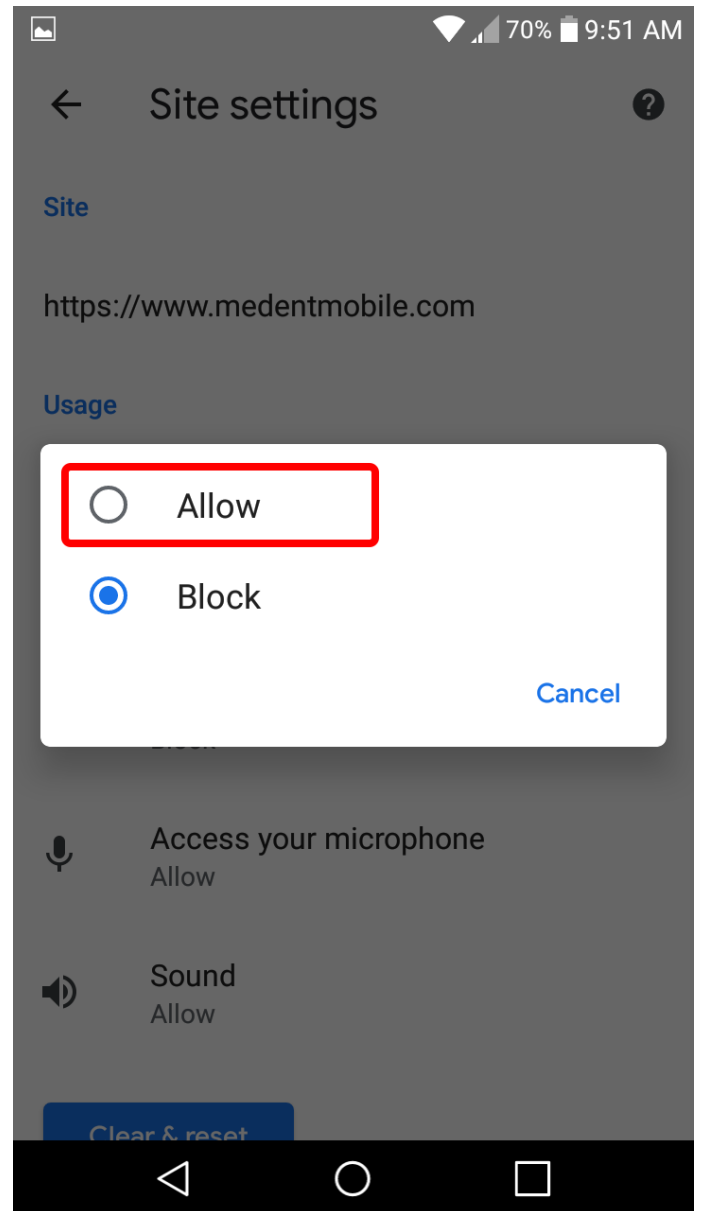

Step 3: Tap on Access your camera

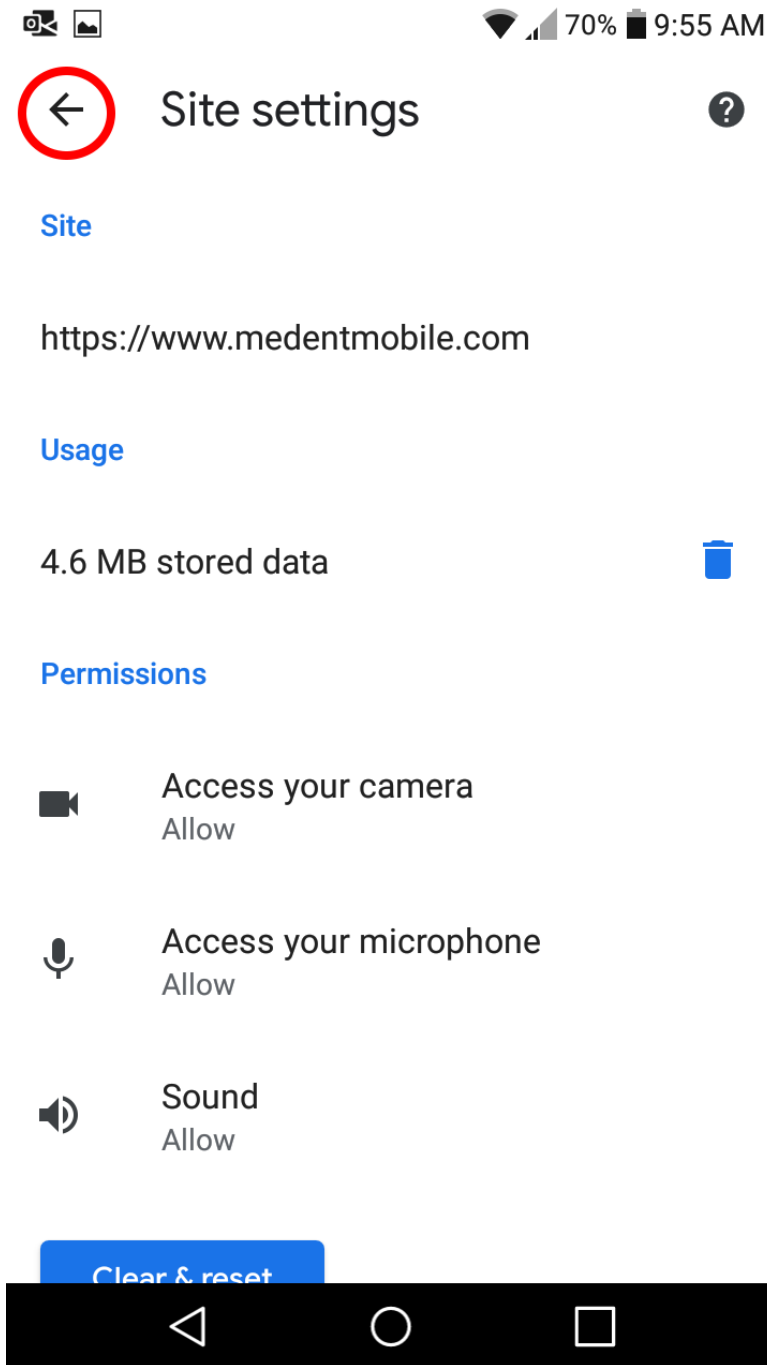Step 4: Tap Allow

Telehealth Web Settings - Android

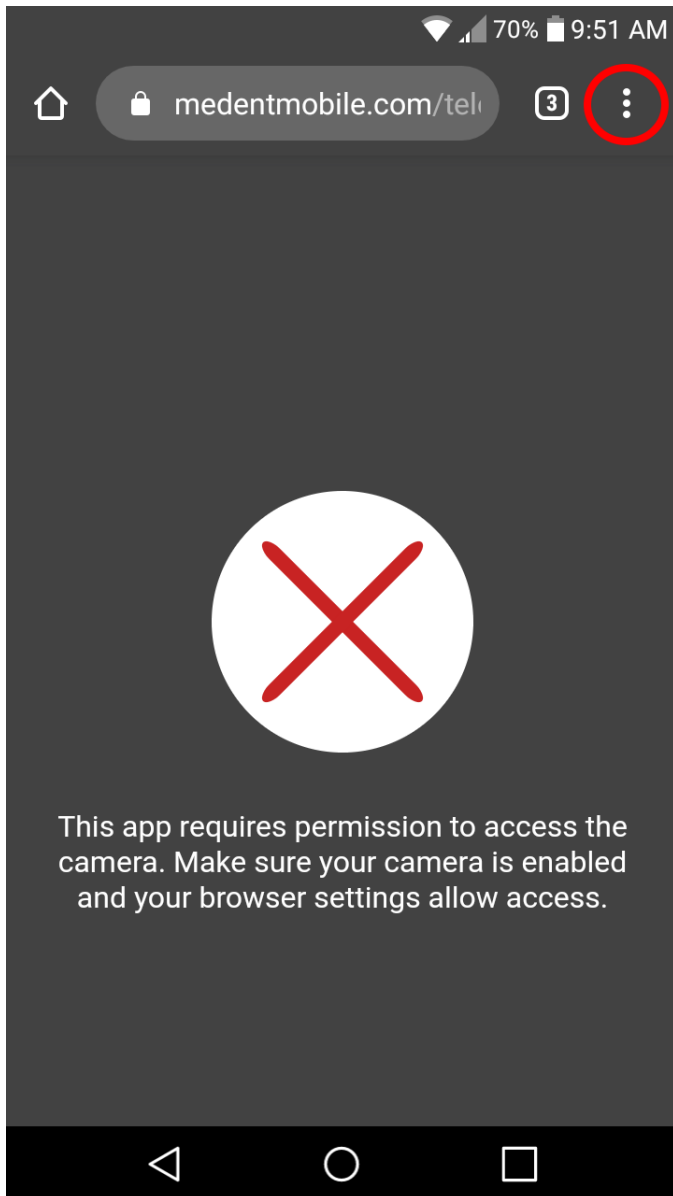Step 5: Tap on Access your microphone

Step 6: Tap Allow
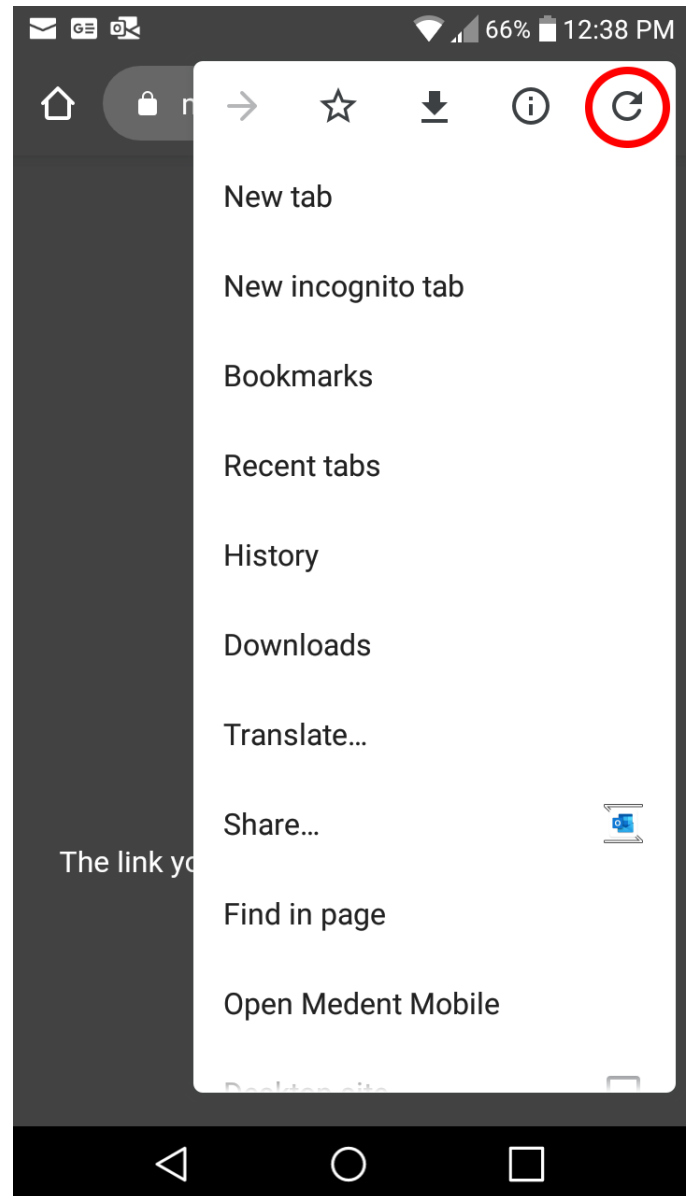
Telehealth Web Settings - Android

Step 7: With both Access to your camera & Access to your microphone now set to Allow, click the back arrow at the top left of your screen.

Telehealth Web Settings - Android

Step 8: Tap the 3 dots at the top right of the screen.

Step 9: Tap the refresh button at the top right.