

Trouble
with your
**VIDEO
VISIT?**



KAISER PERMANENTE®

I don't see the "Join Appointment" button.



Smartphone/tablet (recommended):

Make sure you are using the Kaiser Permanente app.

Computer/laptop: Make sure you are using Chrome or Safari browser.

I am unable to join.



Make sure you're using a reliable internet connection (3+ bars or high speed Wi-Fi connection).

A slow connection can reduce the quality of your audio and video interaction.



Force close apps/other running programs that may contribute to issues joining. If it's your first visit, you should have gotten a call from the Telehealth Support Team for your "Tech Check" showing you how to use the application.

If you have questions, please call Technical Support at Georgia **1-844-800-0822**.

Note: Work, school, or public Wi-Fi is often limited by a firewall that may prevent video traffic, we suggest a secure network.

I have joined, but the provider has not.

Your provider may be running late, please stay connected for at least 15 minutes after your scheduled time.



I can't see my provider on the screen.

From a smartphone/tablet: Make sure that your camera is turned toward you. You may have to "allow access" if prompted if it's your first time using the app for Video Visits.

From a computer: Make sure your camera is uncovered.



If using an external camera, ensure it is connected and turned on. If problems persist, exit and relaunch the Video Visit.

I can't hear my provider.



Be sure that your volume is turned up on your computer, mobile device or speakers; make sure all are unmuted.

Headphones help ensure you can hear your provider and can provide additional privacy.

I hear an echo.

This is most common on a computer. The microphone and speakers are close to each other, and this causes an echo or feedback. If this happens, mute your microphone when you are not speaking or turn down the volume.



I accidentally disconnected myself.

You can rejoin if the provider has not disconnected from the visit and the time is within the appointment window.