

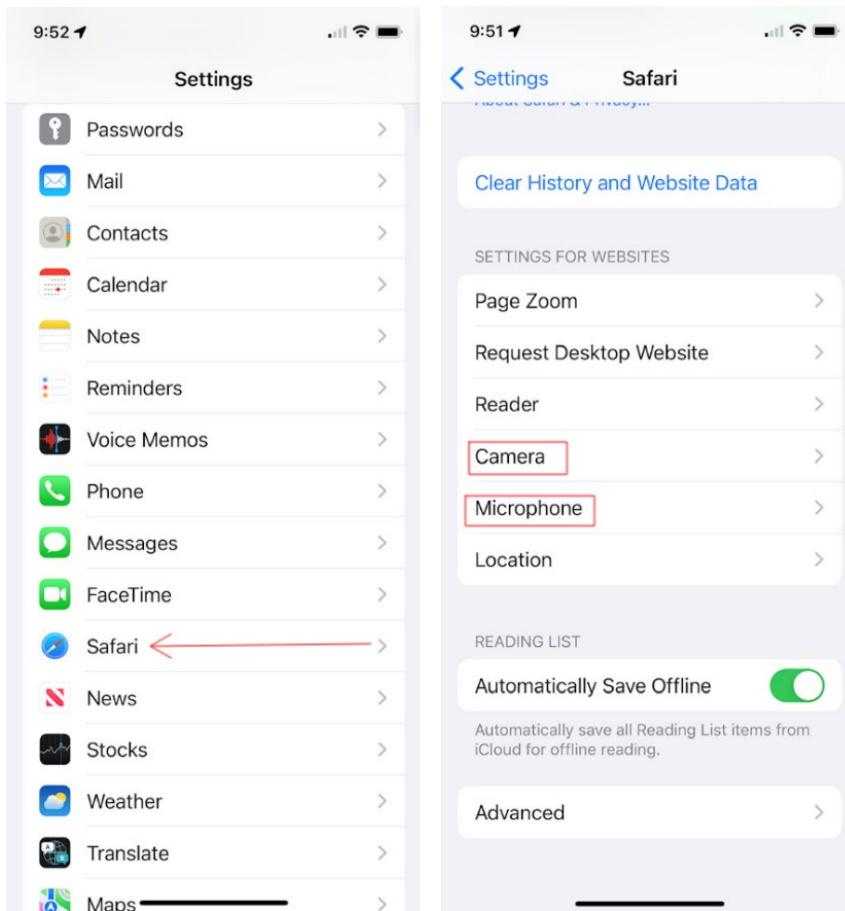
## TrueCare Telehealth Video Visits

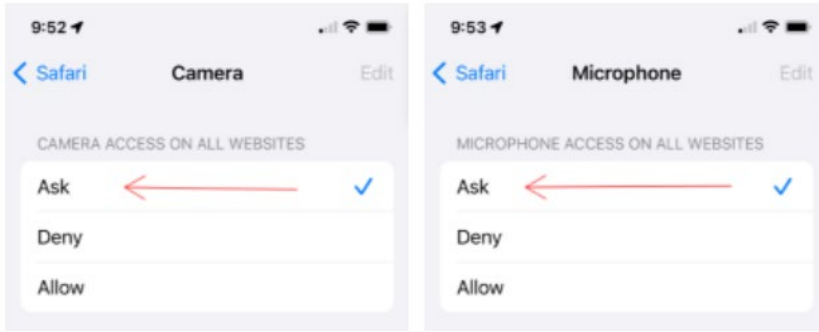
### Getting connected with iPhone and Android

To join a video call, you must allow your mobile web browser access to your microphone and camera. If you missed the prompts after clicking the text link you receive, follow these instructions to enable access to your camera and microphone:

#### iOS/iPhone

- Open your phone Settings and tap 'Safari'.
- Scroll down to your 'SETTINGS FOR WEBSITES' section
- Tap on 'Camera'
- Tap on 'Ask'
- Tap on the blue 'Safari' button in the top left corner of your screen
- Tap on 'Microphone'
- Tap on 'Ask'





**Android** (Please note, these steps may differ depending on which model of Android device you have)

- Open your phone Settings and tap 'Apps' or 'Apps & Notifications'.
- Tap 'Apps' or 'App Info'
- Scroll down and tap on 'Chrome'
- Tap on 'Permissions'
- Tap on 'Camera'
- Tap on 'Microphone'

