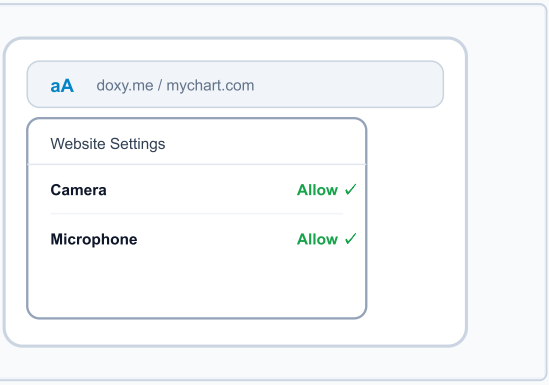
Camera & Microphone Access Guide

How to re-enable permissions if access was previously denied or blocked

TROUBLESHOOTING

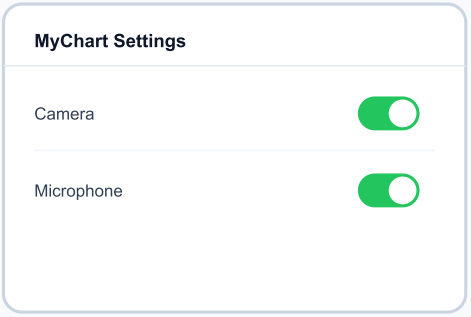
iPhone — Browser (Safari)

1. Tap the **'aA'** or **Tune** icon on the left side of the Safari address bar.
2. Select **Website Settings** from the dropdown menu.
3. Tap **Camera** and select **Allow**.
4. Tap **Microphone** and select **Allow**.
5. Refresh the web page to apply changes.



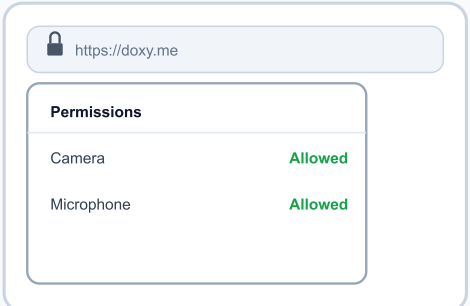
iPhone — Mobile Apps (MyChart)

1. Open your iPhone **Settings** app.
2. Scroll down to the bottom list of installed apps.
3. Tap your healthcare app (e.g., **MyChart**).
4. Toggle the switch **ON** (green) for **Camera**.
5. Toggle the switch **ON** (green) for **Microphone**.



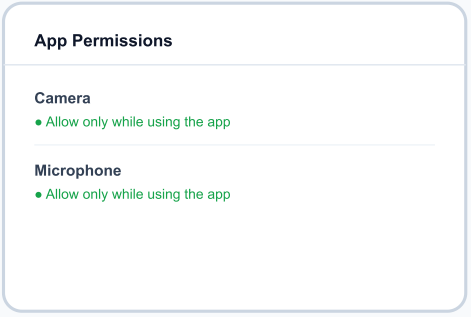
Android — Browser (Chrome)

1. Tap the **Padlock / Tune** icon to the left of the URL bar.
2. Tap **Permissions** or **Site Settings**.
3. Locate **Camera** and toggle or change permission to **Allowed**.
4. Locate **Microphone** and change to **Allowed**.
5. Reload the page to start your visit.



Android — Mobile Apps (MyChart)

1. Open your device **Settings** app.
2. Tap **Apps** (or **Apps & Notifications**).
3. Select your app (e.g., **MyChart**) from the list.
4. Tap **Permissions**.
5. Tap **Camera** and **Microphone**, setting both to **"Allow only while using the app"**.



Still Having Issues?

If you updated permissions and the video still does not load: **1)** Close all running browser tabs or force-close the app, **2)** Restart your phone, and **3)** Re-open your link or app.