MultiCare Health System
Telehealth Troubleshooting Guide

MARCH 2020

MultiCare

Common issues with AmWell virtual visit setup

We've compiled a list of common issues that people experience in Windows Desktop environment when setting up and using AmWell for a virtual doctor visit for the first time. If these tips do not resolve your problems please call 844-388-2356 for assistance.

UNABLE TO LOG INTO MYCHART

- [MyChart password reset tool](#).
- Please call MyChart Customer Support at 844-388-2356, Mon-Fri, 7am-5pm.

INCOMPATIBLE OPERATING SYSTEM*

If your device's operating system is incompatible with AmWell, you will need to upgrade your operating system or try another device that does use an approved operating system.
See page 4 of this document for a list of operating systems that will work with AmWell.

INCOMPATIBLE BROWSER**

Pre-visit hardware test will direct user to download an approved browser.

MICROPHONE DISABLED/WRONG DEVICE SELECTED*

1. Search for control panel and open it.
2. Search "Sound."
3. Select manage.
4. Select recording tab. If desired device is showing as disabled, right click and select enable. If another device is selected as default (green check is a visual indicator) Right click desired device and select "set as default device."

SPEAKERS DISABLED/WRONG DEVICE SELECTED*

1. Search for control panel and open it.
2. Search "Sound."
3. Select manage.
4. If desired device is showing as disabled, right click and select.
5. If desired device is showing as disabled, right click and select enable. If another device is selected as default (green check is a visual indicator) Right click desired device and select "set as default device."

Pre-visit Hardware Test can be found here: **Hardware Test**

* Identifiable from within the pre-visit hardware test
** Identifiable and resolvable within the pre-visit hardware test

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WEBCAM NOT SHOWING UP/NOT FUNCTIONING PROPERLY*

1. Close out of any apps that could be using your camera.
   Reboot will automatically close applications that could be preventing
   the use of the camera for the virtual visit.

2. If a camera is properly installed and functional, you should be able to open
   Device Manager and there should be a cameras section. If the device is
   showing an error, you can easily right click and troubleshoot device and
   Windows will try to resolve any driver issues.
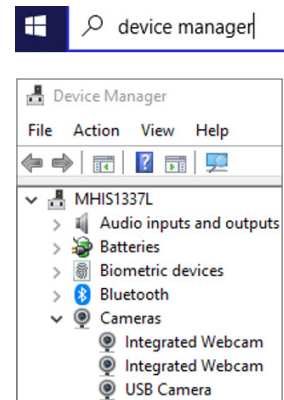
PATIENT MANUALLY CLOSES ALLOWANCE PROMPT FOR MICROPHONE & CAMERA**

Pre-visit hardware test will walk you through how to manually allow access to the required devices.

PATIENT ACCIDENTALLY DENIES AMWELL ACCESS TO MICROPHONE & CAMERA**

Pre-visit hardware test will walk you through how to manually allow access to the required devices.

PATIENT IS NOT PROMPTED TO APPROVE AMWELL'S ACCESS TO MICROPHONE & CAMERA**

Pre-visit hardware test will walk you through how to manually allow access to the required devices.

PATIENT'S CONNECTION STRENGTH IS NOT STRONG/CONSISTENT*

AmWell will do its best to accommodate for low-quality network conditions by lowering the
quality of video/audio but will prompt you if connection is too poor to have a successful call.

Pre-visit Hardware Test
can be found here:

Hardware Test

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** Identifiable and resolvable within the pre-visit hardware test

Approved Operating Systems & Browsers

	Desktop PC/Laptop		Mobile			ChromeOS
OS	Windows	MacOS	iOS	iPad OS	Android	UNSUPPORTED
VERSION	Windows 10*	**Big Sur (11.0)***	**iOS 14***	**iPadOS 14***	**Android 11***	
		Catalina (10.15)				
	Windows 8	Mojave (10.14)	iOS 13		Android 10	
	Windows 7	High Sierra (10.13)*	iOS 12		Pie (9.0)	
		Leopard (10.5)... Sierra (10.12)		iPad 13		
	Windows XP & Older	Tiger (10.4 & Older)	iOS 11 & Older		Oreo (8.0) & Older	
PLATFORM	**Chrome***	**Chrome***	**Mobile Safari***	**Mobile Safari***	**Mobile Chrome***	
	Edge Chromium	Safari	Chrome	Chrome	Silk	
					Samsung Internet	
	Opera	Opera	Opera	Opera	Opera	
	Firefox	Firefox	Firefox	Firefox	Firefox	
	Internet Explorer 11	Edge Chromium	Edge Chromium	Edge Chromium	Edge Chromium	

Dark Blue: Preferred   Light Blue: Supported   Orange: Unsupported