

MEDENT

Video Visits FAQ



Q: How can a patient connect to the visit?

A: Via a link received in a text message, email or patient portal.

Q: Play button not working? Link not valid?

A: Disconnect from WiFi. It may be blocking you.



Q: How can you fix the video/audio quality?

A: Hang up and reconnect. Try turning on HD.

Q: Access denied?

A: Your device does not have the hardware required for a visit. Try using a different device.



Q: Unsupported?

A: Try a different browser.

If in iOS, make sure you are using Safari. If using a third party email app, choose Safari to open the link and press the compass icon [top right corner on an iPad; bottom right corner on an iPhone].



Android:

Chrome,
Edge,
Opera,
Samsung

iOS:
Safari

Mac:
Safari,
Chrome

Windows:

Chrome,
Firefox,
Edge Chromium Build
Opera

supported browsers





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Video Visits - Patient Steps



Provide the practice with your email address, mobile phone number & carrier.

Before your visit ...

click the Video Visit link in your email or text message to test your connection ...



check your device & browser settings to make sure video & audio are enabled

During your visit ...



Mute your microphone



End the visit



Display more options



Turn on high definition



Switch cameras on your device



Switch to full screen mode



Pull up chat window



Pull up trouble-shooting window