

Troubleshooting Web Camera

1. After your appointment has been confirmed by your doctor, please log into your MarijuanaDoctors.Com account using **Google Chrome**.
2. Once you log into your dashboard, under **Welcome (Your Name)** will be your upcoming telemedicine appointment details
3. Click on the link to **Enter the Telehealth Portal**
4. Fill out the **Telemedicine Patient Intake Form**
5. Once you complete the form, you'll be redirected to the next page telling you your popup blocker is enabled, please **click the link** to enter your session
6. Once the doctor is logged in:
 - a. If you are able to view your webcam as well as the physician, Google Chrome can access your camera.
Hooray you're done! If not, there is something blocking Chrome's access.
 - b. Select the **Secure** Icon to the left of your address bar.
Select **Allow** for **Camera & Microphone**
 - c. Select the **Video Icon** to the right of your address bar.
 - i. Select **Continue Allowing Access to MarijuanaDoctors.Com to Access Your Camera & Microphone**
7. If that fails, please **restart Chrome**
 - a. It's possible for Chrome to lose access to your webcam.
This can often be fixed by simply restarting Chrome.
8. If that fails, please restart your computer
 - a. Sometimes software/patches installed on your device can disrupt webcam access until a restart.

You can also test this with <https://webcammictest.com/>

You will never have to download anything, if a download prompts, please exit it.



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If you are using an **iPhone** to connect with your physician, please download the MarijuanaDoctors.Com **MarijuanaDoctors** App in the iOS store by searching “MarijuanaDoctors.Com”.

Please Note: You cannot use the Telemedicine Platform by accessing your MarijuanaDoctors.Com account through Safari, as it is not supported.

1. Please make sure you are using the latest version of the MarijuanaDoctors.Com **Marijuana Doctors App** on the **latest iOS** operating system, using an **iPhone 6 or later**

- You still may be able to connect with your physician using a model earlier than the **iPhone 6**, if not, please log on to your computer to enter the Telehealth Session.

To update your **iOS** to the latest version:

- Select **Settings**
- Select **General**
- Select **Software Update**
- If you are running on the latest **iOS**, please continue to the next step, if not please follow the prompts and update the software

2. After your appointment has been confirmed by your doctor, please log into your MarijuanaDoctors.Com account using **MarijuanaDoctors.Com “Marijuana Doctors” App**
 - It is recommended you fill out the **Patient Intake Form** on your home computer or laptop.
3. Please allow the app access to your **Camera & Microphone** when prompted
4. If you are able to view your physician, the app can access your camera.

Hooray you’re done! If not, there is something blocking access, please restart the session.

- **If that does not work, please restart the app by force closing it by either double tapping your home button (or for iPhone X and later swipe up slowly from the bottom) until all apps appear.**

5. If you are not able to connect after that, please log on to your computer to enter the Telehealth Session & follow the instructions on the first page.

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