

Video Visit Web Browser Support



Allow **Windows Chrome** browser to use your camera and microphone.

1. Open **Chrome** browser, and click “More Settings” located on top right.
2. Click “Advanced”, under Privacy and security, click Site settings.
3. Click **Camera** or **Microphone**. Turn to Ask before accessing “on” or “off”.

Note: *Internet Explorer browser (IE) does NOT support MyChart video visits.*

Allow **Apple/Mac Safari** browsers to use your camera and microphone.

1. Open **Safari** and click “**Safari**” in the upper left corner of the screen.
2. Click on Preferences.
3. Select the “Websites” tab.
4. Click on **camera** in the side bar.
5. Select a website that is currently open.
6. Select the **permission** “Allow” or “Ask”.



Allow the **Apple iOS Safari** browser to use your camera and microphone.

1. Go to Settings on your device
2. Scroll down and open Safari tab
3. Ensure **Camera & Microphone** are set to “Allow”
4. Make sure **Request Desktop Site** option is turned “off”



Allow your **Android Chrome** browser to use your camera and microphone.

1. On your **Android** device, open the Chrome app .
2. To the right of the address bar, tap More. Settings.
3. Tap Site Settings.
4. Tap Microphone or Camera.
5. Tap to turn the **microphone** or **camera** on or off.