

Troubleshoot Telehealth



The link does not work or is not connecting

- Check that you have the correct link in the browser
- If you are using another web browser, try opening the link using Google Chrome



The pop up screen is not appearing

- Check your browser settings to ensure you have allowed pop ups



I can't see or hear the other caller/s

- Check your device (computer or tablet) settings to your speakers have not been muted
- Ask the other caller/s to check that their camera and microphone access has been allowed



The other caller/s can't see or hear me

- Check your device (computer or tablet) settings to ensure you have allowed access to your camera and microphone
- Ask the other caller/s to check that speakers have not been muted



My child can hear but I can't

- If the sound is going directly to your child's device, you may not be able to hear. You may need a headphone splitter. Please see the Headphone Splitter instruction sheet for more details



The call keeps freezing or dropping out

- Check whether the issue is from your end or the other caller/s
- Check the strength of your internet connection
- Try turning off your camera (video mode) so it's an audio only call
- Disconnect the call and dial back in if necessary

“ If you are still experiencing difficulties with accessing your Online Telehealth system, please contact your clinician for further guidance ”