

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

