



How To Check Your Microphone and Camera Permissions for Your Telehealth Session in MindWise

If this is your first time joining your telehealth session in MindWise, you will just need to click on your telehealth link. A pop up will appear asking to “**use your camera and microphone.**” You must select **Allow**. If you did not select Allow or need to change/check your settings, you can follow the steps below to adjust your settings.

From your iPhone:

1. Locate the **Settings** app on your iPhone's home screen and open it.
2. From Settings, scroll down and select **Apps**
3. Scroll down and tap on **Safari**
4. Scroll down and select **Camera**
5. Make sure camera access is set to **Allow** for **home.mindwisehealth.com**
6. Go back to your select **Microphone**
7. Make sure Microphone access is **Allow** for **home.mindwisehealth.com**
8. **Video Guide:** <https://youtu.be/Mn7uv2J5l-A?feature=shared>

From your Android Phone:

For Chrome:

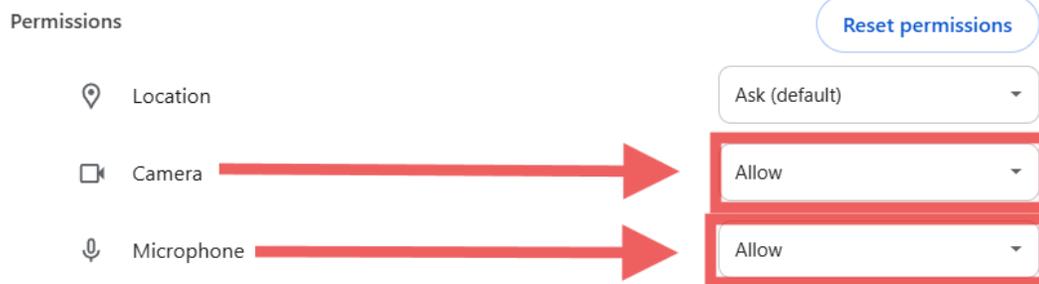
1. Open your Telehealth link in Google Chrome 
2. To the left of the address bar, tap View site information  to > **Permissions.**
3. Make sure Camera & Microphone settings are set to **Allowed.**



From your Computer:

From **Google Chrome** 

1. On your computer, open Google Chrome.
2. At the top right, select More  > Settings.
3. Select Privacy and security > Site settings.
4. Find and select **home.mindwisehealth.com**
5. Set Camera & Microphone permissions to Allow



From **Mozilla Firefox** 

1. Open Firefox and navigate to home.mindwisehealth.com or the Telehealth link.
2. Look for the Permissions icon (two toggle switches)  to the left of the address bar.
3. Click the icon to open the Permissions panel.
4. Make sure Camera & Microphone are set to **Allowed**.

OR

1. Open Firefox and navigate to the desired website.
2. Click on the padlock icon to the left of the address bar.
3. Click the right arrow in the Site Information panel, then click More Information.
4. The Page Info window will open, then go to Permissions tab to manage Camera & Microphone permissions for the **home.mindwisehealth.com**.