



Health NETWORK



Pre-Visit Checklist for Mobile Devices

- Does your device meet the requirements?**
 - iPhone: iPhone 7 or newer
 - iPad: 5th generation or newer
 - Android: Android 9 or newer
 - *** NOTE- Android A12 and A32 do not meet the requirements

- Is your device using the correct browser?**
 - Compatible browsers: Chrome (preferred for Android)
Edge Chromium
Safari (preferred for iPhone)
Samsung (preferred for Android)

- Have you checked your Wi-Fi connection?**
 - Does your Wi-Fi need turned on?
 - How strong is the Wi-Fi connection?
 - Does your Wi-Fi need turned off? (in some networks if cellular is strong and Wi-Fi is weak, Wi-Fi may need turned off)

- Have you closed all other apps or tabs that may be open and running?**
 - Close all open apps (especially those that use camera/microphone)

- Have you updated your phone to the most recent available software update?**

- Have you turned your phone off and turned it back on lately?**
 - It is recommended to periodically turn off and then restart your mobile device. Keep your device turned off for several minutes before restarting to allow it to update its programming.