

# athenaTelehealth Troubleshooting Guide

Commercial Release V. 1.0



The athenaTelehealth product is designed to address even the least technologically savvy patient's problems. Patients receive instructions and tips on how to have a successful call via email, and get device specific support throughout the web app. That being said, technology can still fail!

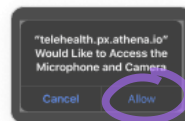
This guide is intended to support your practice in helping your patients with any last-minute troubleshooting or communication failures. The first two pages can be used as a high-level cheat sheet, and the rest can be printed as needed. This guide is interactive (everything blue is clickable!) and gives you an insight to what your patients are seeing on their unique devices.

# Before the visit

## # Patient Issue

## Solution

- 1 *"I don't know if my device will work."* Your patient will receive a Device Check link in their appointment confirmation. [\(pg. 3\)](#)
- 2 *"I need the telehealth link."* Click **Send Link to Patient** under your Appointments, Intake, or Exam. [\(pg. 3\)](#)
- 3 *"I see 'this link is not active' and it's the day of my appointment."* Have your patient try reopening the link. [\(pg. 4\)](#)
- 4 *"I don't have access to my microphone and camera."* Click 'Allow'. [\(pg. 4\)](#)

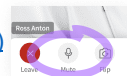


# During the visit

## # Patient Issue

## Solution

- 5 *"I am having an issue with my camera (video) not working."* Try turning the camera off and on again. Make sure the permissions are turned on for the camera. [\(pg. 5\)](#)
- 6 *"I am having an issue with my microphone (audio) not working."* Try muting and unmuting the microphone. [\(pg. 9\)](#)
- 7 *"My audio and/or video quality is bad."* Try connecting to an ethernet cord, moving closer to the router, making sure they're on WiFi when using a phone, and asking them to tell other WiFi users to stop streaming during the call. [\(pg. 13\)](#)
- 8 *"I am getting a message that my browser isn't supported."* Ensure the browser is one of the supported browsers [\(pg. 13\)](#):



**Desktop:** Google Chrome (last 3 versions) for macOS and Windows, Microsoft Edge (version 79 and later) for Windows, Safari (version 12 and later) for macOS, Firefox (latest three versions) for macOS and Windows

**Mobile:** Google Chrome (latest 3 versions) and Samsung Internet (version 12 and later) for Android, Safari (version 12 and later) for iOS

# During the visit

## # Patient Issue

## Solution

9 *"I'm hearing an echo."*

Use headphones, lower their speaker volume, move their microphone away from the speakers. ([pg. 13](#))

10 *"I left the call by accident."*

Refresh the page to go back to the entry screen or use the original appointment link to join again. ([pg. 14](#))

11 *"I'm getting an error that the application can't connect to my video or microphone."*

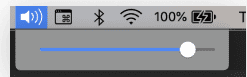
Ensure the browser has access to the camera and microphone in the browser security settings. ([pg. 14](#))

12 *"I can't hear the visit audio."*

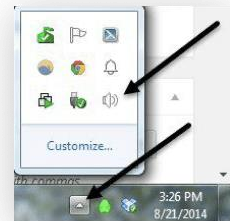
Make sure your patient's volume is up on their speakers and that they're not set to mute. ([pg. 14](#))

**On a phone:** Press the volume button on the side of the phone.

**On a Mac:** Press the volume button on the keyboard or touch bar. Alternatively, increase the volume from the top bar.



**On a Windows PC:** Increase the volume by clicking the speaker icon in the bottom bar. Sometimes you may have to click the up arrow to see more.



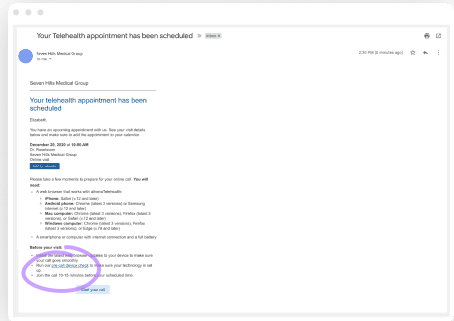
# 1 “I don’t know if my device will work.”

Your patient will receive a Device Check link in their appointment confirmation emails. This allows them to test browser requirements and complete an audio/visual check.

You may also directly share the Device Check link at any time:

<https://telehealth.px.athena.io/device-check/>

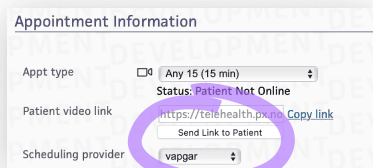
The device check also contains [an FAQ page](#) that answers any general questions a patient might have prior to the visit.



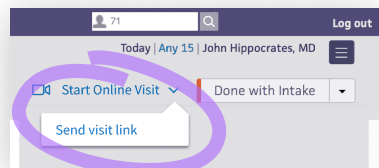
# 2 “I need the telehealth link.”

There are three different ways you can resend the telehealth link to your patient.

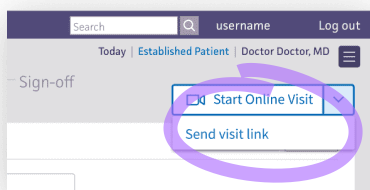
- a From the **Appointments** page before the appointment time, click the **Send Link to Patient** button to send the appointment link to their email again.



- b Click the dropdown arrow during **Intake** to send a new link to your patient's email address.



- c On the **Exam** screen, click the dropdown arrow to send a visit link to the patient's email.



If your patient has access to Patient Portal, they can also access the link there. See this guide for more information:

<https://success.athenahealth.com/s/article/000097005>

### 3 “I see “this link is not active”, and it’s the day of my appointment”.

Have your patient try reopening the link. Ensure your patient is using a supported browser and ensure your patient is copying and pasting the entire link correctly and clicking on the link from the email for the appropriate appointment.

The following browsers work with the athenaTelehealth app:

#### Desktop:

- Google Chrome (latest 3 versions) for macOS and Windows
- Microsoft Edge (version 79 and later) for Windows
- Safari (version 12 and later) for macOS
- Firefox (latest three versions) for macOS and Windows

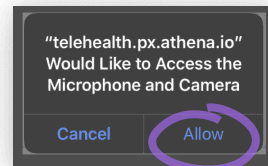
#### Mobile:

- Google Chrome (latest 3 versions) and Samsung Internet (version 12 and later) for Android
  - Safari (version 12 and later) for iOS
- (Important: athenaTelehealth is not supported on other iOS browsers, such as Chrome)

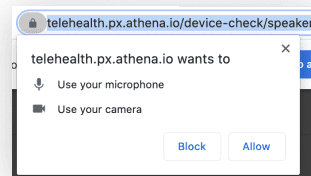
If the browser is supported, go to the Check-in page and provide the patient with the appropriate link.

### 4 “I don’t have access to my microphone and camera”

Ensure your patient allows the athenaTelehealth application access to their device’s camera and microphone to connect video and audio for the virtual visit. To do so, please have them click **Allow** when asked if they want athenaTelehealth to access their camera and microphone.



On a desktop device, have your patient look for a lock icon in their browser’s search bar. Click the lock icon to bring up the permissions for the webpage and click **Allow**.



## 5 “I am having an issue with my camera (video) not working.”

If your patient’s camera doesn’t seem to be working, they can try these steps:

- Make sure your patient is not on a different call, phone or video. Then have your patient leave and rejoin using the original link.
- Try turning the camera on and off.
- Make sure the camera is not obstructed and is clean of dirt or smudges.
- Select **Allow** any time the browser prompts them to enable your camera.
- Make sure they’re not browsing in incognito mode.
- If they’re using a web cam connected to the device, make sure they have selected that as their video device in **Settings**.
- Try using different audio options.

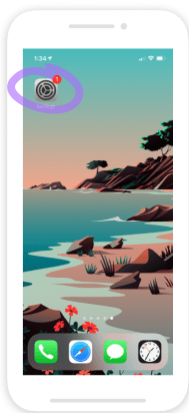
**Still can’t get it to work? Try the following steps:**

### iPhone

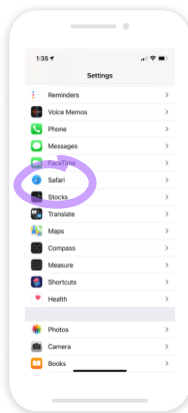
Restart the Safari browser app. On iOS 13 and up, they can also select the camera and microphone to be enabled by default for an easier login / patient check-in experience.

**Still doesn’t work?**

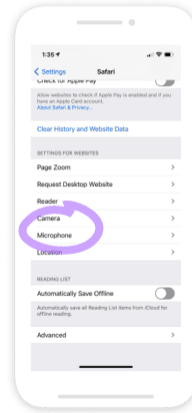
**a** Go to **Settings** on the device.



**b** Scroll down and tap the **Safari** tab.



**c** Ensure Camera & Microphone are set to **Allow** and make sure the **Request Desktop Site** option is turned off.

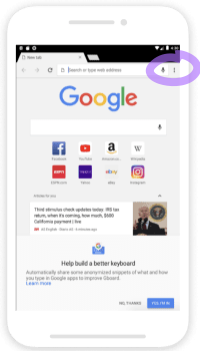


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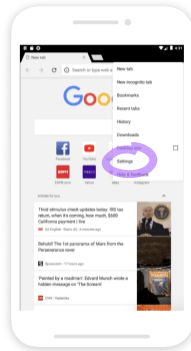
# 5

## Android

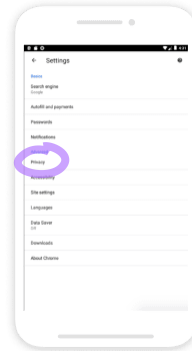
a Tap the dots in upper right corner.



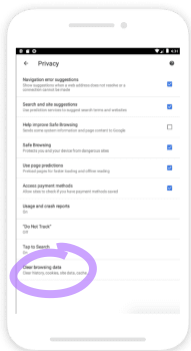
b Open **Settings**.



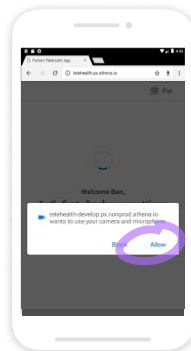
c Open **Privacy**.



d Select **Clear browsing data** and restart Chrome.



e Once they login or re-enter the waiting room, be sure to select **Allow** when prompted to enable the camera and microphone.



If this doesn't work, they may need to reset permissions in the device settings.

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# 5

## Mac

### In Google Chrome

1. Select the lock icon located near the right side of the search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab (cmd + R).

### In Safari

Note: Safari will ask to allow athena.io access to your device's camera and microphone each time they sign in or refresh the page.

2. Open **Safari Preferences**.
3. Navigate to **Websites**.
4. Go to the **Camera and Microphone** tab.
5. Change access to **Allow**.
6. Restart Safari.

### In Firefox

1. Select the lock icon located on the right side of the search bar.
2. Click both Xs to **Clear this permission** and **Ask again**.
3. Refresh the browser tab.
4. When prompted, ensure your patient is using the correct camera and microphone inputs, and select **Allow**.

### If your camera still won't turn on in Firefox

1. Select menu icon in upper right corner.
2. Go to **Preferences** or **Options**.
3. Scroll down to **Privacy and Security**.
4. In Camera and Microphone settings, ensure that athena.io is set to **Allow**.
5. Restart Firefox. If the camera and mic are still disabled, you may need to reset Firefox permissions.

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# 5

## PC

### In Google Chrome

1. Select the lock icon located near the right side of the search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab (CTRL + F5).

### In Microsoft Edge

1. Select the lock icon located near the right side of the search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab (CTRL + F5).

### In Firefox

1. Select the lock icon located on the right side of the search bar.
2. Click both Xs to **Clear this permission** and **Ask again**.
3. Refresh the browser tab.
4. When prompted, ensure your patient is using the correct camera and microphone inputs, and select **Allow**.

### If your camera still won't turn on in Firefox

1. Select menu icon in upper right corner.
2. Go to **Preferences** or **Options**.
3. Scroll down to **Privacy and Security**.
4. In Camera and Microphone settings, ensure that athena.io is set to **Allow**.
5. Restart Firefox. If the camera is still disabled, your patient may need to reset Firefox permissions.

## 6 “I am having an issue with my microphone (audio) not working.”

If your patient’s microphone doesn’t seem to be working, they can try these steps:

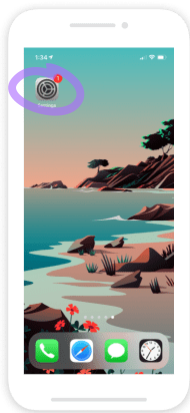
- Try muting and unmuting the microphone.
- Make sure the microphone isn’t being blocked or obstructed.
- Select **Allow any time** when their browser prompts them to enable their microphone.
- Make sure your patient is not browsing in incognito mode.
- If they are wearing a headset with a microphone, make sure they have selected it as their microphone device in **Settings**.
- Try using different audio options.

**Still can’t get the microphone to work? It may be blocked. Try these steps:**

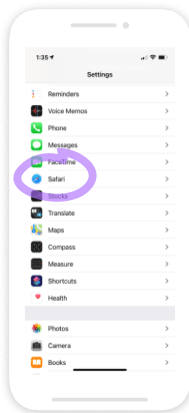
### iPhone

Restart the Safari browser app. On iOS 13 and up, they can also select the camera and microphone to be enabled by default for an easier login / patient check-in experience. **Still doesn’t work?**

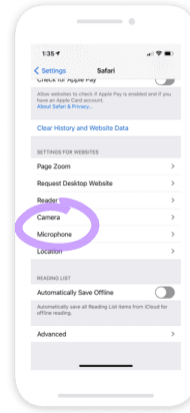
- a** Go to **Settings** on the device.



- b** Scroll down and tap the **Safari** tab.



- c** Ensure Camera & Microphone are set to **Allow** and make sure the **Request Desktop Site** option is turned off.

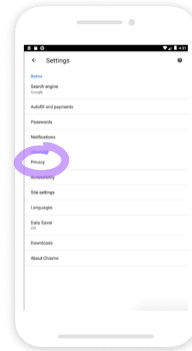
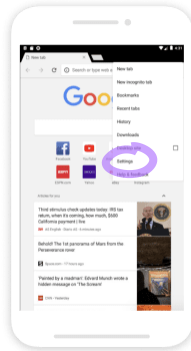
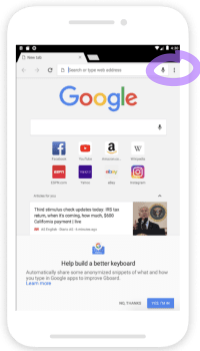


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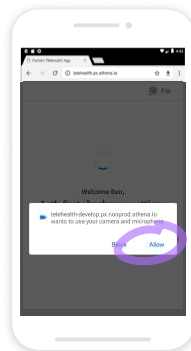
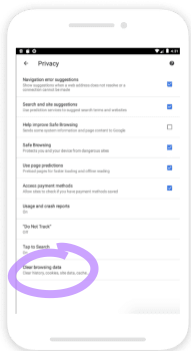
# 6

## Android

- a Tap the dots in upper right corner.
- b Open **Settings**.
- c Open **Privacy**.



- d Select **Clear browsing data** and restart Chrome.
- e Once they login or re-enter the waiting room, be sure to select **Allow** when prompted to enable the camera and microphone.



If this doesn't work, they may need to reset permissions in the device settings.

Continued on next page...

# 6

## Mac

### In Google Chrome

1. Select the lock icon located near the right side of the search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab (cmd + R).

### In Safari

Note: Safari will ask to allow athena.io access to your device's camera and microphone each time they sign in or refresh the page.

2. Open **Safari Preferences**.
3. Navigate to **Websites**.
4. Go to the **Camera and Microphone** tab.
5. Change access to **Allow**.
6. Restart Safari.

### In Firefox

1. Select the lock icon located on the right side of the search bar.
2. Click both Xs to **Clear this permission** and **Ask again**.
3. Refresh the browser tab.
4. When prompted, ensure your patient is using the correct camera and microphone inputs, and select **Allow**.

### If your camera still won't turn on in Firefox

1. Select menu icon in upper right corner.
2. Go to **Preferences** or **Options**.
3. Scroll down to **Privacy and Security**.
4. In Camera and Microphone settings, ensure that athena.io is set to **Allow**.
5. Restart Firefox. If the camera and mic are still disabled, you may need to reset Firefox permissions.

Continued on next page...

# 6

## PC

### In Google Chrome

1. Select the lock icon located near the right side of the search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab (CTRL + F5).

### In Microsoft Edge

1. Select the lock icon located near the right side of the search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab (CTRL + F5).

### In Firefox

1. Select the lock icon located on the right side of the search bar.
2. Click both Xs to **Clear this permission** and **Ask again**.
3. Refresh the browser tab.
4. When prompted, ensure your patient is using the correct camera and microphone inputs, and select **Allow**.

### If your camera still won't turn on in Firefox

1. Select menu icon in upper right corner.
2. Go to **Preferences** or **Options**.
3. Scroll down to **Privacy and Security**.
4. In Camera and Microphone settings, ensure that athena.io is set to **Allow**.
5. Restart Firefox. If the camera is still disabled, your patient may need to reset Firefox permissions.

## 7 “My audio and/or video quality is bad.”

This is likely due to internet quality. We recommend one of the following for troubleshooting network issues, depending on your patient’s device. Try:

- Connecting to an ethernet cord from the internet modem to avoid using WiFi.
- Moving closer to a router if possible.
- Connecting to internet data from a service provider or a WiFi connection if internet data is not working well on a mobile phone.
- Closing other applications and limiting others from streaming content on the same internet connection.
- Using a desktop computer or laptop instead of a mobile phone.

**Note: Your patient can join from both devices but will show up as two users. Make sure to have your patient mute and disable audio on one device to avoid audio issues.**

## 8 “I am getting a message that my browser isn’t supported.”

The following browsers work with the athenaTelehealth app:

### **Desktop:**

- Google Chrome (latest 3 versions) for macOS and Windows
- Microsoft Edge (version 79 and later) for Windows
- Safari (version 12 and later) for macOS
- Firefox (latest three versions) for macOS and Windows

### **Mobile:**

- Google Chrome (latest 3 versions) and Samsung Internet (version 12 and later) for Android
  - Safari (version 12 and later) for iOS
- (Important: athenaTelehealth is not supported on other iOS browsers, such as Chrome)

## 9 “I am hearing an echo.”

Echoes are usually not caused by the person hearing the echo. If your patient hears an echo, please take the following steps yourself:

1. Use headphones or a noise-cancelling microphone.
2. Lower your speaker volume.
3. Move your microphone away from the speakers.

If they are still having issues after trying these steps, this is likely due to internet quality.

## 10 “I left the call by accident.”

If your patient has the **Thank You** page open, they can refresh the page to go back to the entry screen. Your patient can return to the original appointment link and join the visit again.

## 11 “I’m getting an error that the application can’t connect to my video or microphone.”

Ensure the browser has access to the camera and microphone in the browser security settings.

**Note: There are instructions in the error message or can they be found online for the specific browser.**

Also ensure your patient is not using their microphone or camera for a different application, including being on another phone or video call at the same time as the visit.

## 12 “I can’t hear the visit audio.”

If your patient’s speakers don’t seem to be working, they can try these steps:

1. First, make sure their volume is up on their speakers and that they’re not set to mute.
2. If they are using headphones or speakers, make sure the correct device is selected for sound in their settings.
3. If they’re using a Bluetooth device, make sure their device has been paired with the computer, smartphone, or tablet they’re using for their call.
4. Make sure they’re not browsing in incognito or private mode.

**Still can’t hear? Try the following steps:**

### Mac

Make sure that they’re using the latest version of macOS. Ask them to back up their important information and then update the software on their Mac. If they still can’t hear sound from the internal speakers after updating their computer’s software, check the sound settings. Disconnect any external audio devices from the computer. Also disconnect any cables from the USB, Thunderbolt, FireWire, or 3.5mm audio ports.

**Still not working?**

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# 12

## Mac

1. From the Apple menu, choose **System Preferences**.
2. Select **Sound**.
3. Click the **Output** tab, then select **Internal Speakers**. If they don't see **Internal Speakers** as an option in the **Output** window, contact Apple Support.
4. If the volume slider is set low, move the slider to the right and test again.
5. If the **Mute** checkbox is selected, deselect it and test again.
6. If they still don't hear any sound, contact Apple Support.

## PC

1. Check the speaker output.
2. Run the audio troubleshooter.
3. Verify that all Windows Updates are installed.

## iPhone

1. Make sure that Silent Mode is off. On the device, move the Silent Mode switch forward so that the orange isn't showing.
2. Go to **Settings > Sounds (or Settings > Sounds & Haptics)** and drag the Ringer and Alerts slider back and forth a few times.

Note: If they still don't hear any sound or if the speaker button on the Ringer and Alerts slider is dimmed, the speaker might need to be repaired. Please contact Apple Support.

If they hear a sound, have them make a call with an iPhone and turn on speakerphone. On an iPad or iPod Touch, make a FaceTime call. If they still can't hear or hear static, their network or reception could be the issue. Please contact your internet service provider.

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# 12

## Android

Have your patient plug their headphones in and out to ensure audio isn't going to the headphone jack. Make sure to turn up the in-call volume. If the problem persists, contact the carrier.

Note: If your patient trying to use the external speaker, make sure their device isn't connected to headphones, which automatically disables the external speaker.

Also try checking the media volume:

1. Go to **Settings**.
2. Tap **Sound and Vibration**.
3. Tap **Volume**.
4. Move the Media slider to the right to increase volume.
5. Make sure the device isn't set to Do Not Disturb. Go to **Settings** to turn off the Do Not Disturb option.
6. Restart the device.