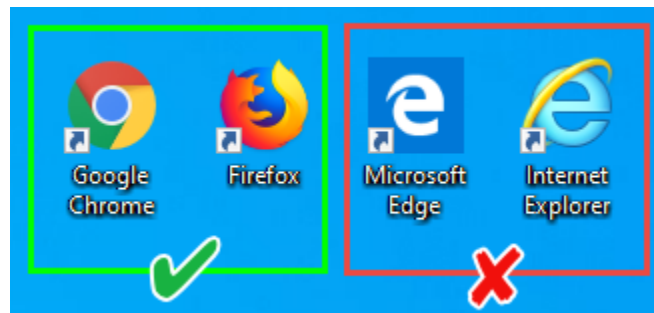


# Telehealth – How to Connect to your Healthcare Provider

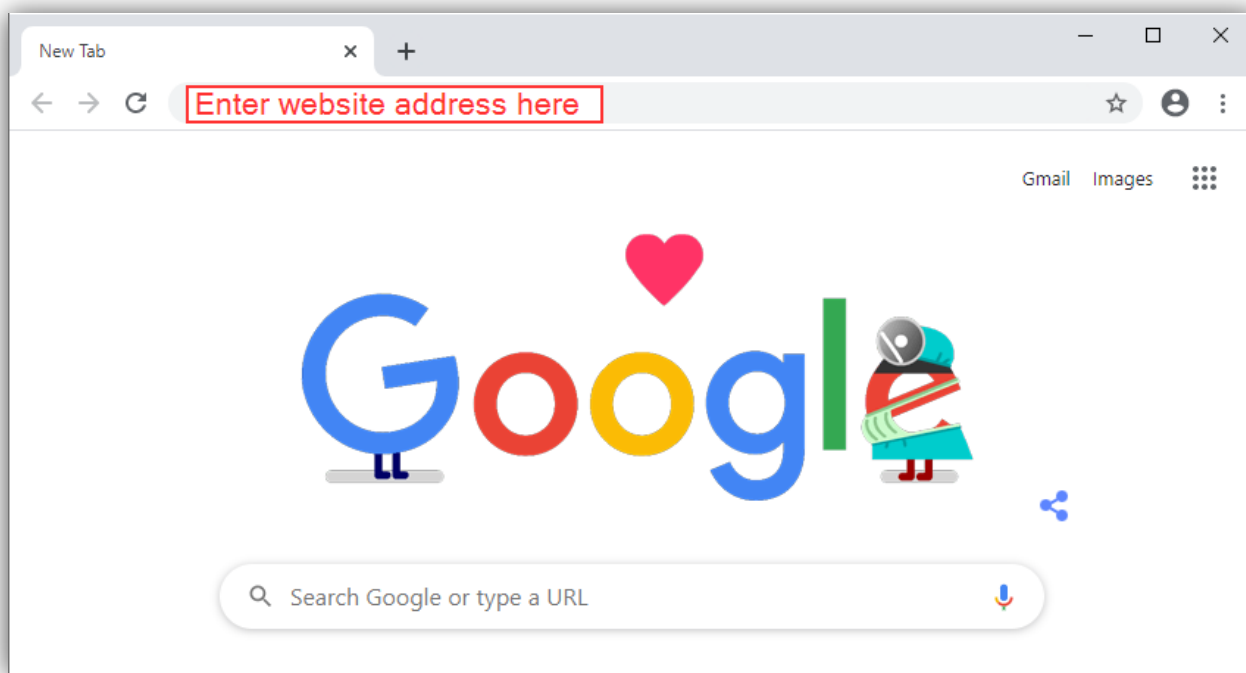
*Windows Laptop or Computer*

Open the internet using Google Chrome or Firefox

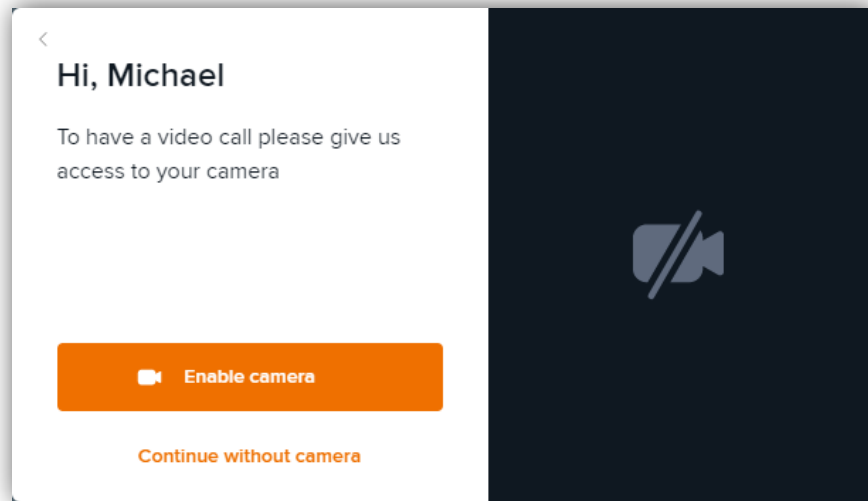


If you don't have Google Chrome or Firefox, you can download Google Chrome at:  
<https://www.google.com/chrome/>

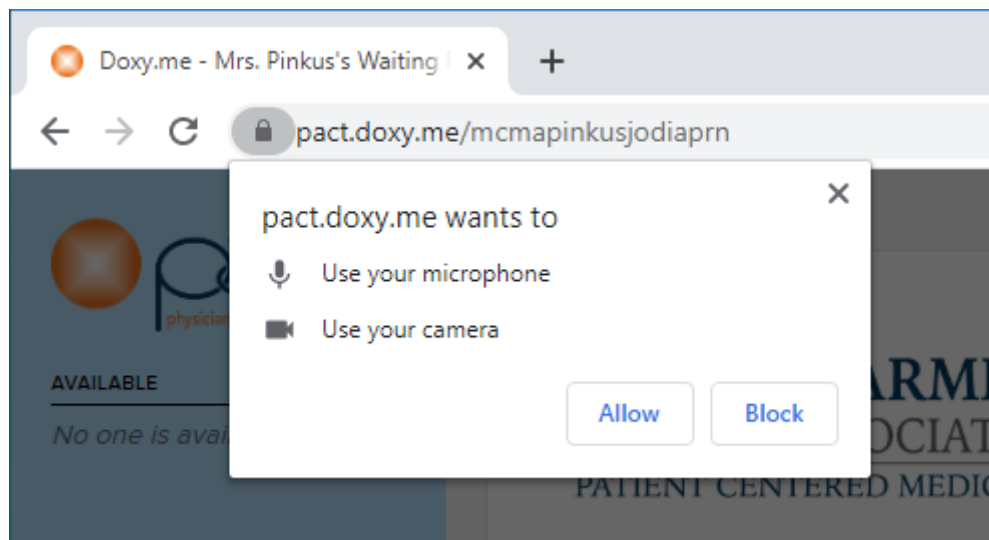
Go to the address given to you by the office:



The website will ask you for your name. Next, if your camera is not already enabled, the website will ask for access to it. Click on **“Enable Camera.”**



A popup will appear at the top of the screen. Click on **Allow:**



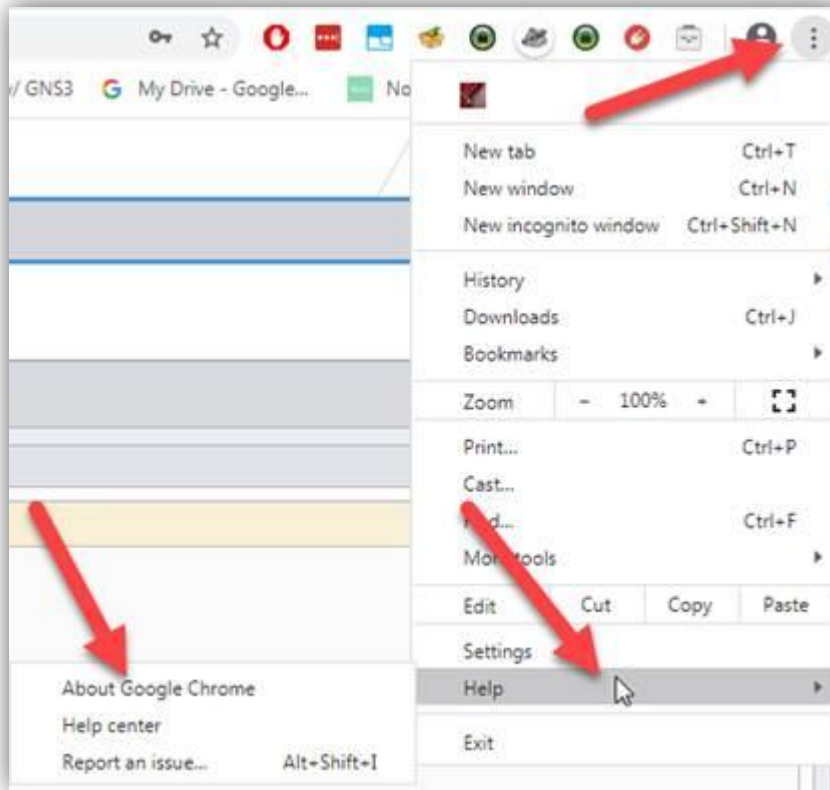
**You should now see a preview of your camera and you are ready for your telehealth visit!**

If you experience problems accessing the doxy.me website, you may need to update your web browser. Below is a step-by-step instruction on updating Google Chrome or Firefox. Follow the steps for whichever you are using.

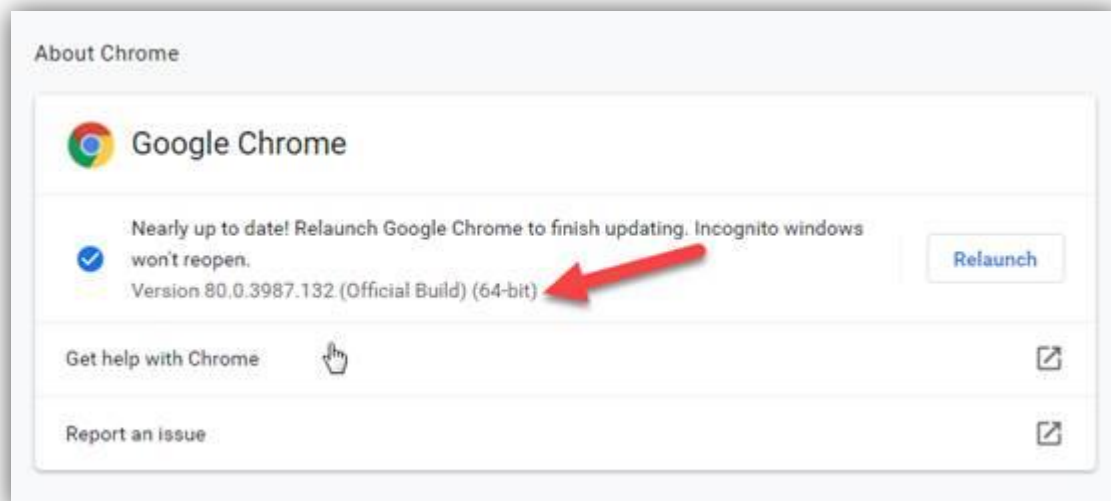


### Google Chrome – How to update

1. Open Chrome and click on the 3 dots on the upper right hand corner
2. Click **Help > About Google Chrome**



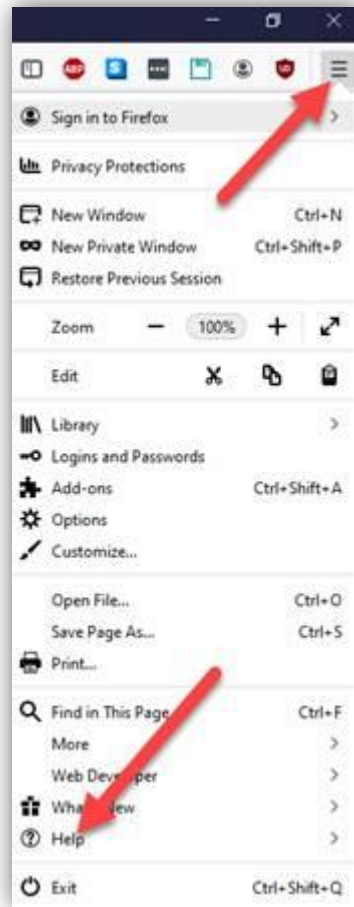
3. You will see the Version of Google Chrome in the center of the Window. If your version is not the latest, Chrome will usually update itself automatically and ask you to relaunch as shown in the screenshot below.





## Firefox – How to update

1. Open Firefox and click on the 3 lines on the upper right hand corner.
2. Click **Help > About Firefox**



3. A popup will appear with the version information and Firefox will automatically update

