



Qliqsoft video visit instructions

WHAT DO I NEED FOR A SUCCESSFUL VIDEO VISIT

- A Windows PC, Mac, iPhone, iPad, Android smartphone or Android tablet with:
 - A camera
 - A microphone
 - The ability to receive text messages or email
- A Wi-Fi or cellular data connection
- One of the following recommended internet browsers installed on your device:

PC or Android smartphone/tablet



Chrome

Mac or iPhone/iPad



Safari



Chrome

Please be ready and available 10 minutes prior to your scheduled time

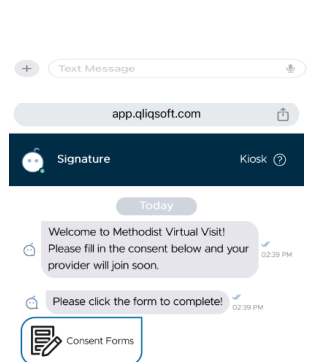
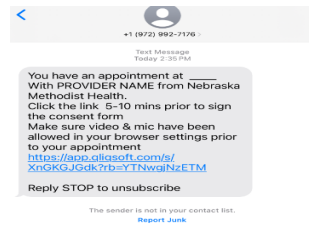
- Get in a private and well lit location.
- You can not be driving a vehicle during the visit
- You must be located in Nebraska
- Keep background noise to a minimum
- You must have microphone and video access

Appointments that are not meeting the above will need to be rescheduled.

Text Links come from 972-992-7176 Email Comes from Qliqsoft

At the time of your appointment:

1. Your provider will send you a text or email the day of your appointment. If you have not received your link by your appointment time please call the office.
 2. Click the link to join a chat session with your provider.
 3. If you're asked to "Connect to URL," select "Connect."
 4. The chat bot will welcome you and instruct you to complete the consent
 5. The provider will be notified when the consent is signed and you will be moved to the wait room. You've entered the chat session with your provider's office! Send a chat message to say you've arrived. You can send chat messages throughout the session.
- When ready, your provider will send a request to start the video visit.
 - Click the green button when it appears. Allow the microphone and camera if prompted.
 - You may mute your microphone at any time by clicking the microphone icon in the bottom-left corner. A muted microphone is red; make sure the microphone is white if you'd like your provider to hear you.
 - To modify audio settings, click the gear icon at the top of the screen. On an Android device, make sure your media volume is set to maximum.
 - End your video visit at any time by clicking the "x" button in the top-left corner



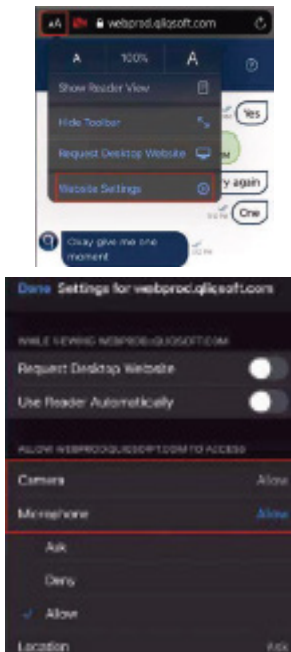
Troubleshooting

“My camera and/or microphone aren’t working.”

- Check your browser’s security settings (also make sure in the phone settings Microphone and Camera are allowed)

Safari security settings:

1. Tap the “AA” button, then Website Settings
2. Make sure both camera and microphone are set to “Allow”



Chrome security settings:

1. Click the menu button (3 vertical dots), then click “Settings.”
2. Now click “Site Settings”
3. Make sure qliqsoft.com is “Allowed” in both camera and microphone settings.

“I can see — but cannot hear — my provider.”

- Is your device muted? Check the microphone icon; if it's red you're muted.
- Is your device's volume turned up?
- Does your device happen to be connected to wireless headphones or speakers?

“I can’t select the link, or the link is not working for me.”

- Make sure you’re using the best browser (see table on page 1). If the link opens in another browser, you can copy the link and paste it into the correct browser. Press and hold on the link to highlight it, and select “copy.” Then open the correct browser and “paste” the link into its address bar.

“It’s time for my appointment and I have not received the link”

- If you have not received the link by the time of your appointment please contact the office to notify

Email links sometimes get blocked: check junk/spam email folder
If you are still not receiving the email link you may need to have the link sent to a phone number for a smart phone to complete a telehealth appointment