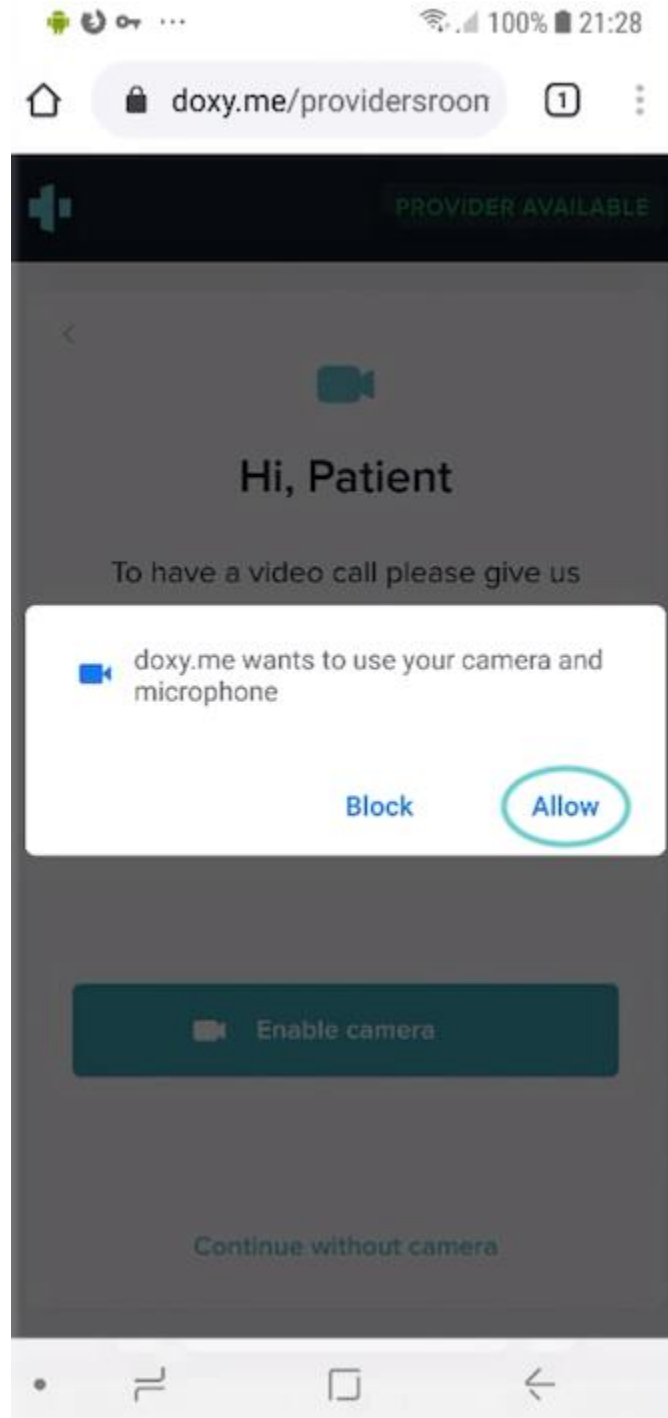


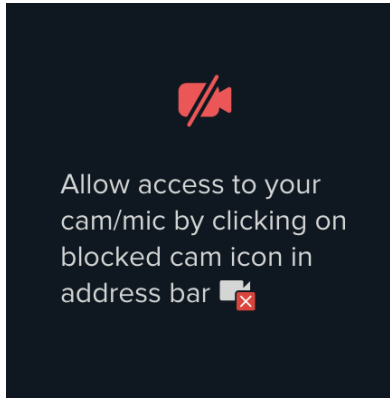
Allow access to camera & microphone in Chrome (mobile/tablet)

When you initially log in, you will be prompted to enable your camera and mic for use during a call. Please be sure to select **Allow**.



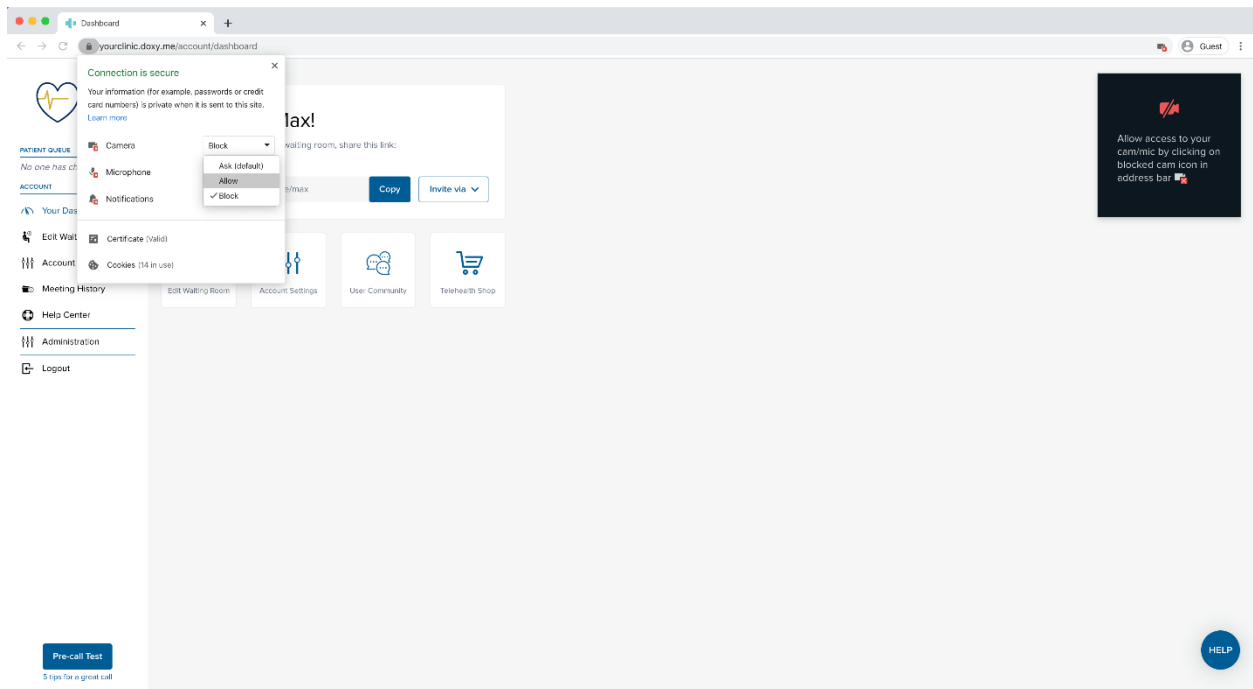
Allow access to camera & microphone in Chrome (on laptop/desktop)

If your camera and mic are blocked in Chrome, there's a few steps you'll need to take in order to re-enable them for use on a call:



How to enable camera and mic in the browser

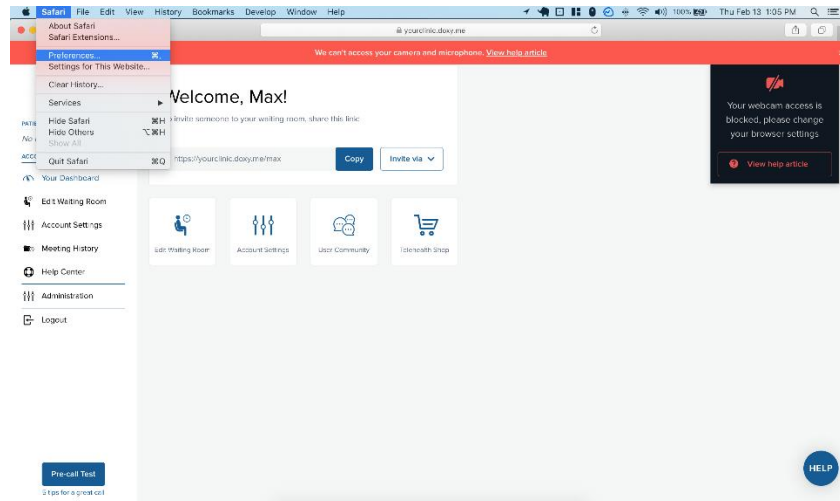
1. Select the lock icon located near the right side of your search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to **Allow**.
4. Refresh the browser tab.



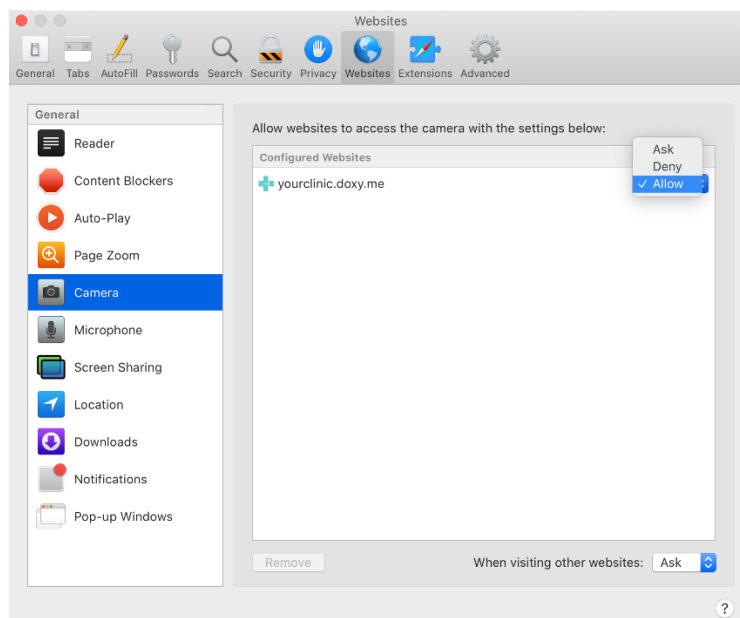
Allow access to camera & microphone in Safari

Safari will ask you to allow Doxy.me access to your device's camera and microphone each time you sign in or refresh the page.

1. Open Safari Preferences.



2. Navigate to **Websites**.
3. Go to **Camera** and **Microphone** tabs.
4. Change access to **Allow**.
5. Restart Safari.



Allow access to camera & microphone in Safari (mobile/tablet)

To have a call on iOS devices, you need to provide access to your webcam and microphone. Safari requires you answer this each time.

Press "Allow" when prompted:

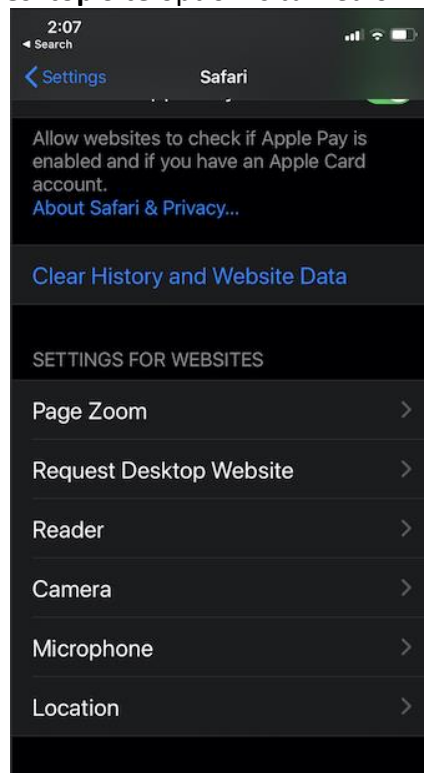
1. Make sure you are not in **private mode** in Safari 11+
2. Ensure your iPad doesn't have the **zoom** feature enabled

If you are still **unable to see yourself** in the video feed, you may need to check a few things in the following order:

1. Restart the Safari browser app
2. Make sure your camera works with FaceTime.
3. Make sure there is nothing blocking the camera and is clean of any dirt or smudges

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

1. Go to Settings on your device
2. Scroll down and open Safari tab
3. Ensure **Camera & Microphone** are set to Allow
4. Make sure **Request Desktop Site** option is turned off



Give access to camera & microphone: Surface Pro

To have a call on a Surface Pro, you need to provide access to your webcam and microphone. This usually only needs to be done once.

If you are still unable to see yourself in the video feed, you may need to check a few things in the following order:

1. Open Chrome.
2. Click the 3 dots on the right side next to the address bar.
3. Select Settings from the list.
4. Scroll to the bottom of the settings page and select Show Advanced Settings.
5. Scroll down and select Content Settings under Privacy.
6. Find the Camera section and in the drop-down, you can select the Front-facing option.
7. Click done.