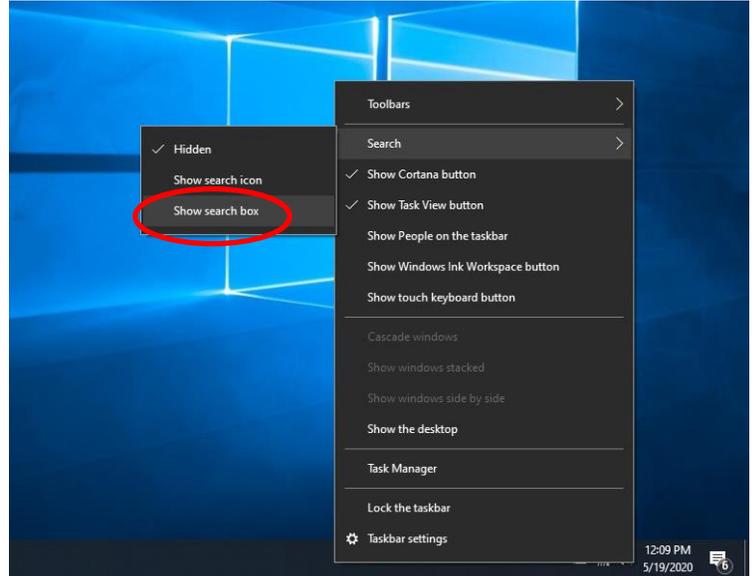
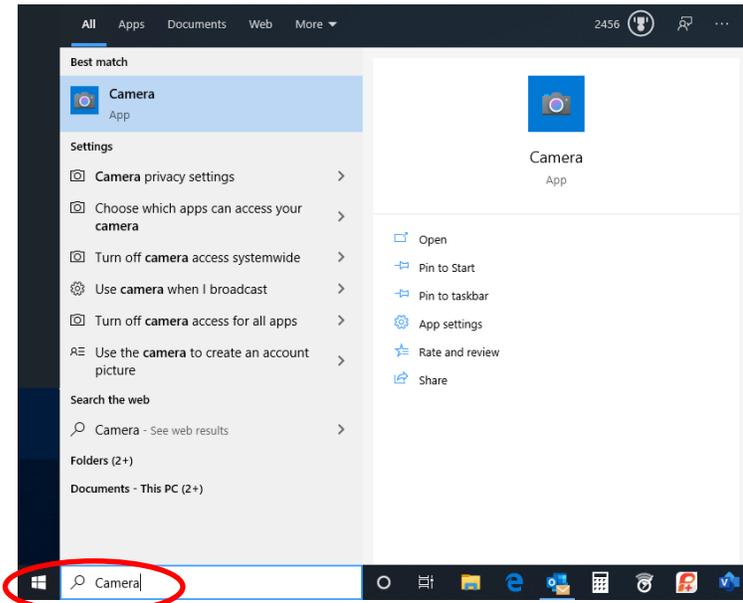


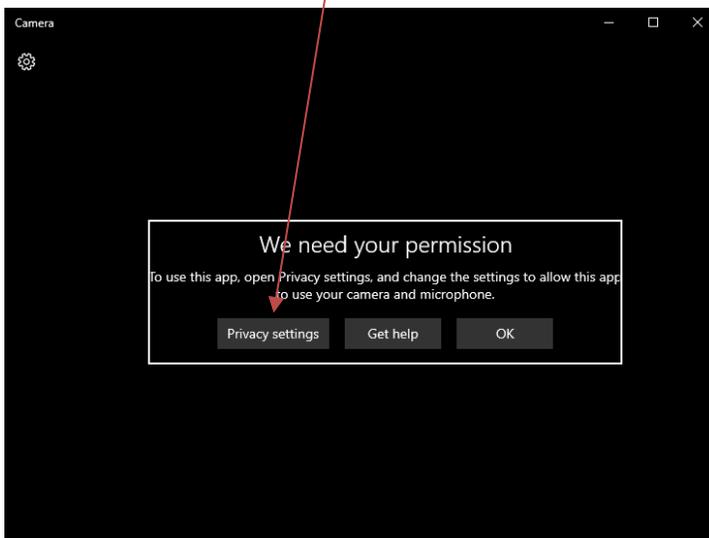
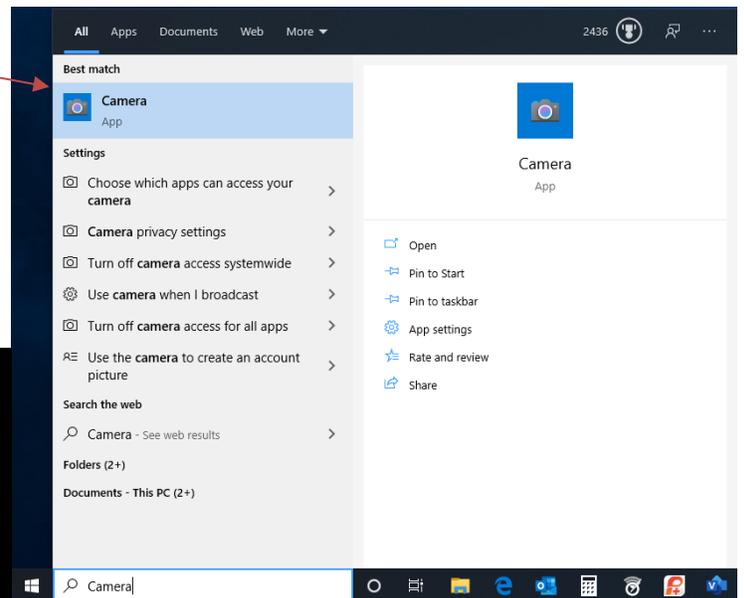
Telehealth Appointment Prep Sheet (Windows 10)

1. Test your Camera:

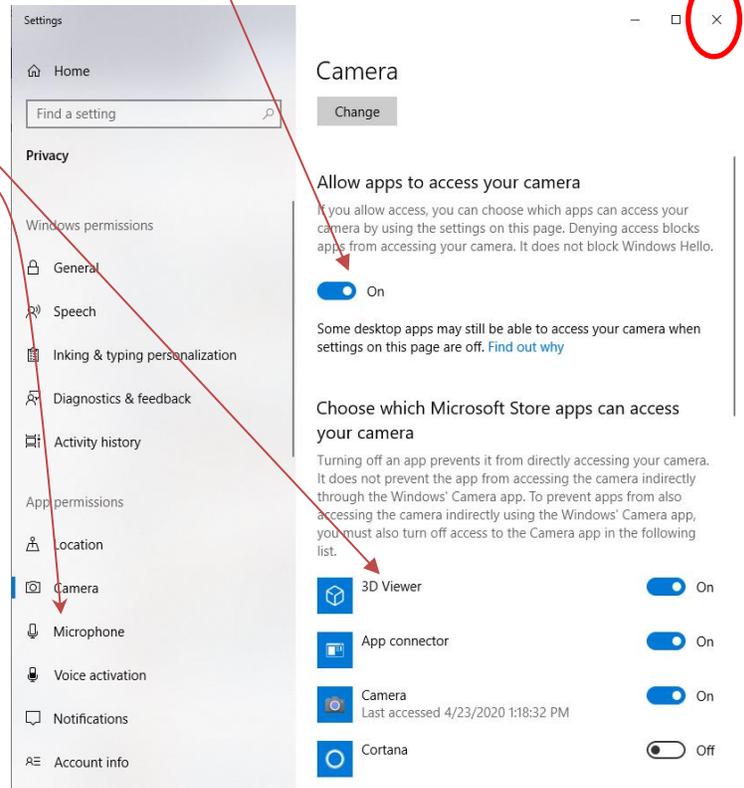
- a. First, make sure your camera is connected. (If you are using a laptop with a built-in camera, its already connected.)
- b. From the Windows 10 task bar (bottom of your PC screen), type **Camera** into your Search Box (see below left). If you do not see the **Search Box**, right-click on a blank area of your Task Bar, in the pop-up menu, slide the mouse pointer up and hover it over **Search** and click **Show Search Box**, then type **Camera** into the Search Box.



- c. Next, **Camera** should be highlighted in the pop-up menu. Press the **Enter** key. This will start your Camera App.
- d. If your Camera App opens and you can see yourself, your Camera is enabled and should work for your appointment. If you cannot see yourself, but instead see the following screen, click the **Privacy Settings** button.



- d. In the Camera Privacy settings, confirm that the access toggle is **ON**. If not, click it to turn it **On**. This will allow your apps to use your Camera.
- e. Also, in the list below toggle, confirm that your browser has access to your camera. Locate your Internet browser in the list and make sure its toggle is **ON**.
- f. Next, click **Microphone** in the list of settings, and confirm that the 'Allow apps to access your microphone' is also enabled and shows as **On**. (This assumes you have a microphone, and that it is connected. (If you are using a laptop, your mic should be built in and already connected.)
- g. Also confirm that your browser is listed, and its toggle is **ON**.
- h. Click the **X** at the top right of the Settings box to close the window and go back to the previous black Permissions box. Click **OK** in the black Permissions box.
- i. You should now be able to see yourself on the screen.



2. Test your connection speed:

- a. Open a browser and go to <http://speed.wavebroadband.com>
- b. Click the **Go** button.
- c. This site will report the download and upload capability of your connection in Mbps (Megabits per-second). As long as you have a minimum of **2 Mbps upload and 2 Mbps download**, your connection should be adequate for your appointment. However, if there are other people using the same Internet connection, you may need a greater amount of bandwidth to accommodate your appointment and the other people or devices on your network.

Note: Test your internet speed prior to each Telehealth session. Internet speeds can fluctuate greatly based on many factors; Time of day, number of connected devices, and additional people accessing the internet from your location.

