

# Preparing for your Telehealth Session

## 1 Choose the device you will be using

The following devices are supported:

- Laptop computer with built-in camera, speaker and microphone.
- Desktop computer with a webcam, speakers and microphone.
- Tablet or smartphone, running Android or iOS.

**Make sure that the device has access to high-speed internet.**

## 2 Choose the browser you will be using

- If on a laptop or desktop computer, use Chrome, Firefox or Safari.
- If on iPhone or iPad, use Safari.
- If on Android, use Chrome.

## 3 Test Your Setup

Go to the device and browser you plan to use, and access this page to perform a hardware check:

[Open Test Page >](#)

Note that you will be asked to give the browser permission to access your camera and microphone.

If any of the tests fail, make sure to troubleshoot using this article: [Troubleshoot Article](#)

## 4 Arrive Early and Follow These Tips

On the day of your session, please get online 15 minutes early and follow these tips to ensure a smooth session:

- Restart your computer/device.
- Close any other apps or programs that may be open.
- On mobile devices, do not switch to another app or tab during the session.
- Make sure other people in your house are not streaming (Netflix, Youtube, etc.) or downloading large files while you are on the meeting.
- Run the test on step 3 above to make sure everything is ready.
- If you have difficulty hearing the other participants, use headphones.