Video Appointments: Troubleshooting Issues

Follow the steps in this guide if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

Check you're using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge ([latest version](#) only)
- **Mac:** Safari, Chrome, or Firefox

Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.

Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you'll see a message similar to this:
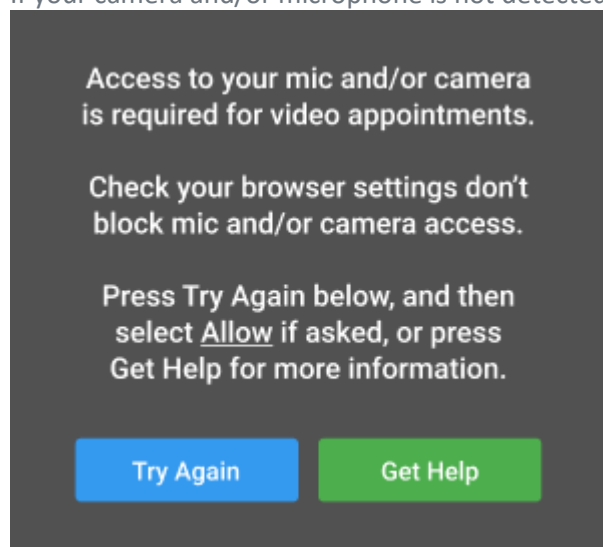
Please follow the suggestions below and then press *Try Again*.

Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone. If you're prompted for access, choose *Allow*.

   Otherwise, continue to step 2.

2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.

   The steps depend on which web browser you're using:

   a. **iPhone/iPad**

      Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

      b. **Android**

         Chrome https://support.google.com/chrome/answer/95669?hl=en&ref_topic=7439644

         Firefox - https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-your-android-deviceaos-settings-menu-to-change-camera-and-microphone-permissions

      c. **Windows**

         Chrome https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0Firefox - see separate guide

         Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.

      d. **Mac**

         Safari - https://support.apple.com/en-gb/guide/safari/ibrwe2159f50/mac

         Chrome https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0

      e. Firefox - https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-firefoxaos-address-bar-to-clear-camera-or-microphone-permissions-for-a-site