

Quick Reference Guide

Joining a TigerConnect Video Visit with INW - Android (Chrome)

Joining the Video Visit

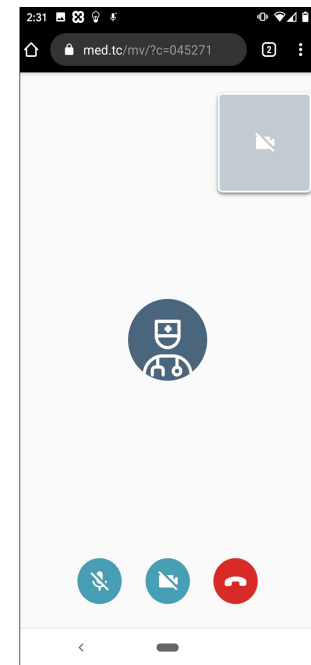
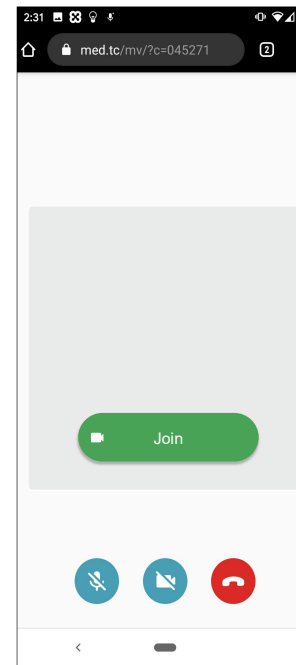
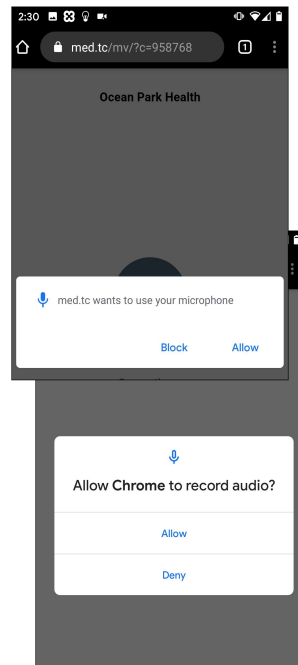
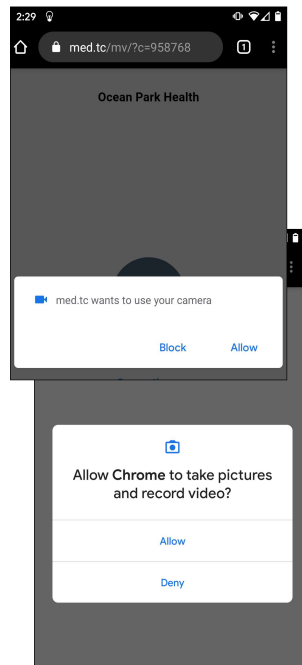
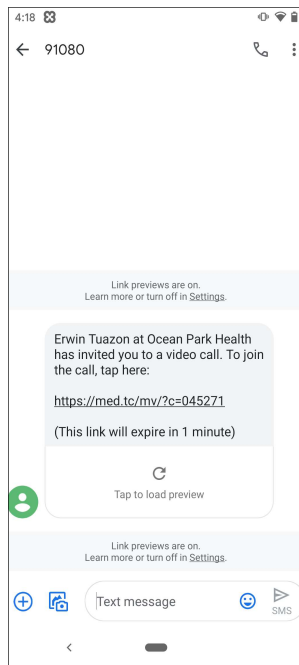
1) You will receive a text message with a link to join a video visit with us. Tap on the link to start the visit.

2) Tap Allow on the first and second screens that pop up to enable the camera on your device for the video visit.

3) Tap Allow on the first and second screens that pop up to enable the microphone on your device for the video visit.

4) After your camera and microphone are enabled, tap Join.

5) Your video visit with us will begin in your web browser.



If you are having trouble joining a video visit, your camera and microphone settings may need to be adjusted to allow for access. See the next page if your phone's settings need to be adjusted.

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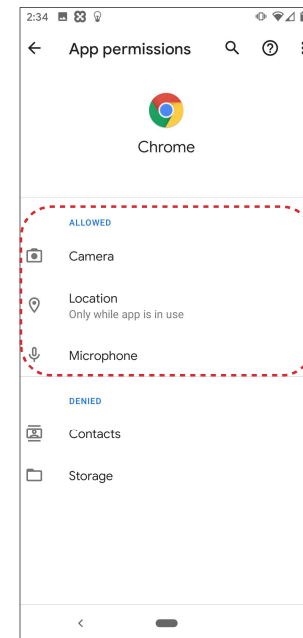
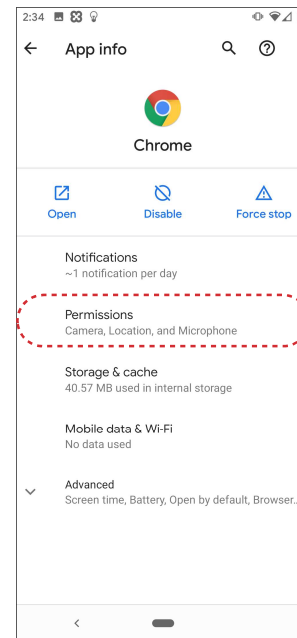
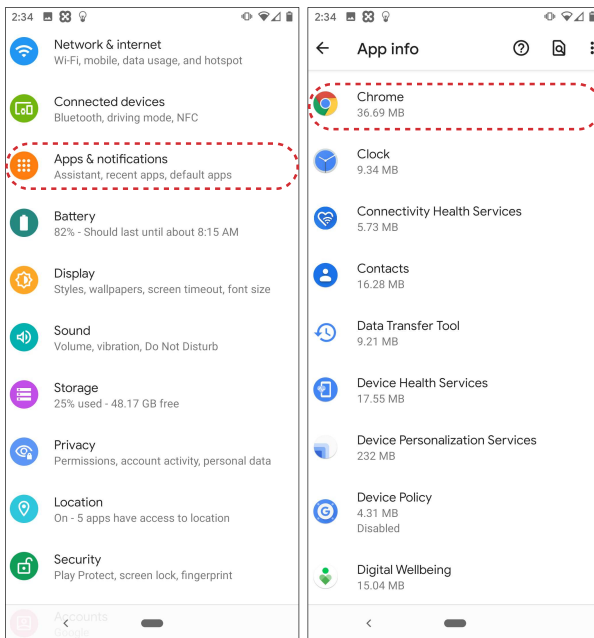
Follow these steps to verify your camera and microphone settings are set for video visits when using the Chrome web browser on your mobile device.

Enabling camera and microphone access through your device settings

1) Tap on your [Settings app](#) on your home screen and scroll down to find all applications. Tap on that screen and then select [Chrome](#).

2) Tap on [Permissions](#) to access the settings for your Camera and Microphone.

3) Review your permissions to make sure to Camera and Microphone access are set to [Allowed](#) during a video call.



If your device continues to have trouble connecting, your browser settings for the website used video calls may need to be adjusted. See the following page for a guide on updating those settings.

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While not as common, the Chrome browser's settings for a specific website can also determine whether access is allowed for the Camera and Microphone.

Enabling camera and microphone access through website settings in Chrome

1) Tap on the **three vertical dots button** at the top right corner of your web browser.

2) Tap on the **circle i button** at the top right corner access site settings.

3) Review your settings to ensure the **Camera and Microphone are set to Allowed**. If they are not, tap on Site settings below those tabs.

4) In the site settings, make sure Access to your **camera, microphone, and sound are set to Allow**.

