

# Quick Reference Guide

## Joining a TigerConnect Video Visit with INW- Android (Firefox)

When you are invited, you can join a secure video visit through the web browser through the web browser on your Android device using Firefox. Follow these steps to ensure a successful connection.

*Note: Due to the nature of Android devices and their different software, your screen may look and respond slightly different than what is shown in these screenshots.*

### Joining the Video Visit

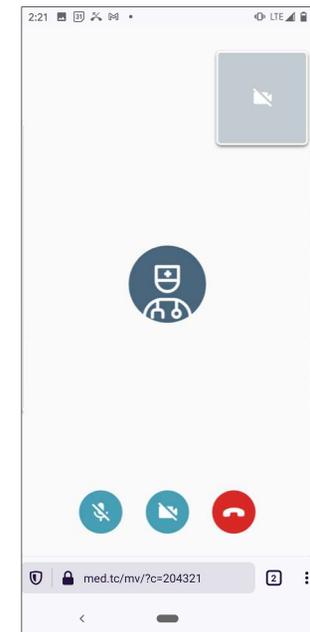
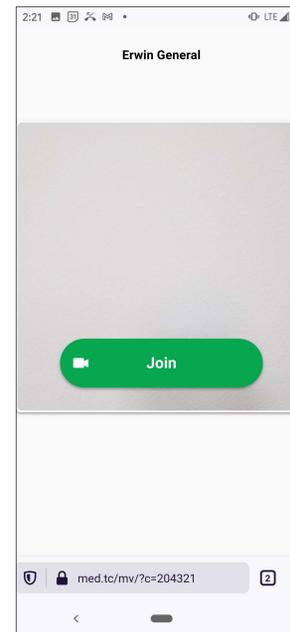
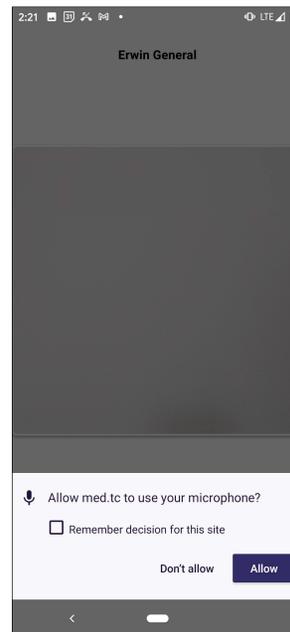
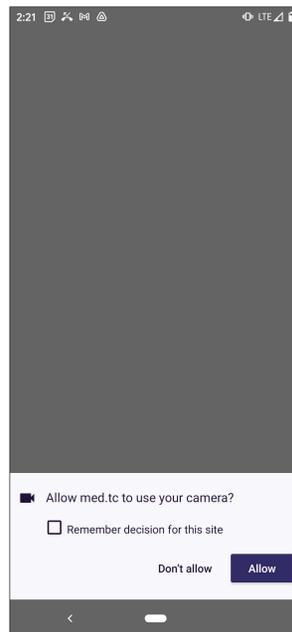
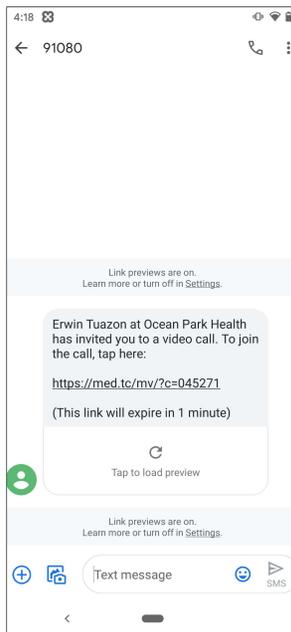
1) You will receive a text message with a link to join a video visit with your Provider. Tap on the link to start the visit.

2) On this screen, tap **Allow** on to enable the camera on your device for the video visit.

3) Tap **Allow** on the next screen to enable the mic on your device for the video visit.

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

5) The video visit with your provider 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.

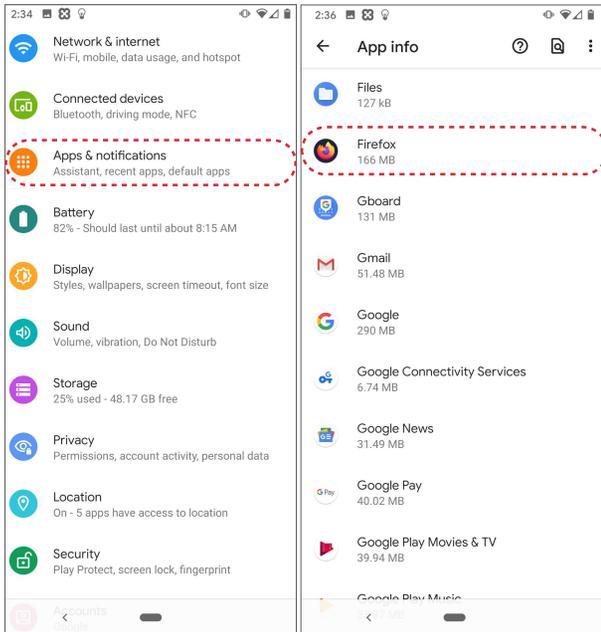
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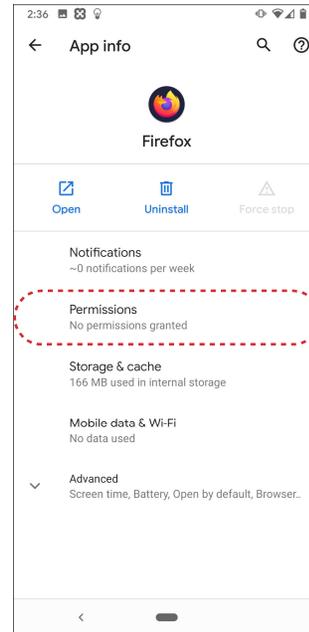
Follow these steps to verify your camera and microphone settings are set for video visits when using the Firefox web browser on your mobile device.

### Enabling camera and microphone access through your device settings

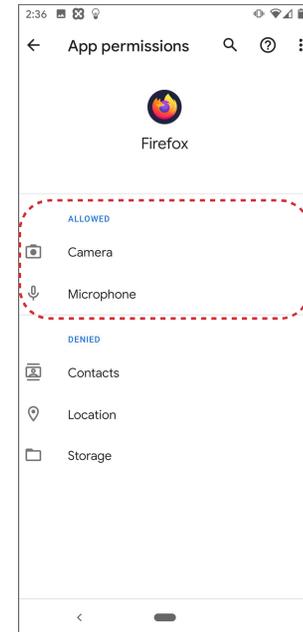
1) Tap on your [Settings app](#) on your home screen and scroll down to find all applications. Tap on that screen and then select [Firefox](#).



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 visit.



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 Firefox 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 Firefox

- 1) Tap on the **three vertical dots button** at the bottom right corner of your web browser.
- 2) Tap on **Settings** in the menu that pops up.
- 3) Next, scroll down (*if necessary*) and tap on **Site permissions**.
- 4) In the Site permissions, make sure your settings for **camera and microphone** are set to **Ask to allow**.

