

# Quick Reference Guide

## Joining a Video Visit with INW – Apple iOS (Safari)

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

### Joining the Video Visit

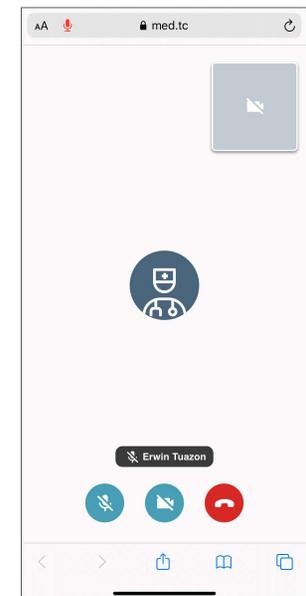
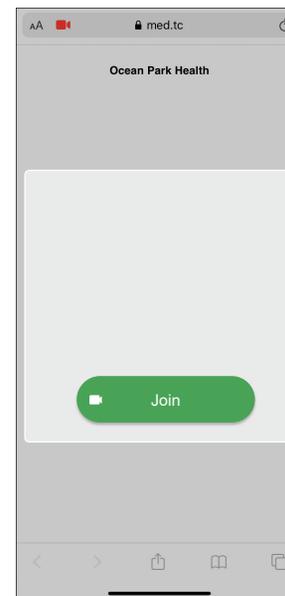
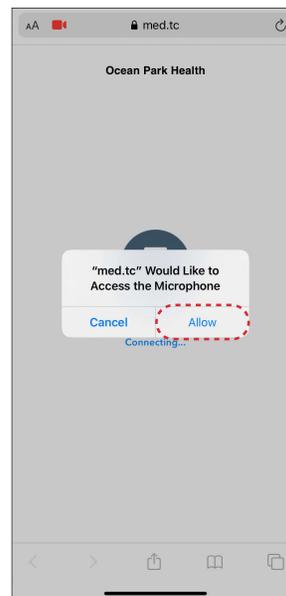
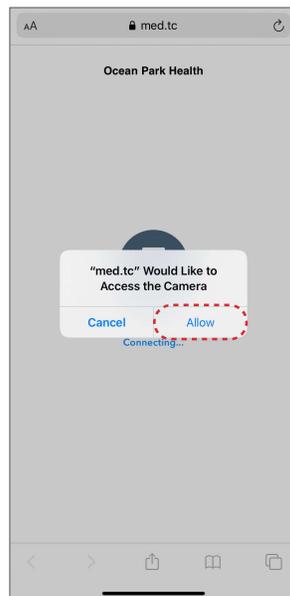
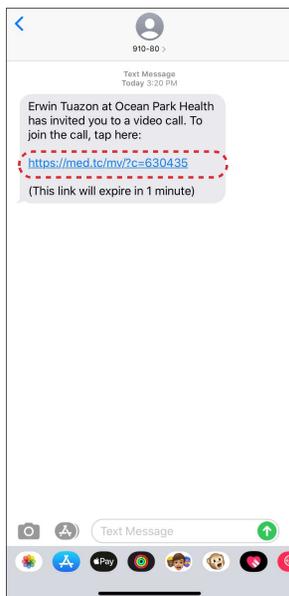
1) You will receive a text message with a link to join a video visit with your Provider. Tap on the link to start the visit.

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

3) Tap Allow on the next screen to enable the microphone on your mobile 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.

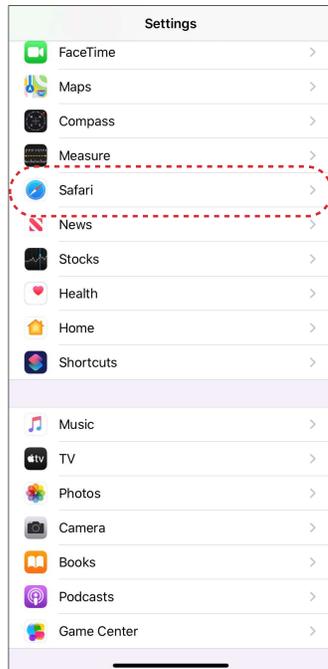
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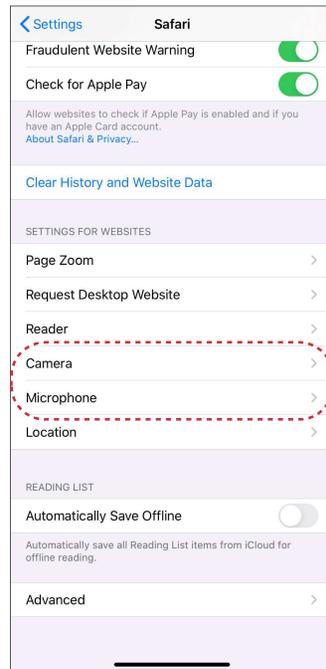
On iOS, Safari is the primary web browser used. Follow these steps to verify your camera and microphone settings are set for video visits through Safari.

### Enabling Camera and Microphone access through your device settings

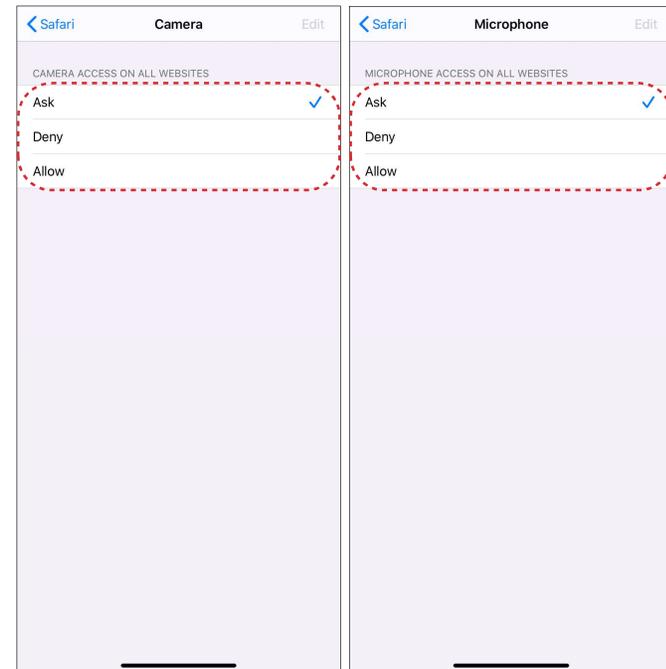
1) Tap on your **Settings** app on your iOS home screen and scroll down to find **settings for Safari**.



2) Tap on **Camera** and **Microphone** to toggle settings for each function.



3) Choose **Allow** to enable access to Camera and Microphone. Alternatively, tap **Ask** to allow permission on a one-time basis per call. This will prompt your device each time to allow access.



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 Safari 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 Safari

1) Tap on the **AA** button on the top left corner of your browser window.

2) Tap on **Website Settings** to find the Camera and Microphone settings.

3) Tap on the **Camera and Microphone settings** and set to **Allow**.

