



# Device Requirements for Virtual Visits

For access, ensure the following requirements are met.

- **Internet Access:**

- High-speed broadband internet access (e.g. cable, DSL)
- WiFi network connection or hardwired network connection (Ethernet cable) for best performance
- Minimum bandwidth of 1 Mbps upload/download speed is required, with a recommended bandwidth of 2 MB/s Mbps upload/download speed (if needed perform a web search for network speed test tools)

*Note: Video is not recommended on LTE or Mobile Data*

- **Operating System:**

- Windows: 10 or newer
  - Web Browser: Google Chrome (preferred) or Microsoft Edge
  - Minimum memory: 4 GB of RAM
  - CPU Processor for SD video: a processor capable of running at speeds of 1.5 GHz or higher
  - CPU Processor for HD video: a quad-core processor capable of running at speeds 2.4 GHz or higher
- Mac: OS X 10.14 or newer
  - Web Browser: Google Chrome (preferred) or Safari
  - Minimum memory: 2 GB of RAM
  - CPU Processor: G4 or Intel
- Android OS
  - Web browser: Mobile Chrome
  - Video supported over WiFi and some cellular networks
- IOS (iphone/iPad)
  - Web Browser: Mobile Safari
  - Video supported over WiFi and some cellular networks
- Chrome OS (including Chromebook devices) is not supported

- **Camera/Video:** Computer's internal or external USB webcam

**CONTACT US**

**For technical support:**  
Call 1-877-621-8014

**For questions about your appointment:**  
Please call your clinic.

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