

Video Appointment FAQs

Before your appointment

Please check:

1. You have a strong and stable Wi-Fi connection.
2. You are in a quiet environment to prevent background sound issues.
3. Your device has a microphone (or you have connected headphones with a microphone) that are correctly set up in your devices sound settings. The correct microphone should be selected as the input device.
4. Your device has a speaker (or you have connected headphones) that are correctly set up in your devices sound settings. The correct speaker (headphones or device speaker) should be selected as the output device.

Please do not try to access the appointment using the Mozilla Firefox internet browser as this will not work and you will not be able to see or hear your counsellor. Please use another browser. E.g. Google Chrome, Microsoft Edge, Safari (IOS devices only).

My appointment is about to start but I have not received an email with the link

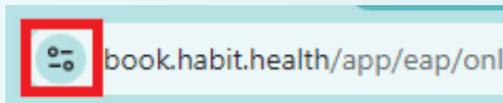
You will receive an email and a text message 30 minutes before your appointment starts with the link for your appointment. If you have not received this, please find the confirmation email that you received when you booked your appointment. The link is also included in this confirmation email.

My counsellor can't see and/or hear me

1. Go to your browser permissions and allow access to your camera/microphone:

a. Google Chrome:

- i. Click on the **icon to the left of the page URL**.



- ii. Click on **Site Settings**.

iii. Click on the drop-down menus next to **Camera** and **Microphone**.

iv. Select **Allow**.

b. Microsoft Edge:

- i. Click on the **lock icon** next to the page URL.

ii. Click on **Permissions for this site**.

iii. Click on the drop-down menu next to **Camera** and **Microphone**.

iv. Select **Allow**.

2. Go back to the tab for the appointment and refresh the page.
3. If you have completed the first 2 steps and your counsellor is still unable to see/hear you:
 - a. Click on the arrow next to the **Camera Icon** or **Microphone Icon**, and make sure the correct camera/microphone is selected.
 - b. If there is more than one option, try changing it to one of the other options then check with the counsellor to see if they can now hear you.

I can't hear my counsellor

1. Check that your volume is turned up on your device.
2. Check that any headphones or external speakers connected to your device are set up for sound output in your device settings.
3. Unplug any headphones or external speakers that are connected to your device, then plug them back in again.
4. Ask the counsellor to check that their microphone settings are correct.

If you are still encountering issues, please contact your counsellor via the chat function in the video appointment if you are connected, or phone our Habit Health Counselling team on 0800 123 270 for assistance.