

## Mobile Access

### Connectivity

For the best experience when using the Franciscan Virtual Care app on your mobile device, a **wi-fi connection** is recommended, and may be required by the service operator in order to have a visit. If allowed by the service operator, a cellular (3G/4G) connection can be used.

For the best experience and quality, ensure that you have a strong signal (4-5 bars) when connected to a cellular network. Also, a minimum bandwidth of **3 Mb/s** upload/download is recommended. You can check your bandwidth by using the Speedtest by Ookla app. If you don't have the app installed, you can navigate to speedtest.net on your mobile web browser, at which point you will be directed to either the App Store or Google Play Store (depending on your device) to download the app.

### Access for Patients

Patients can access Franciscan Virtual Care from their Android or iOS mobile device, using the native consumer mobile app. If the patient has been scheduled for a visit, he/she will receive an email with instructions on how to download the app. Alternatively, patients can visit Google Play or the Apple Store to download the app and follow the instructions to get started!

Franciscan Virtual Care is not currently available using a mobile web browser.

### Device Requirements

To use Franciscan Virtual Care on your mobile device, ensure that your device meets the requirements below.

- Franciscan Virtual Care app is installed (see above)
- To support two-way video visits, your device must have a front-facing camera
- Operating System
  - **iOS (iOS 10 or later is required)**
    - iPhone 5 and newer
    - iPad 4<sup>th</sup> Gen and newer
    - iPad mini 2 and newer
    - iPod Touch 6<sup>th</sup> generation and newer
  - **Android API 19 (KitKat v4.4.0 or above)**
    - Android Phone
    - Android Tablet
    - Not supported: HTC myTouch, all Prestige devices, and the PantechP9070

## Web Access (PC/Mac/Laptop)

### Connectivity

To test your internet connectivity, click the “Test My Computer” button in the primary navigation bar, and follow the on-screen instructions. For the best experience when using Franciscan Virtual Care on the web, high-speed broadband Internet access (e.g., cable, DSL) is recommended. For the best experience, a minimum bandwidth of **3 Mb/s** upload/download is recommended.

### Browser Requirements

Franciscan Virtual Care can be accessed from the web using any of the browsers listed below. Both JavaScript and Cookies must be enabled in the browser settings.

***Google Chrome (latest version recommended; one version prior supported)***

***Mozilla Firefox\* (latest version recommended; one version prior supported)***

***Microsoft Internet Explorer (PC ONLY: minimum v9.0; maximum v11)***

*In order to support TLS 1.1 and TLS 1.2, Windows 7 or newer is required. Review the Enabling TLS 1.1 and TLS 1.2 in Internet Explorer article to enable TLS 1.1 or higher encryption. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.1 or higher encryption.*

***Safari (Mac ONLY: latest version recommended; one version prior supported)***

### Video Recommendations

Users will be required to download the enhanced video client prior to starting a visit. This can be performed during the “Test My Computer” exercise. Otherwise, users will be prompted to download the client before the visit begins. To help reduce the risk of video issues, ensure that there is no conflicting software running in the background that can cause issues with enhanced video. This includes other applications that may try to use your webcam (e.g., WebEx, GoToMeeting, Skype, etc.). Be sure that you have completely quit or exited out of any of these applications prior to starting your visit.

If you experience issues with your video connection and you are on a managed network, contact your network administrator to ensure the network is configured correctly to allow enhanced video to operate.

### Computer Hardware/Software Requirements

For access via the web, ensure that your workstation meets the requirements below.

- **Operating Systems:**
  - **Windows:** 7, 8, and 10
  - **Mac:** OS X 10.6 “Snow Leopard” or later (Intel CPUs only)
  - **NOTE:** Linux OS (including Chromebook devices) are not supported
- **Processor:** 2 GHz Intel Core 2 Duo or equivalent.
- **Memory:** 2 GB or more
- **Hard Disk:** 40 MB or more free space
- **Adobe Reader:** 7 or greater installed
- **Camera/Video:** The telehealth solution will work with most built-in or external USB webcams.

- **Audio (microphone and speakers):** For ideal audio quality, it is strongly recommended that an external microphone and speakers (or speakerphone device) with integrated echo cancellation is used.

## Computer Settings

**Multiple Accounts:** If multiple users have logins on the same workstation, each user must log off when finished using the workstation (as opposed to just staying logged in and switching users).

### Anti-virus Software:

- Certain anti-virus software may interfere with video and audio connection. If you notice less than ideal conditions in the video or audio (e.g., audio choppiness), anti-virus software may be interfering. Try disabling the anti-virus software prior to conducting a visit. If you are using a company-issued computer, check with your IT department to ensure that the anti-virus software on your local workstation is set up correctly.