Instructions for Windows Desktop PC's and Laptops:

Desktop PC's and Laptops

Performing a Hardware Check Before Connecting to the Appointment:

Please check your device's settings to ensure you can connect to the appointment.

Default Browser

To use the Epic Telehealth platform, you <u>must</u> have one of the following browsers set as the default browser on your device:
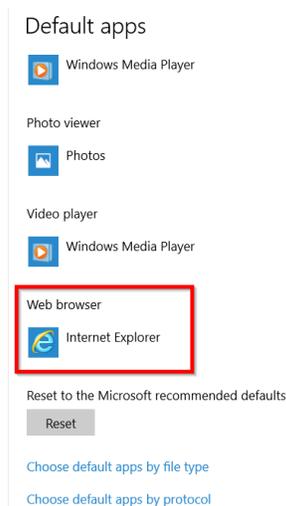
- Chrome
- Edge
- Internet Explorer will <u>not</u> work with the Epic Video product; you must set Chrome or Edge as the default browser

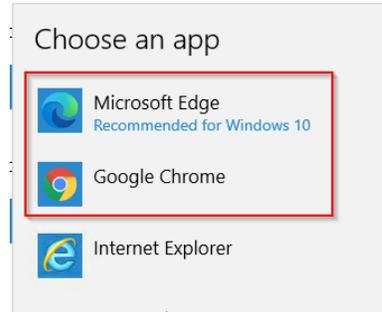If you do not have Chrome or Edge set as the default browser, you will <u>not</u> be able to connect.

To verify what default browser you have set, search for "Choose a Default Web Browser" in the search field next to the Windows key in the lower left corner of your screen:

In **Default Apps**, look at the **Web Browser** section to see what browser is currently set as your default. If this is set to Internet Explorer, click on Internet Explorer.

Default apps

Windows Media Player

Photo viewer

Photos

Video player

Windows Media Player

Web browser

Internet Explorer

Reset to the Microsoft recommended defaults

Reset

Choose default apps by file type

Choose default apps by protocol

Choose either **Microsoft Edge** or **Chrome:**

Back in the **Default Apps** screen, verify that you now see either **Google Chrome** or **Microsoft Edge** as your default browser.
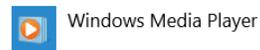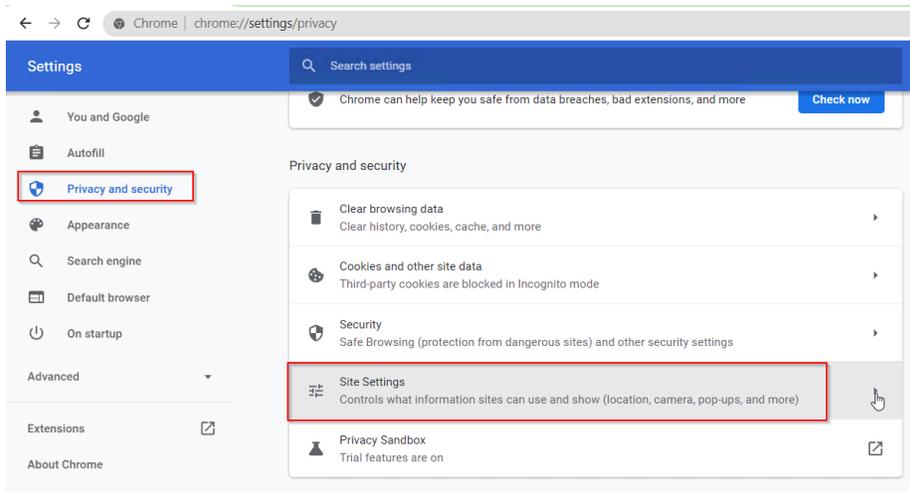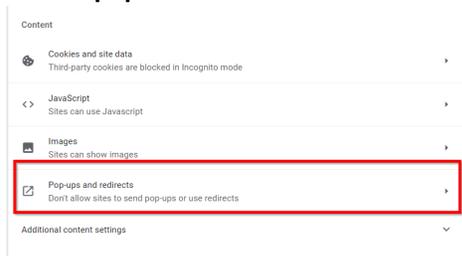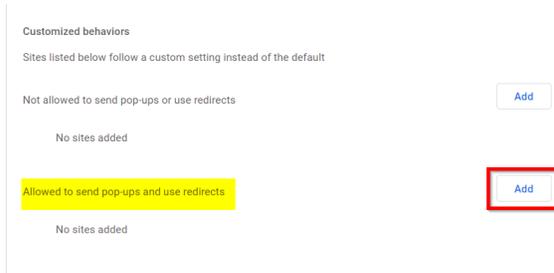
Allow MyChart Popups:

Chrome Browser:

1. Open a Chrome browser. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
2. Select **Settings**.
3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
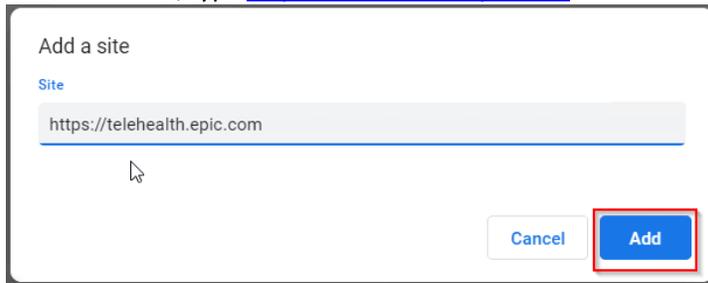
4. Click **Popups and redirects**.

5. Click **Add** button to the right of **Allow** (not Block!).

6. In the Site field, type **https://telehealth.epic.com** and then click **Add**. Close browser.

Microsoft Edge Browser (Use this browser instead of Internet Explorer):

1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
2. In the search box at the top of the Windows Setting window, type "pop" and press Enter
3. Click on **Block or allow pop-ups**
4. If Turn on Pop-up Blocker is not checked, you're done.

5. If Turn on Pop-up Blocker is checked, click **Settings** to the right of it.
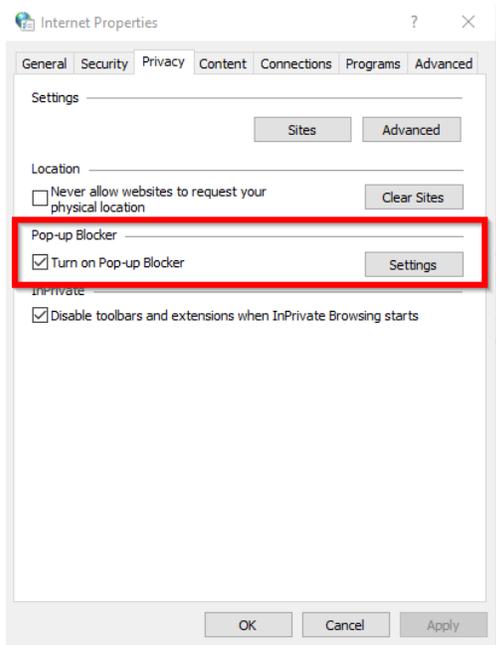
6. Type **https://telehealth.epic.com** and then click **Add** and **Close** and **OK**
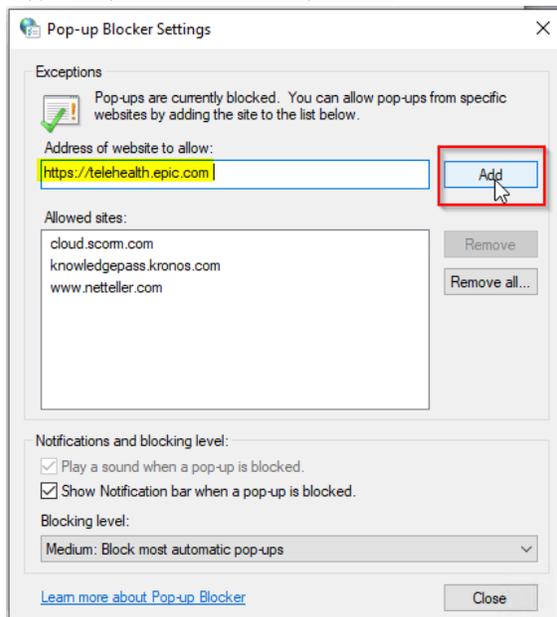
7. Close and relaunch Edge for changes to take affect