



Healthcare made easier

Discovery HealthID

Permissions Guide



Contents page



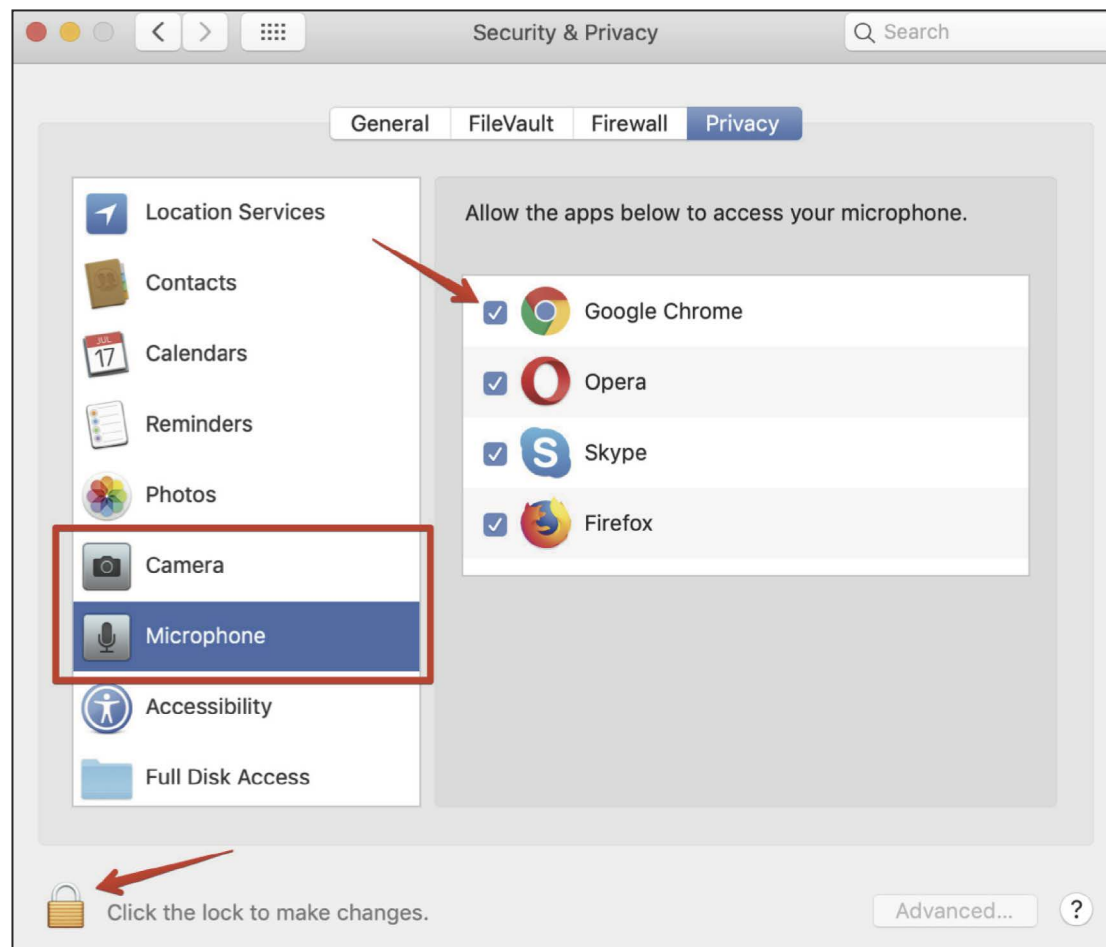
System settings for Mac OS users

The camera and microphone may be blocked in 'system settings'. In this case, the devices will not activate even if all other settings are set up correctly. Below are instructions on how to unblock and allow permissions to use the camera and microphone features.

START

- 01 | Open 'system preferences'.
- 02 | Find 'Security & Privacy' settings.
- 03 | Ensure both the camera and microphone have your browser listed and selected.

If the browser is listed but not selected (unchecked), click on the Padlock icon at the bottom. This will enable editing and authorize the browser you are using. If the browser is not listed, it means the browser has not made a request to use the microphone or camera.



System settings for Microsoft Windows users

The camera and microphone may be blocked in 'system settings'. In this case, your devices will not activate even if all other settings are set up correctly. Below are instructions on how to unblock and allow permissions to use the camera and microphone features.

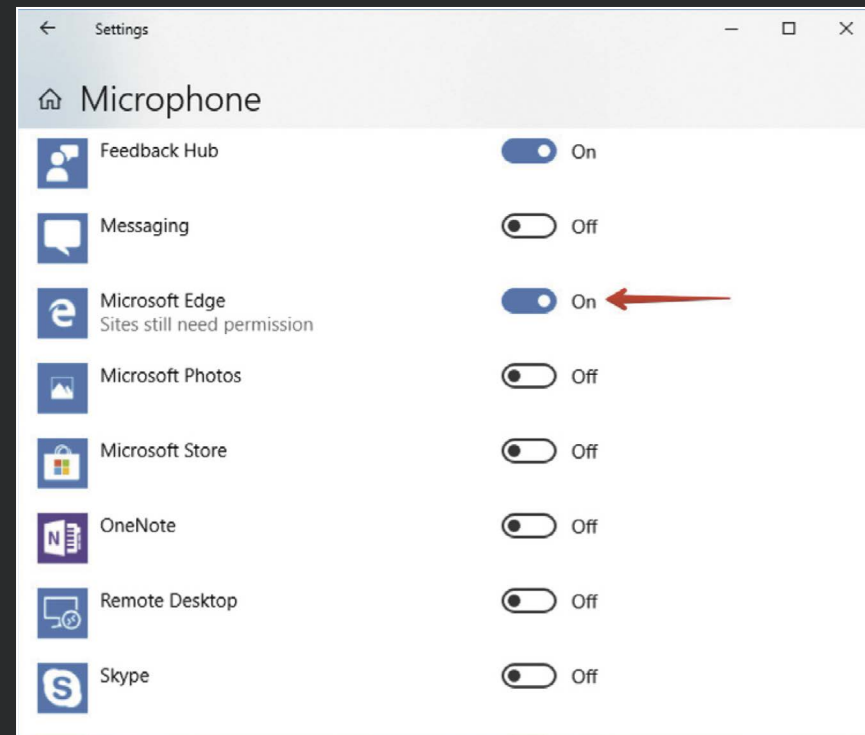
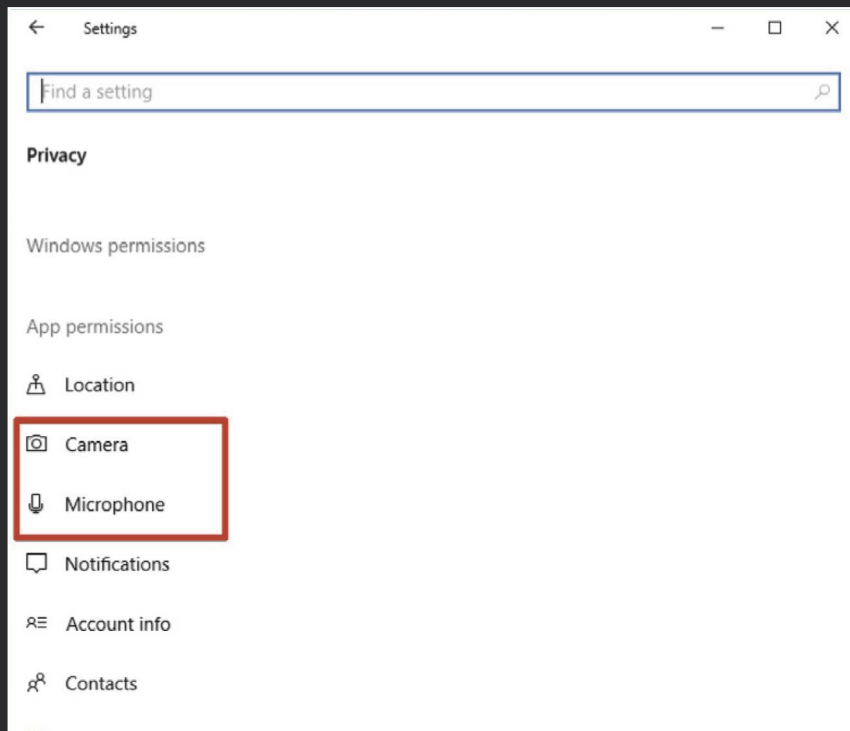
START

01 | Open 'control panel'.

02 | Select 'privacy settings'.

03 | Ensure you allow permission for both the camera and microphone to be used in the browser, e.g. Google Chrome or Microsoft Edge.

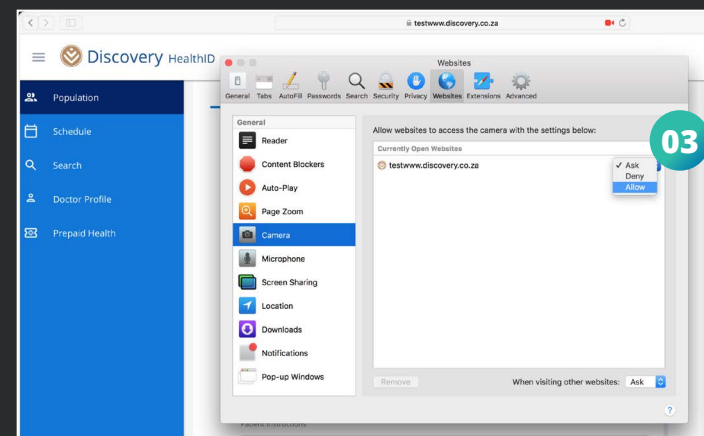
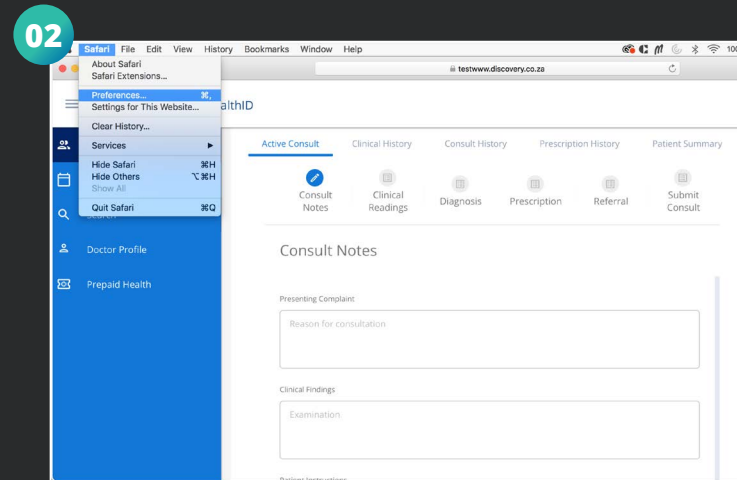
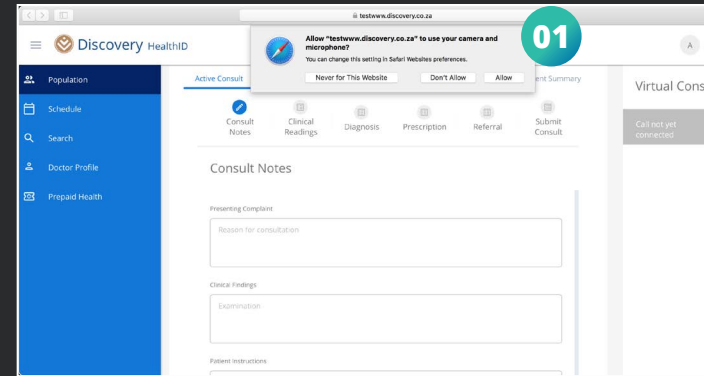
NOTE: You must give permission for both the camera and microphone. You must configure both for either one to connect.



Browser settings

Safari

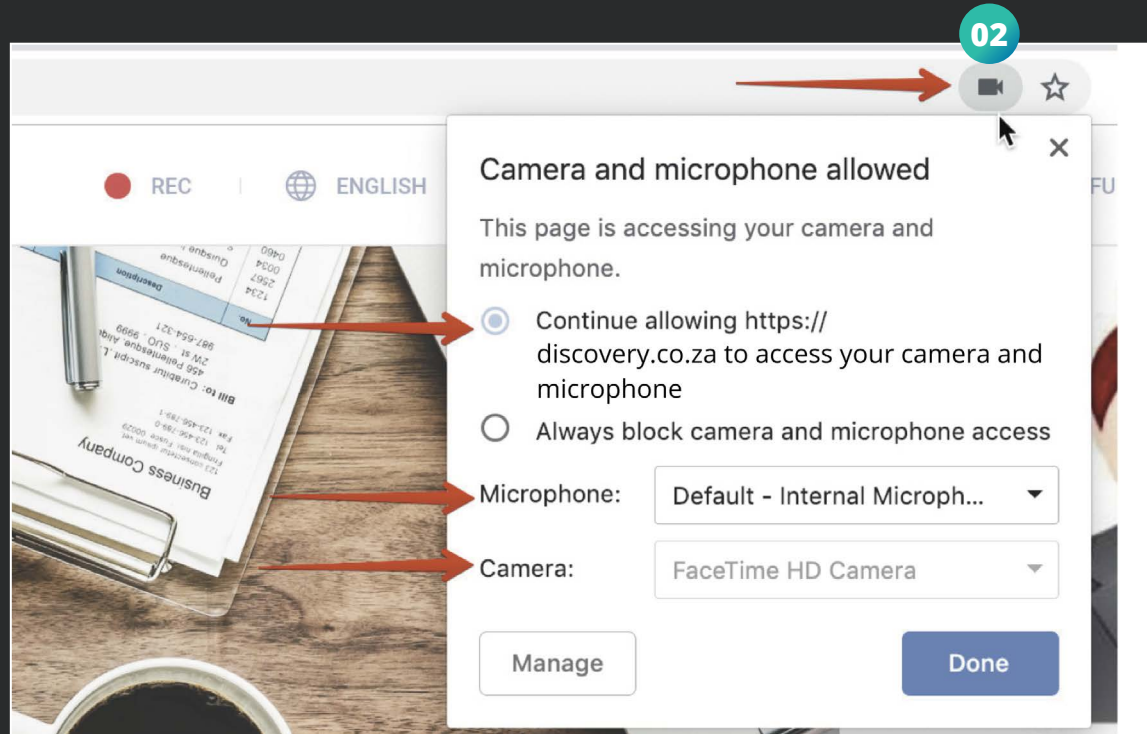
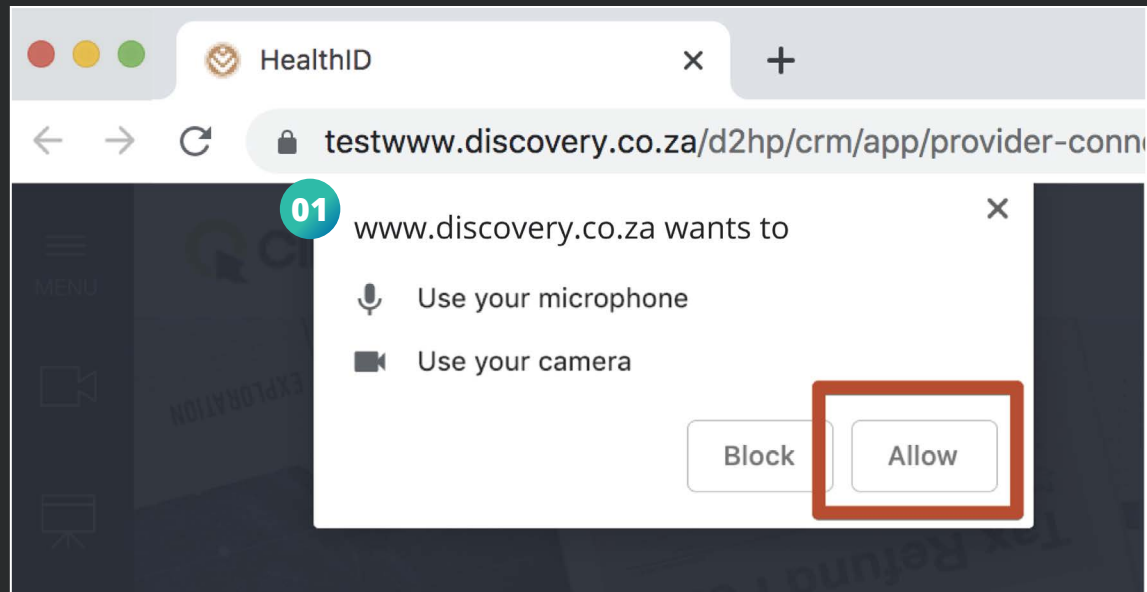
- 01 | Open Safari when you start your virtual call, Safari will ask your permission to allow the use of your microphone and camera. Simply click 'allow' to give your permission.
- 02 | If you accidentally clicked 'don't allow', then simply reload the page and it will ask you the same question again. If you clicked 'never for this website', then click 'Safari', and navigate to 'preferences'.
- 03 | From 'preferences' you can update the option to allow your microphone or camera to be accessed. Select 'camera', then 'allow' in the drop down menu.
- 04 | Repeat the same process for the microphone. Select 'microphone', then 'allow' in the drop-down menu.
- 05 | Once you've updated your preferences, simply close the preferences pop-up and reload the page to continue with your virtual consultation.



Browser settings

Google Chrome

- 01 | When you activate the camera and microphone, a pop-up window will appear on the screen asking you to confirm the permission.
- 02 | If the pop-up window does not appear, click on the camera icon located in the browser's address bar and set it to allow.



Browser settings

Microsoft Edge

PERMISSIONS FROM SETTINGS

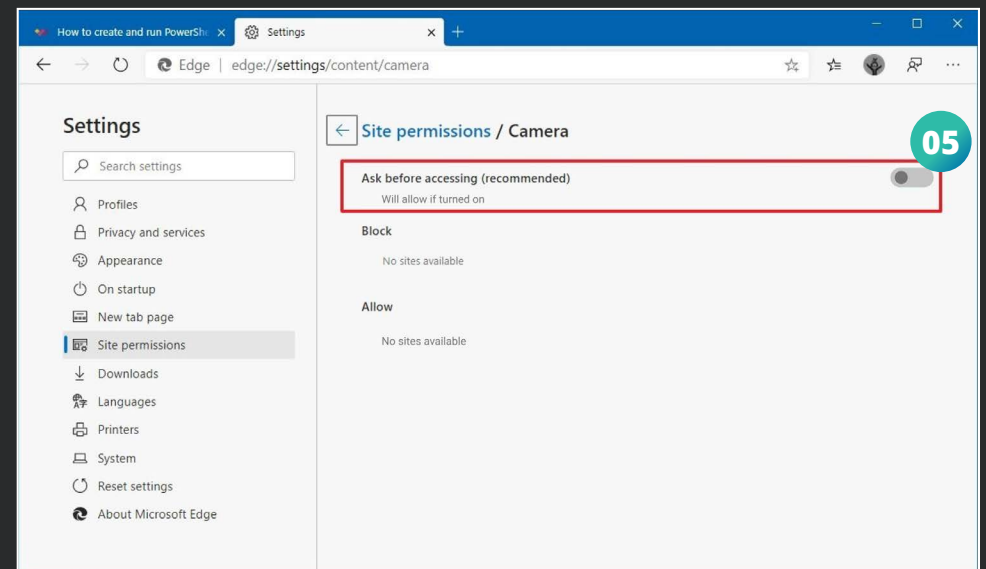
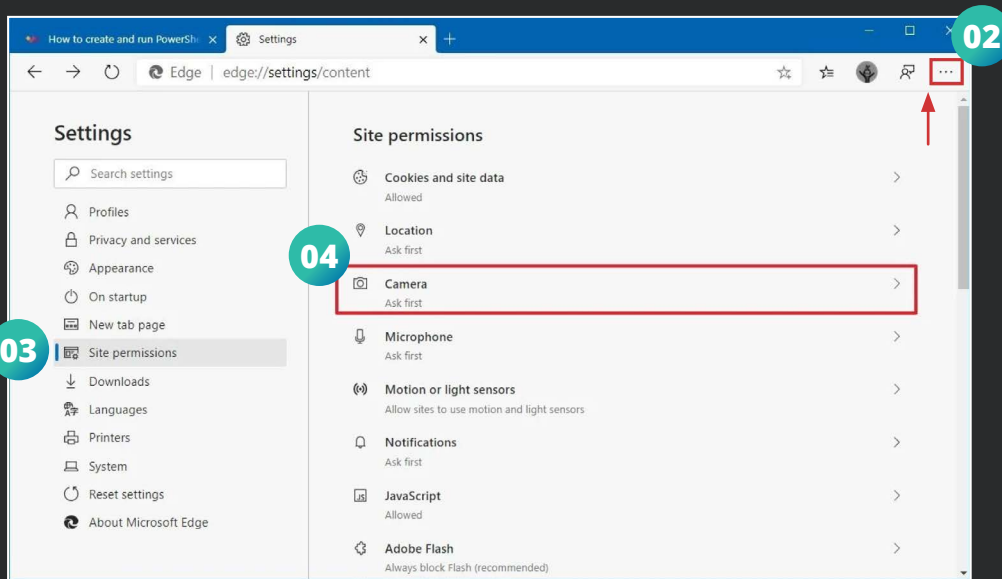
01 | Open Microsoft Edge.

02 | Select 'settings' then click 'more' (the three dots) on the top right.

03 | Click on 'site permissions'.

04 | Select the permission you want to control, i.e., the camera and microphone.

05 | Toggle the microphone and camera permissions to 'allow'.



Browser settings

Microsoft Edge

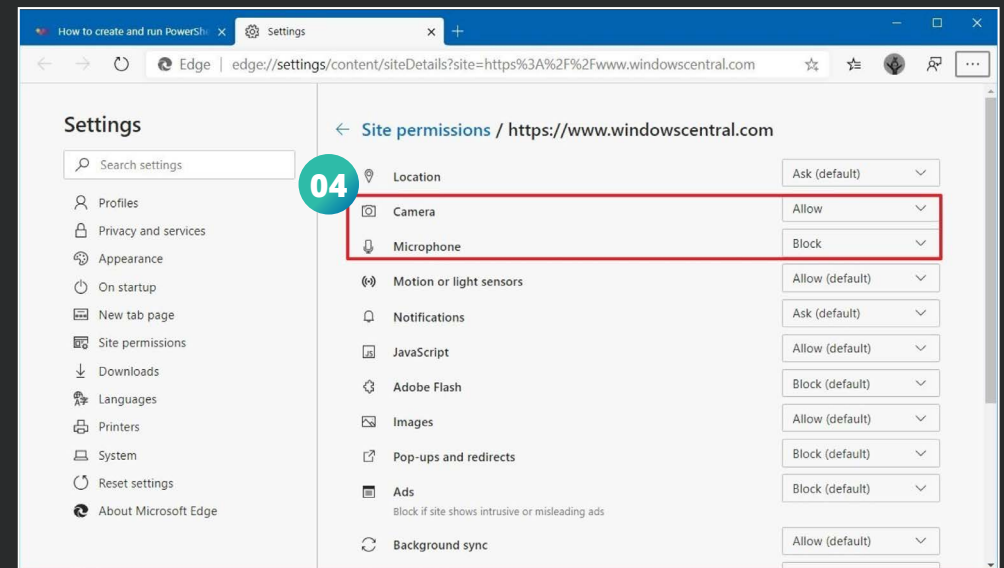
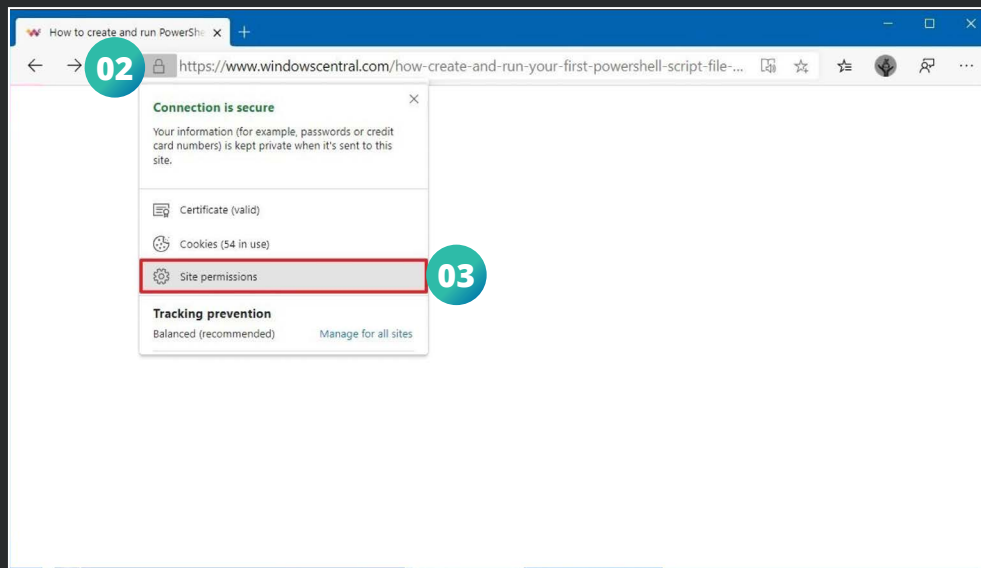
ALLOWING PERMISSIONS IN BROWSER

01 | Open Microsoft Edge.

02 | Click the lock icon next to the website link (left-hand side) in the address bar.

03 | Click on 'site permissions'.

04 | Click the camera and microphone drop-down menu to allow permissions.





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