Patient Guide to the Minimum Technical Requirements for Video Visits

Your device must meet the requirements below for a successful video visit. If you need assistance, please contact Support at 866-889-9258. If you do not meet these requirements, you will likely have difficulty completing your video visit. Please click here to reschedule your visit to a phone or in-person visit.

Hardware Requirements for Web-Based Solution PC/MAC

PC HARDWARE REQUIREMENTS:	MAC HARDWARE REQUIREMENTS:
• 64-Bit Microsoft Windows 10 or newer • Minimum of 4 GB of RAM • **For SD video**: a processor capable of running at speeds 1.5 GHz or higher • **For HD video**: a quad-core processor capable of running at speeds 2.4GHz or higher	• macOS X 10.14 or newer • At least 2 GB of RAM installed • A G4 or Intel processor

Supported Web Browsers

OS PLATFORM	WEB BROWSER	UNSUPPORTED
Windows 10+	• Chrome *(last 3 versions)* • Edge Chromium *(last 3 versions)* • IE11 *(Amwell Electron Plug-in required)*	• Opera • Firefox
Mac 10.14+	• Safari *(last 2 versions)* • Chrome *(last 3 versions)*	• Edge Chromium • Opera • Firefox
Chrome OS	• Not supported	• Chrome

*If using an unsupported browser, users will be instructed to utilize a supported browser.

Supported Mobile Web Browsers

When receiving a Guest Invite from the Clinical Portal, via email or SMS, clicking the link from a mobile device to join a call may launch the call in a mobile browser.

See the table below for complete details on supported Mobile Operating Systems, Devices, and Web Browsers.

Supported Mobile Operating Systems, Devices, and Browsers

MOBILE OPERATING SYSTEM	DEVICES	MOBILE BROWSER
iOS 13.1+	• iPhone 7 (and newer)	• Safari (last 3 versions)
iPad OS 13.1+	• iPad 6/7/8 • iPad Pro Gen 4/5	• Safari (last 3 versions)
Android 9.0+*	• Samsung S8 (and newer) • Samsung Galaxy Tablet S6/S7	• Chrome (last 3 versions)

*While other Android devices **may** work, testing for Android is only verified on Google Chrome on Samsung devices.*

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