

Basic troubleshooting guide

Last Modified on 07/09/2020 9:51 am EDT



Troubleshoot #1 – Clear Browser Data

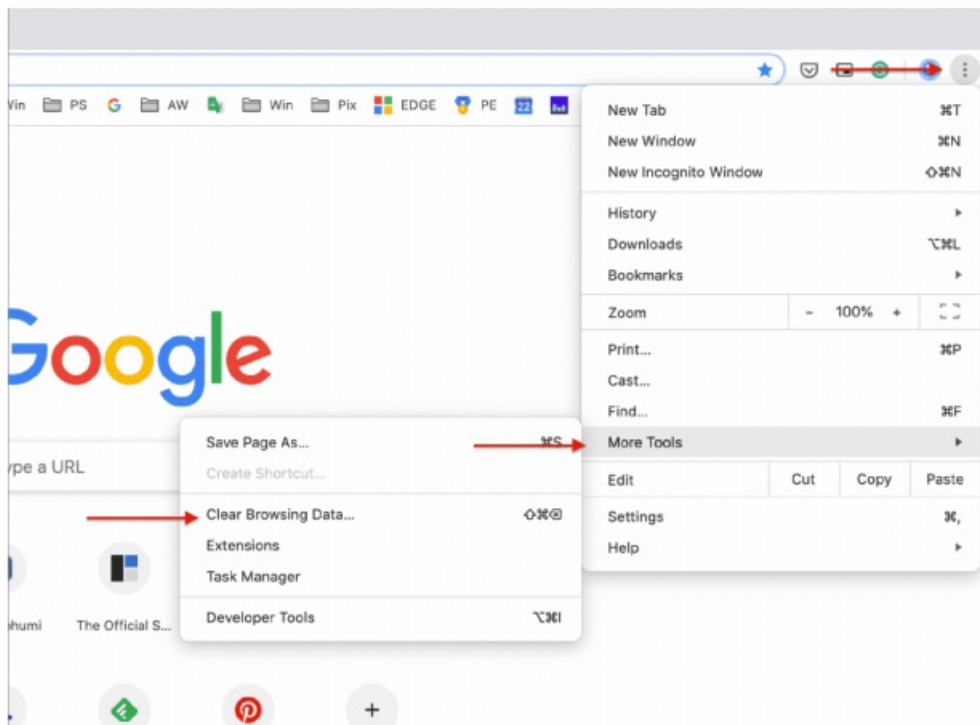
While you're surfing the web, your browser does many things behind the scenes to make sure the websites you're accessing load with the right settings. If you experience issues on a particular website, your browser could be holding onto some outdated or bad data in the form of an old cookie, cached version of the website, etc. Clearing this data allows your browser to load the website freshly as if it had never been there before.

Delete Chrome Data:

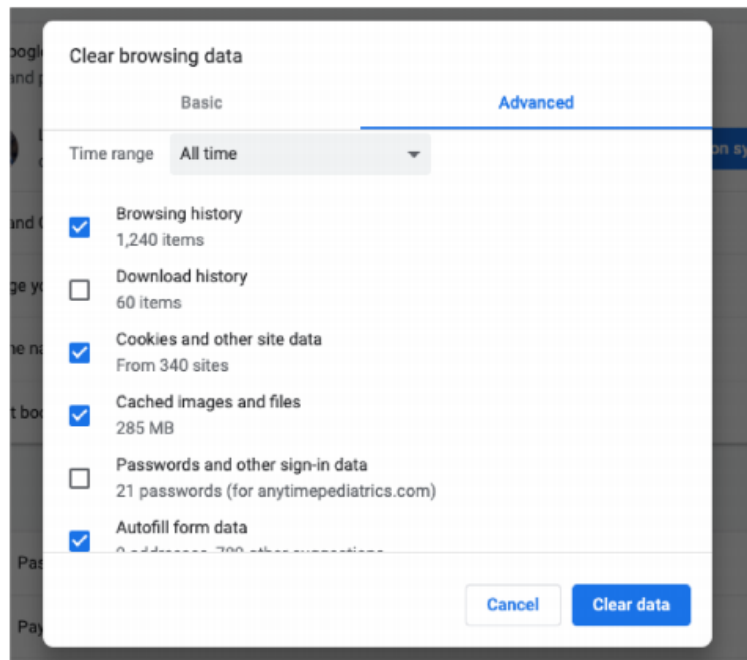
To delete Chrome's data, click the Settings icon (**three dots**) on the top-right corner of the Chrome window. From the menu that appears, select **More Tools** and then click **Clear Browsing Data**.

You can open the Clear browsing data screen using a keyboard shortcut too:

- Windows: **CTRL + SHIFT + DELETE**
- macOS: **SHIFT + COMMAND + BACKSPACE**



On the next screen, choose **Advanced** for more control over what is deleted.



For the data range dropdown please select **All Time**, you will see a list of options to select from after that. Please only select the following options:

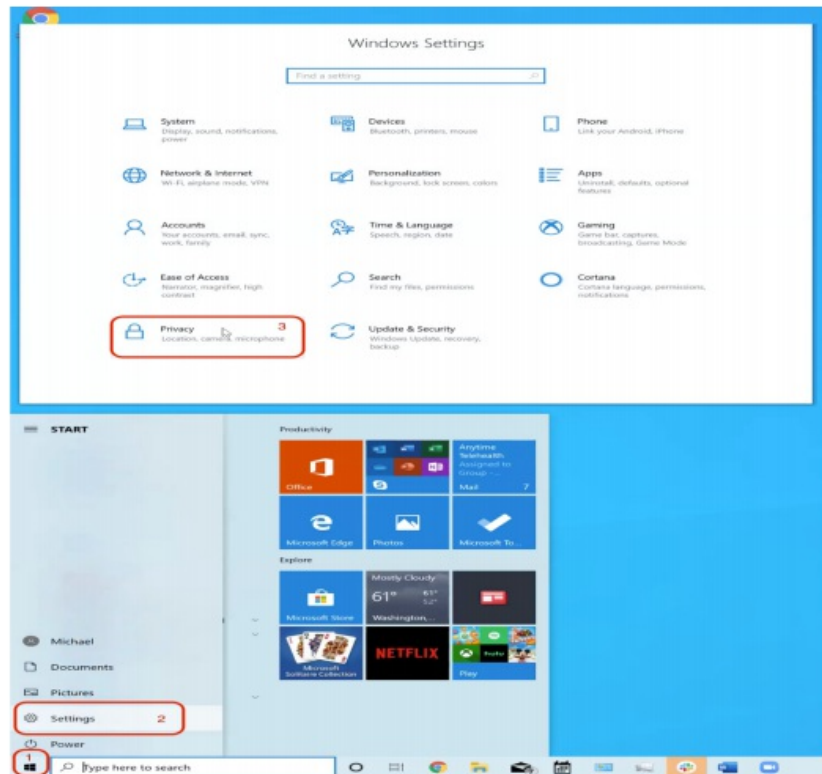
- **Browsing history:** List of sites you visited using Chrome
- **Cookies and other site data:** Cookies and other data that websites have stored in Chrome.
- **Cached images and files:** Images and files stored to make repeat visits to websites faster.
- **Site settings:** Site-specific settings like audio/video access or permissions like notifications and sound.

Click **Clear Data**, and then close your web browser. Mac users please use this shortcut: **COMMAND + Q** keys for 3 seconds.

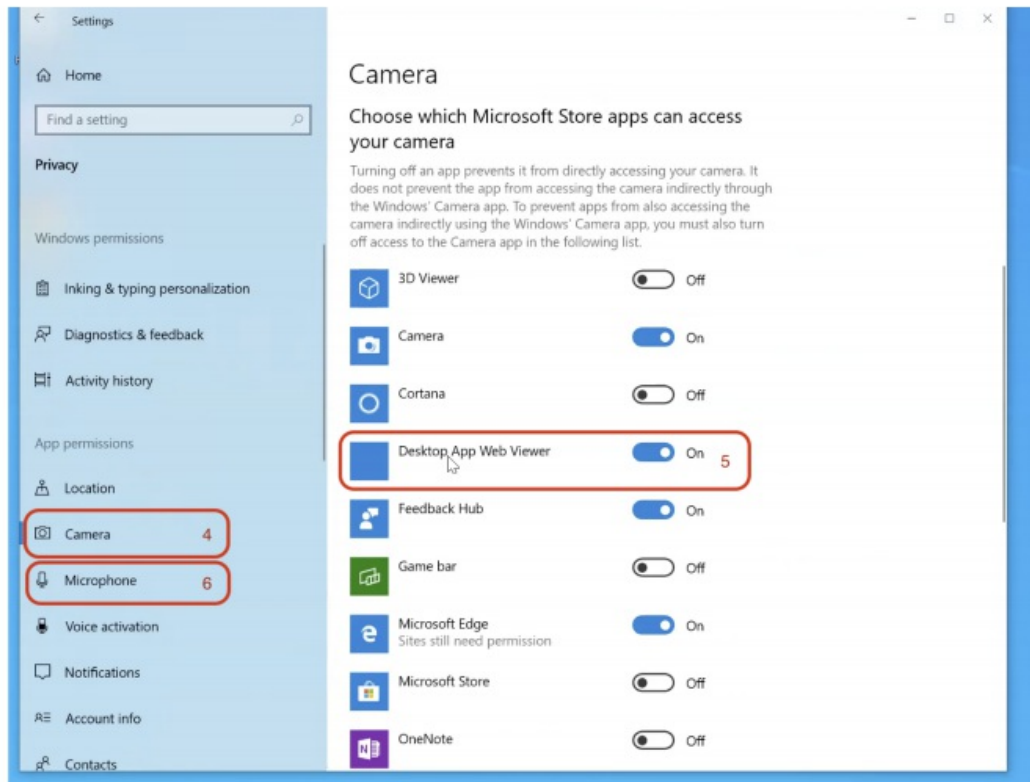
Following these steps could fix any issues you are having with audio/video or “frozen screen” while using Anytime Pediatrics.

Troubleshoot #2 – Windows Settings

If the Google Chrome data reset does not fix issues related to Audio and Video not working or showing up, then we may need to delve into your computer's settings to make sure they are set properly. Please follow the guide below.



Start by clicking the **Start** button in the bottom left hand corner of the screen and click **Settings**. Then click the **Privacy** tab so we can check the microphone and camera settings.



Once here, click **Camera** on the left-hand column and make sure **Desktop App Web Viewer** is Enabled. Once you've done this for the Camera, click **Microphone** and make sure that **Desktop App Web Viewer** is Enabled here as well. You have completed the Windows Settings troubleshoot!

- If your microphone is still not working or webcam is still not showing up for your visit, then please check your keyboard for any camera or microphone hotkey. The key can look similar to the one in this picture.

