

Telehealth **Session Guide**

Getting the best technical experience from your YourMD Telehealth visit

TECH
REFERENCE

SUPPORTED DEVICES & BROWSERS



Windows PC

Chrome, Edge, or Firefox. Camera and mic required for video.

Chrome ✓

Edge ✓

Firefox ✓



Mac / MacBook

Safari 16+, Chrome, or Firefox. Allow camera/mic in System Preferences.

Safari ✓

Chrome ✓



iPhone / iPad

Safari is required on iOS. Chrome and Firefox cannot access camera on iOS. iOS 16+.

Safari ✓

Chrome — audio only



Android

Chrome 90+ recommended. Most Android devices support WebRTC video natively.

Chrome ✓

Firefox ✓

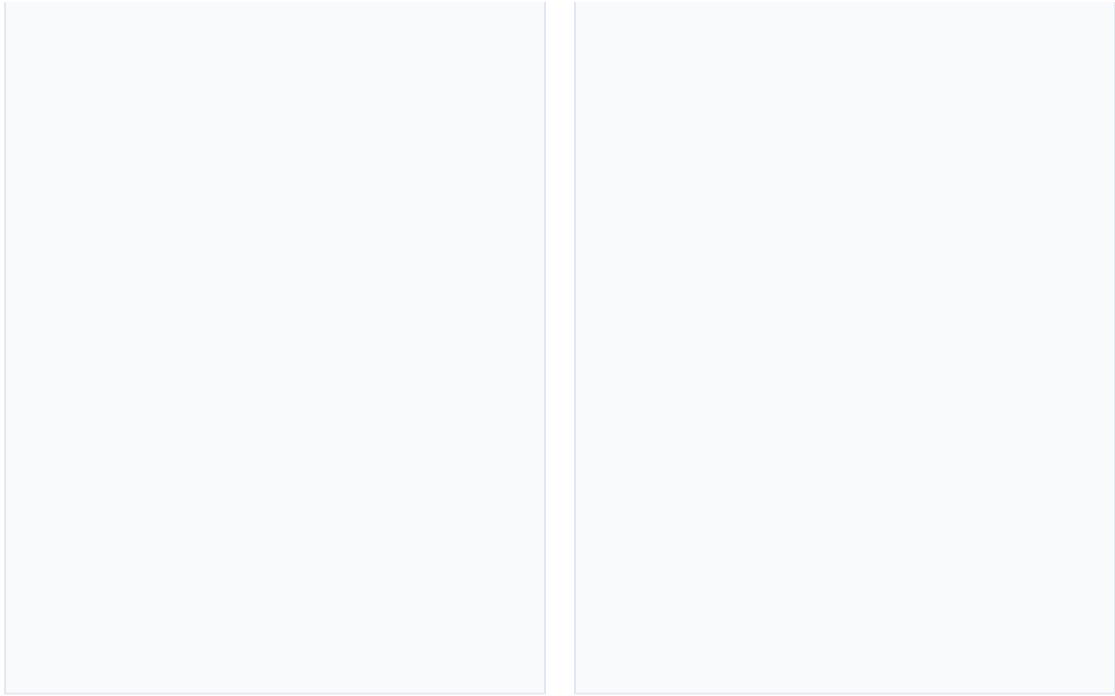
PRE-VISIT CHECKLIST

Connection & Device

- Stable Wi-Fi or strong mobile data (5G/LTE)
- Device fully charged or plugged in
- Browser updated to latest version
- Camera and microphone working — test in advance
- Camera and mic permissions granted to browser
- Headphones available if needed for privacy
- No active VPN (can cause connection issues)

Environment

- Private room — no background voices
- Good lighting — face a window or lamp
- Camera at eye level — not pointing up at ceiling
- Quiet environment — pets and children secured
- Clean background or neutral wall behind you
- Notifications silenced on device
- Other browser tabs closed to free bandwidth



TROUBLESHOOTING COMMON ISSUES

Camera Not Working
Problem: black screen / "no camera found"

- 1 Check browser has camera permission (padlock icon in URL bar)
- 2 On Mac: System Preferences → Privacy → Camera → allow browser
- 3 On iPhone: Settings → Safari → Camera → Allow
- 4 Close other apps using camera (Zoom, Teams, FaceTime)
- 5 Refresh the page and try again

Can't Connect to Session
Problem: spinning / "connecting" / timeout

- 1 Turn off VPN if active
- 2 Switch from Wi-Fi to mobile data (or vice versa)
- 3 Move closer to your Wi-Fi router
- 4 Try a different browser (Chrome if using Safari)
- 5 Call (702) 430-7801 and switch to audio or chat

Poor Audio / Echo
Problem: echo, choppy audio, low volume

- 1 Use headphones — eliminates echo
- 2 Mute yourself when not speaking
- 3 Check microphone permissions in browser
- 4 Move to quieter location or reduce background noise
- 5 Lower device speaker volume to reduce feedback



ENCRYPTION

DTLS-SRTP end-to-end.
Same standard as
Zoom and FaceTime.



NO RECORDING

Sessions are never
recorded. Recording by
patients is prohibited
and may violate NRS §
200.650.




SESSION PRIVACY

Video and audio travel
device-to-device.
YourMD servers never
see media content.



YOUR SCREEN

No screenshots.
Clipboard copying is
blocked during the
session window.

 **Tip:** If you are on mobile and the session page prompts you to install the YourMD Session app, tap "Add to Home Screen." This opens the session in a standalone window without browser toolbars — better privacy and a cleaner experience, especially on iPhone.