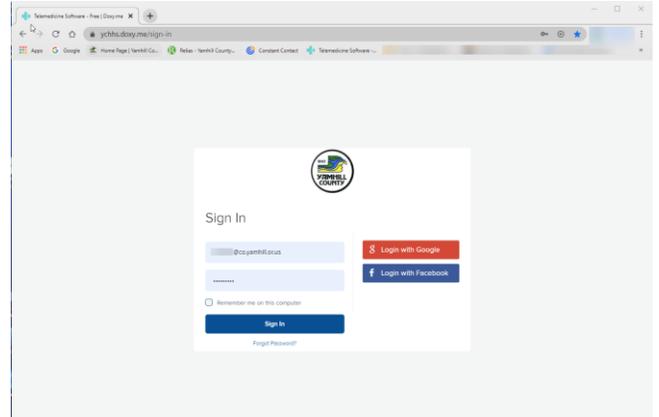


DOXY.ME TROUBLESHOOTING & TIP LINKS



Sign in link

<https://ychhs.doxy.me/sign-in>

Clinic Features	https://help.doxy.me/en/collections/2211484-clinic-features
Provider videos how to videos	<ol style="list-style-type: none"> 1. https://youtu.be/Qwlp2O4Ktps 2. https://youtu.be/ept3iZ3_j4w
How to share my waiting room link	<ol style="list-style-type: none"> 1. https://help.doxy.me/en/articles/95870-invite-share-a-link-to-your-waiting-room 2. https://help.doxy.me/en/articles/95870-invite-share-a-link-to-your-waiting-room
How to start a Call with your patient/client	https://help.doxy.me/en/articles/668463-how-to-start-a-call-with-your-patient
Client videos how to videos:	<ol style="list-style-type: none"> 1. https://youtu.be/KQ8dVtbnWx8 (PC or Android/Chrome) 2. https://youtu.be/QHvmNKz8sBo (Apple/Safari)
Getting Started	https://help.doxy.me/en/collections/117374-getting-started
Audio issues	<ol style="list-style-type: none"> 1. https://help.doxy.me/en/articles/2350618-audio-issue-i-can-t-hear-my-patient 2. https://help.doxy.me/en/articles/2423448-audio-issue-my-patient-can-t-hear-me-archive
Common Workflows	https://help.doxy.me/en/collections/2220621-common-workflows
Group Call and adding participants	https://help.doxy.me/en/articles/95902-group-call-add-multiple-participants-to-a-call
Client says that I am not there	https://help.doxy.me/en/articles/3670109-my-patient-says-i-m-not-online

- **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
- **Restart your computer.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.
- **Close unused apps.** Close background apps or browser tabs before starting a session to lighten the load on your device and make more computer power available.
- **Reduce the video quality in call settings.** Low definition is best for older devices and slower connections.
- **Move closer to your WIFI router, and switch to the 5GHz frequency.** This will increase the maximum amount of bandwidth available to your device over a shorter distance.
- **Or for a PC or MAC you can use an ethernet cable connecting your computer to the router.** This will provide the most stable connection possible. Both participants will need at least 750kbps to connect on a video call, and we recommend 2mbps for a more stable session.
- **Turn off other devices on the same WIFI connection are using high bandwidth activities (e.g., Netflix / YouTube / Skype / FaceTime)**
- **Ensure your router isn't physically obstructed or out of view.** Keep it in an open area, and the signal will be stronger.

Contact Raquel Rodriguez for any additional support

rodriguezr@co.yamhill.or.us

Direct: 503-474-4157

Internal: x6974