How to prepare for your video visit on an iPad

The instructions below will walk you through the steps you need for a successful video visit.

Video visits can be made on an Apple iPad that has a camera, microphone and speakers. You will need to use the desktop version in Safari. Please click on the link provided in your email.

On the Vidyo start up screen, you will see AA in the address bar. This will take you to the site settings as a drop-down menu.

In that menu select **Website Settings**.
Under Website Settings turn off Request Desktop Website. It will go from green to grey.

Webpage will reload with the following message.

WebRTC disabled by your Administrator.

Close Safari and click link in the email again to reload the webpage to get the mobile version which works with the VidyoConnect app.
Tap the button below to join the call if you have the app installed:

Join the call

Download the app from the App Store: