What do I do if I'm having audio problems?

Follow these steps to verify your computer can capture and play audio:

- Be sure your volume is not muted. This is a common cause for not being able to hear audio.
- Check that your computer is using the correct audio device. Applications that use sound usually let you select a source.
- Try to use a headset or speakers to confirm your computer can play audio.
- Close any open media player (Spotify, Facebook, etc.).
  - Applications and media players can get control of your speakers and not let go until closed.
- Your browser settings can get corrupted and prevent your audio from working properly.
  - Clear your browser cache of cookies and reopen the site.
  - Update your web browser to the latest version.

- If you're using a dedicated sound card, be sure to update its drivers.
- Reboot your computer and try to play audio again.

Enabling your camera and microphone access for Telehealth

Telehealth is built to run in your browser so your clients can access your video office by simply clicking a link. There's no need for them to download another application on their computer. However, this does mean that your browser needs to have permission to use your camera and microphone. If you or your client are not able to hear or see each other, your browser might not be allowed to use your camera or microphone.

Chrome

- **On a Mac**
  - Go to **System Preferences > Security & Privacy > Privacy**.
  - Choose the **Camera** and **Microphone** from the available options on the left and make sure that there is a checkmark next to Google Chrome giving it access to your camera and microphone.
- **On a PC**
  - Go to **Start > Settings > Privacy**.
  - Choose **Camera** and **Microphone** from the available options and select their permissions for **Allow apps to access your (camera/microphone).**
  - Under **Choose which apps can access your (camera/microphone)**, turn on for Google Chrome.
- **Within Chrome**
  - Open Chrome

- At the top right, click**> Settings**.
- Scroll to the bottom and click **Advanced**.
- Under **Privacy and Security**, click **Content settings**.
- Click **Camera** and **Microphone**.
- Make sure **https://video.simplepractice.com** is listed under **Allow**. If it's under **Block**, click the trashcan to the right.

Safari

- Open **Safari**.
- Go to **Safari > Preferences**.
- For both the **Camera** and the **Microphone**:
  - If video.simplepractice.com has **Deny** next to it, change it to **Allow** from the dropdown menu on the right.

Firefox

- **On a Mac**
  - Go to **System Preferences > Security & Privacy > Privacy**.
  - Choose the **Camera** and **Microphone** from the available options on the left and make sure that there is a checkmark next to Firefox giving it access to your camera and microphone.
- **On a PC**
  - Go to **Start > Settings > Privacy**.
  - Choose **Camera** and **Microphone** from the available options and select their permissions for **Allow apps to access your (camera/microphone)**.
  - Under **Choose which apps can access your (camera/microphone)**, turn on for Firefox.
- **Within Firefox**
  - Click on the padlock in the URL bar at the top of the browser and click **Permissions**.
  - Next to **Use the Camera** and **Use the Microphone** choose **Allow**.

Once you've enabled your browser to access your camera and microphone, please close your browser and then restart it.