



## Frequently Asked Questions



### 1 Sign Up

#### I am unable to sign up

- Please confirm that the credentials you entered are valid and input correctly
- Ensure that your passwords match when verifying
- Your email address may already be registered
- You must be 16 years of age or older to be able to register an account

### 2 Sign In

#### My account has been locked

- Click on "Forgot Password" in order to request access. Successfully resetting your password should unlock your account.

### 3 Book Appointment

#### I cannot see the name of my doctor

- You must first select a hospital in order to view the list of available physicians

### 4 I can see a doctor but I cannot see any available times

- This is due to all of the selected physician's appointment times being fully booked. To proceed please select either a new date or a new physician.

### 5 Video Call

#### I can see myself but the doctor cannot see me

- Please confirm that you have allowed the app access to your camera. You can do this by checking the privacy settings, finding the app on the list and ensuring that the proper permissions are granted.
- If the problem persists, please try logging out and back in again.
- If the problem still remains, please try uninstalling and reinstalling the app
- Note: The app is limited in compatibility to Android 5.0 or equivalent and iOS 12.0 and above.

### 6 The video quality is not clear and/or pixelated

- The quality of the video is dependent on your internet connection as well as your physician's. Please ensure that you are using WiFi for optimal connection.

### 7 The call connection keeps dropping

- Please double check your internet connection and ensure you are connected to a WiFi signal for best results.

### 8 Logged out

#### I am receiving the error message "Access Token Expired"

- This error happens when you log in with your account on a different device. The system automatically logs you out of your previous device used and this error message appears.

### 9 Messages

#### I did not receive a message I was expecting

- Some messages can be delayed due to internet and server connection speeds.