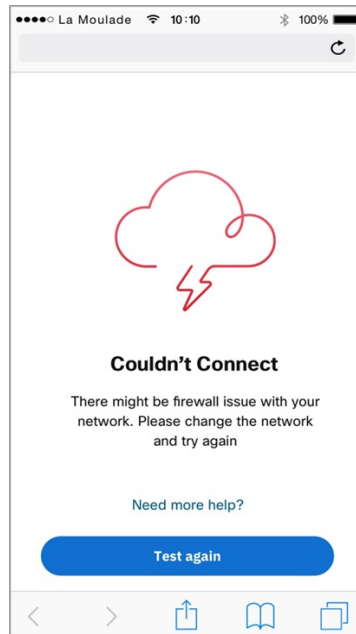# Unable to connect

Last Modified on 03/15/2022 6:13 am EDT

If you are having problems connecting to a call and there is a firewall blocking the connection, the following message is displayed. You need to try a different network that does not have a firewall preventing the connection.

If you continue to face problems connecting, try the following:

- Make sure your device is connected to Wi-Fi or cellular data
- Shift to your mobile internet or use your mobile hotspot to connect.
- Your office email address might have settings that might prevent you from connecting to eClinic. In this case, forward the email to your personal email address and continue from there.