

Device/ Browser Issues

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What devices can I use?

Supported devices

- Smart phone
- Tablet
- Laptop
- Desktop computer

Make sure that your device (laptop, desktop, smartphone, or tablet) meets the following criteria:

Operating System	Version	Model
Windows	7, 8.x, 10 or later	
macOS	10.11 or later	
Android	4.1 or later	Devices from Samsung Galaxy, Google, Motorola Moto, and LG Optimus families
iOS, iPadOS	11 or later	iPhone 5 and above iPad 2 and above

What browser should I use?

Use one of the following browsers to access eClinic:

Operating System	Browser
Windows	Google Chrome, Microsoft Edge, Opera, Brave(Beta) and Mozilla Firefox
Mac	Apple Safari and Google Chrome
Android	Google Chrome, Microsoft Edge, Opera, Brave,(Beta) Samsung Internet and Mozilla Firefox
iOS or iPad OS	Apple Safari
Linux	Google Chrome, Microsoft Edge, Opera, Brave(Beta) and Mozilla Firefox

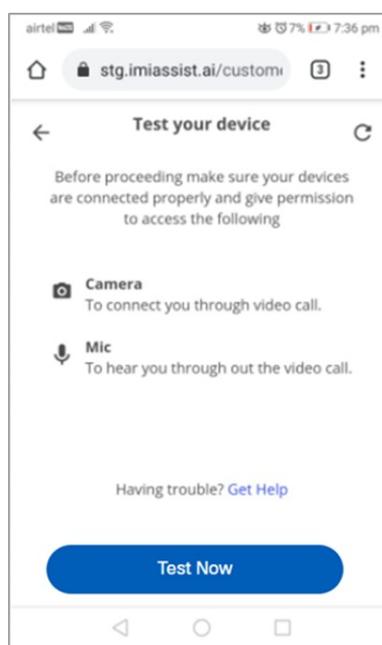
Note:

- It is recommended that you use Safari (v12.2+) if on iPad/iPhone and Google Chrome for all other devices.
- It is recommended to use the most recent version of the listed browsers for the best results.

Is my device compatible for the video call?

Before joining the video call, you will be prompted to test your device. Performing this test in advance gives you reassurance that your video consultation will take place seamlessly, by checking your device, browser, camera, microphone, speaker for compatibility and checking your network. After performing the test, you can view a summary of the test results.

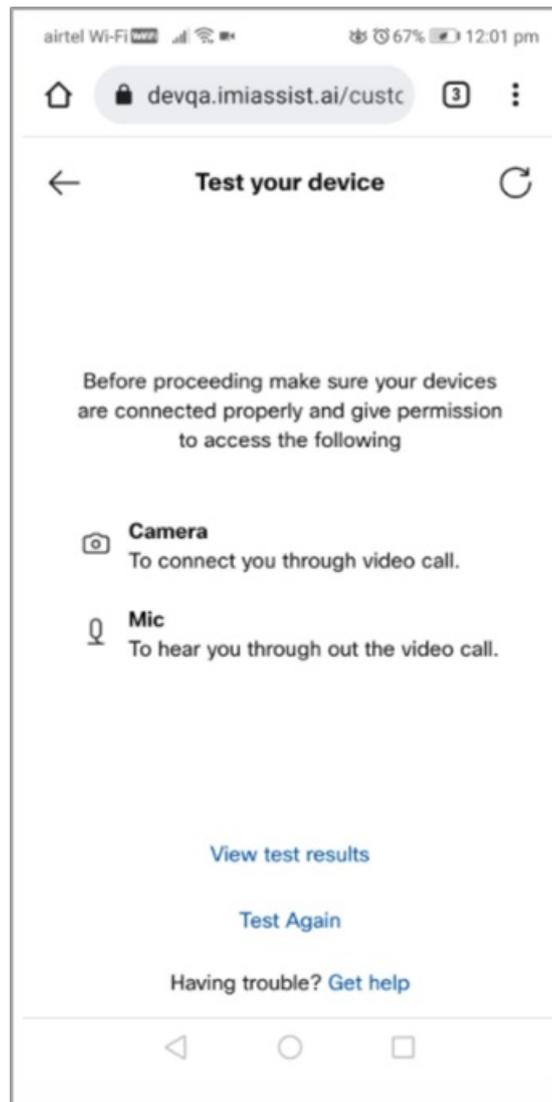
Performing a device test takes approximately 1-2 mins. During testing you can move to a previous step by clicking the back button or by tapping on the respective icon at the bottom of the screen.



Can I retest my device if I've already tested it once?

Device test can be done multiple times from the time you receive the invitation link to joining the call. Click on **Test Now** to retest your device. It is recommended that you perform a test just before the call.

The **View Test Result** will show the results of the most recent test you have performed.



While my device is being tested, can I stop the process?

We strongly recommend that you complete the entire process of device testing to avoid any issues whilst on the call. If you need to stop the test, close the browser and rejoin the link.

Facing technical faults on eClinic application?

If you are facing technical issues on the application, try to refresh the browser. If nothing happens note down the issue/error faced and reach out to admin. Also, you can add feedback after the call ends regarding the same.

Why I am seeing a blank page on the application?

If you see a blank page on the web page, try to refresh the page. If nothing happens, please close the browser/tab

and click on the invitation link and try again.
