

**Before your video session**, please use this checklist to test your technology and equipment.



## 1 Restart your device

Before your appointment, restart your device and close all non-essential applications. Also, make sure there are no pending software updates, which may block access.



## 2 Check your internet connection

Make sure your internet is working and use Wi-Fi rather than cellular data when possible. Test your session connection using [Tokbox.com](https://www.tokbox.com).



## 3 Use an updated browser

Use Chrome for any computer or Android device. Use Safari for iPhone or iPad.



## 4 Download the App for iOS Devices

iPhone and iPad users, download the Ballad Health app from the App store. Android and tablet users can download the app from Google Play.



## 5 Check your equipment

If you're using a computer, make sure it has a built-in camera or an external web camera and is at eye level to make it easy for your provider to see you. Make sure you have working speakers or a headset so you can speak to and hear your provider. It is also best to have good lighting in front of you.



## 6 Do a technology test

Check in for your appointment 15 minutes early to make sure everything is working. Select **click here for a pre-session tech check**, if you haven't already done so. A short pre-call test will assess the quality of your audio and video and make any recommendations about your setup.