Patient User Guide

Device Requirements for a Smartphone or Tablet

Cambridge Health Alliance has partnered with Mend to provide patients with an exceptional Telehealth experience.

This lets you connect with your provider on any device that has a camera, microphone, and internet connection. It could be a smartphone, tablet or computer.

Requirements for Apple devices (iPad/iPhone)

Operating System: Your device must have iOS 12.2 or above to connect to a Video Visit in a web browser. We recommend using the most recent iOS your device supports. To check for updates on your device, please follow these external instructions: click HERE

Web Browser: To connect via web browser, use the Safari app that comes standard on your device. By default, this app is updated with your operating system, so there is no need to check for the latest version manually.

Requirements for Android devices

Operating System: Your device must be equipped with Android 5.0 or above.

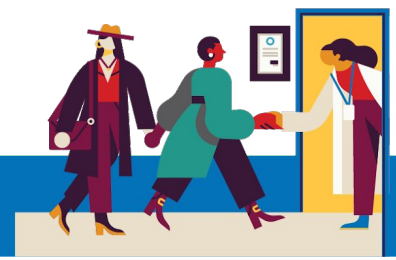**Web Browser**: For the best experience, we recommend the latest version of Google Chrome for Android.

- If you do not have Google Chrome for Android on your device, you may download it here: click HERE

- If you are unsure whether you have the latest version installed, please review this external resource: click HERE

Need Help?

Use the 🅔 **Tech Support** chat feature within Mend.
Still having trouble? Contact your provider's office for further assistance.

Device Requirements for a Smartphone or Tablet (continued):

Internet Connection

A strong WiFi connection is recommended for a successful Video Visit. Cellular data may work, if necessary, but is not recommended for a consistent connection with your provider.

The Mend Video Visit Connection Test (https://portal.mendfamily.com/test) checks for overall connection strength.

For a closer look at your upload and download speeds, you can use speedtest.net or Google Speed Test .

Video sessions can consume a constant 1.1 Mbps upload speed and 1.1 Mbps download speed for each video participant. Slower connections (around 300 Kbps) can work, but are not optimal.

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Device Requirements for a Desktop or Laptop

Hardware

Most newer computers come equipped with a built-in microphone and front-facing camera.

If yours does not, you may use an external webcam. Some external webcams include microphones as well, as do some headsets or earbuds, so you may not need to purchase and configure a separate microphone. If you are unsure, please refer to the settings or instructions for the setup of your device.

Most newer computers also include an Intel Core i5 or higher processor, and 8GB of RAM or more. If you are unsure, you can check your device specifications:

Windows computer: Press the Start button > Settings > System > **About**

Mac computer: Press the Apple icon in the top left corner of your screen and select "**About this Mac**."

You can also check your CPU and memory usage to check whether your computer has the resources to connect successfully to video visit. Ideally, the CPU and memory usage should be below 50%.

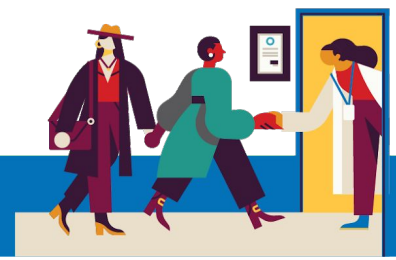Windows computer: Press Ctrl+ Alt + Delete and review the **Task Manager.**

Mac computer: Use the Spotlight Search to locate the **Activity Monitor.**

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Device Requirements for a Desktop or Laptop (continued):

Operating System

Windows Computer: Windows 7, 8.1, or 10

Mac Computer: OS X or macOS

Web Browser

For the best experience on a desktop or laptop computer, we recommend the latest version of **Google Chrome**.

If you do not have Google Chrome on your computer, you may download it here.

If you are unsure whether you have the latest version installed, please review this external resource.

You may also use the latest version of the following browsers:

Mozilla Firefox

Microsoft Edge

Safari (Mac only)

This outside resource has compiled instructions for updating different web browsers if you are unsure whether you have the latest version installed.

Note: Internet Explorer is no longer a supported browser for Mend Video Visits.

Please be advised that all of these specifications are recommended, but if your desktop or laptop does not meet these specifications, Mend may work just fine!!
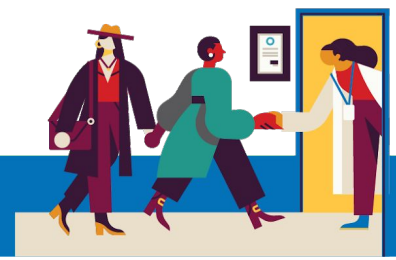
To help improve performance you may want to shut down other programs or restart your computer just prior to the televisit

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Before Your Televisit Appointment

Before your appointment, you'll want to prepare a few things:

- **Check your notifications!**

  You should received at least one (if not more) notifications by email or SMS text message containing a button or link to join your visit.

- **If you received a "Connection Test" link** in your email or text message, click this first! This process will test your internet connection, camera, microphone, and speakers on the device you will be using for your visit.

  We recommend using a strong Wi-Fi connection, but cellular data can work too.

  If you're not sure if your connection meets the requirements, click the **Need Help? b**utton at the top of any Mend page to begin a live chat with the Mend support team.

- **Find a quiet, comfortable place** where you can speak with your provider.

  Since Mend is web-based, you can connect from anywhere with a consistent internet connection.

  We recommend picking a private location where you can close a door, like an office or a bedroom.

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