



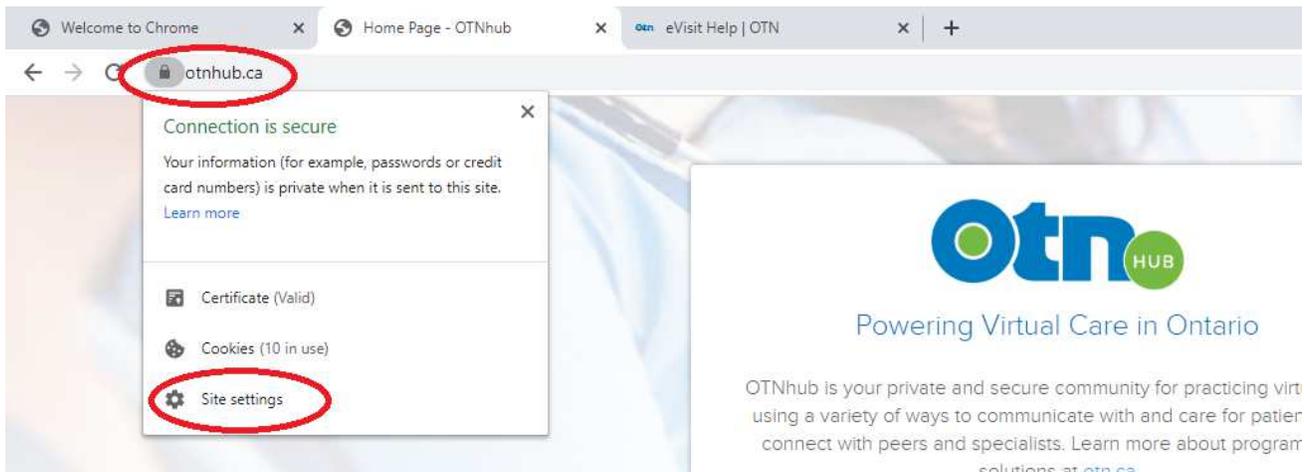
## Équipe de santé familiale Clarence-Rockland Family Health Team

### Troubleshooting an OTN Connection

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#### VERIFY SETTINGS IN GOOGLE CHROME

- 1) Install Google Chrome (the OTN recommended browser)
- 2) Ensure the settings in Chrome are correct by going to [www.otnhub.ca](http://www.otnhub.ca), click on the padlock to the left of the URL and click on settings.

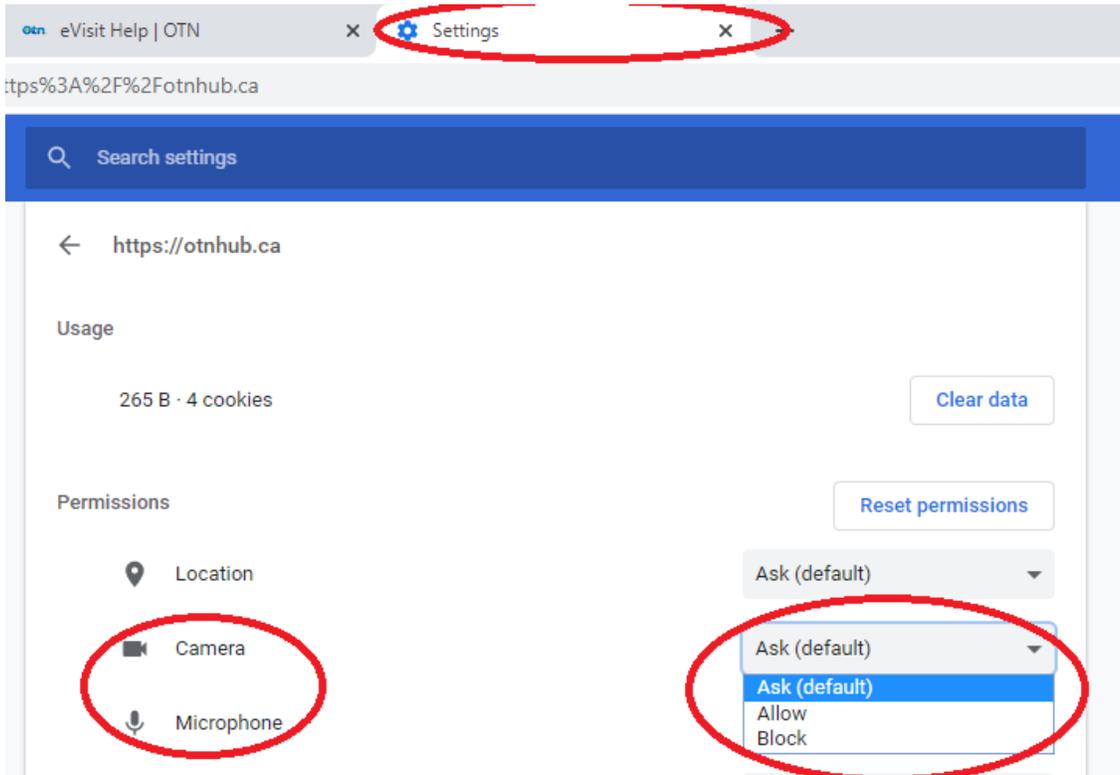




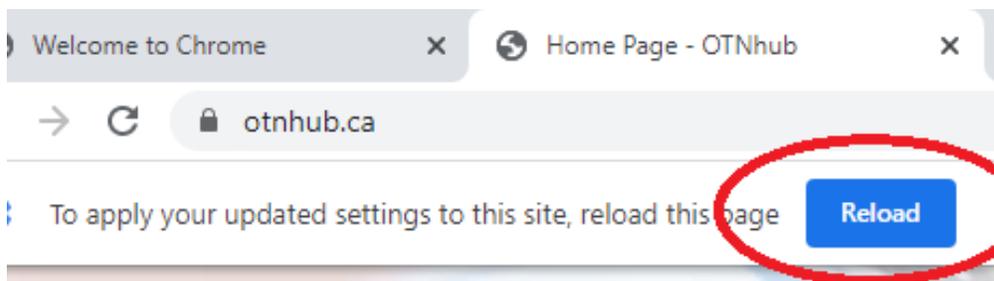
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- 3) Change the camera and microphone to “Allow” and then click on the “x” above to close the tab



- 4) Return to the tab where you entered [www.otnhub.ca](http://www.otnhub.ca) and click the reload button

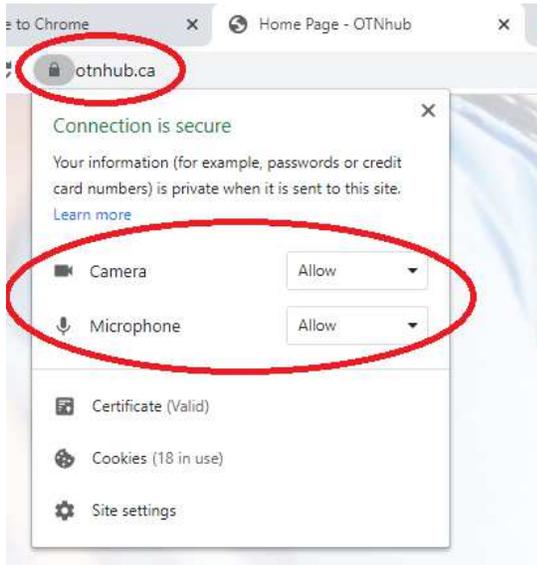




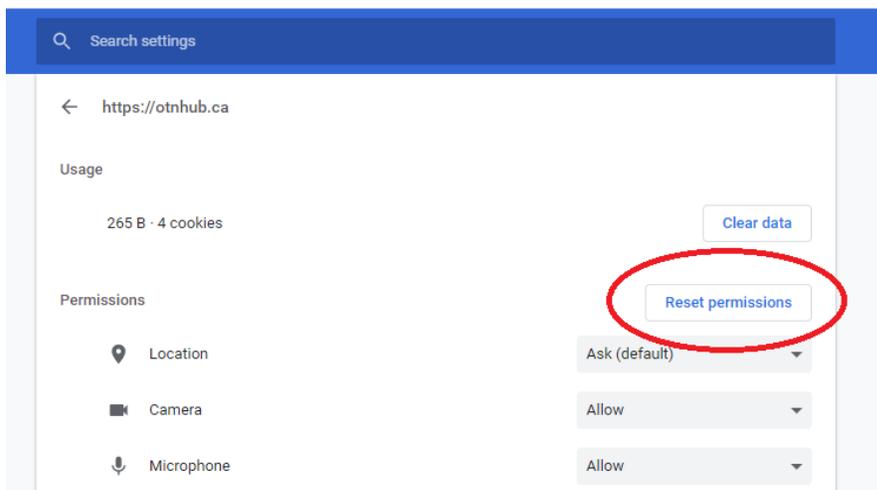
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- 5) Now click on the padlock and ensure that the camera and microphone are set to “Allow”



- 6) If you're still having trouble, go back into Settings and click “Reset permissions”. Once you reload the page you should be able to change the camera and microphone



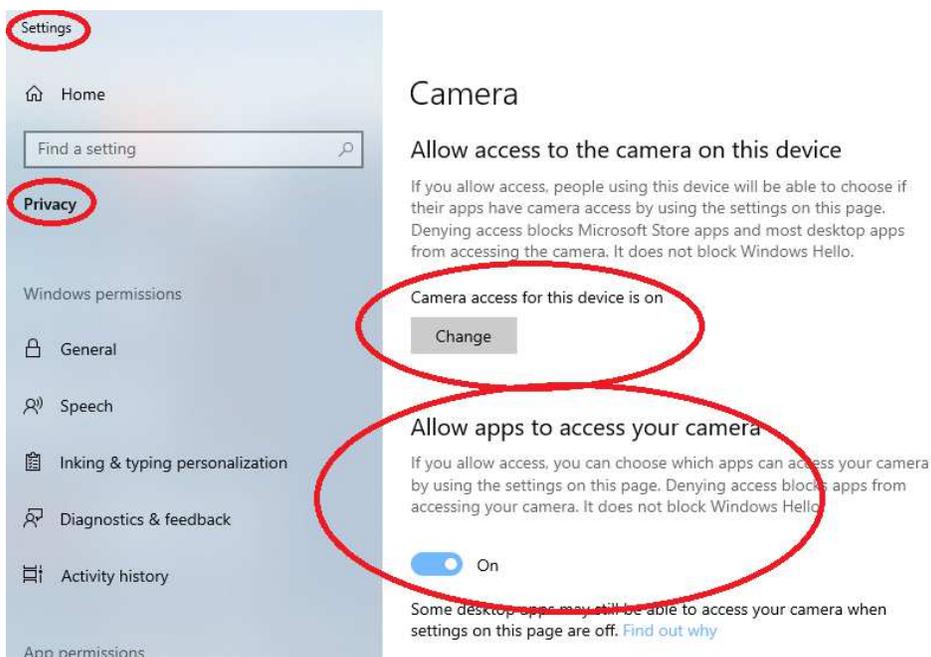


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### VERIFY SETTINGS IN WINDOWS 10

- 7) If you are using Windows 10, it is important to check the settings on the computer because these can override Chrome. Click the Start button, enter “Settings” and press Enter. Go to Privacy and ensure that Camera access is on, that apps can access the camera and that desktop apps can access your camera. Repeat the same steps for the microphone (also in Settings)



### Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.



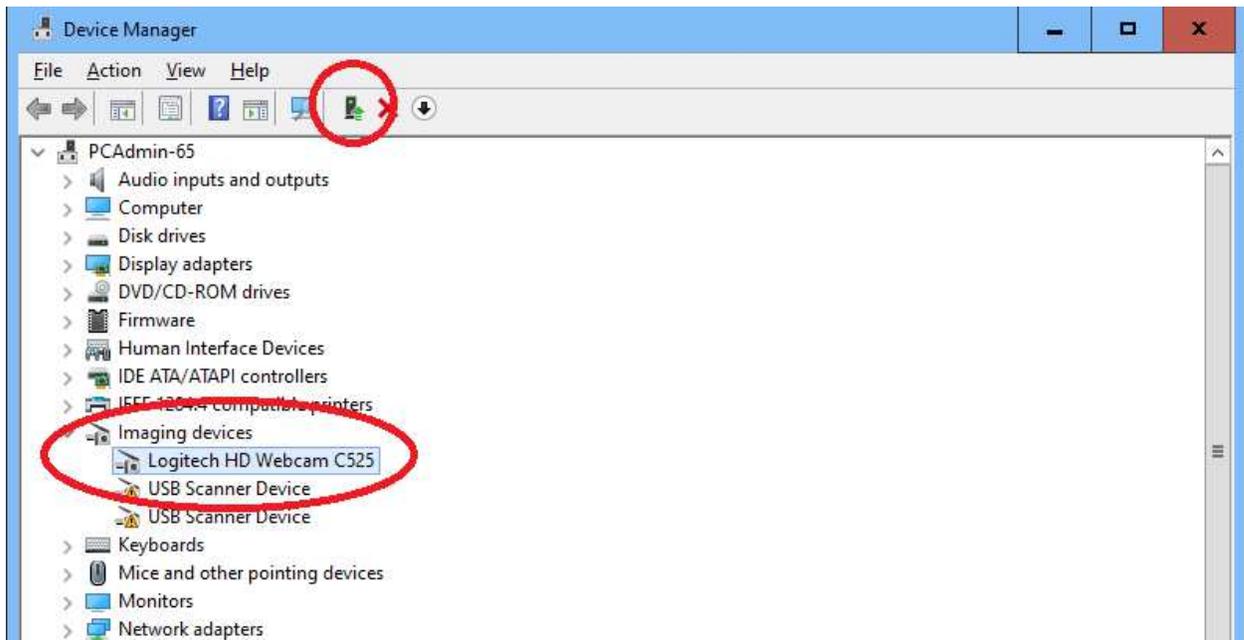


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- 8) As a last step you can delete the camera and reload it. Click the Start button, enter “Control Panel” and click on “Device Manager”. Locate the camera (you might have to click on a few “>”), right-click on it and select “Uninstall device”. Once that’s done click on the icon on the top bar which is “Update Device Driver”. The PC should find the camera and load a driver for it. This may take a few minutes



**VERIFY SETTINGS ON MAC COMPUTER**

- 9) If you have a Mac and see what looks like a video camera with a bar through it, it means that FaceTime has control. Close FaceTime and if it still won’t work, reboot the Mac

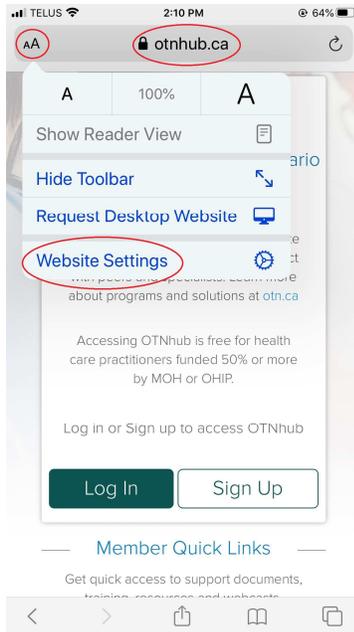


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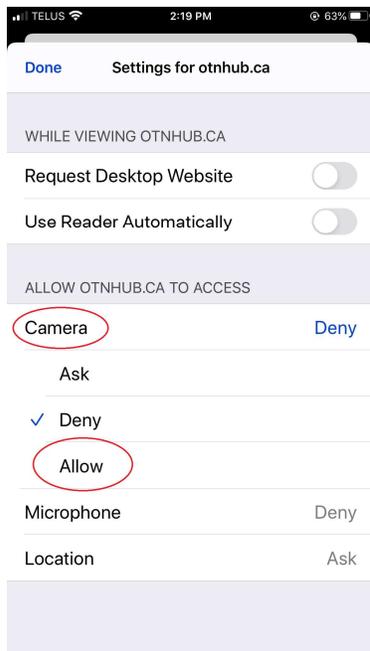
## Troubleshooting an OTN Connection

### VERIFY SITE SETTINGS FOR iPhone

10) If you have an iPhone, go to [www.otnhub.ca](http://www.otnhub.ca) and then click on the “aA” to the left. Click on “Website Settings” when the menu appears.



11) Click on “Camera” and “Microphone” and ensure “Allow” is checked.





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## Troubleshooting an OTN Connection

### VERIFY SITE SETTINGS FOR ANDROID

12) If you have an Android phone, go to [www.otnhub.ca](http://www.otnhub.ca) and then click on the three dots to the right



13) Under "Advanced," tap Site settings and then change camera and microphone

