Pre-Visit Checklist for Mobile Devices

- **Does your device meet the requirements?**
  - iPhone: iPhone 7 or newer
  - iPad: 5th generation or newer
  - Android: Android 9 or newer

  *** NOTE- Android A12 and A32 do not meet the requirements

- **Is your device using the correct browser?**
  - Compatible browsers: Chrome (preferred for Android)
    Edge Chromium
    Safari (preferred for iPhone)

- **Have you checked your Wi-Fi connection?**
  - Does your Wi-Fi need turned on?
  - How strong is the Wi-Fi connection?
  - Does your Wi-Fi need turned off? (in some networks if cellular is strong and Wi-Fi is weak, Wi-Fi may need turned off)

- **Have you closed all other apps or tabs that may be open and running?**
  - Close all open apps (especially those that use camera/microphone)

- **Have you updated your phone to the most recent available software update?**

- **Have you turned your phone off and turned it back on lately?**
  - It is recommended to periodically turn off and then restart your mobile device. Keep your device turned off for several minutes before restarting to allow it to update its programming.