

How do I troubleshoot audio and video problems in behavioral health sessions?

The 98point6 behavioral health website requires that access to a camera and microphone is set to **Allow** in order to have a video visit with your provider. These permissions can be accessed through browser settings.



iPhone or iPad with Safari

Allow camera and microphone permissions for the 98point6 behavioral health website when prompted by the browser.

How to change camera and microphone settings used by the website:

1. Open the **Settings** app and choose Safari.
 2. Scroll to the **Website Settings** section.
 3. **Select the setting** you want to change.
 4. Use the **options** to configure the settings.
 5. Ensure permission for bh.98point6.com is set to **Allow**.
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Android phone or tablet with Chrome

Allow camera and microphone permissions for the 98point6 behavioral health website when prompted by the browser.

How to change camera and microphone settings used by the website:

1. Open **Chrome** and click on the 3 dots in the upper right corner.
 2. Choose **Settings > Site Settings**.
 3. **Select the settings** you want to change.
 4. Use the **options** to change the camera or microphone settings, and ensure **Sites can ask to use** is checked.
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Mac desktop with Safari

Allow camera and microphone permissions for the 98point6 behavioral health website when prompted by the browser.

How to change camera and microphone settings used by the website:

1. Open **Safari**.
2. Click on the **Safari** menu bar at the top left corner of the desktop.
3. Choose **Preference or Settings > Websites**.
4. In the **left menu panel**, **select the settings** you want to change.
5. Use the **options** in the right pane to configure the camera and microphone settings.
6. Ensure permission for bh.98point6.com is set to **Allow**.

Mac Desktop with Chrome

Allow camera and microphone permissions for the 98point6 behavioral health website when prompted by the browser.

How to change camera and microphone settings used by the website:

1. Open **Chrome**.
 2. Click on the **three dots in the upper right corner** of the browser.
 3. Choose **Settings > Privacy and Security > Site Settings > Permissions**.
 4. **Select the setting** you wish to change.
 5. Use the **options** to change the camera or microphone settings, and ensure **Sites can ask to use** is checked.
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Windows Desktop with Chrome

Allow camera and microphone permissions for the 98point6 behavioral health website when prompted by the browser.

How to change camera and microphone settings used by the website:

1. Open **Chrome**.
 2. Click on **the three dots in the upper right corner** of the browser.
 3. Choose **Settings > Privacy and Security > Site Settings**.
 4. **Select the settings** you wish to change.
 5. Use the **options** to change the camera or microphone settings, and ensure **Sites can ask to use** is checked.
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Windows Desktop w/Edge

Allow camera and microphone permissions for the 98point6 behavioral health website when prompted by the browser.

How to change camera and microphone settings used by the website:

1. Open **Edge**.
2. Click on the **three dots in the upper right corner** of the browser.
3. Choose **Settings > Cookies and Site permissions**.
4. Select the **settings** you wish to change.
5. Use the **options** to change the camera or microphone settings, and ensure **Ask before accessing** is enabled.