

## 1. Health at Hand is not working, what can I do?

If you are experiencing difficulties with the Health at Hand app, try quitting the app and restarting your device. If you're unsuccessful, remove the app completely and then reinstall it. Our support team is available to help diagnose and resolve technical issues 7 days a week. Please email [support@myhealthathand.com](mailto:support@myhealthathand.com) or call +971 (0) 55 637 1615.

## 2. Why can't I find the Health at Hand app to download it?

Currently only Android or iOS systems support the Health at Hand application. Health at Hand also requires your device to be running iOS 9.1 or later on iPhone or iPad and 4.1 or later on Android. Unfortunately, you will not be able to find our app in the Google Play Store or iTunes app store if your device is running a version of Android/iOS that we do not support. Please upgrade and try again. Again if you are still facing issues, do not hesitate to contact our support team on [support@myhealthathand.com](mailto:support@myhealthathand.com) or call +971 (0) 55 637 1615.

## 3. Why can't I use my desktop computer to use the app?

For now, Health at Hand is only available as an app for use on smartphones or tablets.

## 4. Do I have to use mobile data to use Health at Hand?

Of course, you can use your mobile data but it's not a requirement. As long as you have a good WIFI coverage you can connect onto the Health at Hand app.

## 5. What if my internet connection is weak?

If you are experiencing a weak connection whilst using mobile data, we recommend you switch to WIFI. If you still have a weak internet connection or have no access to WIFI, turn off your video and conduct an audio-only call. A weak connection will affect the call quality, and you may experience video buffering and audio distortion. If Health at Hand detects a weak connection mid call, it will reduce the quality to try and stop the call from dropping altogether.

### Handy tips:

1. Check your internet connection. Do you have a strong, stable WIFI signal?
2. Make sure you are not downloading files.
3. Make sure you are not streaming music or videos within other tabs or browsers.
4. Make sure you are not sharing files or doing any activity on your phone that may be eating up your bandwidth.

## 6. Is there technical support if I have trouble using the app?

Yes, our support is available during clinic opening hours, 7 days a week, to provide technical support. You can email on [support@myhealthathand.com](mailto:support@myhealthathand.com) or message using the Support Request Form in the My Account on your app. For immediate support you can also use the live chat/help widget on the website ([www.myhealthathand.com](http://www.myhealthathand.com)), found at the bottom right-hand corner of your screen.

## 7. What happens if my video freezes mid-call?

Video freezes could be due to other activity on your phone. The following activities will cause your video to freeze, but the audio will remain live:

- receiving a text message
- receiving a phone call (we recommend you end the incoming phone call and do not answer it if you are mid-way through a Health at Hand video consultation)
- receiving a notification
- moving outside of the app for example, to read mail, messages, browser, or other apps

If you accept a phone call while using the app, the video consultation will remain running but the audio and video will both be frozen until you return to the app.

## 8. What if I can't hear or see the doctor properly?

1. Check the microphone is working properly
2. Check that your phone speaker is working and that the volume is up
3. End the call. Fill in the feedback on the call quality and a member of the support team will automatically contact you and help you reconnect successfully.