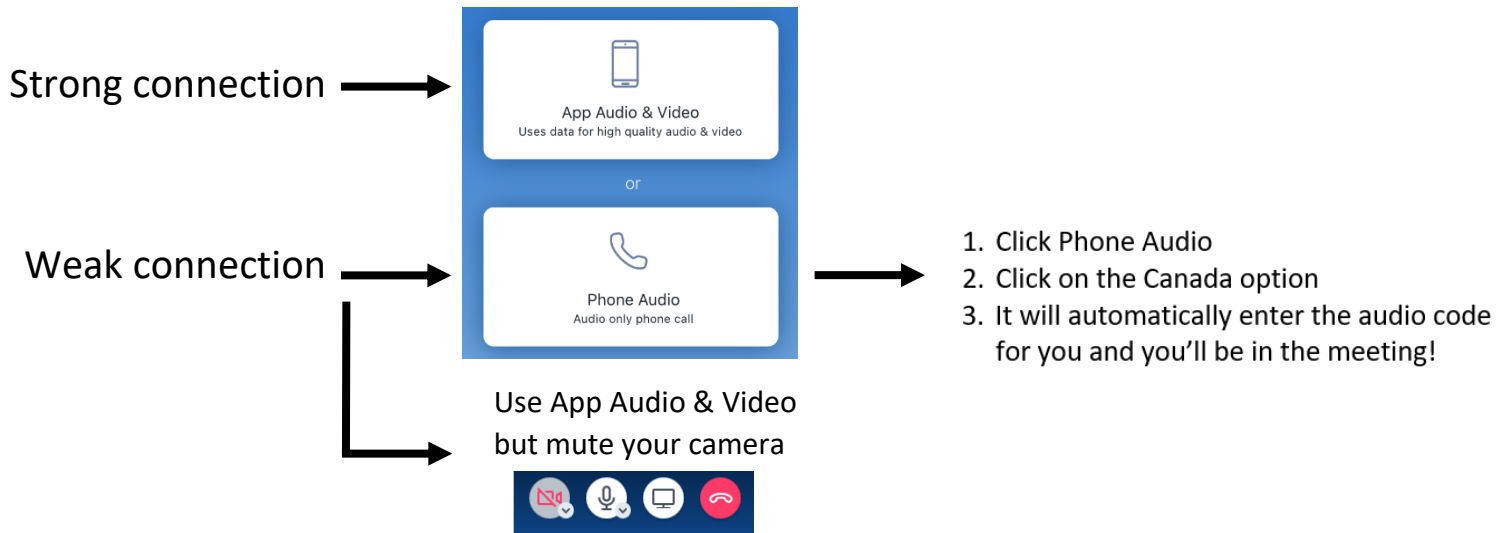


## Common Issues Using BlueJeans


### Internet-related issues




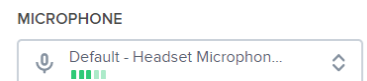
### Audio/visual issues


Make sure your camera and microphone are not muted:

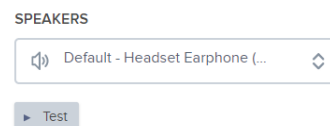



Go to Settings () at the top right corner:

 Test your microphone:  
Start talking and you should see dark green bars light up

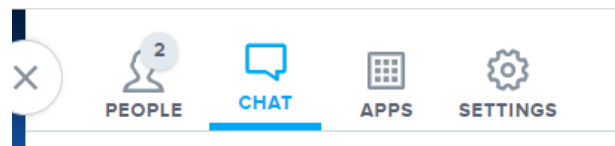


 Test your speakers:  
Under Speakers, click 'Test' to hear music



 If you want to use another speaker, headset or web camera, click on the drop downs to choose the correct device.

If you're having trouble, check out the Chat feature to message your clinician.



### Lacking knowledge

The first time you join a session may be a little confusing, but your clinician will be there to help you step-by-step. After the first meeting, it's as easy as clicking a link!

Check out our resources at: <https://thefamilyhelpnetwork.ca/resources/>

Contact your clinician if you have any issues.