**Telehealth Readiness Check for Computers:**

Prior to using your computer to meet with your Horizon provider, you must complete a technology readiness check to prepare your laptop/desktop computer for your telehealth session. You only need to complete this the first time you are logging in on that device. Follow the steps below to get started.

1. When opening your internet browser, use Google Chrome or Internet Explorer. Microsoft Edge is not supported.
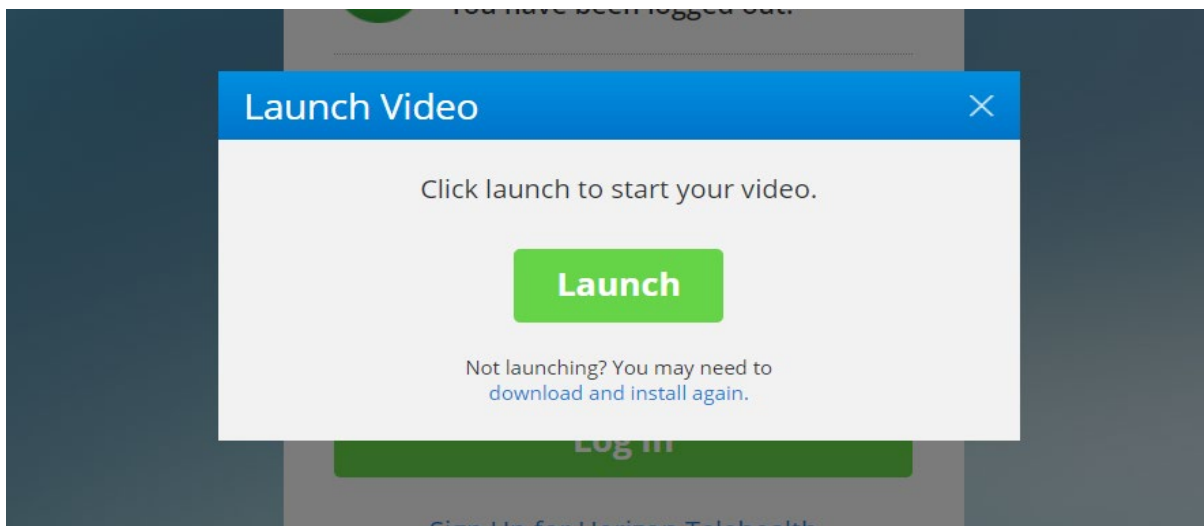

2. Go to www.horizontelehealth.org

   Do not log into your account. Click "Test Computer" in the upper right corner of the screen.
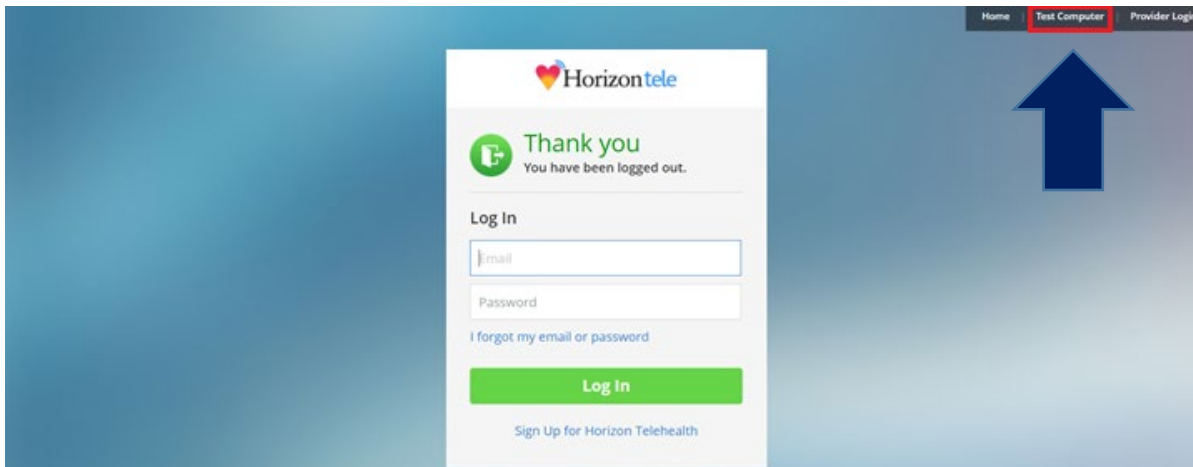

3. Click "Launch"
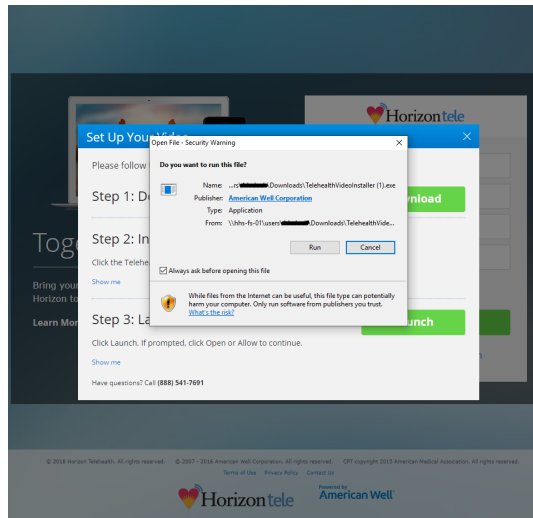
4. Click "Download"

   When your computer is finished downloading, the file should exist on the bottom of your screen where you can click and run/open the program. The exact format may differ depending on what internet browser you are using, this example is on Google Chrome.
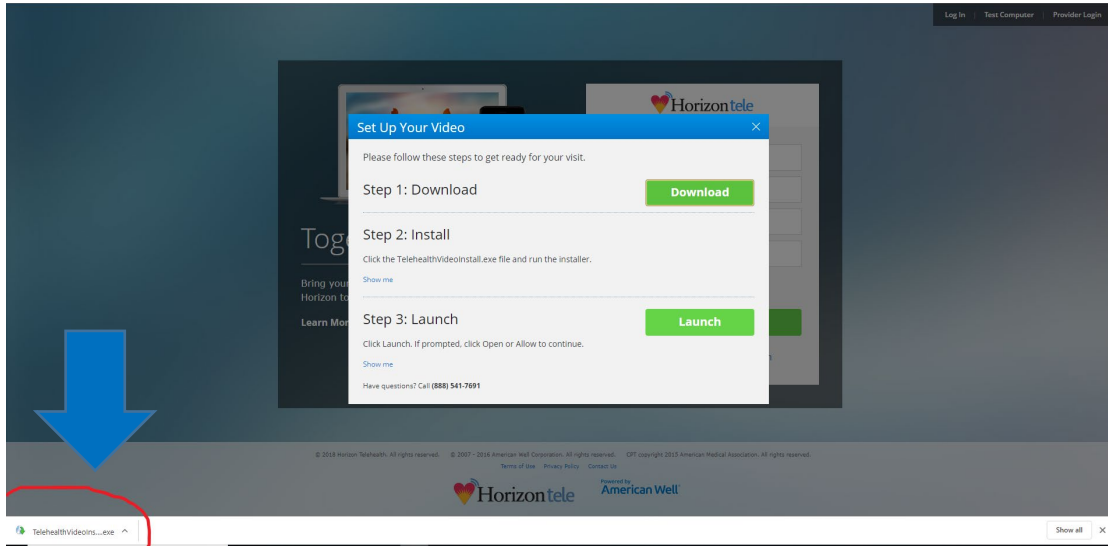

5. Double click on the file to open the window below. Select "Run" and "Open Telehealth Video (11.4.0.0)
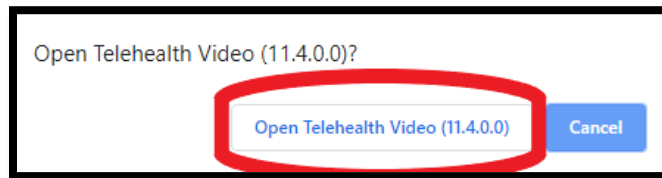
This will launch the Telehealth video player in another window that asks you a series of questions to check your camera, audio/speaker, and Internet connection.
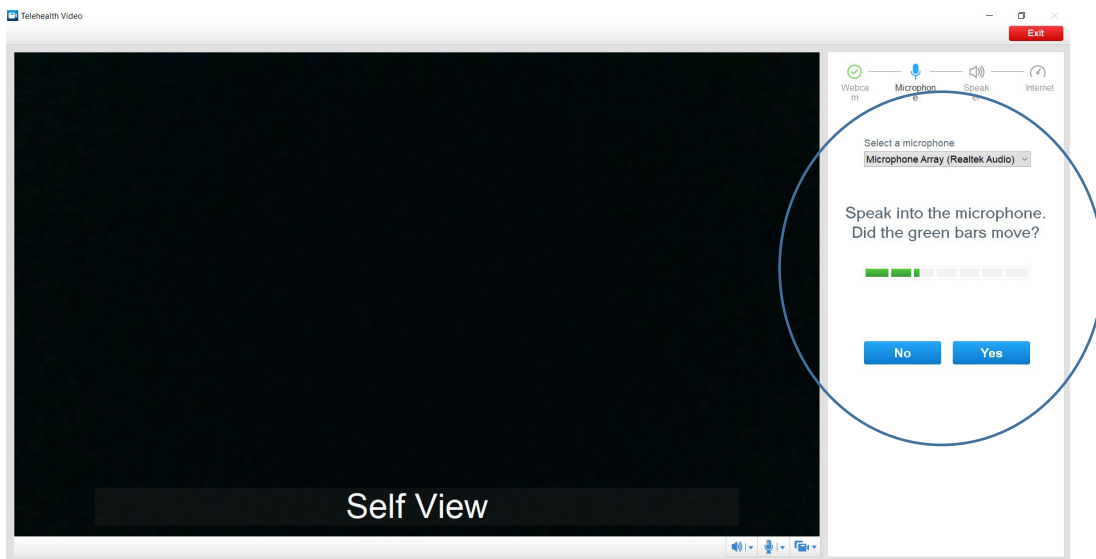
6. Camera Check

You must have a webcam. It can be integrated into your computer (most laptops) or separate but connected.
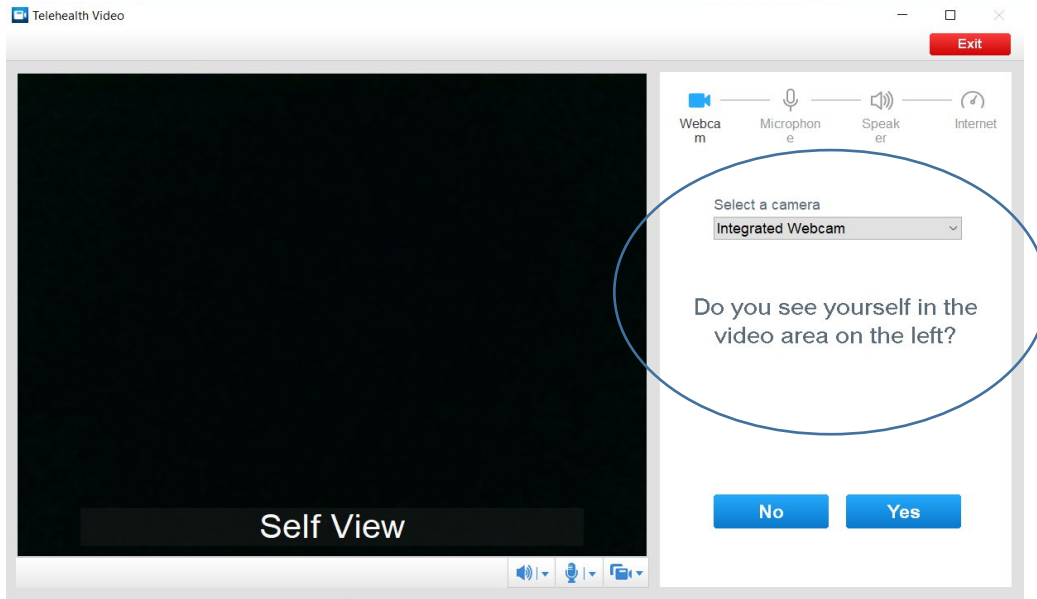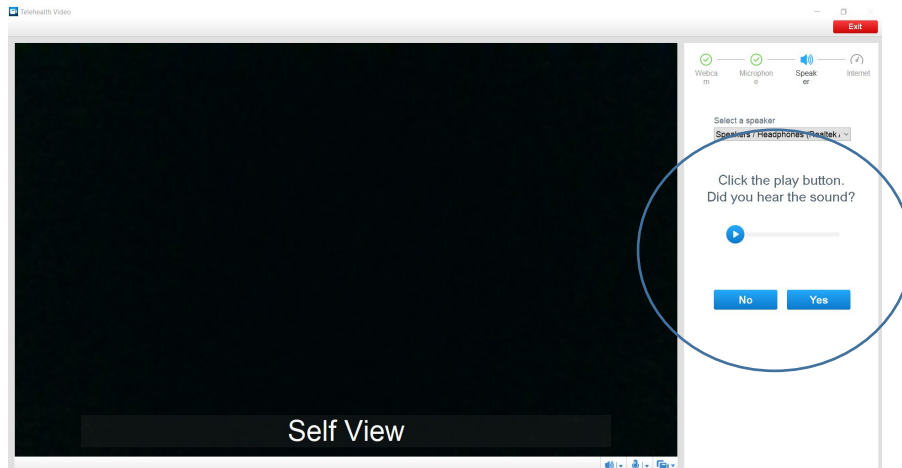

7. Microphone Check

You must have a microphone. It can be integrated into your computer or separate but connected through an external webcam, microphone, or headphones.
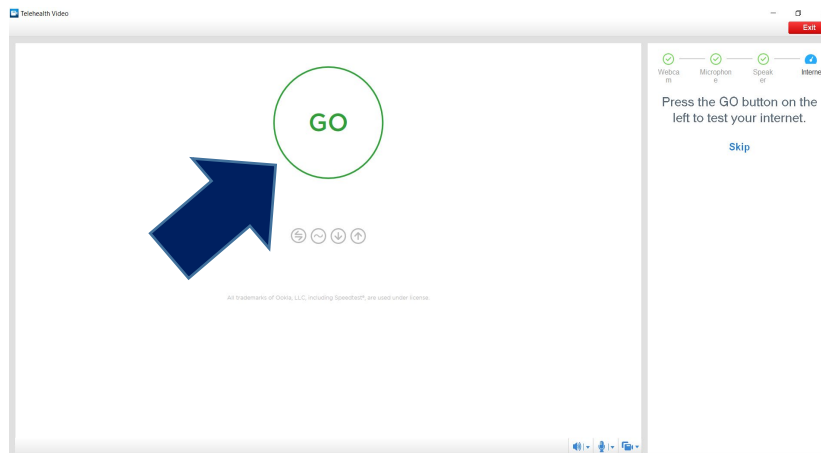

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8. Speaker check

   If you cannot hear the sound, try adjusting the volume on your computer or selecting a different speaker from the dropdown list.
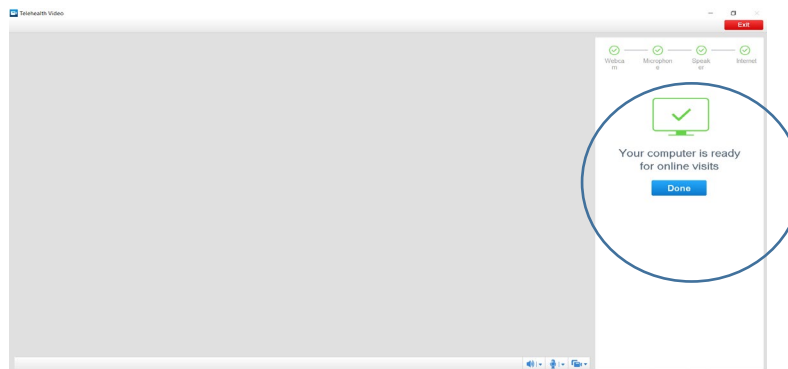

9. Internet Connection Check
   Click anywhere in the green circle that says "Go" and allow your computer a few minutes to complete the connectivity check.

10. Once complete your screen should look like this. Now you are ready to see your provider via Horizon tele!

11. If your screen indicates the Readiness Check was not successful, repeat these steps.

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