

Troubleshooting

General

- **Can't login**

- Are you logging in at <https://app.teledent.com/> Did you change your username or password
- Both username and password can be retrieved from the login page

- **Are you using a chrome browser?**

Patients

- **Unable to find patient?**

- Was the patient record archived?
- Find archived patients using the advanced search function on the patient's page

- **Unable to find patient's name when trying to send a message**

- Was the patient invited to the patient portal?
- Did the invitation go to junk or spam folders?
- Check patient portal registration status from the Account tab of the patient record. Resend invitation if necessary.

- **Patient did not receive invitation to patient portal**

- Was the patient invited to the portal?

- **Unable to find images submitted by a patient through the patient portal**

- Check the Collected data tab of the patient record

Video Calls

- **If you are on a mobile device, are you connected to wifi?**

- Wifi will give you a more reliable connection. Ensure that patients using a mobile device connect to wifi if possible

- **Is another program, such as Skype or Zoom, using your camera?**

- **If you are on a computer, are you using Chrome as your browser?**

- **Did you give your browser or device permission to access your camera and microphone?**

- You can exit the video call and reenter, your device should ask for permission to access your camera and microphone
- On Chrome, click the lock icon in your address bar and ensuring that access to your camera and microphone is allowed

- **Are you using a VPN, thin client, or are you connected to a server that might be blocking the video feed?**