Advice for users of Android Devices

Attend Anywhere | January 2021 |Version 1.0

Potentially alarming chrome message may result in users not being able to attend their consultation

On entering an Attend Anywhere Waiting Area, people using the Chrome web browser on an Android smart phone or tablet can be presented with a message asking for permission to "**use your camera and microphone"**.

These messages appear because the Chrome browser needs permission from the Android device to access the microphone and camera, and in turn, the Attend Anywhere Platform needs permission to access the microphone and camera in the Chrome browser for a video call to launch.

In some circumstances this message displays: "**Allow Chrome to take pictures and record video?"** (see figure 1). This message can be alarming for people who understandably do not want their consultation recorded, or their picture taken. Many people at this stage are inclined to click **Deny** or **Block** access, *however this will result in not being able to enter the consultation.*
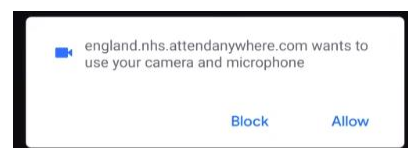
> **Important:** While camera and microphone access is required to launch the video call, Attend Anywhere consultations are **not** recorded by the Android Device, the Chrome browser or Attend Anywhere.
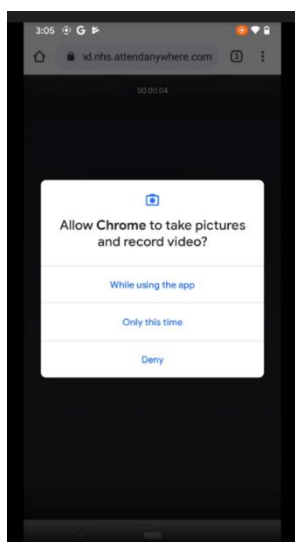

Android Version 11
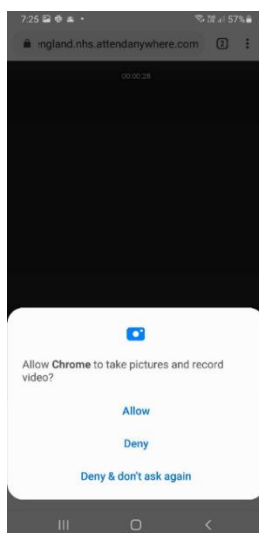
Android version 10

Chrome browser prompt if Android permission already allowed

Figure 1 different versions of messages that Android users may see

What happens if a user selects Deny or Block?

If a user selects **Deny** or **Block** access to the camera or microphone, then they will not be able to proceed any further and the below message will be displayed.
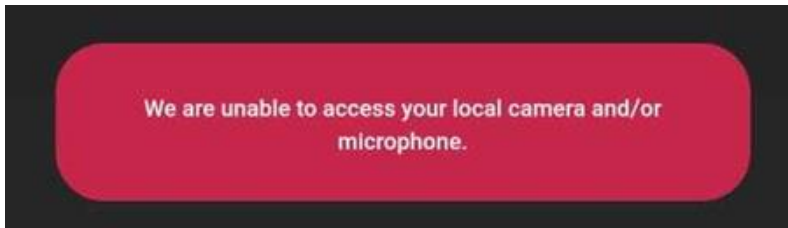
In this case, the user will need to manually enable camera and microphone access in the Chrome App settings.

To manually re-enable microphone access, do the following:

1. Open the **Settings** app.

2. Go to **Apps** > **Chrome** > **Permissions**.

3. Ensure your **Microphone** is set to **Allow**.
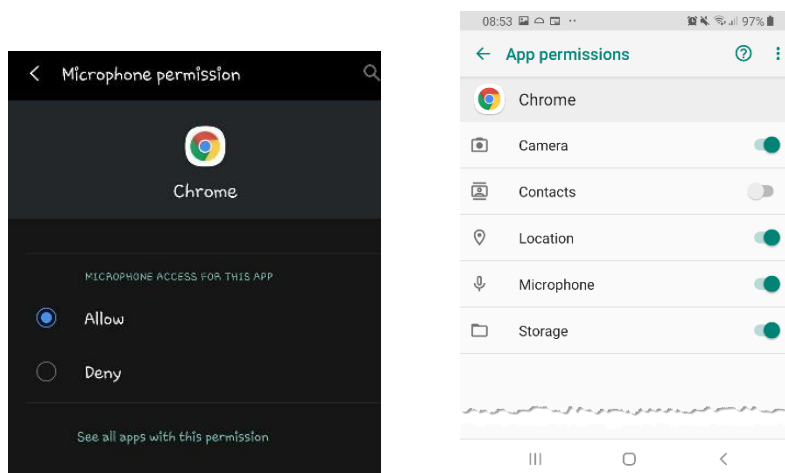

Figure 1 Settings - Microphone permissions examples

4. Navigate back to **Permissions** (if applicable) and ensure your **Camera** is set to **Allow**.
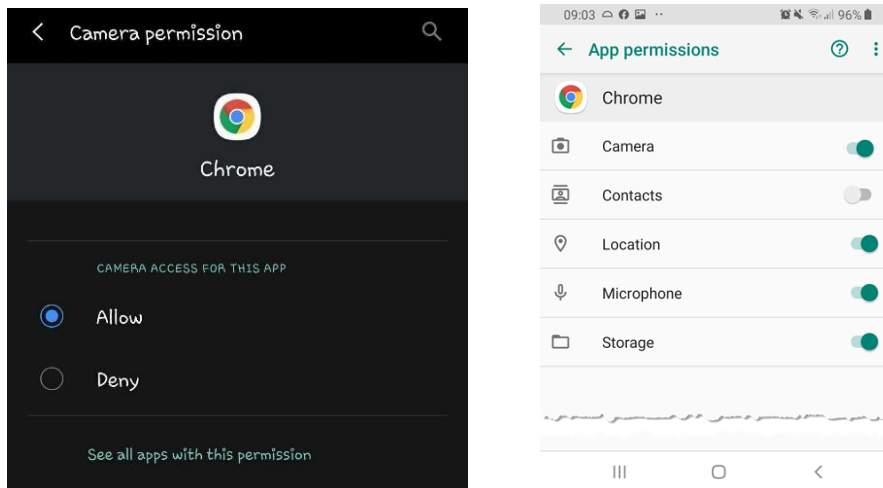

Figure 2 Settings - Camera permissions examples

5. Close the **Settings** app.

> **Note**: The user may need to refresh the Attend Anywhere Call Screen to re-join the call.