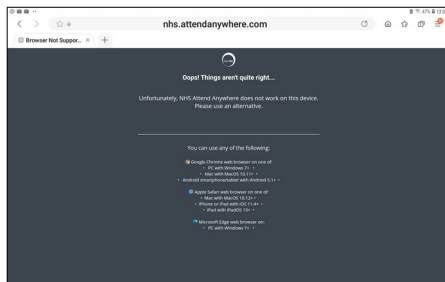


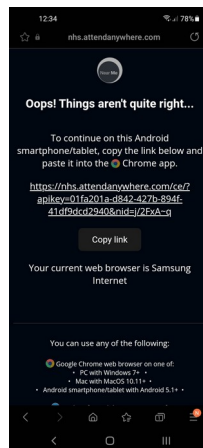
Samsung device: set default browser to Chrome version 2.0

Samsung tablets and phones normally have Samsung's Internet set as their default browser. That means, when you tap on a link in a text or email, the page will load in Samsung's Internet browser. For Near Me calls, you have to use Chrome if using a Samsung device. This guide shows you how to set Chrome as your default browser, allowing appointment links, sent by text or email, to open in Chrome. [After the call, you can use the guide again to set the default browser to whatever you wish.]

Tablet



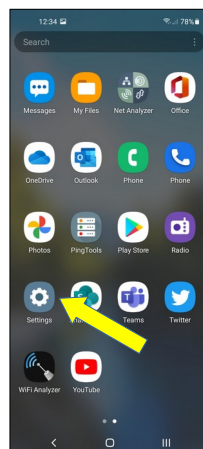
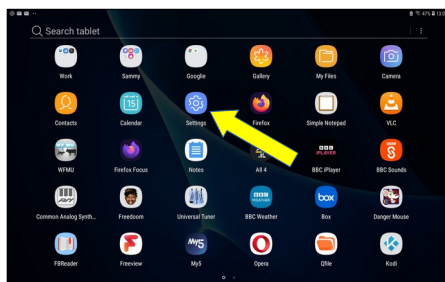
Phone



The images to the left shows what you'd see if your Near Me appointment link, sent by email or text, opens in Samsung's 'Internet' browser.

If using an Android device, you need to use Chrome.

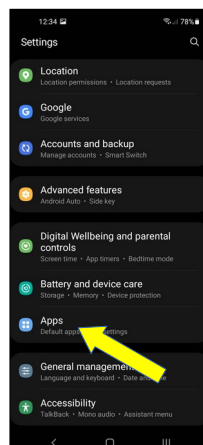
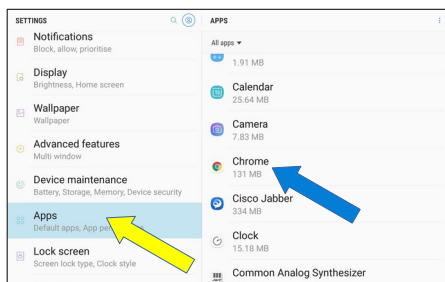
This guide will show you how to set Chrome as the default browser.



First, find your Settings app. The icon is a square with a circular cog on top, as indicated by the yellow arrows, left.

(If you can't see it in your apps, type *settings* into the Search tablet bar at the top.)

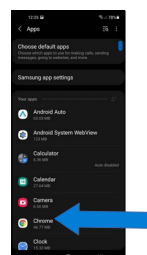
Tap the Settings icon.

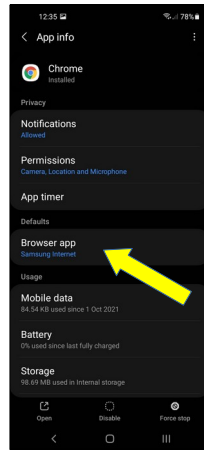
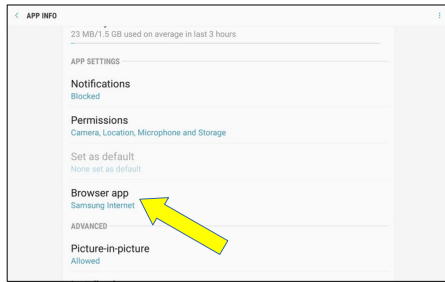


Once open, scroll down until you see Apps.

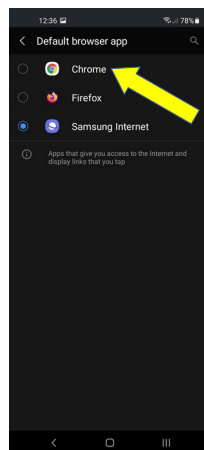
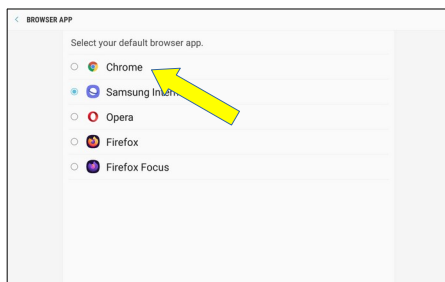
Tap on Apps.

Then tap Chrome – blue arrow – right column on the tablet / next screen on the phone.



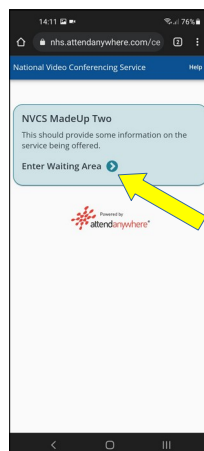
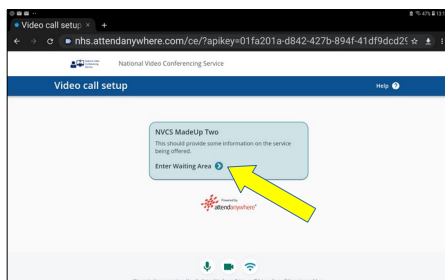


At the next window, tap Browser app.



The tablet and phone used for this demo have Samsung Internet set as the default.

Tap Chrome to set it as the default browser.



Go back to your text or email and tap on the link you've been given for your appointment again.

The page should open in Chrome. Once you've accepted camera and microphone use, you'll see a screen similar to the one on the left.

Tap Enter Waiting Area and follow the instructions to proceed with your call.

Tip: we'd recommend you position your device in landscape orientation for the call, where the longer edge is at the bottom. Both sides on the call will see each other better.

If you continue to have problems, please telephone your clinic's reception number for more help or to arrange an alternative appointment.

Please note, if you run into problems with your Samsung device that can't be easily resolved, you may still be able to take part in your Near Me call using a different device, such as a Windows or Mac desktop or laptop, or another smartphone or tablet.

Supported browsers:

Windows – Chrome or Edge

macOS – Safari or Chrome

iPhone/iPad – you must use Safari

Android – you must use Chrome