

Tech Requirements & Recommendations

You will need:

1. Computer, tablet, or phone with a webcam and microphone.

iPad and iPhone must have iOS 11 or later. Though many Apple and Android phones are compatible, we strongly recommend using a computer or large tablet.

2. Internet Connection

At least a 5mb download and 1mb upload speed. If multiple devices are using your connection, the bandwidth available will be split among them.

3. A Compatible Internet Browser

Google Chrome version 28 and later on any device **except iPad or iPhone**

Firefox version 25.0.1 and later on any device **except iPad or iPhone**

Safari on Mac macOS 10.12 Sierra or later

Safari on iPad or iPhone iOS 11 or later

Test Before Your First Session:

1. Test Your Device

Using the device and Internet connection you plan to use during your sessions, go to login.blinksession.com and click the “Test My Device” button. Check the report. Note that “Expected Call Quality” will be affected by the time of day and anyone else currently using your Internet connection.

2. After you have received an email invitation and registered

Login and click the “Start Session With” button. You will need to allow your Internet browser to use your camera and microphone. If you do not see a box pop asking for this permission:

In Chrome: go to Settings -> Content Settings -> Camera (and Microphone) -> and Change if set to Blocked. Then reload the page.

In Firefox: go to Preferences -> Privacy & Security -> under Permissions see Camera (and Microphone) -> and make sure “Block new requests asking to access your camera/microphone” is not checked. Then reload the page.

In Safari: go to ‘Settings for this Website’ -> on the box that pops up make sure camera and microphone are set to ‘Allow’.

3. Other Troubleshooting

- **Reload or Restart:** If something isn’t working when you join a session, first reload the page. If reloading dose not fix the issue, check the other common problems below and then restart your Internet Browser.
- **You can’t hear your therapist or teacher:** Make sure your volume is not muted and turned up.
- **Your therapist or teacher can’t hear you:** Make sure your microphone volume isn’t turned down (this setting is usually in your device’s Sound settings).