Instructions on how to check that your web browser enables a successful video connection.

1. Write the following address in the address bar:

   https://visitor.gerdescom.fi/dashboard

2. Press Enter, which opens the next page. The icon at the top of the white window is circled.

   NOTE: Do not try to login to this page – do not put your username or password here!
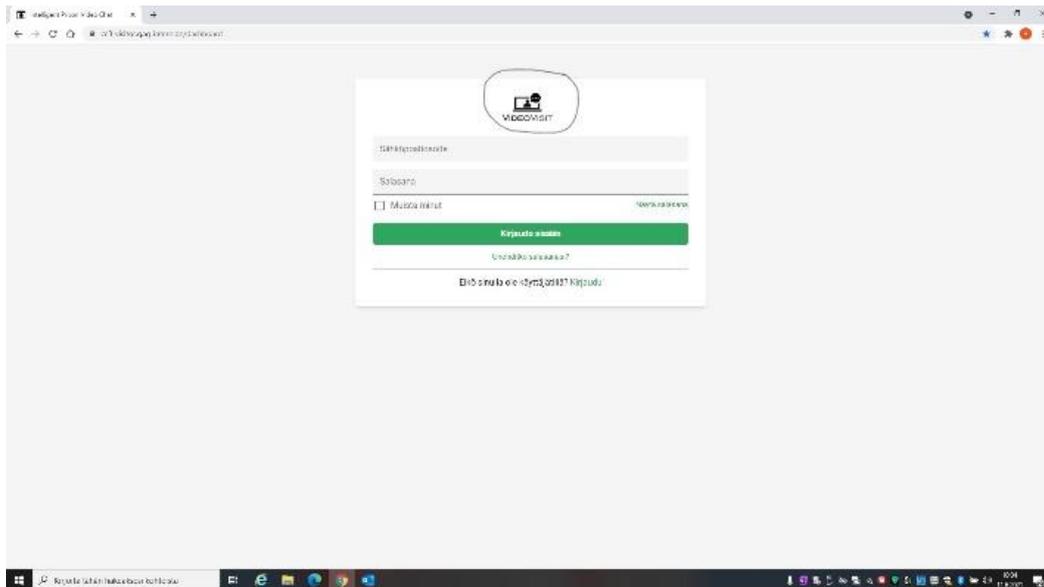
3. **Click** the circled **VideoVisit** icon at the top of the window with the mouse cursor.

4. When VideoVisit asks:

   Do you allow **visitor.gerdescom.fi** to use your microphone?

   Allow access to the microphone on your computer by clicking Allow (blue button).
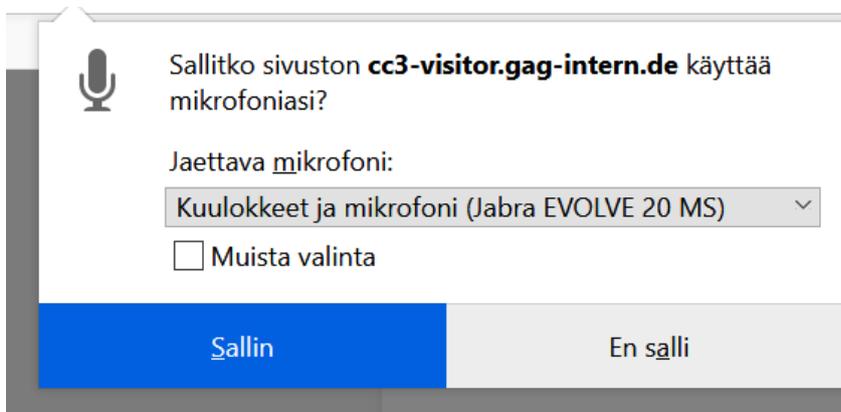
5. When VideoVisit asks:

Do you allow **visitor.gerdescom.fi** to use your camera?

Allow access to the camera on your computer by clicking Allow (blue button).
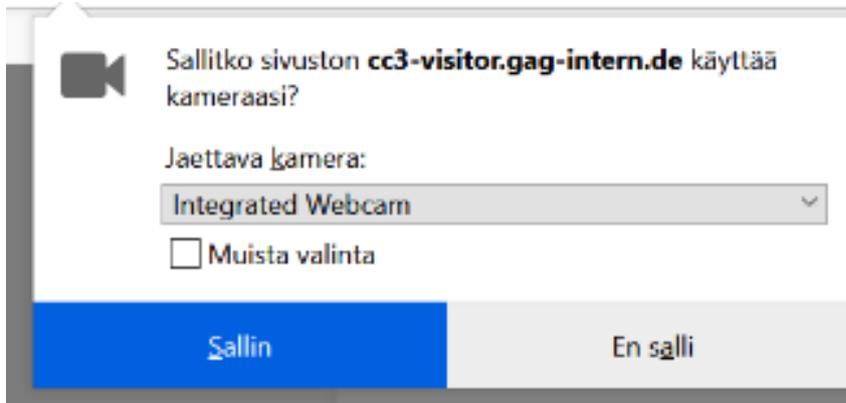
6. If the circled text **The TURN server is reachable!** in the image below appears, it is possible to make video calls by using that browser.
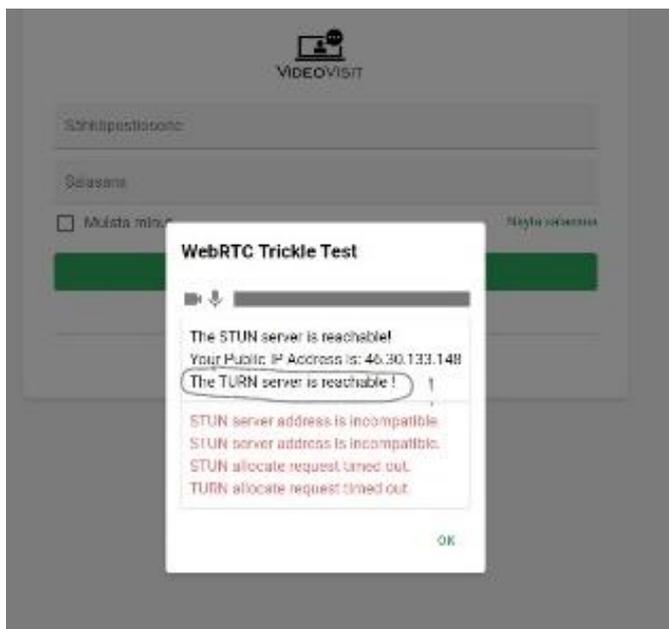
7. If the text **The TURN server is reachable!** does not appear, it is not possible to make video calls by using that browser. You don't have to care about other texts in the text box.