

# FREQUENTLY ASKED QUESTIONS

## The Application Isn't Opening. What Is Happening?

If you have already downloaded the older version your phone should automatically update. If the app is not updated, please manually update the app to the newest version.

## I Forgot My Password, What Should I Do?

To reset your password please use the password reset button from this link. If you are still not able to get in, email [telemmed@caduceusoccmcd.com](mailto:telemmed@caduceusoccmcd.com) with your username and company information.

## The Video Is Not Working. What Is Happening?

Please check your internet connection. If you are connected to the Wi-Fi, disconnect and use data. Be sure that you have a strong cell connection. At times this can be easily resolved by moving to an area with a stronger connection.

## I Am In The TeleMed App And Created A New Visit. I See My Patient And No Provider. How Long Should I Wait?

The wait time for a provider is typically anywhere between one to five minutes. If five minutes have passed, please hang up and call again.