Apple iOS 15.1 Issue Affects Video Visit Connectivity

If you use an Apple device (i.e., iPhone, iPad, Mac computer), please be aware that an issue with Apple’s iOS 15.1 software update prevents patients from connecting to their video visits.

See a screenshot of the error below.

Although Apple has fixed the issue in the next version of their operating system, they have not yet released the update to the public or given a timeline for that. In the meantime, you can use one of the following workarounds:

1. Use a PC (non-Mac) computer instead of your Apple device, if you have access to one. Most any non-Mac computer with a camera, microphone and speakers should work. To log into your myWakeHealth account on a computer, simply go to mywakehealth.org.
2. Use or borrow an Android device, if you have access to one. You would need to install the MyChart app on the Android device and then log in with your myWakeHealth username and password.

If neither of the above options work for you, please call your provider’s clinic to reschedule your video visit as a phone visit or in-person visit. To find your provider’s phone number, you can look it up at wakehealth.edu/Find-A-Provider.

We apologize for any inconvenience.