

# Intake on iPad Crashes When Using Camera for Patient Images

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## Overview

If the a Patient Intake on an iPad closes or exits when taking a photo, but continues to work when uploading a file, the issue is most often related to device settings, browser permissions, or iOS restrictions, rather than the intake workflow itself. It is worth noting that recent iOS or browser updates can modify device behavior or reset permissions without obvious prompts. The checklists below are intended to help resolve common iPad camera issues during intake or to validate where the issue is occurring before opening a support request. You will also find a list of required question/answers to provide for a support case, as well as, suggestions for workarounds.

## Support Clarification

### OfficeEMR Responsibility

Availability and behavior of the **Patient Intake URL** including form flow, navigation, upload functionality including browser-based camera access when permitted by the device via iPad settings.

### Practice Responsibility

OfficeEMR does not manage or configure iPad devices for practices. All iPad setup and security to control device(s) is the responsibility of the practice.

## Troubleshooting Checklist

Complete the steps below and record the results before opening a support case.

### 1. Confirm the Issue Is Camera-Only (Including Photo Upload Test)

#### Assumptions and iPad Camera Testing Prep Steps:

1. Your intake use the live camera to acquire a Patient Image (headshot/card) but that process fails and your intake session crashes
2. You know how to take a photo and save that image outside of the Intake/browser (will be used to test the camera). *If you don't know how to do this we have steps below to assist you with saving an image on your iPad for testing.*

If a photo is not already available on the device:

#### Create a photo to upload

1. Exit the intake
2. Open the **Camera** app on the iPad
3. Take a photo

4. Confirm the photo appears in the **Photos** app
5. Return to the intake
6. Select **Upload from file** and choose the saved photo

### Testing your iPad Camera:

With an image saved on your iPad for testing, do the following:

1. Open the intake on the iPad using the assigned code
2. Proceed to the **Headshot** step
3. Select **Upload from file**

*This validates whether image upload works and confirms whether the issue is isolated to live camera access within the intake rather than the intake workflow itself.*

## 2. Check your iPad Guided Access Setup

Go to: **Settings > Accessibility > Guided Access**

- Note whether Guided Access is **ON** or **OFF**
- If **ON**, temporarily disable it and retest the intake camera

*Guided Access can restrict system features such as the camera, particularly after iOS updates.*

## 3. Check If your iPad Is Managed by IT

Go to: **Settings > General > VPN & Device Management**

- Note whether any profiles or organization names are listed
- If profiles are present, the device is managed by IT or running in kiosk mode

*Managed or kiosk configurations may restrict browser-based camera access.*

## 4. Check Safari Camera Settings

Go to: **Settings > Safari > Camera**

- Set to **Allow**
- If already set to Allow, change to **Ask**, wait a few seconds, then change back to **Allow**

*The intake runs in a browser; camera access is controlled by Safari, not by an app permission.*

## 5. Test the iPad Camera

1. Open the **Camera** app

2. Take a photo

*If the Camera app does not work, the issue is device- or iOS-level rather than intake-related.*

## 6. Confirm iOS Version

Go to: **Settings > General > About**

- Record the **iOS version**
- Confirm whether all intake iPads are on the same version

*Recent iOS updates may affect camera behavior or permission enforcement.*

## Determining Intake Issue Responsibility

Using the findings from the six troubleshooting steps, you can determine if a an intake-related issue requiring a support case with iSalus would be appropriate or if this is a device issue that requires your practice IT to resolve:

### Strong Indicators of an Intake Issue If All Green Checkmarks are True

- ☐ Safari camera permission is set to Allow **and** the iPad camera works on the device outside of our intake process
- ☐ The device is *not restricted* by Guided Access or MDM (or the issue persists outside of those modes)
- ☐ The issue occurs *consistently* when the intake attempts to invoke the camera
- ☐ The issue occurs on *multiple devices* with the same setup
- ☐ AND ideally *other practices report the same behavior (not required but strengthens notion that it is an Intake issue)*

### Strong Indicators the issue is not intake-related if:

- ☐ The native Camera app fails outside of our Intake process
- ☐ Camera permissions are blocked or restricted
- ☐ The device is locked in kiosk / MDM mode
- ☐ The issue resolves when running outside restrictions
- ☐ File upload testing works consistently
- ☐ Only a single practice or device is affected

# If a Support Case Is Opened

Include the following information in the support request to assist with determining whether an intake-level issue exists:

## Required Question/Answers

- Number of iPads used for intake
- Whether the issue affects **all devices or only some**
- iOS version (and whether it is the same on all devices)
- Guided Access status (ON or OFF)
- VPN & Device Management status (profiles listed or none)
- Safari Camera setting (Allow / Ask)
- Native Camera app result (Works / Does not work)
- Approximate **date and time** of the most recent crash

***Important: Include your Troubleshooting Step results***

- Step 1 - Upload from file and choose the saved photo - Success or No Success?
- Step 2 - Guided Access is ON or OFF?
- Step 3 - VPN & Device Management Note whether any profiles or organization names are listed or advise NONE.
- Step 4 - Confirm Camera Settings set to Allow? Confirm you toggled to Ask then back to Allow without success?
- Step 5 - Confirm that camera app works outside of the intake and you can successfully save an image on your iPad?
- Step 6 - What is your iOS version (list for each device or indicate same if same as previous recorded device)

# Workarounds

## Send Intake Link to Patient's Mobile Device (most ideal)

As an alternative, the intake may be sent to the patient to complete on their **personal mobile device**, which typically avoids kiosk or iPad restrictions.

Instructions for sending the intake link via text are available here:

<https://officeemr.knowledgeowl.com/help/send-an-intake-link-to-a-patient-via-intake-assignment>

## Upload Photo from Device

If live camera access fails, intake may continue by:

- Taking a photo using the **Camera** app
- Uploading the saved photo using **Upload from file**

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