



Videos not Playing on iPhone

Last Modified on 01/03/2017 8:51 am EST

There is a known Apple bug when attempting to view cine clips (within the Tricefy Viewer) when using an iPhone running OS 10.

Until Apple resolves this issue, please log out of your Tricefy account (on your phone) and log back in, ensuring that the "Remember Me" text box is selected.

This issue **does not** affect outgoing patient links.
