

You have been invited to participate in a live Video Visit with your provider. During your video visit, your provider will interact with you through live audio and video and update your chart like a regular office visit.

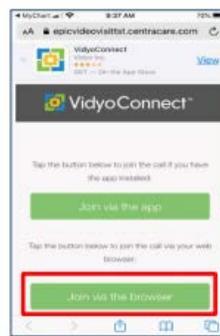
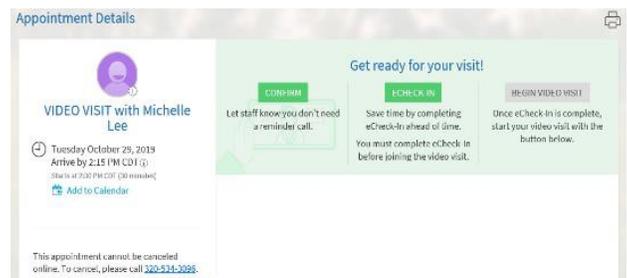
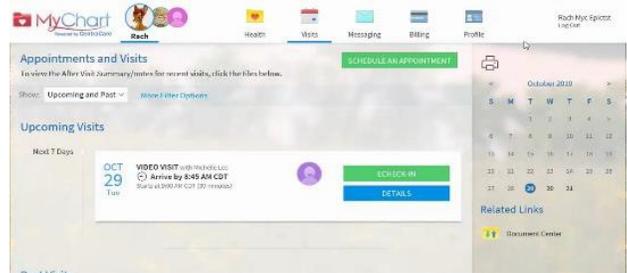
Video Visits require that you have an active MyChart account and an internet connection. You can join the video visit by logging into the MyChart website on your computer or join by using the MyChart Mobile application on an Apple iOS or Android mobile device. Based on your equipment please follow the appropriate instructions listed below.

MyChart website (using your computer or laptop)

Connect to the video visit

Thirty minutes before your scheduled video visit start time, please connect to the video visit by completing the following.

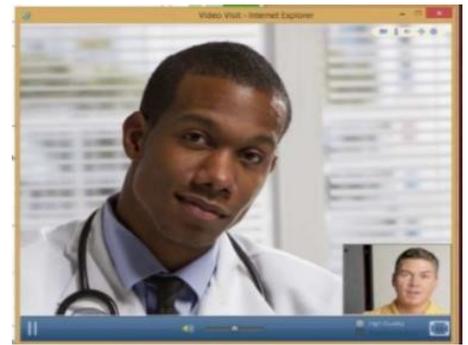
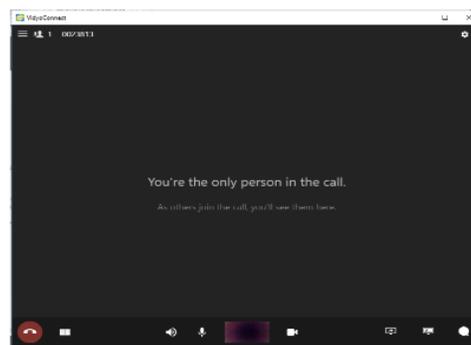
1. Open and log in to your **MyChart** account using Google Chrome as your web browser.
2. Go to **Visits > Appointments and Visits**.
3. Locate the video visit and click **Details**.
 - a. Click the **CONFIRM** button and then click on the **ECHECK-IN** to complete the required echeck-in steps.
4. Click **Begin Video Visit**.
5. Click **Join via the Browser**.
6. At the Vidyo Connect screen, click the **JOIN** button. (If you receive a message to switch apps, click the **YES** button.)
7. After you connect to the video visit, you might need to wait for your provider to connect. When connected, their picture will appear on the screen.



Mobile Device



Computer / Laptop



TIPS to help control your video visit

At the bottom of the window is a toolbar. If the toolbar is not displayed, tap the screen to view it. Pause and resume the visit by clicking the video icon. Pausing the visit pauses the video and so that your doctor cannot see what you are doing. To pause just audio, tap the volume button. Tap the ellipse button to display additional options including the option to toggle your camera view. When finished, click on the phone icon to end the video visit.

If you have any trouble connecting to your video visit, please contact your clinic.