

Video Visits Using a Computer or Laptop

Use this tip sheet as a guide to prepare for your video visit and for instructions on how to join the visit on the day of your appointment.

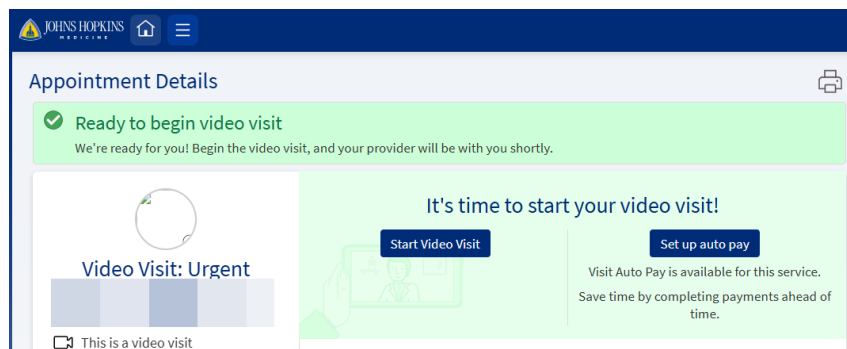
For the best experience, we recommend using Chrome, Edge or Safari browsers.

Joining a Video Visit

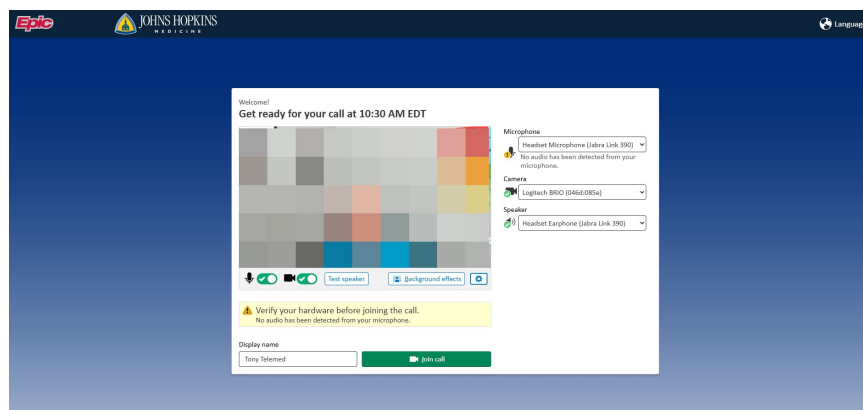
1. Go to mychart.hopkinsmedicine.org and log into your MyChart account.
2. Complete online registration (Get Ready) if you have not already done so.

3. Find your upcoming appointment and click **“Start Video Visit.”**

The **“Start Video Visit”** button will appear 30 minutes before your scheduled appointment time.



4. You will be brought to the waiting room for your video visit. Here, you can get ready for your visit before joining.
 - You will need to verify that your microphone, speaker and video are working before joining your video visit.
 - If you need to change any of your settings for your microphone, speaker or camera, do it at this time.
 - Display Name: You can also update your display name. This name is what will display under your video for others joining the visit.

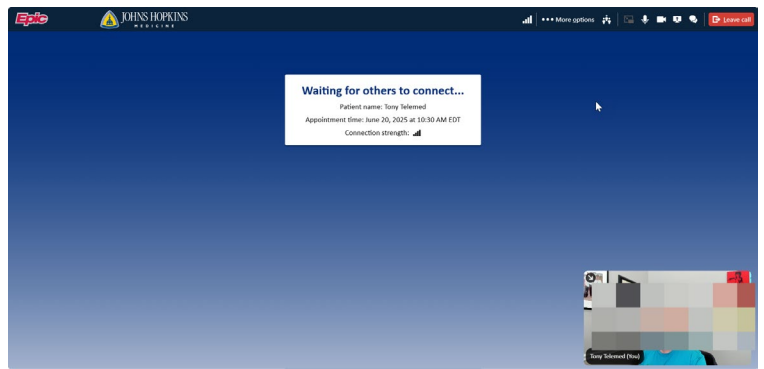


5. Click on the green **“Join call”** button when you are ready to join the video visit.

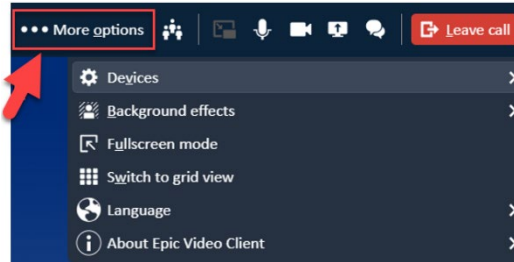


- You are now in the video visit room, and your provider will be notified that you have joined.

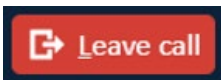
IMPORTANT: Do not close this browser page or navigate away from page. Wait for your provider to join. Wait time may vary based on your provider’s schedule.



- Additional menu options:



More options



Leave/end call



Share screen



Chat/message



Disable (turn off) camera



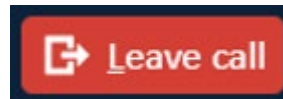
Mute microphone



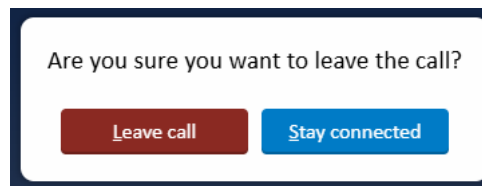
Participant list

- When the video visit has ended, your provider will end the call.

- To leave your video visit, select the **RED Leave call** button.



- Select “**Leave call**” again to receive confirmation that you have left.





For Technical Issues or Questions

Please call if we can help you prepare for your video visit.

1. For technical assistance getting your device ready, call 667-208-6100.
2. For MyChart assistance (password reset/activation problems), call 800-318-4246.