

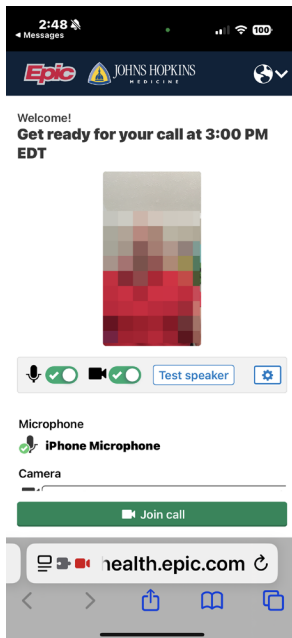
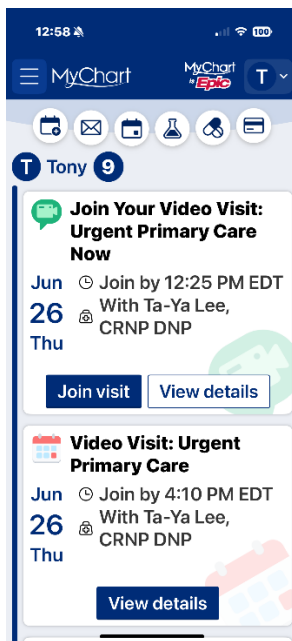
## Video Visit Using a Mobile Device

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.

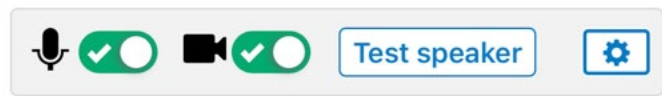
### Joining a Video Visit

1. Go to the MyChart app and log into your MyChart account.
2. Complete online registration (Get Ready) if you have not already done so.
3. Select **“Start Video Visit”** in MyChart or click on link sent to you by your provider.
4. Your default browser will launch and you’ll be taken to the patient waiting room.



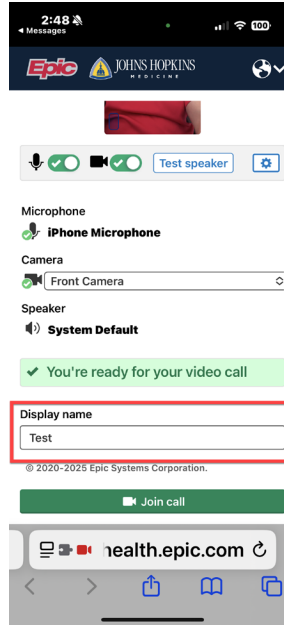
5. Allow your camera and microphone to be used. Ensure that both are working and show as green with a check mark.

**Test your speaker as well.**



6. Camera: Scroll down to change your camera view.

Display Name: You can also update your display name. This name is what will display under your video for others joining the visit.

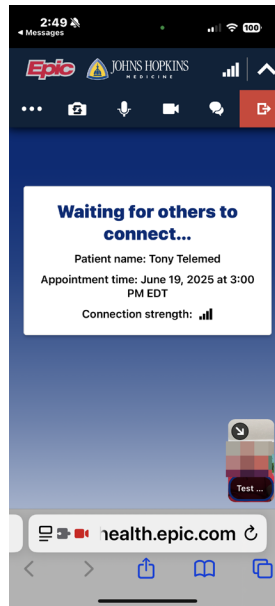


7. Select the green "Join Call" button when you are ready to join the video visit.



8. You will be placed into 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 will vary based on your provider's schedule.



9. Additional menu options:



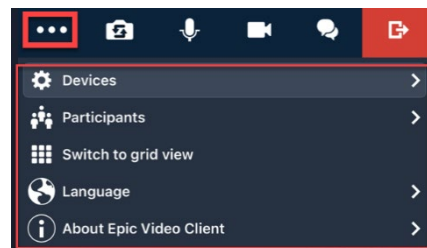
Leave/end call



Chat/message



Disable (turn off) camera



More options



Mute microphone



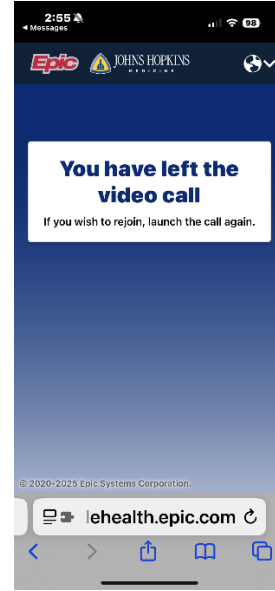
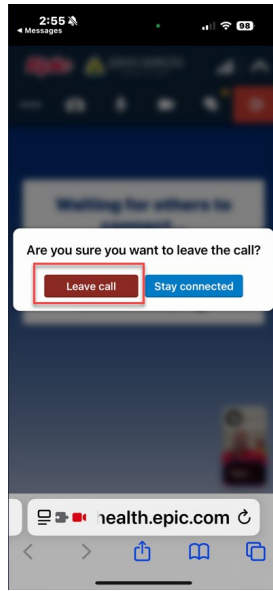
Change camera view

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

11. To leave your video visit, select the **RED** leave button.



12. Select “**Leave call**” and receive confirmation that you have exited your video visit. You can now close the window.



## 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