

# Video Visits on Your Mobile Device

## Using Cisco for MyChart Video Visits

Use this tipsheet as a guide to prepare for your video visit before your appointment and for instructions on how to join the visit on the day of your appointment. Follow all steps on pages 1-3 before your visit.



### Technical Issues

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

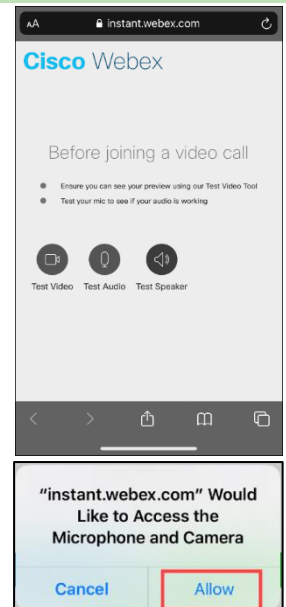
- For technical assistance getting your device ready call: 667-208-6100
- For MyChart assistance (password reset/activation problems) call: 443-997-6225, Monday - Friday 9:00 a.m. to 5:00 p.m.



### One Time Testing Instructions

Test your mobile device to make sure your settings work with a Cisco Webex Video Visit.



- Go to <https://instant.webex.com/mediatest>




- You may get a pop-up message asking to use your microphone and camera. Tap **Allow**.

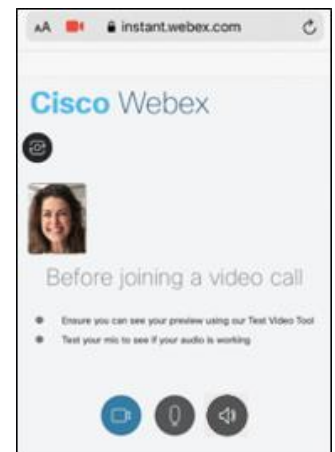



### Video, Audio, and Speaker Test

1. Tap  button to test your video.
2. You will see a video screen of yourself in the top right corner.
3. Tap  button to end the video test.


*\*Reminder: You may get a pop-up message asking to use your microphone and camera. Tap Allow.*

4. Tap  button to test your microphone.



- Say something into your microphone.
- You will see waves. Speak louder and they will get larger.
- Tap  button to end the audio test.

*\*Reminder: You may get a pop-up message asking to use your microphone and camera. Tap Allow.*

- Tap  button to test your speaker.
- You will hear a short tone coming from your speaker and it will stop on it's own when complete.

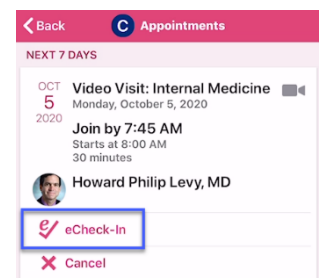
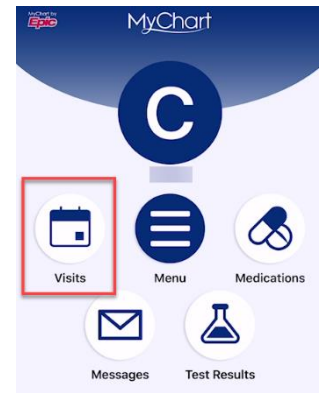
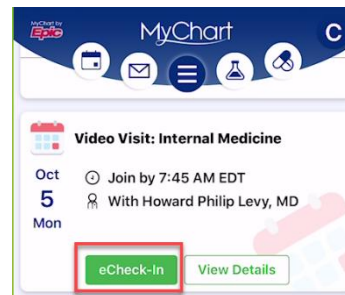
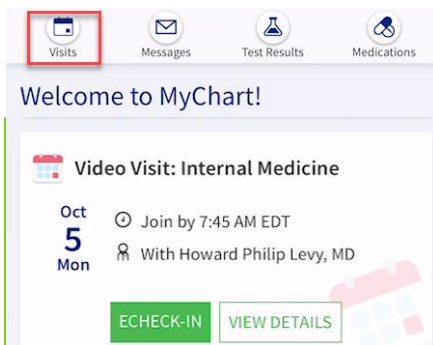


## eCheck-In Available Beginning 7 Days Before Your Appointment

- Go to the Johns Hopkins MyChart page and login: <https://mychart.hopkinsmedicine.org/> **OR** Use the MyChart app to login. Find appt on Home Page OR tap Visits

**Note:** If you do not already have a MyChart account, you can create one from here as well.

- Find appointment on home page or tap Visits

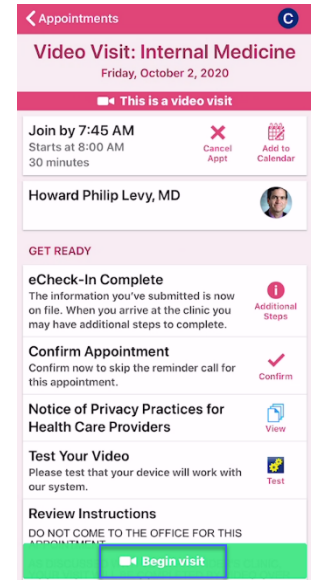
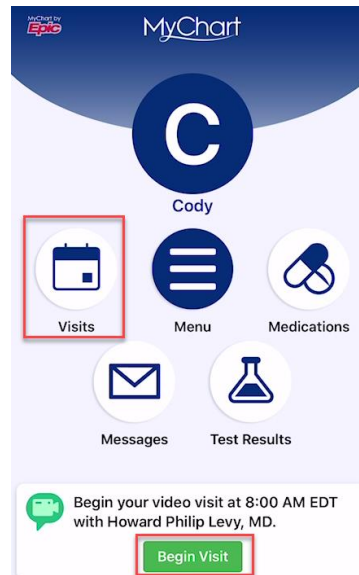
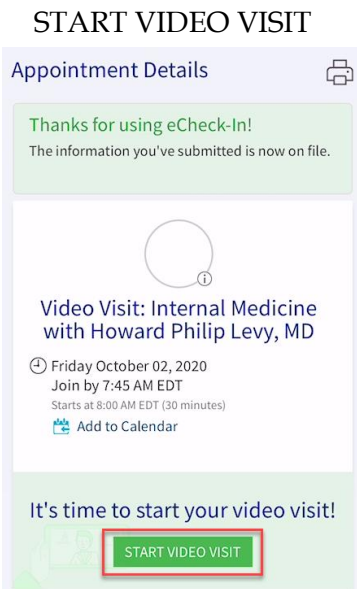


- Tap **ECHECK-IN**
  - The eCheck-In process will guide you through verifying your personal, insurance, and health information. You may be prompted to sign forms during your eCheck-In. Please read and if you agree, e-Sign by tapping **Click to Sign**.
    - You can change your information with the EDIT buttons.
  - If your information is correct tap the check-box **This Information is correct**. Tap **Next**.
- Once you have completed the eCheck-In process, you can close MyChart.
  - The **Start Video Visit** or **Begin Visit** button will appear 30 minutes before your scheduled appointment time.





- Tap the Start Video Visit or Begin Visit button **when it is your scheduled appointment time.**

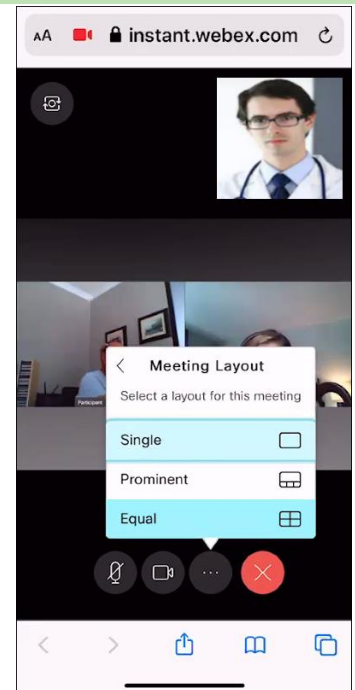
**Begin Visit** from either

Home Page OR Click Visits, open the appointment



## 💡 On the Day of Your Video Visit

1. Go to [Johns Hopkins MyChart](#) from your browser or the MyChart app and **Login**.
2. Tap **Visits** or **Appointments**.
3. Tap **Start Video Visit**  or **Begin Visit** 
  - The green **Visit** button will appear 30 minutes before your scheduled appointment time.
4. When you enter the visit, you will see yourself and your provider.
  - If you need to flip from a self-view to an outward facing camera view, tap  in the top left corner of the screen.
  - If you want to view video for other participants in a different layout, tap the  icon in the toolbar for options.
    - i. Single – displays only the person speaking at the time.
    - ii. Prominent – displays the person speaking primarily on the screen, with a film strip view across the bottom displaying all attendees.
    - iii. Equal – Displays all attendees' video feed in equal sizes on the screen.

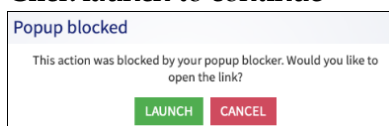


## 💡 Troubleshooting Your Video Visit

**Note:** You may need to update your Operating System for the Video Visito work.

You may see a window that tells you a pop-up has been blocked


- This occurs when you attempt to open a link to an outside site
- Click launch to continue

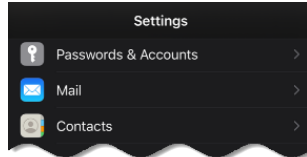


I do not see **START VIDEO VISIT** on the MyChart website or **BEGIN VISIT** in the MyChart Mobile App.

- Be sure you have completed eCheck-In.
- Check the time to make sure you are within 30 minutes of your scheduled appointment.
- Try logging out and back in.

I clicked **START VIDEO VISIT** on the MyChart website on an iPhone or iPad and nothing happened.

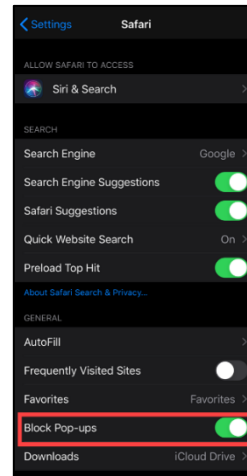
- Go to **Settings** and tap the  icon.



- Tap **Safari**.



- Toggle off (turn gray) **Block Pop-Ups** to allow pop-ups.



- Return to the Safari browser, and tap **START VIDEO VISIT** to launch the meeting.

I tapped **BEGIN VISIT** from the MyChart Mobile App on an iPhone or iPad and nothing happened.

- You will need to update your app to the latest version.

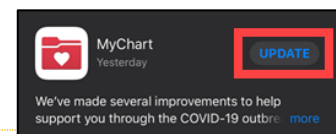
- Go to the **App Store** to do this.



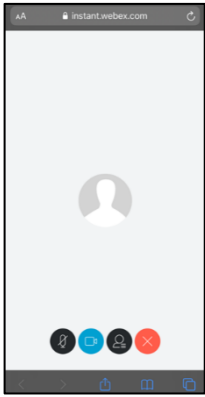
- Search for and Find the **MyChart** app.



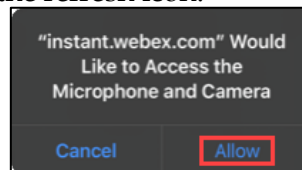
- Select the MyChart app from your search results and tap **UPDATE**.





**I logged into the meeting room but cannot see or hear my provider. I see the below:**





- If you cannot see or hear your provider, or if your camera or microphone does not work, it is likely that you did not allow your mobile browser access to your Camera and Microphone.
  - In the address bar of your mobile browser, tap the refresh icon.
  - A pop-up will appear requesting access to the microphone and camera, tap **Allow**.
  - The page will reload and you will be able to hear and see your provider.



### **My provider cannot hear me.**

- If you have taken the steps above and your provider cannot hear you, your Microphone may be muted. Check the Microphone buttons:
  - Red is muted  Black is on 
  - Tap the icon to turn Mute on or off.

### **My provider cannot see me.**

- If you have taken the steps above and your provider cannot see you, your Camera may be off. Check the Camera buttons.
  - Blue is on  Black is off 
  - Tap the icon to turn Camera on or off.

### **Audio and Video are slow or choppy in the meeting.**

- Move closer to your router if you are using a Wireless (WiFi) internet connection.
- Move to a location with better cellular signal if you are using a cellular/phone connection.

**If you are still having trouble launching the visit, make sure pop-ups are enabled in your browser.**

- See the [Allowing Pop-ups](#) tipsheet for assistance.