MyChart Video Visits: Computer or Laptop Device
User Instructions

This document will guide you through preparing for and joining your video visit using a computer or laptop.

We recommend using Chrome or Safari

If you encounter any difficulties, please call our help line:
- For technical or Polycom help getting your device ready: 667-208-6100
- For MyChart assistance (password reset/activation problems): Monday through Friday, 9:00 a.m. to 5:00 p.m.: 855-389-6928

Detailed One Time Installation Instructions
At Least 24 hours Before Your Appointment – ECHECK-IN
On The Day of Your Appointment

Detailed One Time Installation Instructions

1. Log into your Johns Hopkins MyChart (https://mychart.hopkinsmedicine.org/MyChart/Authentication/Login?) and click Test Your Video icon

OR

Go to https://virtualvisit.jhmi.edu/welcome and click on Start test now

In MyChart

From Your Browser
2. Browser Test
The test page will determine if your browser is compatible

If the browser compatibility test is successful:
- The browser icon will turn green
- The test will auto-advance to the microphone test

If browser test was unsuccessful:
The page will notify you if the browser you are using is not compatible or requires updating. You will receive the message: “Your browser is not compatible, please upgrade your browser and run the test again”

Things you can try:
- Verify all other tabs are closed
- Close and re-open the test page
- If the error persists, try another browser or upgrade

3. Speaker Test
Do you hear the voice recording and see waves in white box? Click Yes or No

If you answer Yes the test is successful:
- The speaker icon will turn green
- The test will auto-advance to the speaker test

If the sound test was unsuccessful:
- Check that your volume isn’t muted
- Verify your volume is not turned down too low
- If using external speakers/headset, try unplugging and plugging them back in
- Restart your computer

4. Microphone Test
Clap your hands – Do you see bubbles in the white box? Click Yes or No

If you answer Yes the test is successful:
- The microphone icon will turn green
- The test will auto-advance to the speaker test

You may see a pop up requesting access to your microphone, click Allow

If microphone test was unsuccessful:
- Make sure your device has a microphone installed
- Make sure your microphone is NOT muted
5. Video Test
Do you see yourself? Click Yes or No

If the video test is successful:
- The video camera icon will turn green
- The test will auto-advance to the internet connectivity test

If the video test was unsuccessful:
- Ensure your webcam is plugged in and enabled
- Verify your camera selection is set to the correct webcam
- Ensure your webcam is not in use by other applications
- Try connecting your webcam to a different USB port
- Restart your computer

6. Internet connectivity
The test page will determine if you have a good internet connection

If the internet connectivity test is successful:
- The icon will turn green
- The test will auto-advance to the install step

If the internet connectivity test is unsuccessful:
- Move to a location where you have better wireless connectivity and retest
- Consider switching from a wireless device to a wired device

7. Install & Test the App
Click Install and test app

8. Click Download & test application
9. Wait for the launcher to finish

NOTE: If your Launcher does not start automatically, you may need to Click to start or Click Open Launcher
At Least 24 Hour Before Your Appointment – ECHECK-IN

Complete the eCheck-In process. You can complete eCheck-In up to 7 days before your appointment.

1. Log into your Johns Hopkins MyChart (https://mychart.hopkinsmedicine.org/MyChart/Authentication/Login) and click on your Upcoming Appt

![](https://example.com/image1)

2. Click ECHECK-IN

![](https://example.com/image2)

3. The eCheck-In process will guide you through verifying your personal information, insurance, and health information and prompt you to electronically sign any required documents

![](https://example.com/image3)

You may be prompted to sign forms during your ECHECK-IN. Please read and if you agree, e-sign by clicking “Click to Sign.”

4. Once you have completed eCheck-In, you will see a “Start Video Visit” button. At your scheduled appointment time, click “Start Video Visit.”

![](https://example.com/image4)
On the Day of Your Video Visit

1. Log into your Johns Hopkins MyChart (https://mychart.hopkinsmedicine.org/MyChart/Authentication/Login) and click on your Upcoming Appt.

   Welcome to Johns Hopkins Medicine MyChart

   Begin your 5:00 PM EDT video visit with Danny Eugene Lee, MD.
   View instructions for your appointment on Wednesday, March 11, 2020 with Danny Eugene Lee, MD.
   Please fill out your questionnaires before coming.
   Schedule appointments for your current health reminders. 4 reminders need your attention.

2. Click Start Video Visit
   The green 'Start Video Visit' button will appear 30 minutes before your appointment time.

   If you do not see the green Start Video Visit button:
   - Be sure you have completed ECHECK-IN.
   - Are you within the 30 minutes prior to your scheduled appointment time
   - Try logging out and back in

   If during your visit, you cannot hear your provider or your provider cannot hear you, you can check your speaker and microphone settings:
   - Click the menu icon ☰ in the lower right corner.
   - Click the settings icon ☰
   - Open the dropdown menu under Microphone and Speaker and select another option. If there are multiple options, try each one.
   - Click the menu icon ☰ again to close the settings window.