

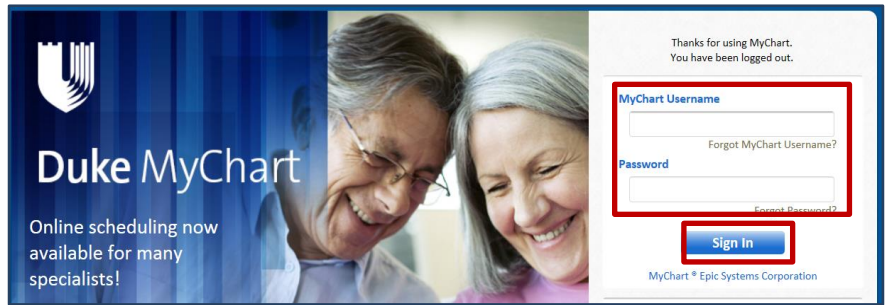


Step-by-Step Instructions for Patient’s Video Visits through MyChart

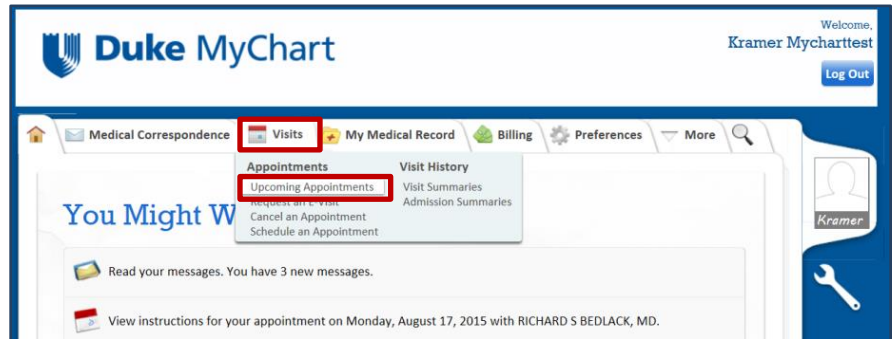
1. Test the link before the appointment day.
2. On the appointment day, log into MyChart 15 minutes prior to the start of the appointment.

Log into MyChart

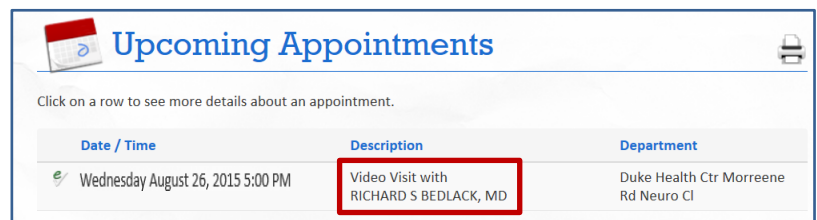
- Enter your **MyChart Username**
- Enter your **Password**
- Click **Sign In** icon



- Click on the **Visits tab**
- Click on **Upcoming Appointments**

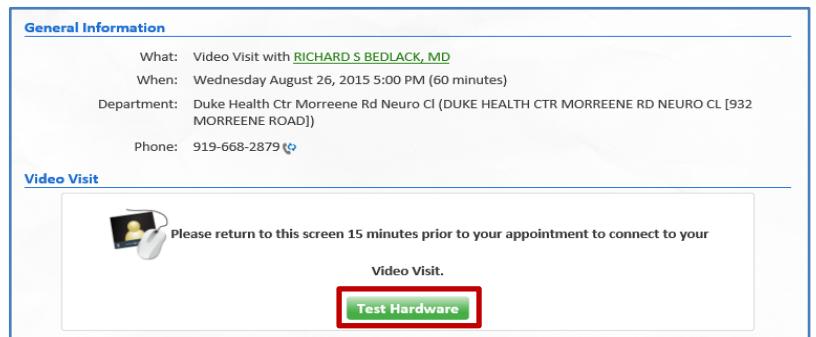


- Click on the **Upcoming Video Visit appointment**



Test the link before the Video Visit appointment

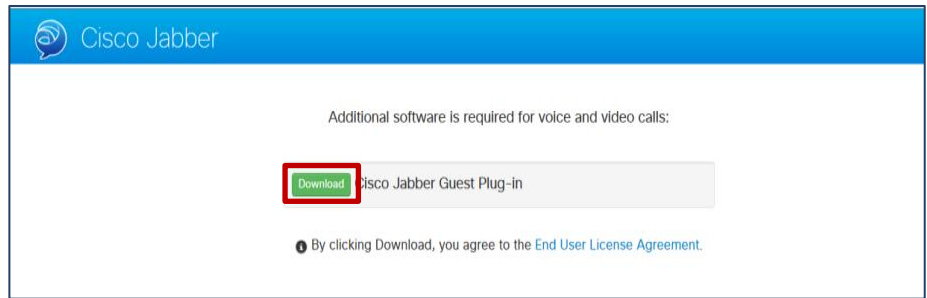
- Prior to the day of your video visit appointment, please take a moment to test the hardware to validate the connection will link properly
- **Scroll down** the on the upcoming appointment page until you get to the *Video Visit section*
- Click on the **“Test Hardware”** button



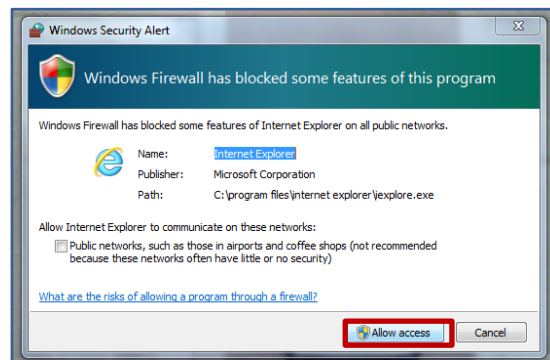
PC Users:

First time Users to Video Visits

- Click **download** on the Cisco Jabber Guest Plug-in option



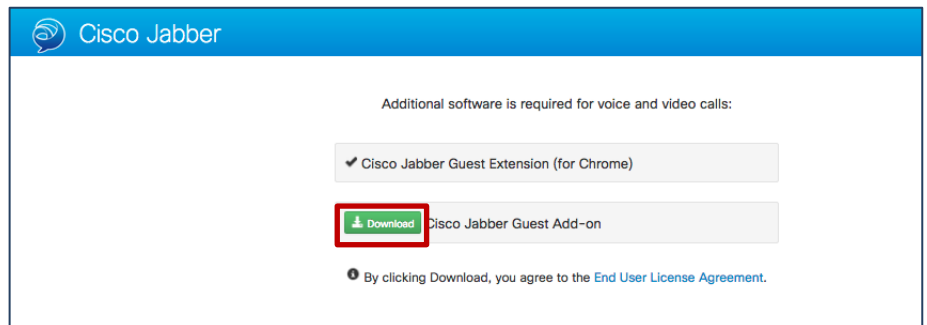
- Click **Allow Access**
- It will then install automatically



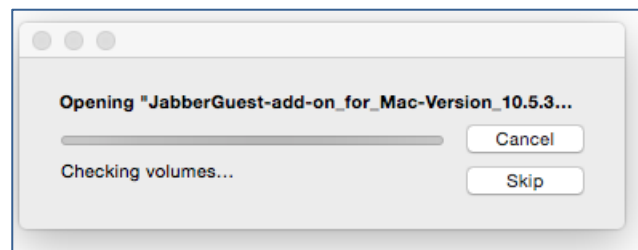
Mac Users:

First time Users to Video Visits

- Click **download** on the Cisco Jabber Guest Plug-in option



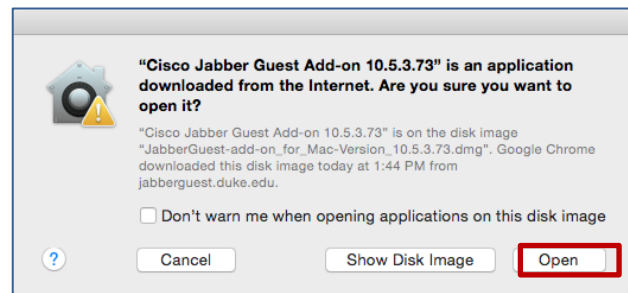
- After downloaded, open the .dmg file



- Click to install



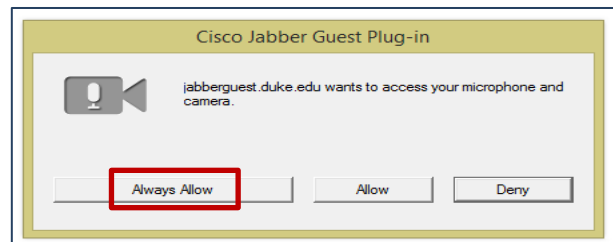
- Accept the warning by clicking **Open**



Both PC and Mac Users

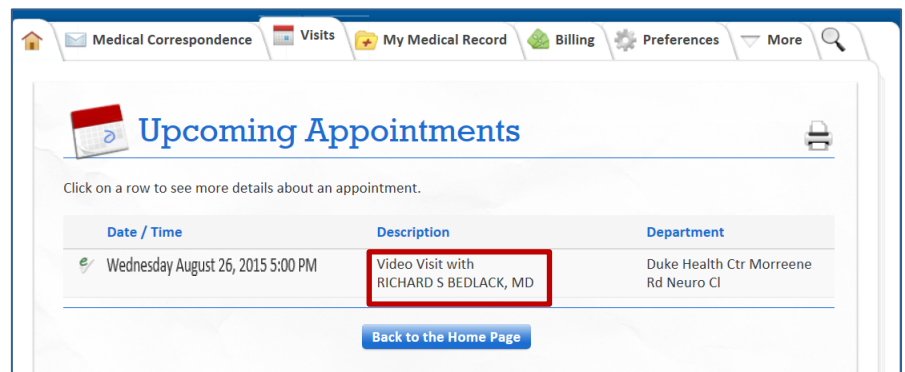
Finish testing the link

- Click the **Always Allow** button
- Next Click on the "**Test Hardware**" button to check the connection link

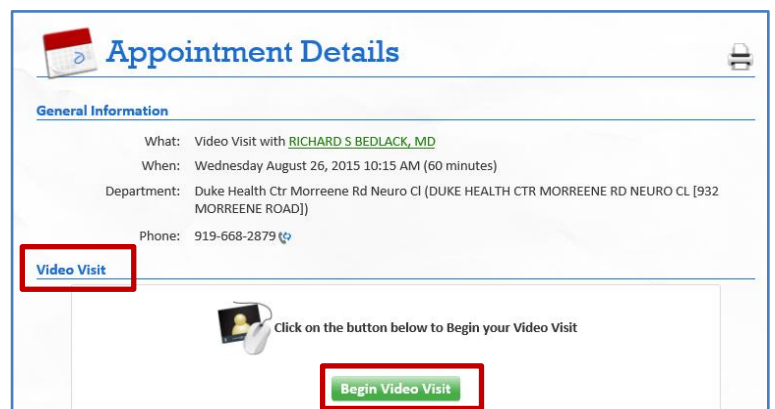


Day of the Video Visit appointment

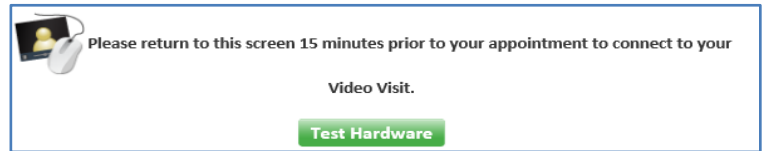
- **Log into MyChart**
- Click on the **Visits** tab
- Click on **Upcoming Appointments**
- Click on the **Upcoming Video Visit appointment**
- Click on the **Upcoming Video Visit appointment**, *15 minutes prior to the start of your appointment*



- **Scroll down** the page until you get to the *Video Visit* section
- Click on the **Begin Video Visit** button

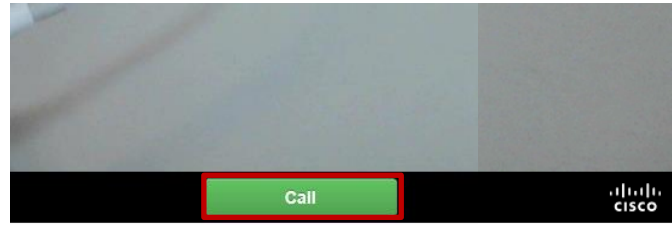


- **Missing the Video Visit button?**
 - Button only shows up on the date of your appointment and only 15 minutes prior to the start time



- Please wait until the day of your appointment and 15 minutes prior to the appointment time to see the Video Visit button, then you will be able to launch the video session.

- Click on the **Call** icon to begin the call & video visit



- **Video visit is launched**
- You will see the Provider in the middle of your screen once the Provider logs onto the Video Visit
- Patients view will be shown in the upper right-hand corner of the screen
- When finished, click **End Call**

