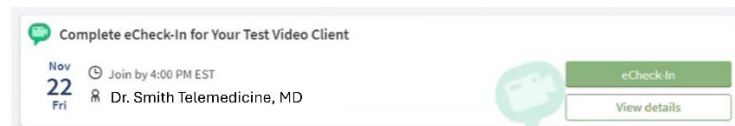


Access Video Visits via MyChart (PC)

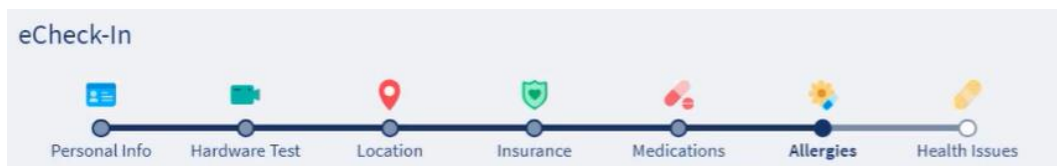
**Set up your smartphone, laptop, or tablet in a well-lit and private room and be sure to keep your camera at eye level so your provider can clearly see you.*

eCheck-In Process

1. Select **eCHECK-IN** to complete the eCheck-In process prior to your video visit



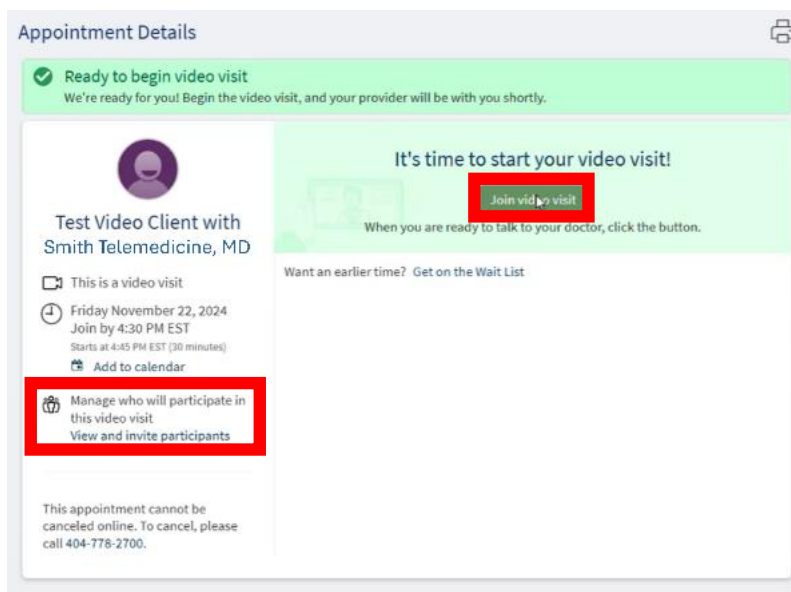
2. Complete each step of the eCheck-In process to join your video visit
 - a. Personal Info: Verify/update current personal information
 - b. Hardware Test: Test your audio/video hardware
 - c. Location: Provide your location at the time of the visit
 - d. Insurance: Verify insurance information (if applicable)
 - e. Payments: Complete any payments
 - f. Medications: Verify/update current medications
 - g. Allergies: Verify/update allergies
 - h. Health Issues: Verify/update any health issues
 - i. Questionnaires: Complete any questionnaires for the visit



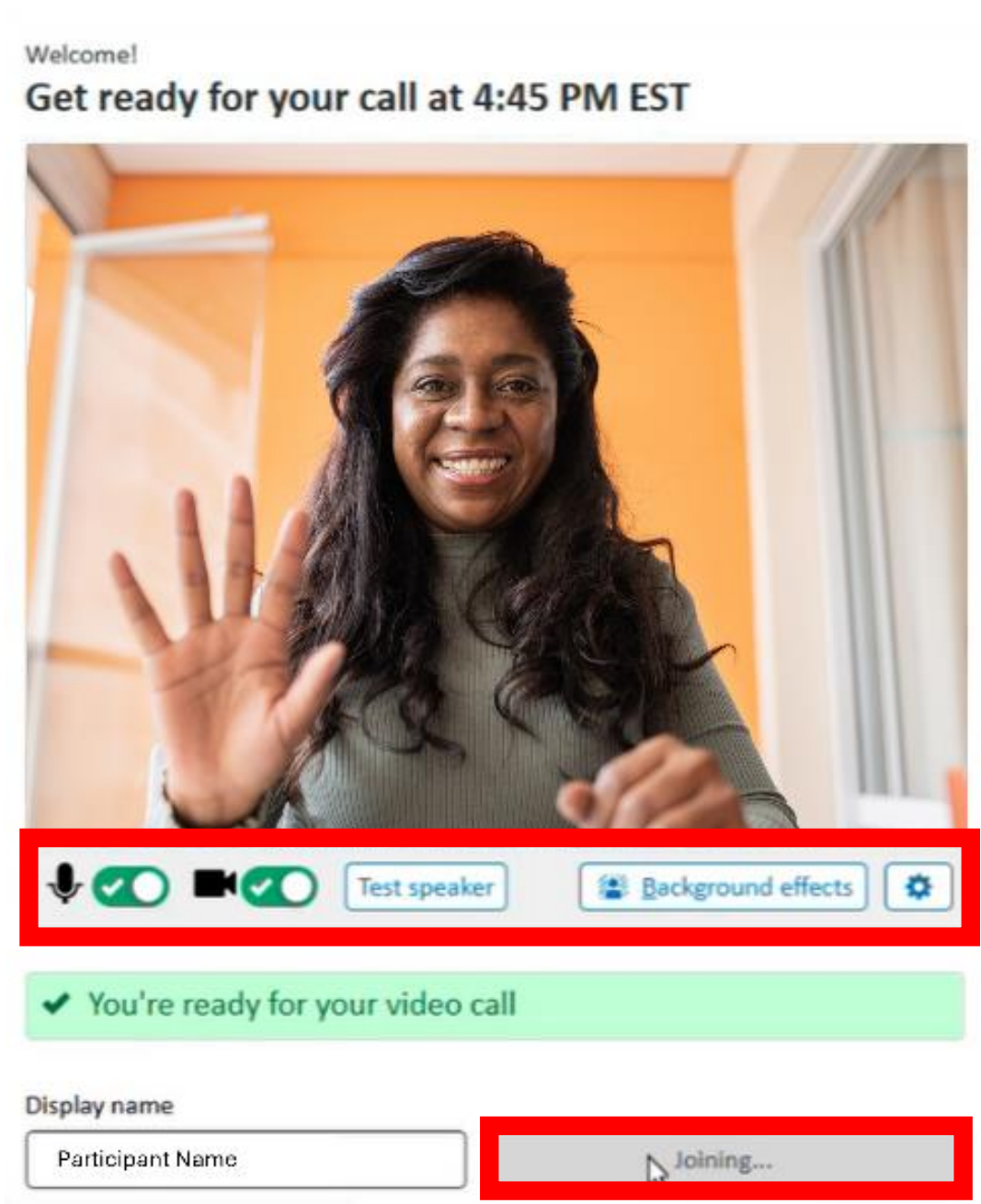
Once eCheck-In is complete the option to Join Video Visit will be displayed

Joining Video Visit

1. Click **JOIN VIDEO VISIT** or **BEGIN VISIT**
2. If you want to invite additional participants like care givers, then click **VIEW AND INVITE PARTICIPANTS**

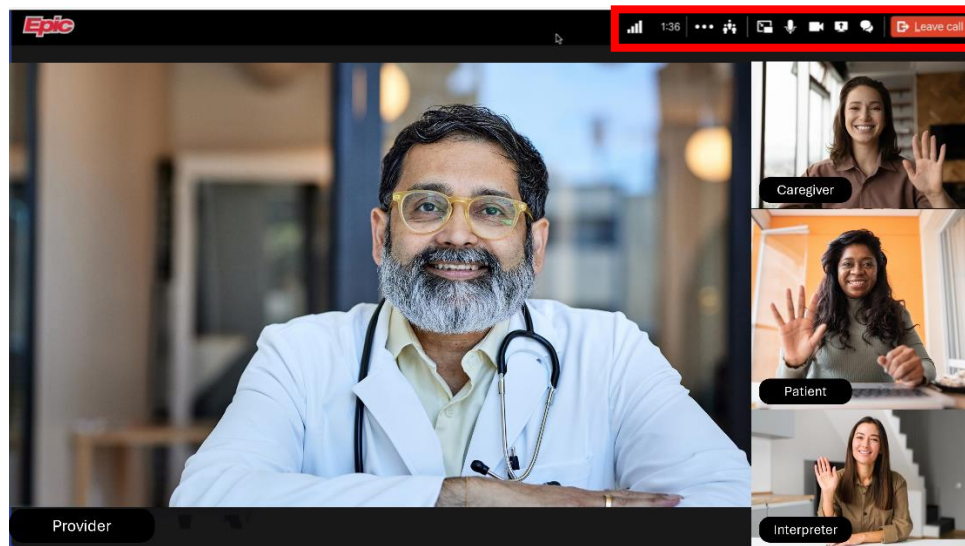


3. Ensure your microphone, camera, and speakers are working
4. Update your name in Display Name field if applicable



5. Click **JOIN VISIT**

Video Experience:

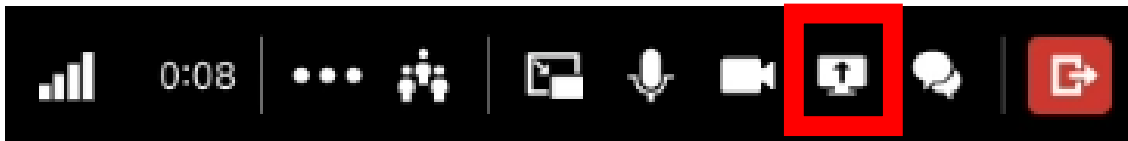


From Left to Right:

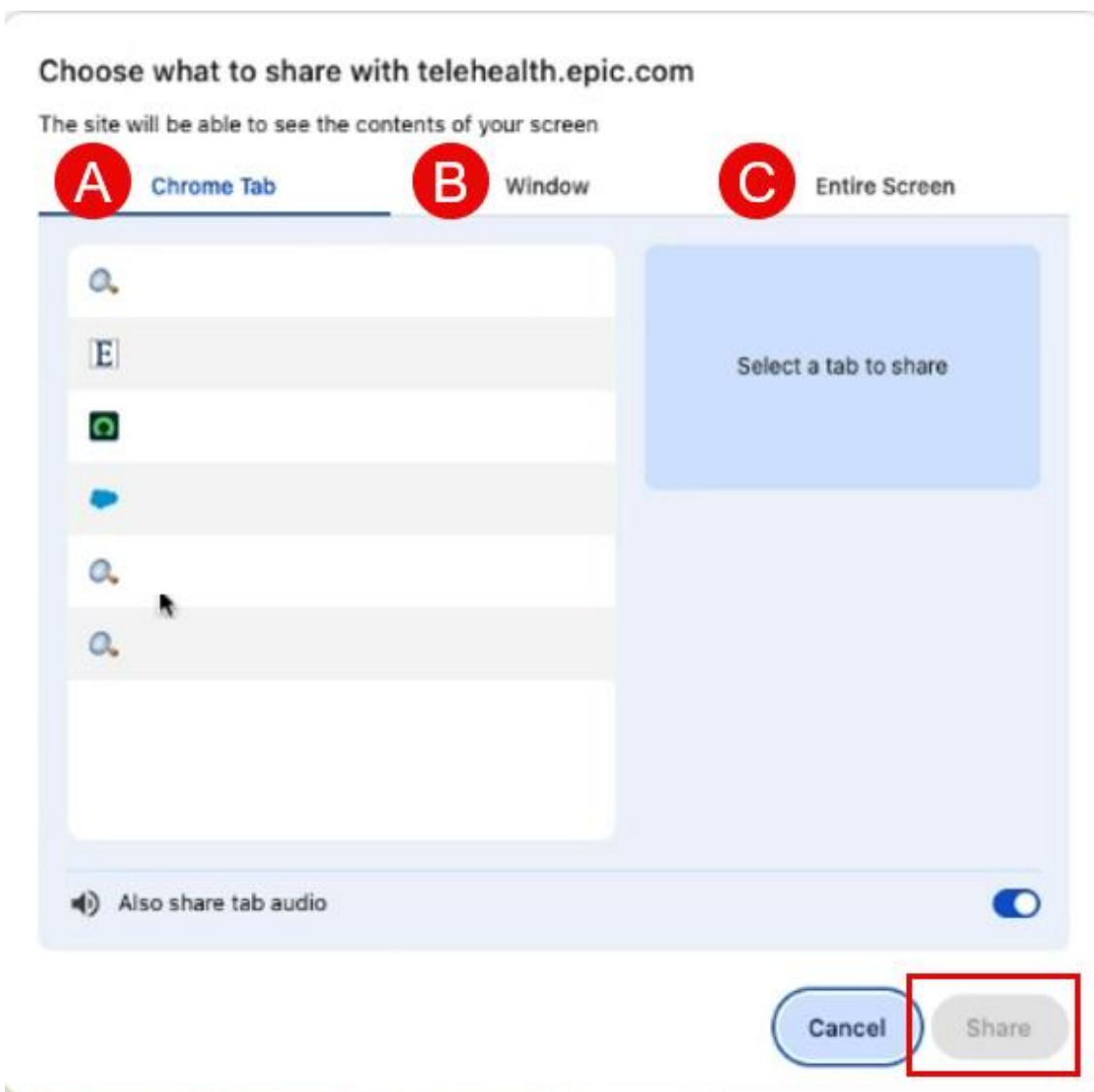
- Connection Strength: Your connection strength
- Visit Duration: Running clock that shows how long the visit has been going
- More Menu:
 - Devices: Switch between devices for audio/video (i.e. microphones, speakers, cameras)
 - Background effects: Change your background
 - Full screen mode: Make the video window full screen
 - Switch to grid mode: Change participant layout to a grid
 - Language: Change the language of the menu options within the video
- Participants: Shows who is connected to the call and if they are a guest or part of the care team
- Undock Video: Allows user to float the video feed over another window
- Mute/unmute audio
- Turn on/off video
- Share Screen: Provider can share their screen with video participants
- Chat: Open chat window to chat with video participants
- Leave Video: Leave the video call, this will not disconnect other participants

Share Screen:

1. Click **SHARE SCREEN**



2. Select which content you want to share with participants
 - a. Chrome Tab: Only share a specific tab within the open Chrome browser
 - b. Window: Share a specific program or window on your desktop
 - c. Entire Screen: Share anything that is visible on your screen

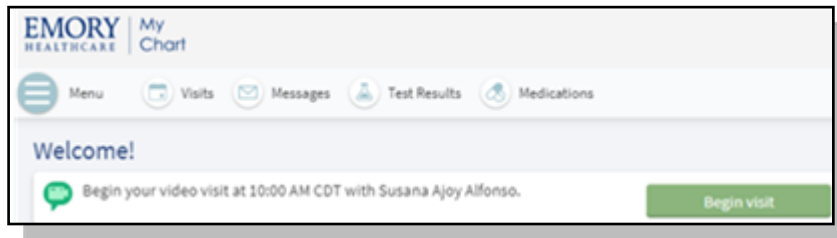


3. Click **SHARE**

Access Video Visits via MyChart

**Once you have completed the eCheck-in process, follow the steps below to begin your video visit.*

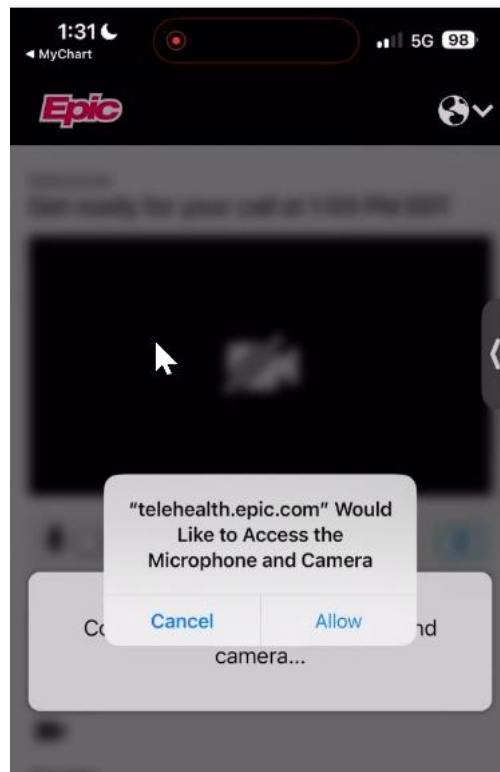
1. Log into MyChart and click **Begin Visit** to start your virtual visit.



2. Select **Join video visit**.

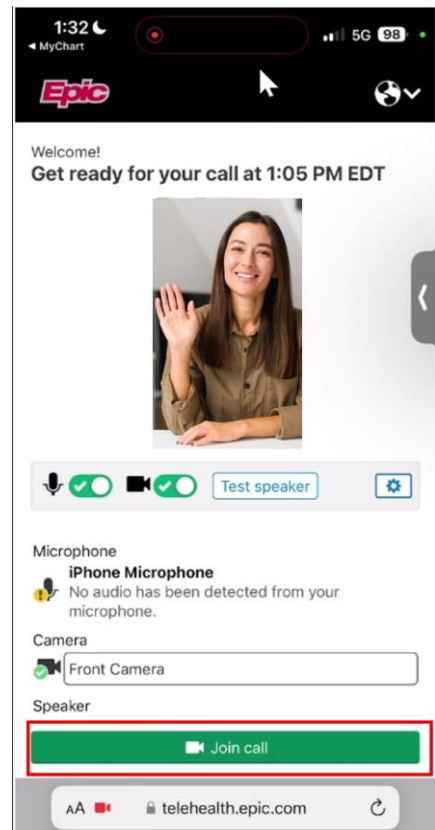


3. You will be prompted to connect your microphone and camera for the visit.

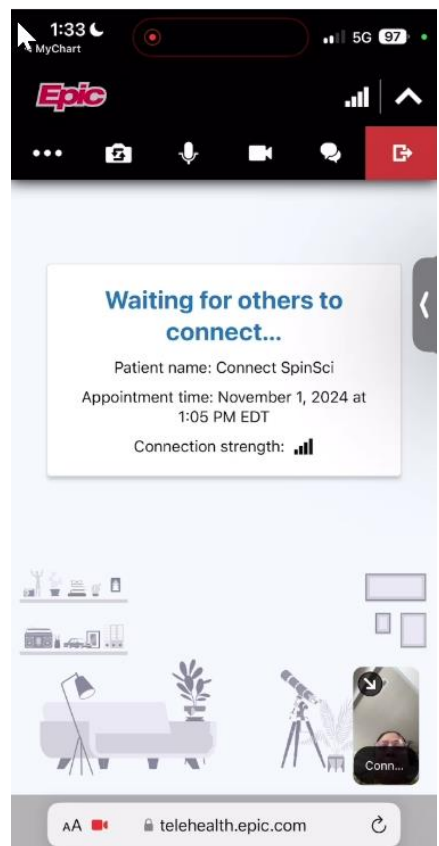


4. You will have the opportunity to test your speakers and microphone, as well as choose the correct camera on your device.

Click **Join Call** to be connected to the video visit.

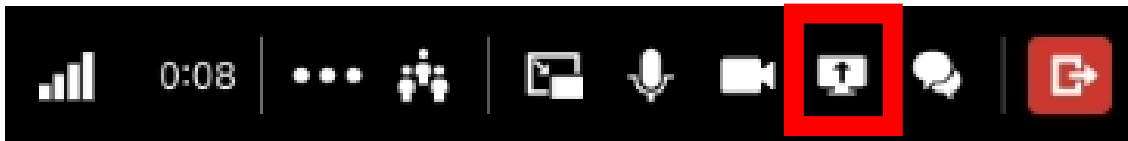


5. You are now in the virtual waiting room waiting for your provider to connect. The visit will begin once your provider arrives, and you will see a split screen with yourself and your provider.

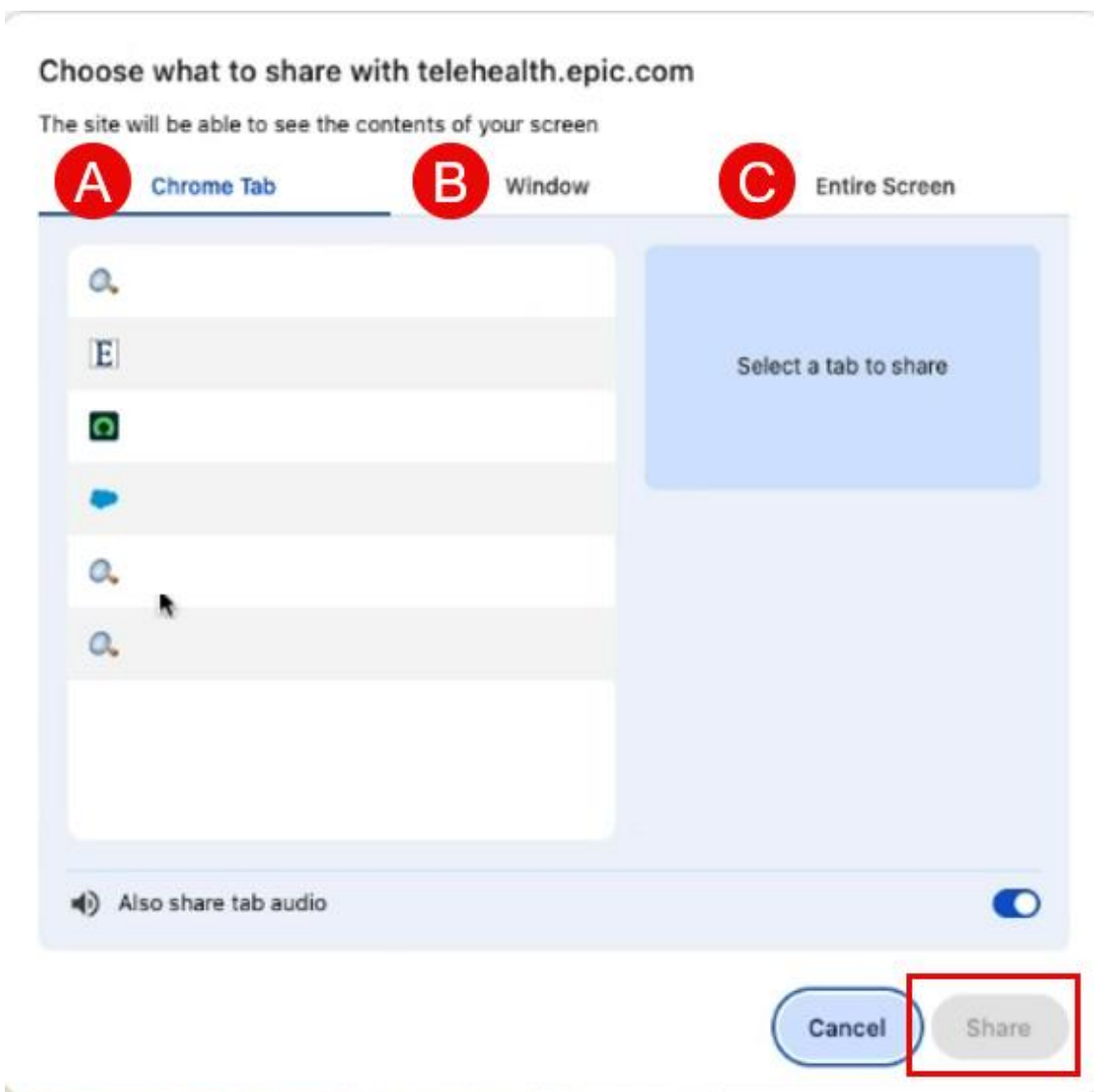


Share Screen:

1. Click **SHARE SCREEN**



2. Select which content you want to share with participants
 - a. Chrome Tab: Only share a specific tab within the open Chrome browser
 - b. Window: Share a specific program or window on your desktop
 - c. Entire Screen: Share anything that is visible on your screen



3. Click **SHARE**