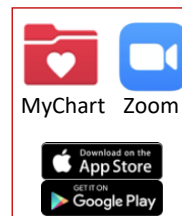


Mobile User Guide

Virtual Visits

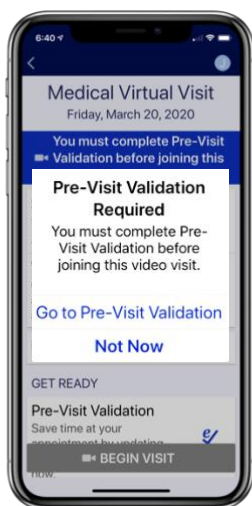
Virtual Visits use live videoconference technology to connect you to your clinician.

- Complete the Pre-Visit Validation and Confirm Appointment.
- Download MyChart and Zoom Apps to your device to join your Virtual Visit.



PREPARE FOR YOUR VISIT

1. Sign into MyChart

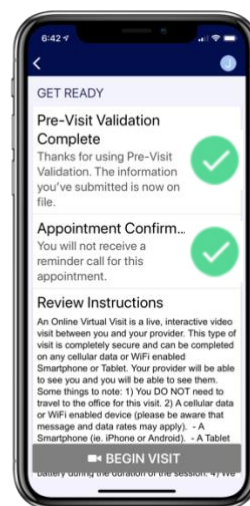


View details of your upcoming appointments.

2. Scroll down to GET READY

- Complete Pre-Visit Validation
- Confirm Appointment

15 minutes in advance you will be able to access the "waiting" screen



START YOUR VISIT

3. Enter your Appointment
click Medical Virtual Visit



4. Open in "Zoom"

Open this page in "Zoom"?
[Cancel](#) [Open](#)

5. Join with Video & Internet Audio

Join with Video

Call using Internet Audio

6. OK Access to Microphone Camera

"Zoom" Would Like to Access the Camera
For people to see you during meetings, Zoom needs access to your camera.
[OK](#)
[Don't Allow](#)

"Zoom" Would Like to Access the Microphone
For people to hear you during meetings, Zoom needs access to your microphone.
[OK](#)
[Don't Allow](#)

7. Start your Visit

BEGIN VISIT



You must have a MyChart account in order to complete a Virtual Visit.
If you do not have one please contact us (413) 536-2393.

