

MyChart Video Visits

You have been invited to participate in a live Video Visit with your provider. During your video visit, your clinician will interact with you through live audio and video and update your chart like a regular office visit.

Video Visits require that you have an active MyChart account and an internet connection. You can join the video visit by logging into the MyChart website on your computer or join by using the MyChart Mobile application on an Apple iOS or Android mobile device. If you plan to connect to your provider using your mobile device, please follow the instructions listed below.

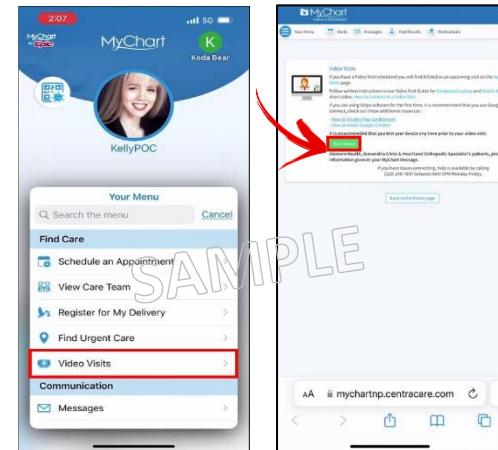
(*NOTE: If you plan to connect to your provider using your computer or laptop, please locate and follow the MyChart Video Visits Using Your Computer or Laptop instructions also located on our CentraCare.com website.*)

MyChart Mobile (using your Apple or Android mobile device)

Prepare for your video visit

If using an Android device (version 8 or later), you will need to use **Google Chrome** version 85 or later as your web browser. If using an Apple iOS/iPad (version 14 or later), you will need to use **Safari** as your web browser. All mobile devices have a set default browser. If you need to change your default browser, please reference the tipsheet posted on our CentraCare.com website.

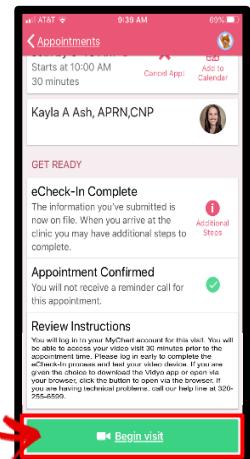
1. If you do not have MyChart Mobile on your mobile device, go to your download center. Search for and download the **MyChart Mobile** app.
2. In advance of your video appointment, please test that everything is working in MyChart.
 - a) Open and log in to your **MyChart** account.
 - b) Tap the **Menu**, locate and tap on the **Video Visits** option.
 - c) Tap the **Device Testing** button to test your device.
3. Up to 7 days before your visit, please go to **Visits** and complete the required **eCHECK-IN**.
4. To confirm, tap **Confirm Appointment**. You are all set for your upcoming Video Visit.



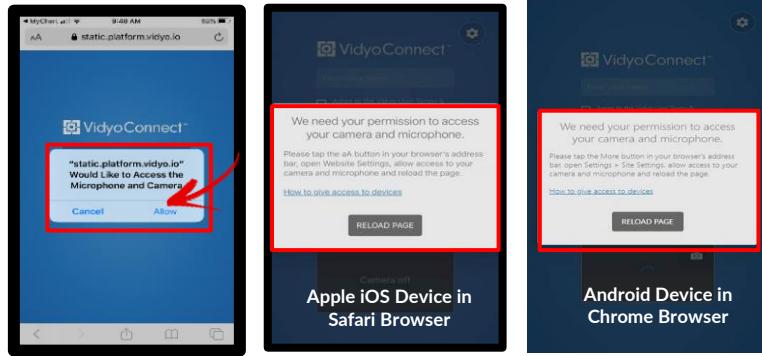
Connect to the video visit

Up to **thirty (30) minutes** before your video visit start time, the option to connect to your video visit will be available. Please allow yourself ample time to get connected before your scheduled start time.

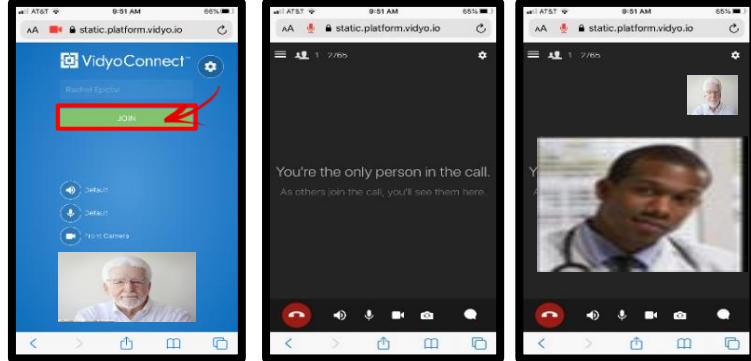
1. Open and log in to your **MyChart** mobile account.
2. Tap the **Visits** shortcut or use the **Menu** to locate **Visits**.
3. Locate the **Video Visit**.
4. To begin the visit, tap the **BEGIN VISIT** button.
5. A VidyoConnect window will display. (*NOTE: If prompted to download the Vidyo App, please see instructions in the Troubleshooting section on the next page.*)



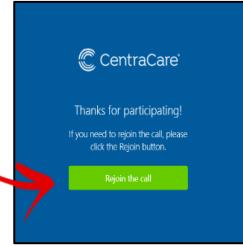
- Participating in an online Video Visit with your provider requires the use of your computer's microphone and web camera. If this is your first video visit on this computer, you will be asked permission to use these devices. Click the **ALLOW** button *or* follow any other instructions provided by your browser and when complete, click the **RELOAD PAGE** button.



- At the Vidyo Connect screen, click the **JOIN** button.
- After you connect to the video visit, you might need to wait for your doctor to connect. When connected, your provider's picture will appear on the screen.



- If there is a delay in your clinician's arrival, you may be prompted to **REJOIN THE CALL** to return to the video visit session.



TIPS to help control your video visit

At the bottom of the window is a toolbar. If the toolbar is not displayed, tap the screen to view it. Pause and resume the visit by clicking the video **[video icon]** icon. Pausing the visit pauses the video so that your clinician cannot see what you are doing. To pause just audio, tap the **[volume icon]** volume button. Tap the ellipse **[three dots icon]** button to display additional options including the option to toggle your camera view. When finished, click on the phone **[phone icon]** icon to end the video visit.

TROUBLESHOOTING your video visit

If using an **Android** device (version 8 or later), you will need to use **Google Chrome** version 85 or later as your web browser. If using an **Apple iOS/iPad** (version 14 or later), you will need to use **Safari** as your web browser. All mobile devices have a set default browser. If you need to change your default browser, please reference the tipsheet posted on our [CentraCare.com](#) website.

In MyChart, when you click the button to **BEGIN VIDEO**, the VidyoConnect window should open into your web browser. If the web browser is not able to connect to the video visit, you will be prompted to join using the Vidyo app instead. If this is your first time using the app on this device, you will be prompted to download the VidyoConnect app:

- Step through the install screens as prompted.
- Once the download is completed, **Exit/Close** out of the VidyoConnect app.
- Log out** of your MyChart account.
- Now **log back** into your MyChart account.
- Go back into your **MyChart Appointment** details page.
- Click the **Begin Video Visit** again.
- If prompted to Open VidyoConnect click **Open**.

If you have trouble connecting to your video visit, please contact your clinic.

For help with equipment or technical issues call the Support Hotline from 8am - 5pm at 320-240-7897.