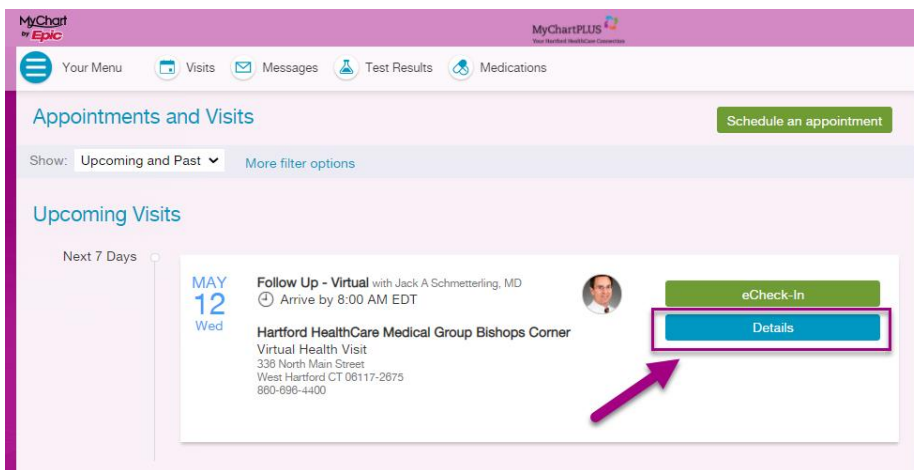


Virtual Health – Begin Video Visit on a Computer

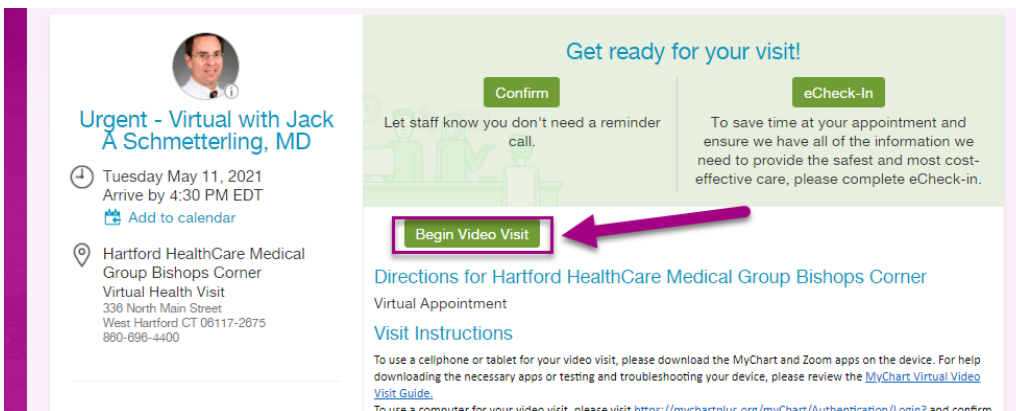
This tip sheet outlines how to begin a video visit from a computer.

Try it Out:

1. On your device, open an internet browser using one of the following supported browsers: Google Chrome, Mozilla Firefox or Microsoft Edge.
NOTE: MyChartPLUS will be ending support for Internet Explorer.
2. Type www.mychartplus.org in the web browser’s address bar and click Enter.
3. Login to the MyChartPLUS site with your login username and password.
4. Your Upcoming Visits will show on the home page. Find your upcoming appointment and click **Details**.



5. Click the green **Begin Video Visit** button.



NOTE: The Begin Video Visit button will only be available 15 minutes before the appointment.

6. You may be asked “Do you want to allow this page to open zoom.us?” – answer **Allow**.
7. If the Zoom window does not open up at this time you may have a pop-up blocker enabled which prevents a new window (like Zoom) from opening up. Many times there is a message on the screen (this can be on the bottom or the top of the browser) which asks if you want to give permission for this window to open. Click on that message and allow the window to open to start your video visit.
8. If asked, please click on the “**Join with Video**” button.

9. You should be able to now see and hear your provider (and they should be able to see and hear you).

If there are any issues please visit the [Troubleshooting/FAQs](#) page.

10. At the end of your meeting please click "**Leave Meeting**" in the bottom right corner of your screen.

NOTE: If you have any pre-visit questionnaires or review of systems to fill out, please complete this prior to your visit. You can view questionnaires under **Your Menu > Questionnaires**:

