If Using a Computer
Begin Video Visit

1. On your device, go to the Internet (using a web browser such as Safari, Google Chrome, or Internet Explorer) type www.mychartplus.org into the browser’s address bar and click Enter. In the Google search window type in “Hartford Healthcare MyChartPlus” and click Enter. Choose the “MyChartPLUS – Login Page”.

2. Login to the MyChartPlus site with your login and password for MyChart.

3. Click on the Visits icon (Visits) and then click on Appointments and Visits just below.

4. Find your appointment and click on the blue DETAILS button.

5. If you have any pre-visit questionnaires or review of systems to fill out please do this prior to your visit.

6. Click on the green BEGIN VIDEO VISIT button.
7. You may be asked “Do you want to allow this page to open zoom.us?” – answer Allow.

8. 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.

9. If asked please click on the “Join with Video” button.

10. 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.

11. At the end of your meeting please click “Leave Meeting” in the bottom right corner of your screen.