

Begin Video Visit on Mobile Device

This tip sheet outlines how to begin a video visit on a mobile device.

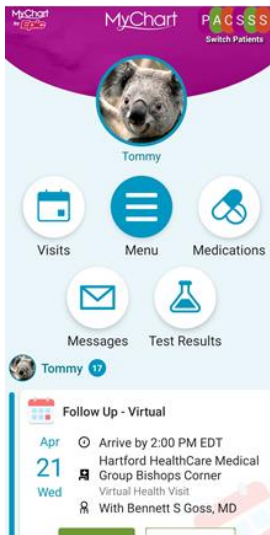
Try it Out

1. Open the MyChart app.

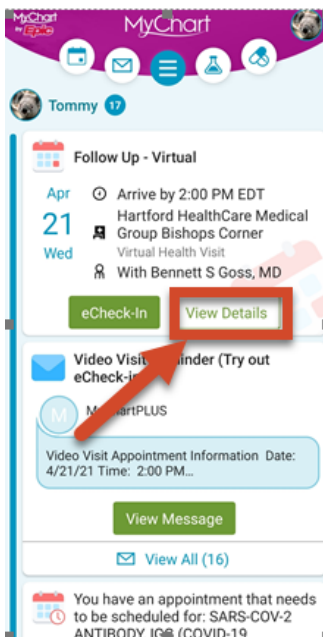
IMPORTANT: Do **NOT** open the Zoom app. This is **not** required for your virtual health visit.

2. Log into MyChart with your username and password. Upon logging in, you will see your upcoming Virtual Health appointment.

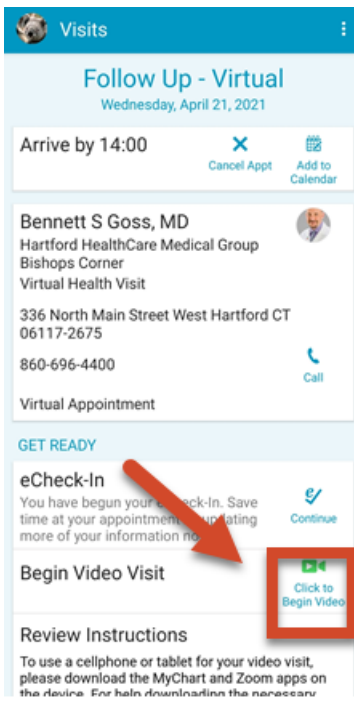
NOTE: You can also see Future and Past appointments by clicking **Visits**.



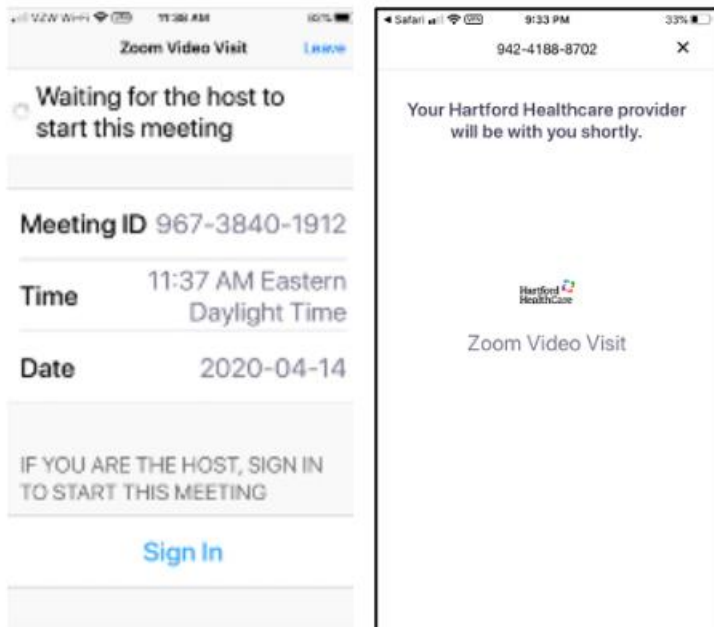
3. Click **View Details**.



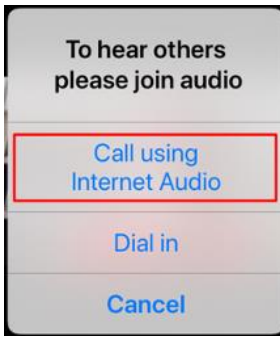
4. Select **Click to Begin Video Visit**.



5. Your camera will automatically launch Zoom, therefore you do **NOT** need to start Zoom yourself. The **Click to Begin Video Visit** button will be available 30 minutes before the appointment start time. Please check with your provider’s office to see when they would like you to begin your video visit.
6. To allow the Zoom window to open please click **Open** or **Allow**. Zoom will place you in a virtual waiting room until the provider joins, and you may see one of the screens below while you wait. Please do not leave the app and keep your phone on to wait for the provider.



7. When the provider joins the video visit you may see the screen below – please choose **“Call using Internet Audio”** or **“Call using Device Audio”**.



8. Once Zoom starts and you are in the visit, please click on the screen and look at the microphone in the lower left-hand corner of the screen. If the microphone is red and there is a line through it, please click on the microphone to unmute your microphone. If your provider cannot see you, please look at the video camera in the lower left-hand corner of the screen. If the video camera is red with a line through it please click on the video camera to show your video.
9. Once you and the provider have agreed the visit is complete, you will be asked to end the meeting. Click on **Leave** in the upper right hand corner of the screen, then click **Leave Meeting**.