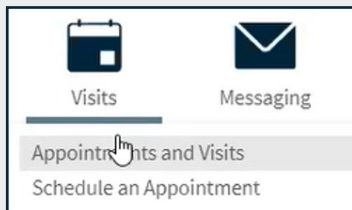


# Your Virtual Visit Using the MyChart Website

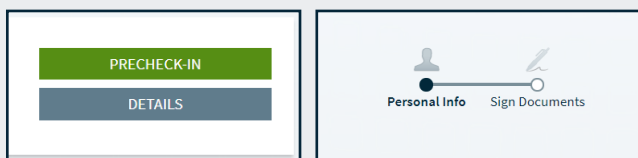
You can participate in a virtual visit through your mobile device or from a desktop computer with a camera.

You can enter the visit up to **30 minutes early** for Virtual Visits.

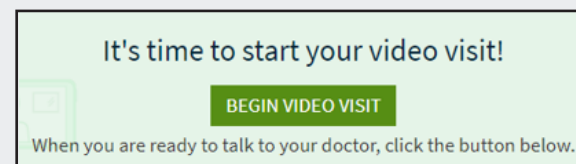
1 From Visits dropdown menu, click **Appointments and Visits**



2 You must **preCheck-In** before your appointment. Click **preCheck-In** up to three days before it starts. Update your personal information and sign documents if needed.



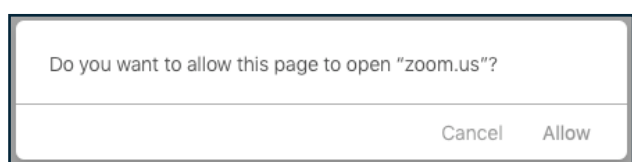
3 After preCheck-In is complete, click **Begin Video Visit** up to **30 minutes** before the visit time.



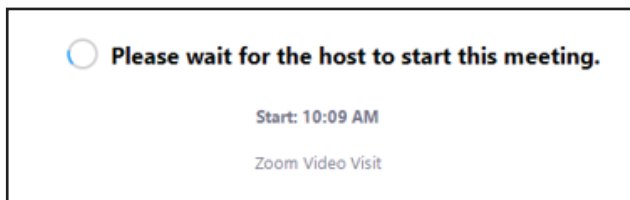
If the video drops, come back to this **Begin Video Visit** button. You can join up to 60 minutes after the visit start time.

4 **Start here** if joining with a downloaded Zoom application

a Zoom will launch. Prompts may vary by Internet browser and computer system. Click **Allow** to let the page open "zoom.us."

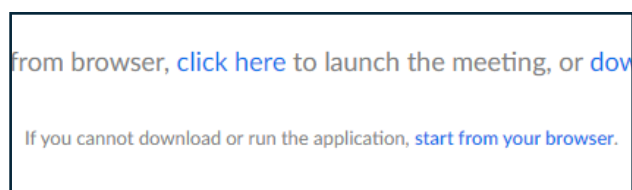


b You will be instructed to wait for the host (the provider).

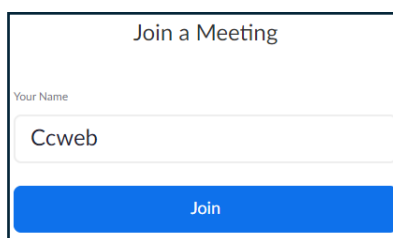


4 **Start here** if joining Zoom from your browser

a Zoom will launch. Prompts may vary by internet browser and computer system. Click **start from your browser**.



b Click **Join**. If this window does not appear, go back to MyChart and click Begin Video Visit.

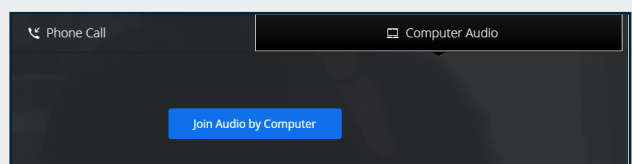


c This screen will display until your provider begins the meeting.



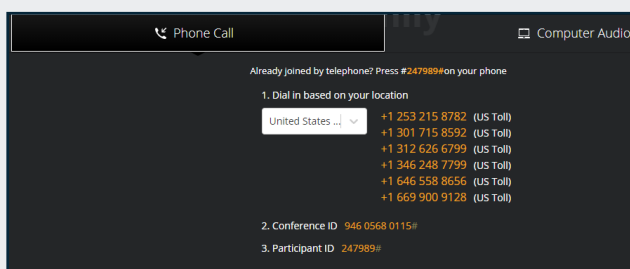
5 Connecting to Audio and Video in the Visit

a Once the provider joins, choose to connect with computer audio or by calling in. Computer audio will connect to your device's speakers. This choice is recommended. To use your computer, click **Join Audio by Computer**. You are now in the visit.

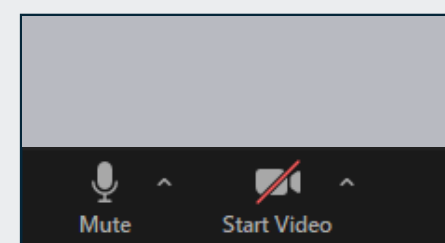


b To use your phone, click **Phone Call**.

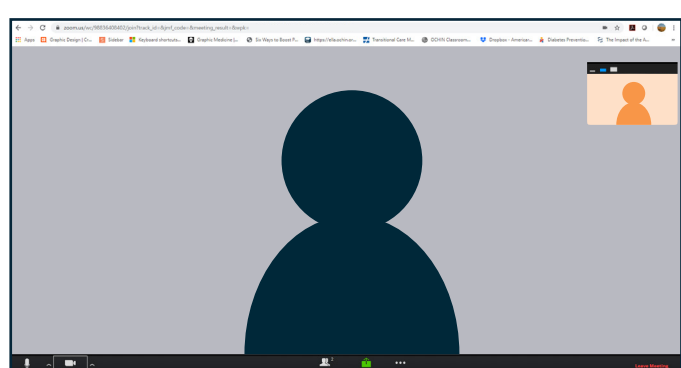
- Dial any one of the numbers listed from your phone.
- When asked for the meeting ID, enter the conference ID listed followed by a hashtag (#).
- Enter your participant ID followed by a hashtag.
- You are now in the visit.



c To use the camera on your device for video, click **Start Video**.



6 You and your provider can now see and hear each other.



7 When your visit is over, you will receive an After Visit Summary in MyChart.

