

MyChart Epic Virtual Visits: Mobile

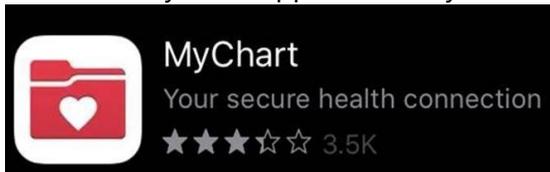
Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop or a mobile application to start a video visit. Mobile devices are the preferred method, because most already have the appropriate camera and microphone setup for these video visits. To get started, download the MyChart Mobile application from the Apple App Store or Google Play store.

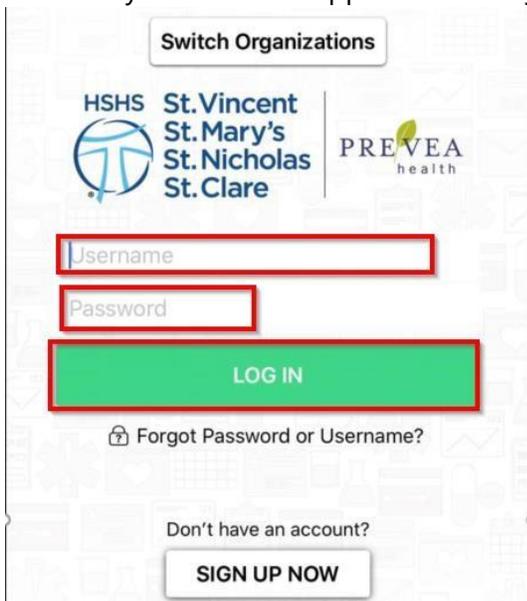
Using MyChart Video Visits

Accessing Your Video Visit

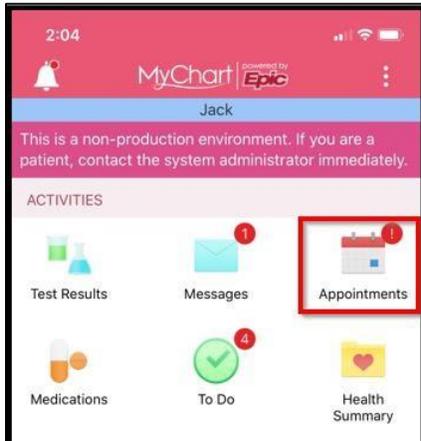
1. Download MyChart Application to your mobile device:



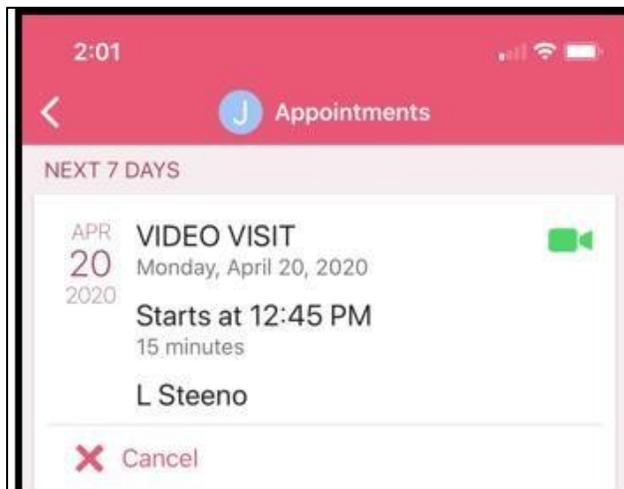
2. Launch MyChart mobile application to log into your account:



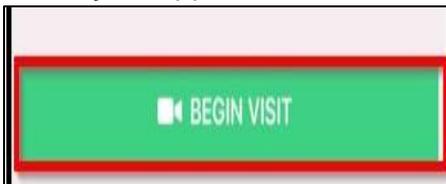
3. On the home screen choose appointments:



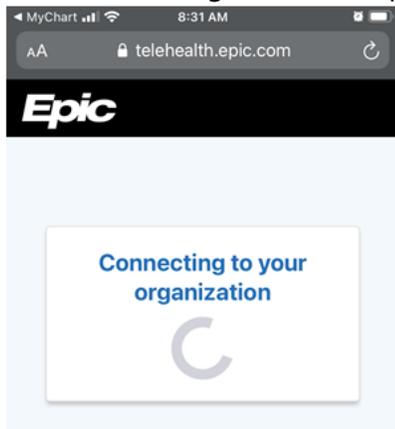
4. Find and select your video visit. If you have more than one, make sure you select the correct date and time.



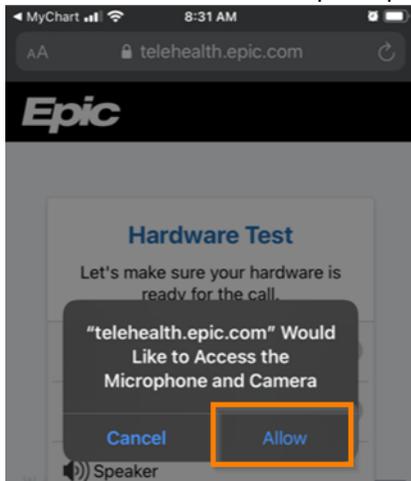
5. Choose Begin Visit at the bottom of the screen. This button will be greyed out if it is more than 15 minutes before your appointment time.



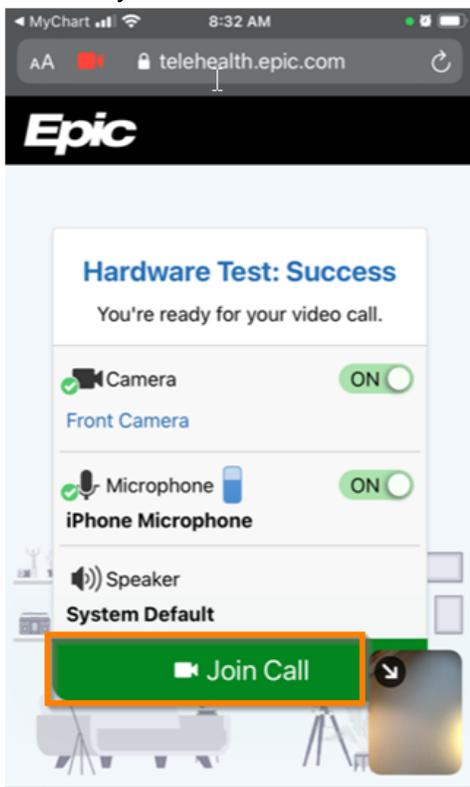
6. The following screen will appear while connecting to the video visit



7. Select "Allow" when prompted to allow access to Microphone and Camera



8. Finally, a hardware test will be completed, select "Join" to enter the video visit



9. If the provider is not yet joined, the following screen will appear until they join

