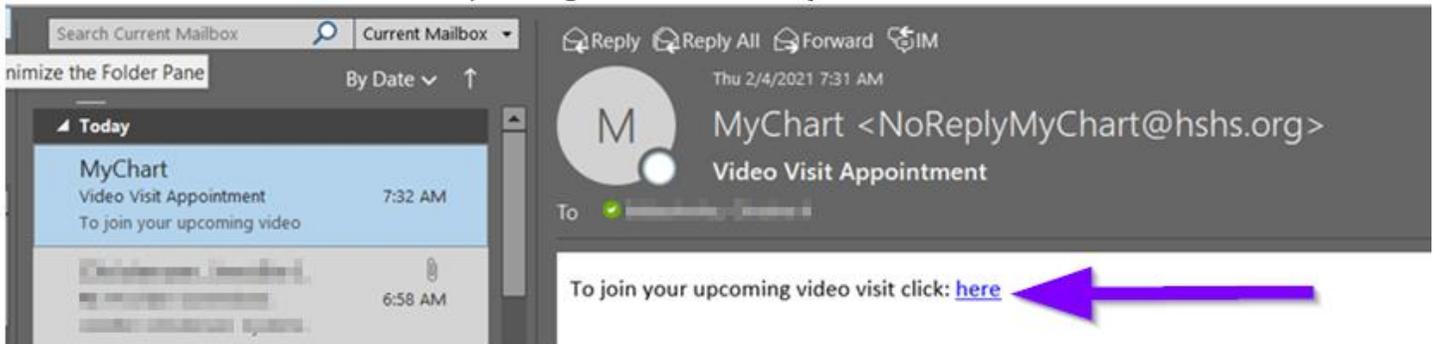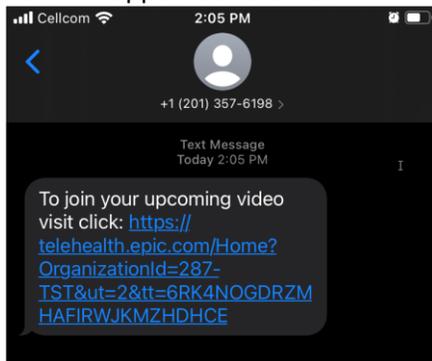# Epic Virtual Visits for Non-MyChart Users

*Prior to your call your providers office will provide you a direct join link either via email or text, depending on preference, that can be used to access your video visit with your provider. This link can be opened on either a laptop/computer or smartphone.
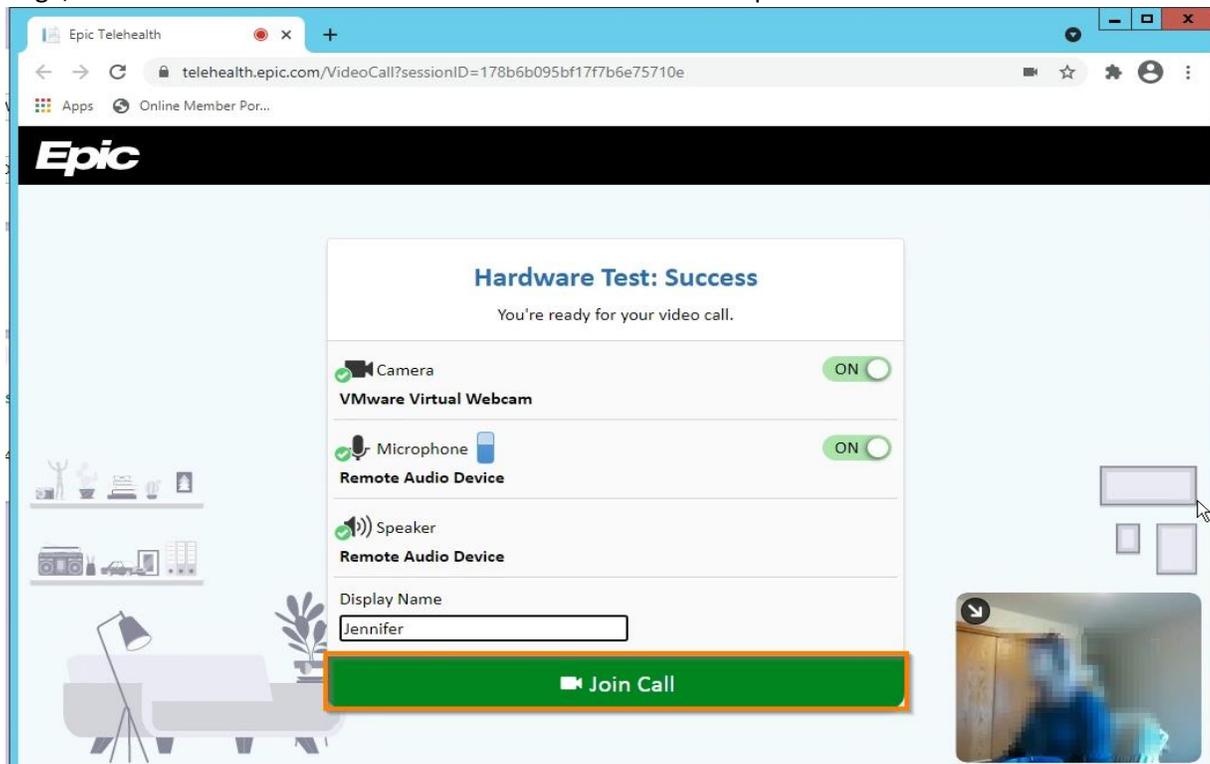
Email will appear as followed -

Text will appear as followed –

When selecting the link a new web browser will open with the video visit; supported web browsers include: Chrome, Edge, Firefox or Safari on MACs. After the hardware test is complete click "Join Call" to enter the video visit.

If your provider has not yet joined the call, the following screen will appear