

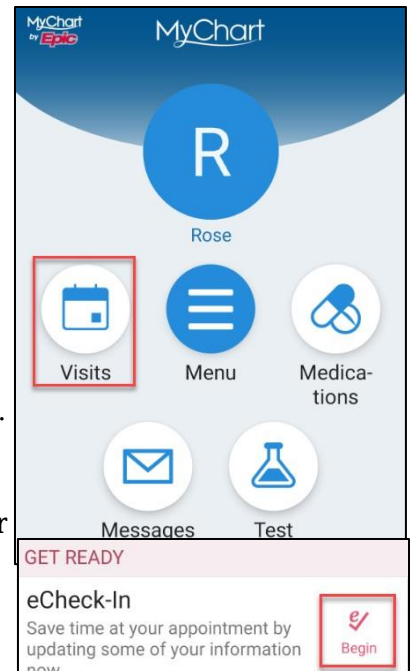
Follow these instructions to use the MyChart app on a mobile phone or tablet that has video ability to join a video visit.

Tips for Video Visits

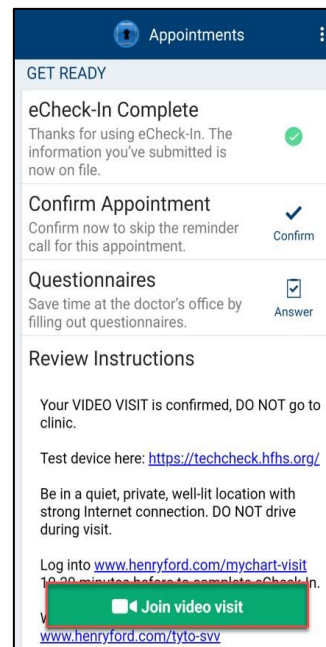
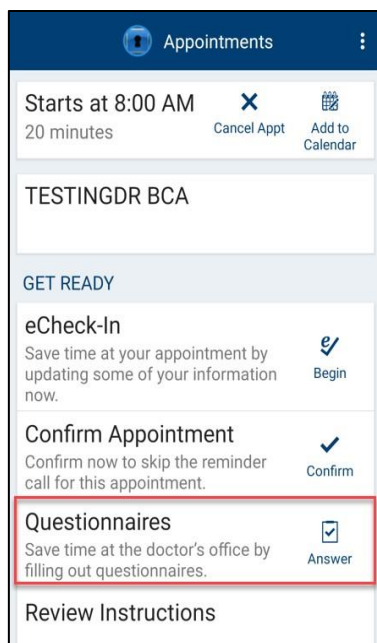
- Find a quiet, private, well-lit area with access to a strong internet connection.
 - Do not join your visit while driving, when you are on the go, or anywhere unsafe.
- Remove or decrease distractions.
- Dress appropriately.

Before the Visit Starts

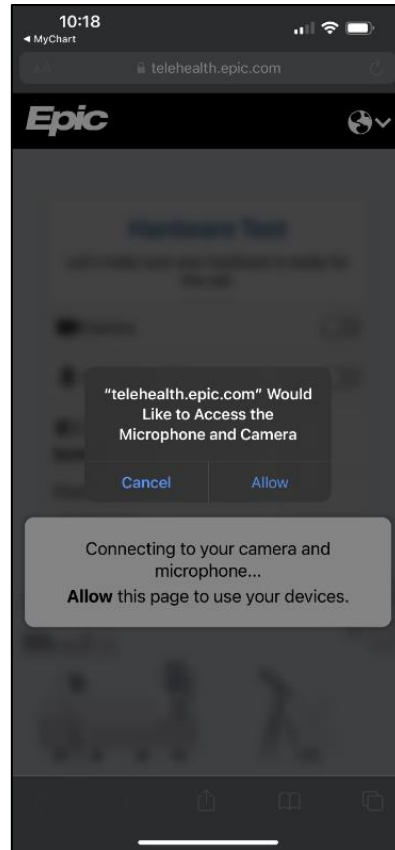
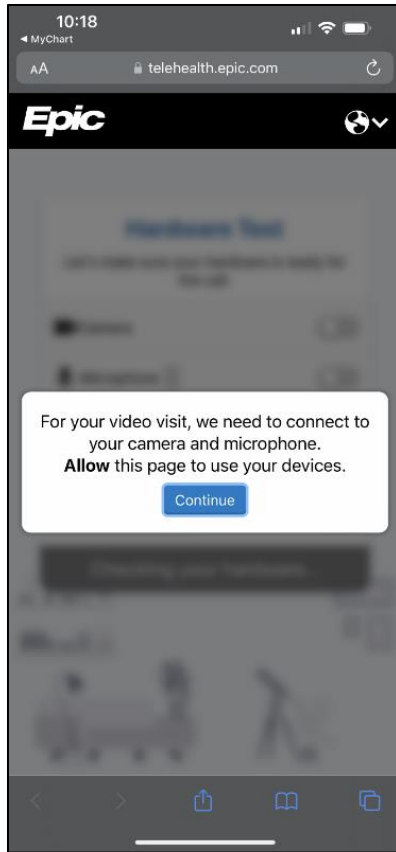
1. Log into the MyChart app with your username and password before your appointment.
2. Click **Visits** at the top of the screen.
3. Click on the appointment and then click **eCheck-In** to confirm your personal information, insurance, medicines, pharmacy, allergies, health issues, and payment.
 - Make any needed changes and scroll to the bottom of each section. If there are no changes, click the checkbox at the end of each section to confirm the information is correct.
 - Adding insurance information will require insurance name, member number, group number, and a picture of the front and back of the insurance card.



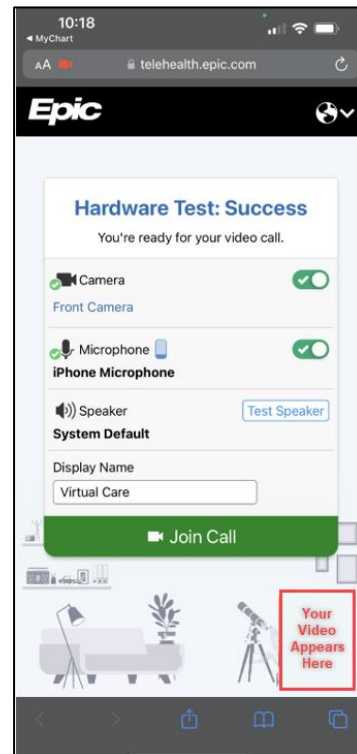
4. Once eCheck-In is done, you will be returned to the Visit Details window. Click **Join video visit**.



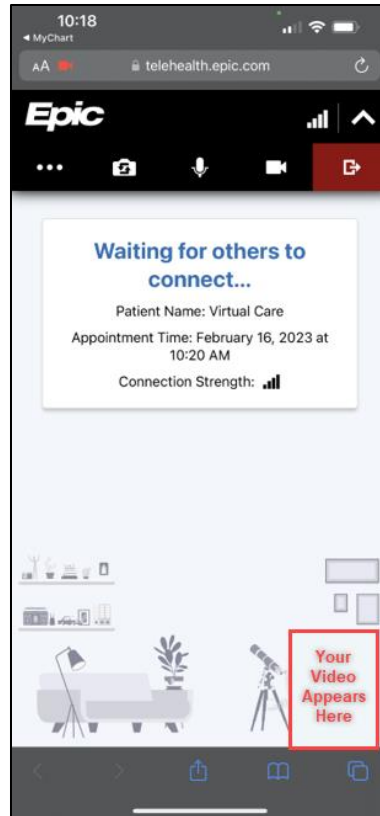
5. Your default web browser will launch automatically. Complete the hardware test to make sure the microphone, speaker, and camera work.
- Click **allow** access to these if prompted.



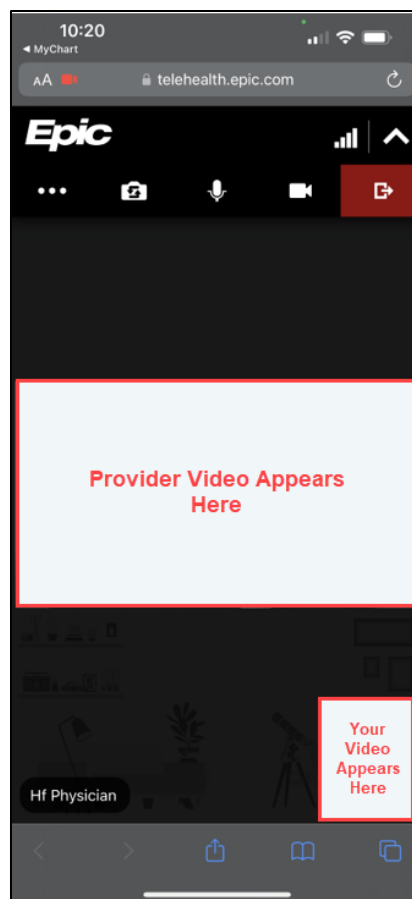
6. Once a successful hardware test is done, you will see your video in the lower-right corner of your screen. Click **Join Call** when you are ready to join.



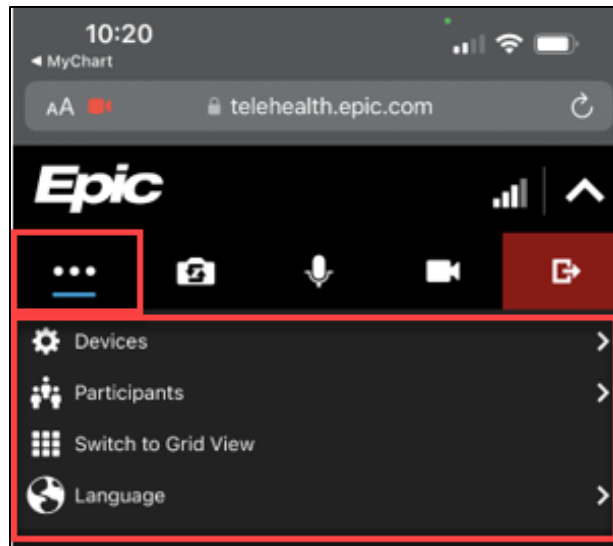
7. You will be put in the Virtual Waiting Room until your doctor joins the visit.



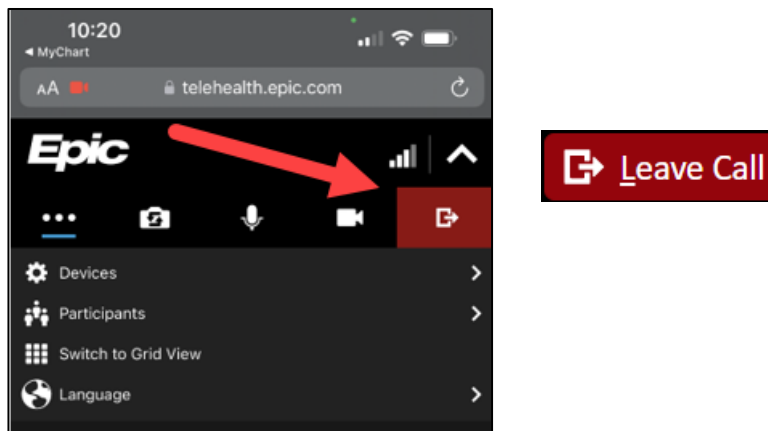
8. Once your doctor joins, their video will fill the screen and the video visit will begin.



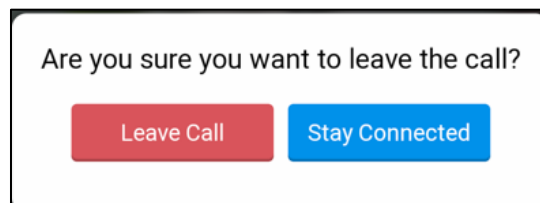
9. Click the **3 dots (...)** at the top of the screen for more features such as:
- To change devices (microphone, speaker, camera)
 - Switch to full screen mode
 - Switch to grid view (only applicable if there are more than 2 participants)
 - Change the language seen on the screen



10. Once your visit is done, click the **red door icon** at the top right to leave the call.



11. Then click **Leave Call** again to disconnect from the visit.



For questions about MyChart call (313) 876-7951 to talk to a MyChart advocate.

