

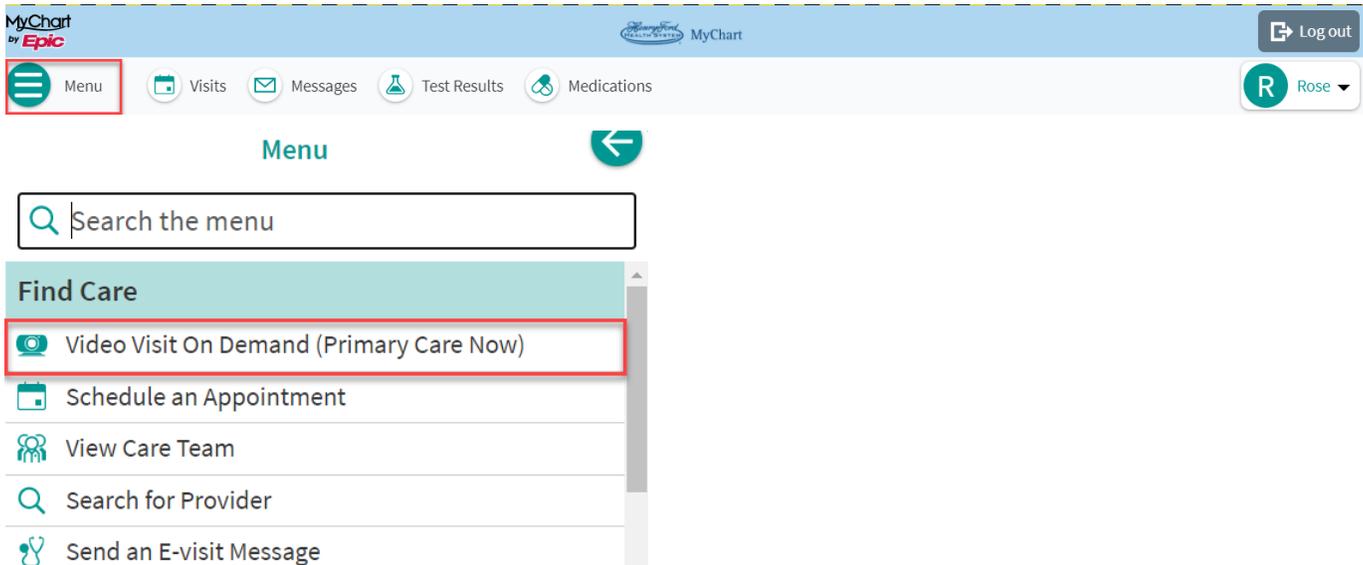
Follow these instructions if you are using a web browser on a mobile device, computer or laptop that has video ability. Screenshots used are from IGoogle Chrome. Some other browsers may be used but may look slightly different.

Always remember:

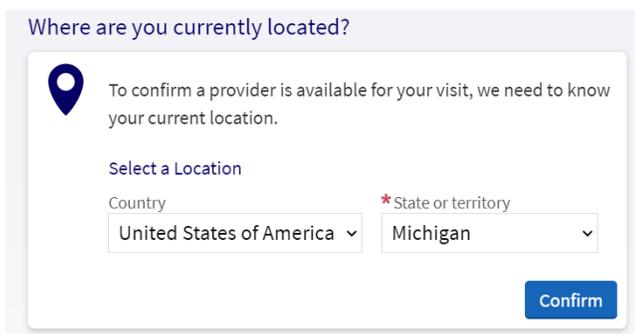
- Find a quiet, private, well-lit area with access to a strong internet connection.
- Do not join your visit while driving, when you are on the go, or anywhere unsafe.
- Remove or decrease distractions.
- Dress appropriately.

Try It Out

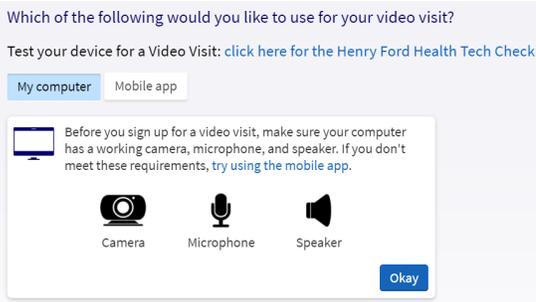
1. Log into <https://mychart.hfhs.org/mychart/> with your username and password before your appointment.
2. Click the **Menu** button at the top of the screen then click **Video Visit On Demand (Primary Care Now)**.



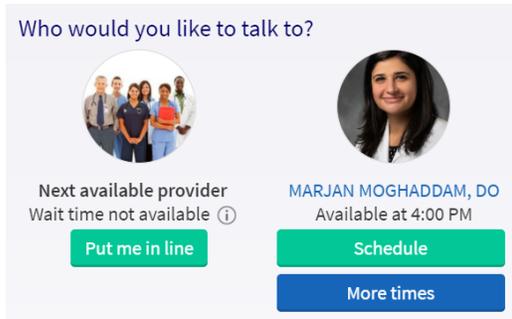
3. Confirm your location, review the list of appropriate conditions and click **I'm ready to get started**



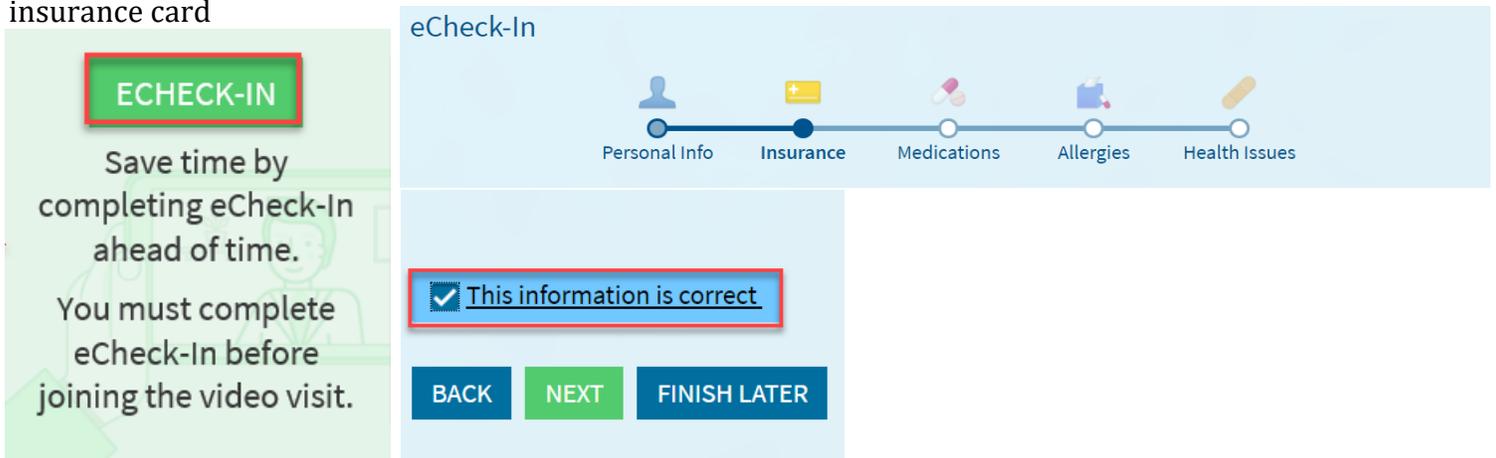
4. Select whether you will be using a computer or mobile device and click OKAY.



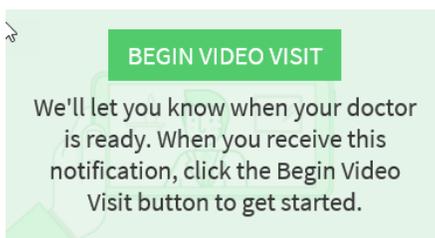
5. Choose to be put in line to see the next available provider or a specific time with a provider listed.



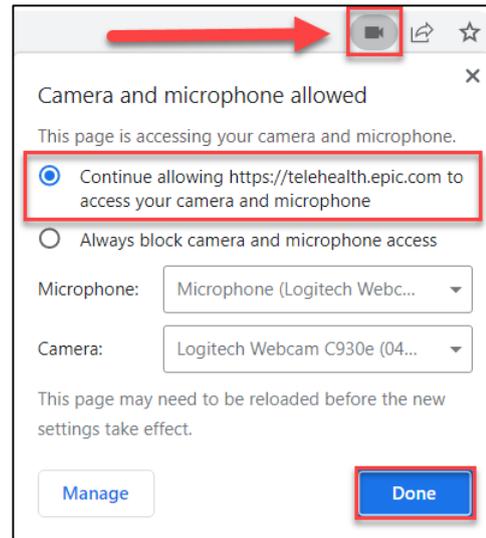
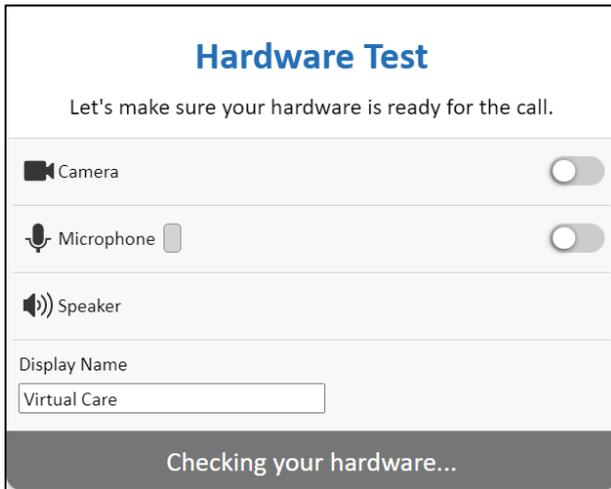
6. Complete ECHECK-IN to verify your personal information, insurance, medications/pharmacy, allergies and health information. Scroll through and review each section, make any appropriate changes and put a check mark in the box to verify that the information is correct. Note that adding insurance information will require the insurance name, member number, group number and pictures of the front and back of the insurance card



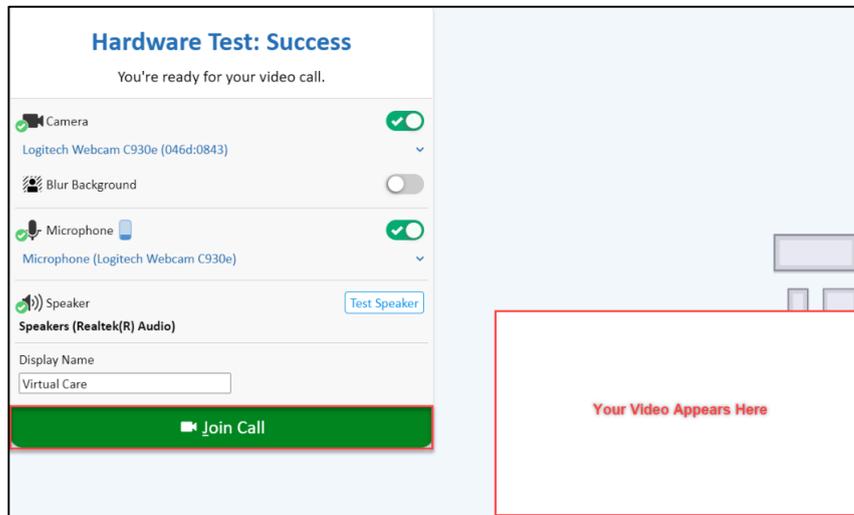
7. Select Begin Video Visit.



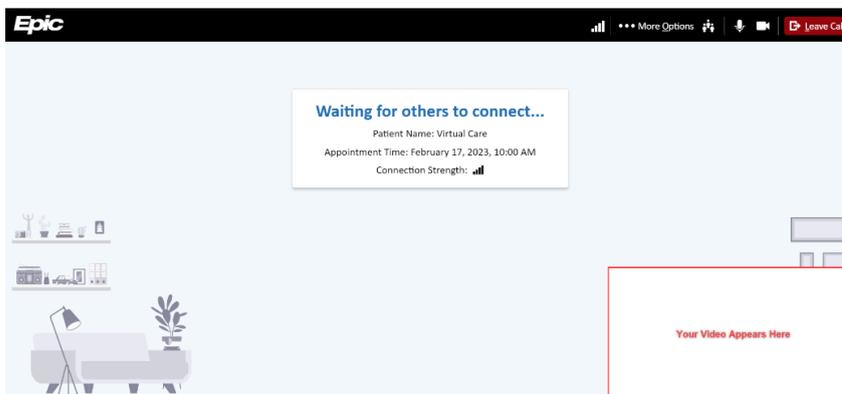
8. Your default web browser will launch automatically. Complete the hardware test to make sure the microphone, speaker, and camera work. - Click allow access to these if prompted. - You can also click the video camera icon in the browser address window to allow access.



9. 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.

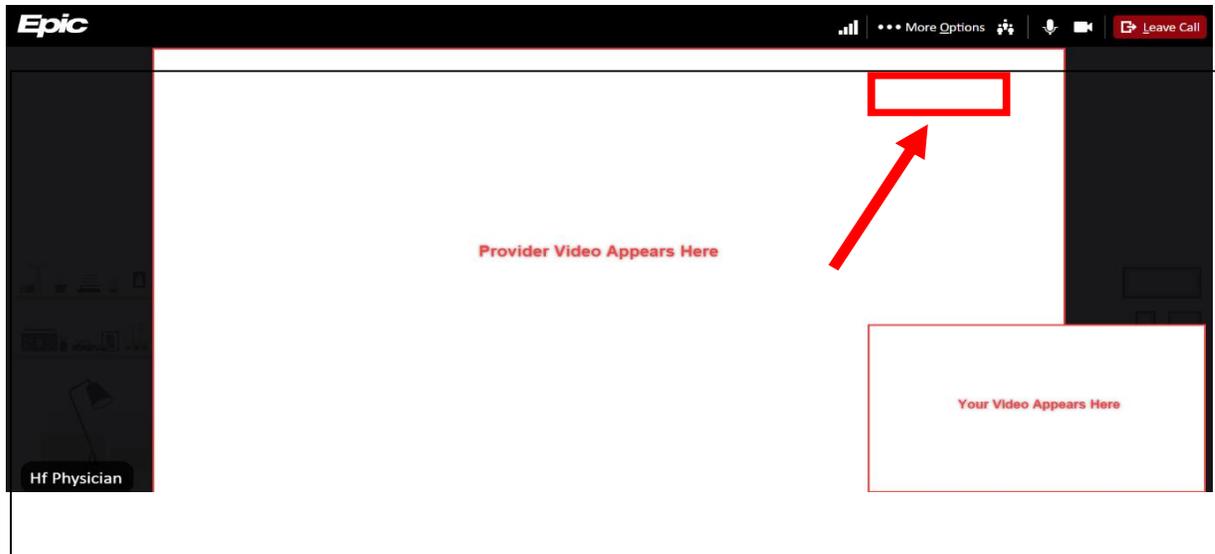


10. You will be put in the Virtual Waiting Room until your doctor joins the visit.

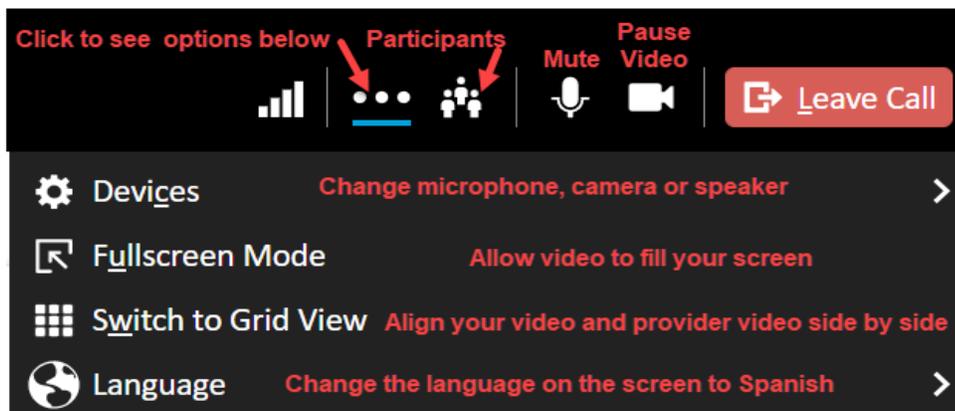


11. Once your doctor joins, their video will fill the screen and the video visit will begin. Click the 3 dots (...) at the top of the screen for more features such as:

- To change devices (microphone, speaker, camera)
- Switch to full screen mode
- Switch to grid view (can only be used if there are more than 2 participants)
- Change the language seen on the screen



12. You can also mute your microphone by clicking the microphone icon or turn off your camera by clicking the video camera icon.



13. Once your visit is done, click **Leave Call** to disconnect from the visit.

