

MyChart Video Visit

Web Browser

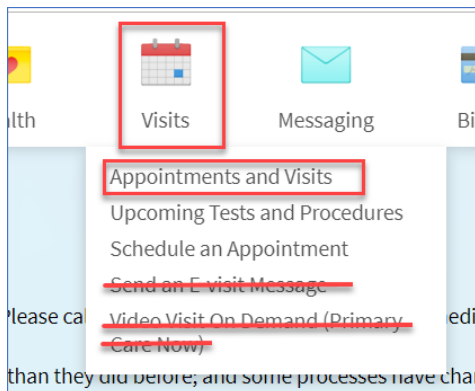
Follow these instructions if you are using a web browser on a mobile device, computer or laptop that has video ability. Screenshots used are from Internet Explorer and Google Chrome. Other browsers can be used but may look slightly different.

Always remember:

- Do not join your visit while driving, on the go, or anywhere unsafe.
- Select a quiet, private, well-lit location with access to a strong internet connection to ensure the privacy and quality of your visit.
- Minimize 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 **Visits** button at the top of the screen then click **Appointments and Visits**. Do not select Video Visit On Demand or Send an E-Visit Message.



3. Complete eCheck-In to verify your personal information, insurance, medications/pharmacy, allergies, health issues and payment. Note that adding insurance information will require insurance name, member number, group number and a picture of the front and back of the insurance card.

OCT
21
Wed

Video Visit with TESTINGDR BCA
 ⌚ Join by 1:50 PM EDT
 Starts at 2:00 PM EDT (20 minutes)

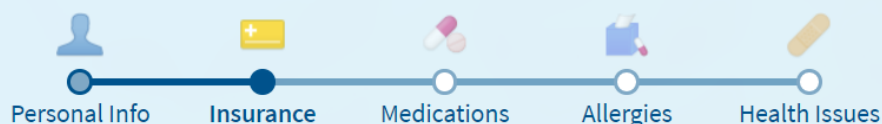


ECHECK-IN

DETAILS

✗ Cancel Appointment

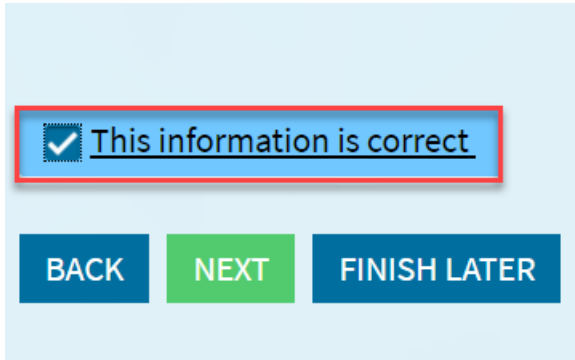
eCheck-In



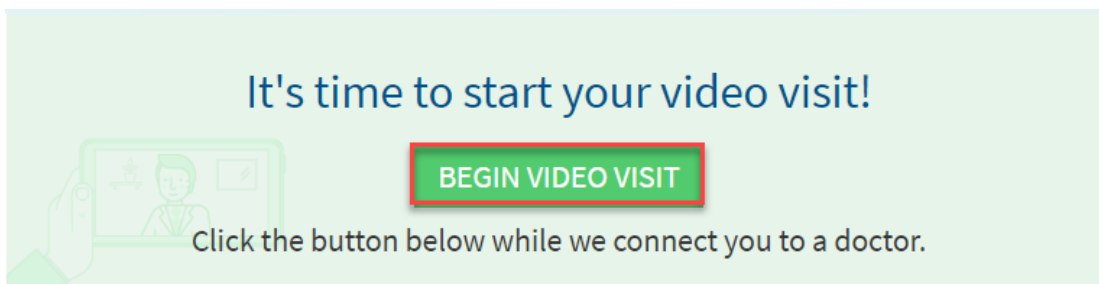
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Scroll through and review each section, make any appropriate changes and put a check mark in the box to verify that the information is correct.

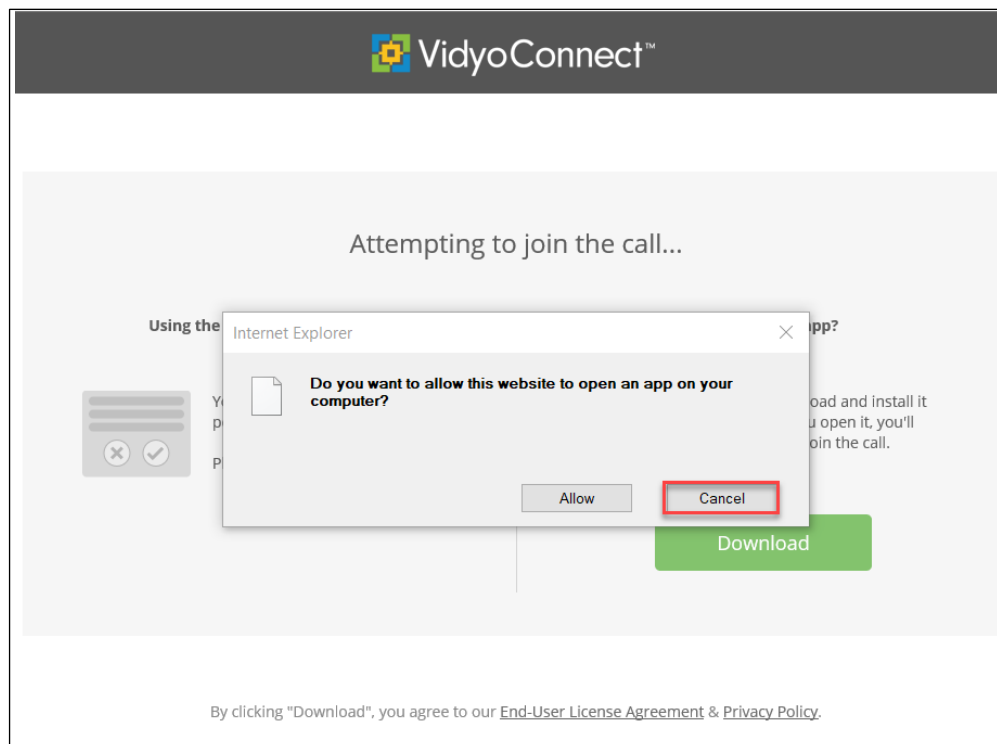


4. 10 minutes before your visit time, the “Begin Video Visit” button will appear. Click Begin Video Visit and you will be prompted to download the VidyoConnect App to your computer.




If this is your first visit using VidyoConnect App, please follow these steps below. If you have used VidyoConnect before, please jump to [step 9](#).

Internet Explorer: Follow these prompts outlined in **red**:




Attempting to join the call...

Using the app for the first time?



Your browser might ask for permission to launch our app.
Please say yes!

Don't have the app?



You can download and install it now. When you open it, you'll automatically join the call.

Download


Do you want to run or save **VidyoConnectInstaller-win64-TAG_VCOND_20_1_2_13175**[p=https&h=henryfordc....exe (55.5 MB) from **client-downloads.vidyocloud.com**? ✕

 This type of file could harm your computer.

Run Save Cancel


Google Chrome: Follow these prompts outlined in **red**:

How would you prefer to join the call?



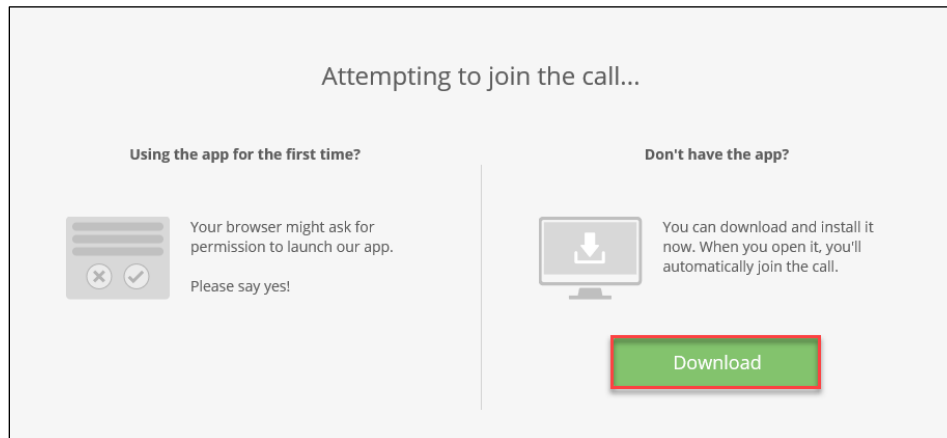
- Join meetings faster with fewer clicks
- Share seamlessly without extensions
- See and hear participants in the best quality

Join via the app

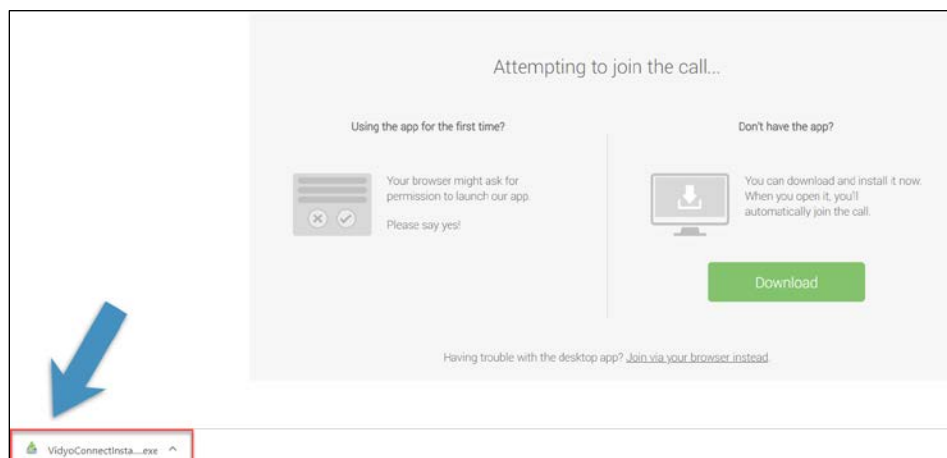


- Join the call immediately
- No downloads or installations

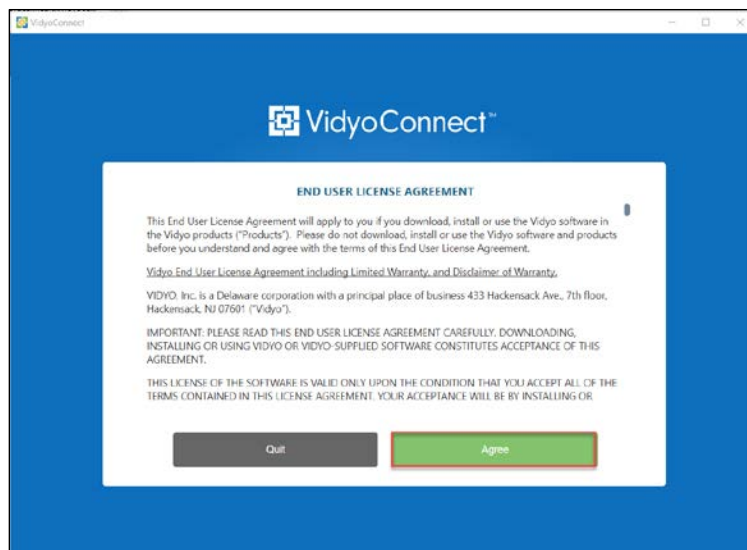
Join via the browser



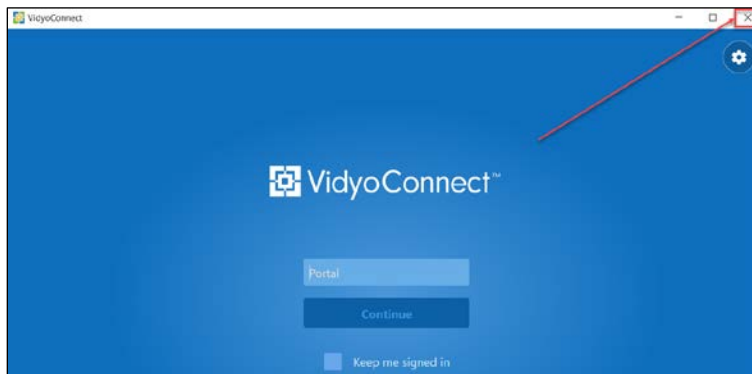
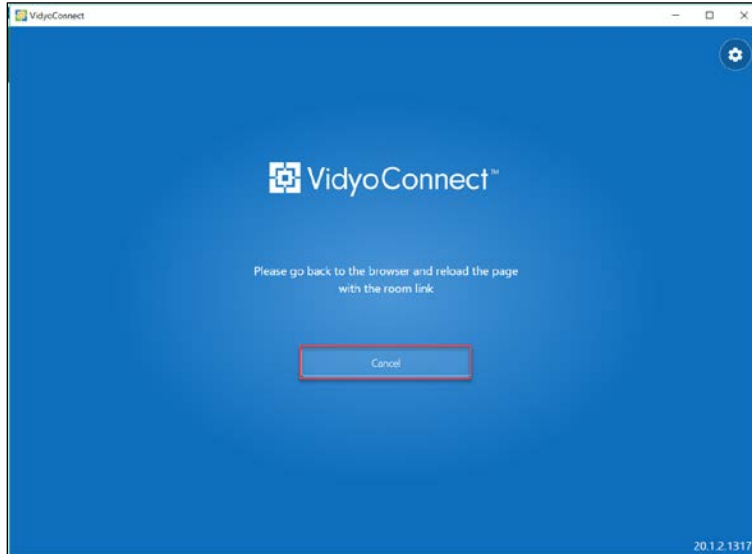
Click the box in the lower left corner to begin download, then click again once download is complete.



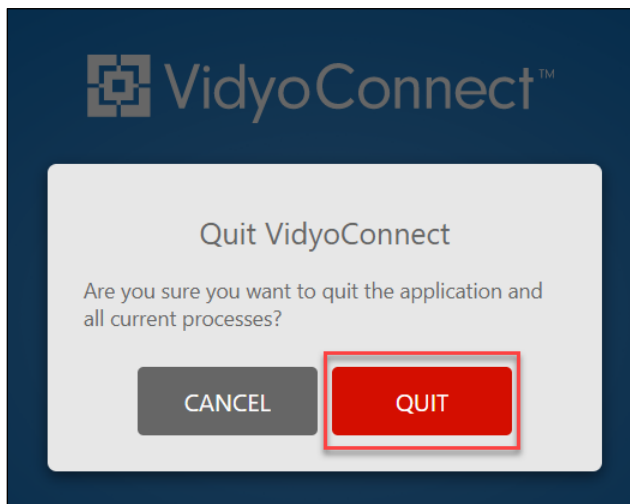
5. Agree to VidyoConnect End User License Agreement.



6. Click **Cancel** and close the VidyoConnect App (Do NOT enter a Portal Address).



7. Click **Quit**.

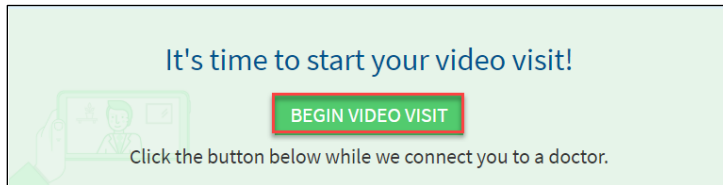


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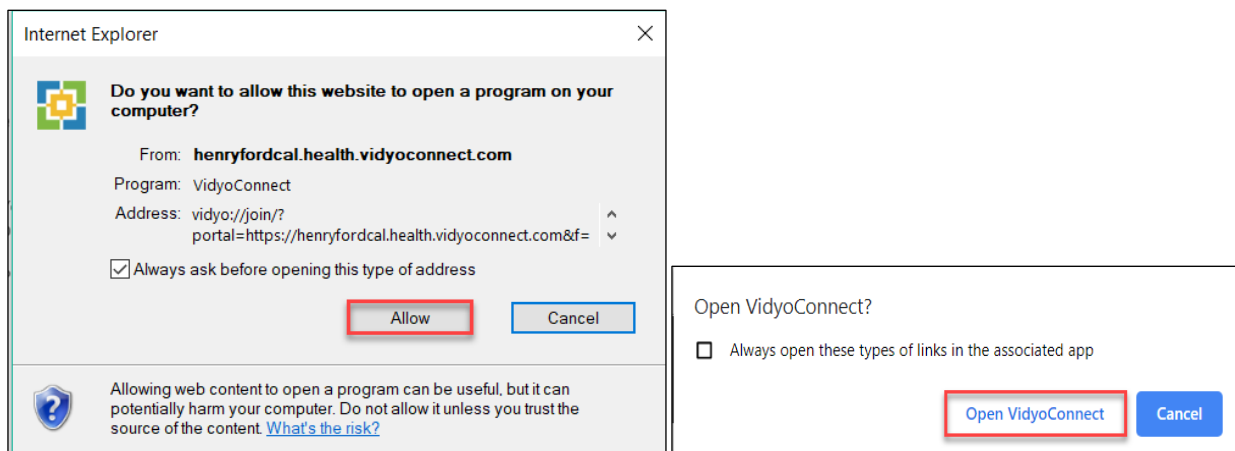
- Close VidyoConnectApp browser window and return to MyChart.



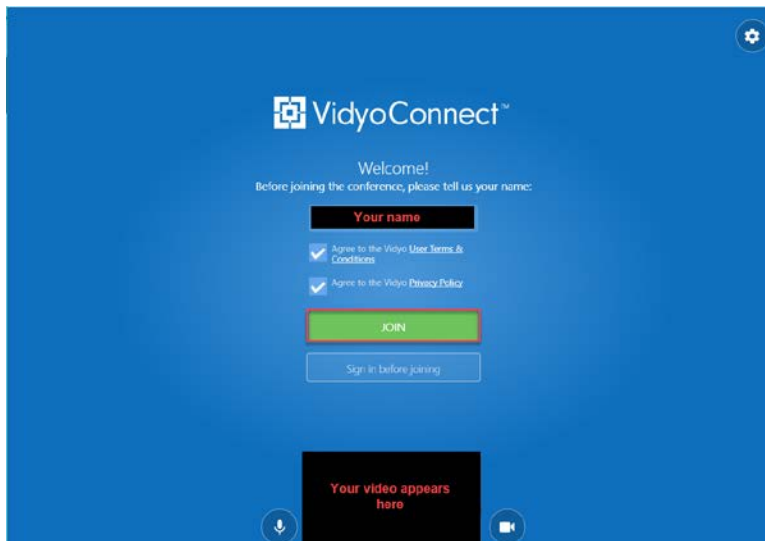
- Click **Begin Video Visit**.



- Click **Allow** (Internet Explorer) or **Open VidyoConnect** (Google Chrome).



- Agree to Vidyo User Terms & Conditions and Vidyo Privacy Policy by checking the boxes in front of each, then click **Join**.

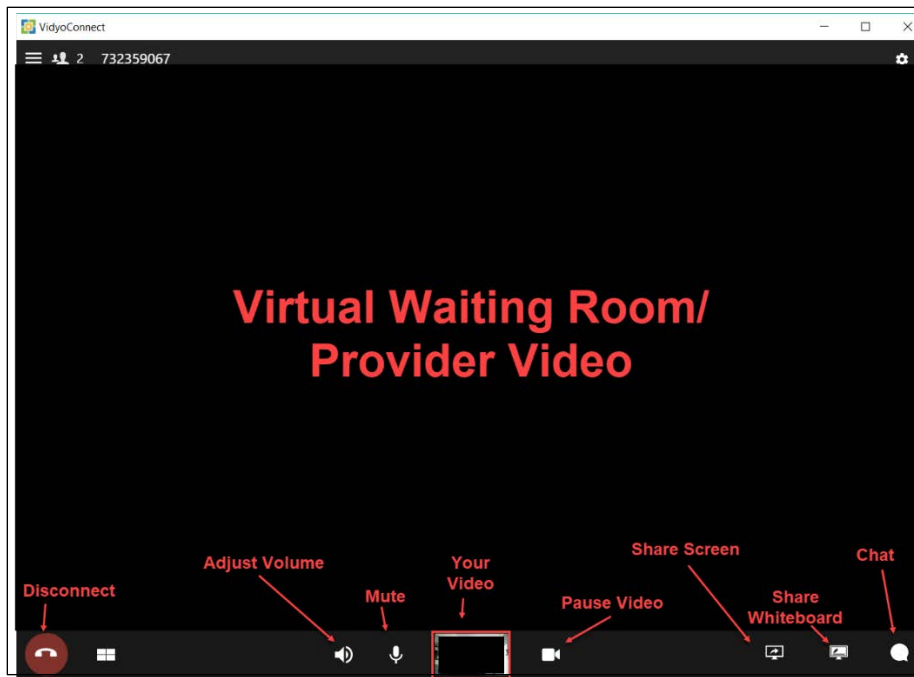


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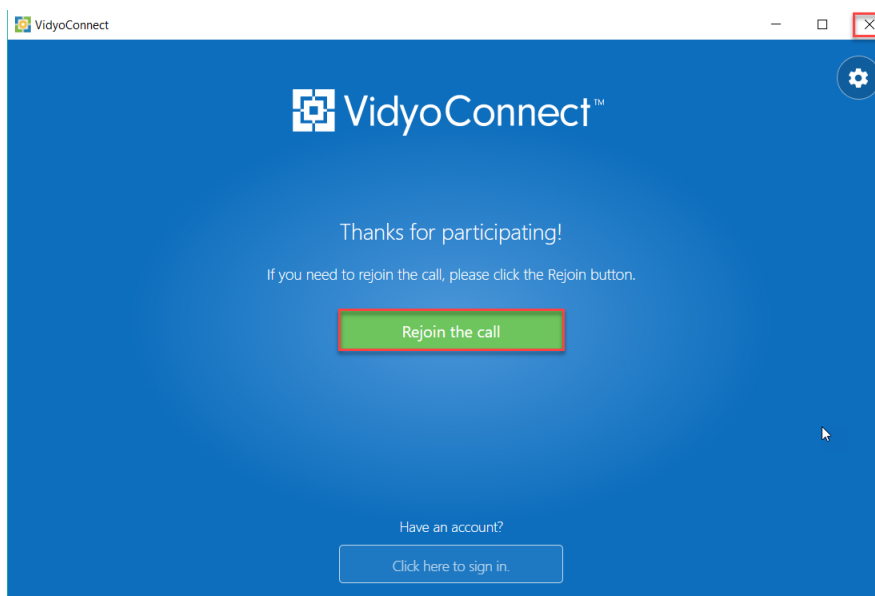


Web Browser

12. You will be placed in a Virtual Waiting Room until the provider connects.
13. The buttons along the bottom of the screen allow you to disconnect, adjust volume, mute, view your video, pause your video, share your screen, share a whiteboard or chat.



14. If you become disconnected at any time, you can reconnect to the visit by clicking **Rejoin**. Close out of VidyoConnect using the X at the top right corner when your visit is complete.



If you need further assistance, please call 1-800-HENRYFORD and follow the prompts to speak to a MyChart Advocate.