

MyChart Video Visit

Mobile App

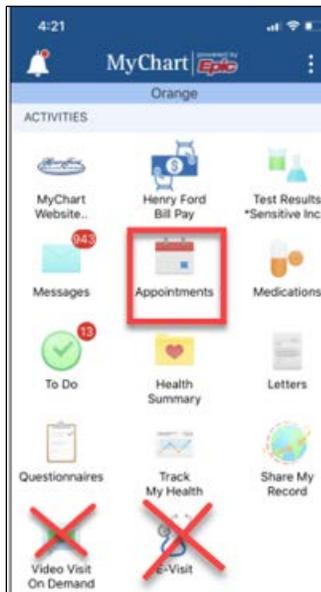
Follow the steps below to conduct a Scheduled MyChart Video Visit using the MyChart and VidyoConnect Mobile Apps.

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

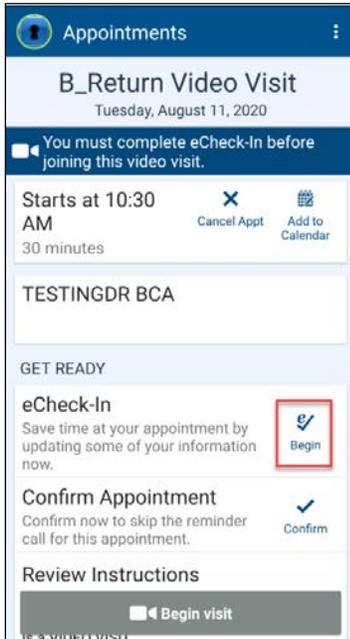
1. Log into your Henry Ford MyChart account and click Appointments.



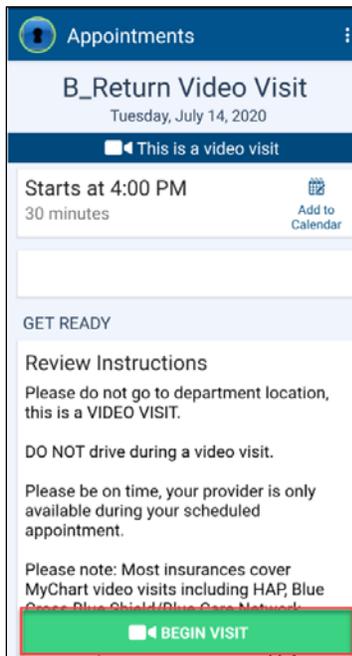
2. Select the appropriate appointment and complete eCheck-In to verify your information such as medications, allergies, pharmacy and other health information

MyChart Video Visit

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3. Click Begin Visit.



4. If you have not already downloaded the VidyoConnect App, you will be redirected to the App Store or Google Play Store to download it. Click **Install** (Google Play) or **View** and then **Get** (App Store) and complete the download of the VidyoConnect App. If you have already downloaded this app, please jump to [step 7](#).

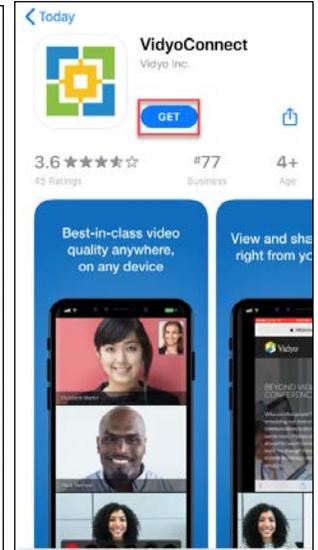
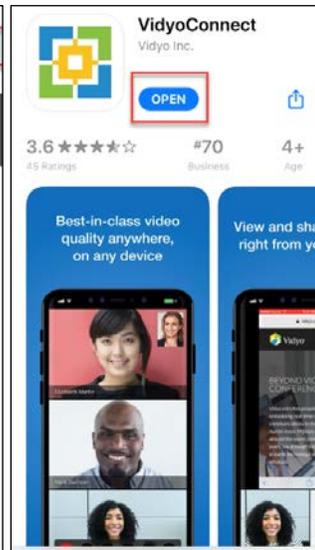
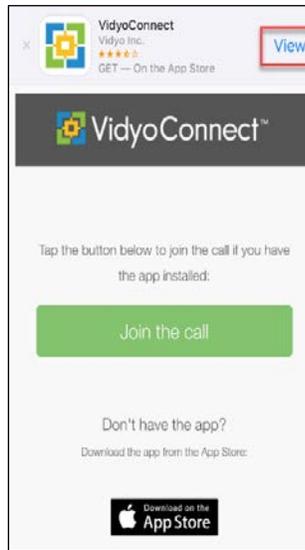
MyChart Video Visit

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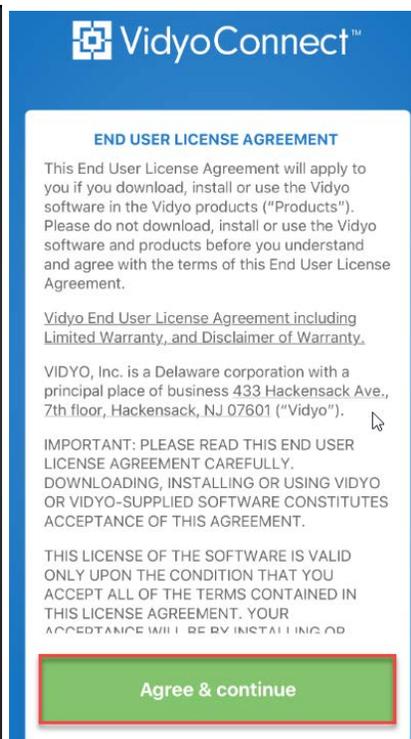
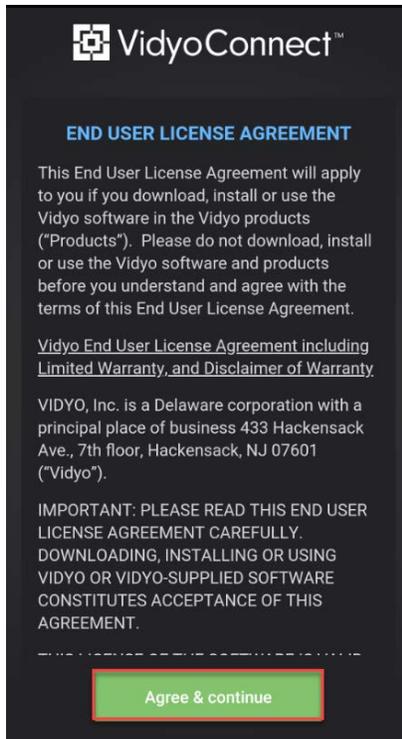
Android:



iPhone/iPad:



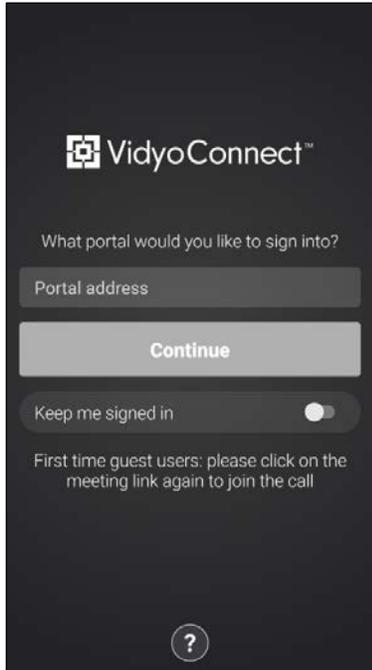
5. Click **Agree and Continue** on the End User License Agreement.



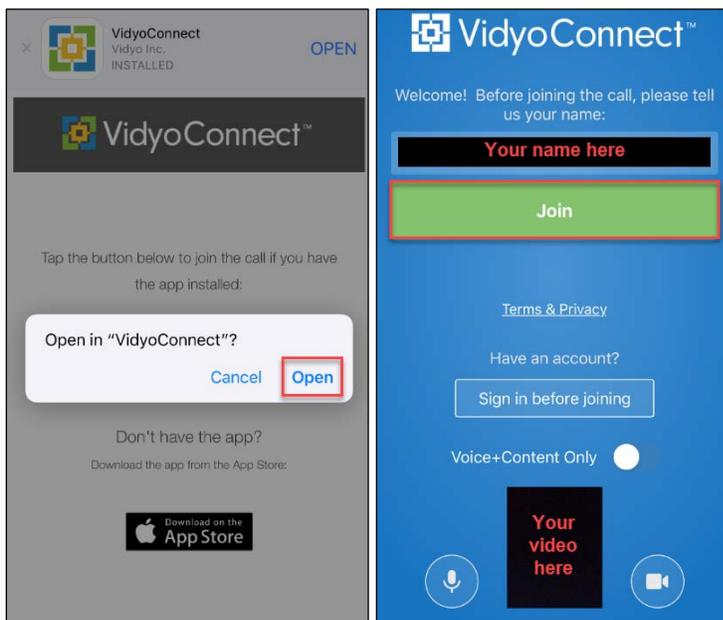
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- The VidyoConnect App opens and asks for a Portal Address. **Close out of the VidyoConnect App (Do NOT enter a Portal address)** and return to your MyChart Appointment screen and click **Begin Visit**.



- You will be redirected to the VidyoConnect App (click Open if prompted) with your name pre-populated. Click **Join**.



MyChart Video Visit

Mobile App

8. You must agree to the Vidyo User Terms & Conditions and the Vidyo Privacy Policy. Be sure to allow access to your Microphone, Camera and Speakers when prompted.

Usage of Vidyo's cloud services is subject to Vidyo's User Terms & Conditions and Privacy Policy. Please indicate your agreement with each of these by checking below and then clicking Continue. You may return to review these agreements or change your response at any time by going to Settings.

Agree to the Vidyo [User Terms & Conditions](#)

Agree to the Vidyo [Privacy Policy](#)

QUIT **CONTINUE**

"VidyoConnect" Would Like to Access the Camera
Used for video conferencing
Don't Allow **OK**

"VidyoConnect" Would Like to Access the Microphone
Used for video conferencing
Don't Allow **OK**

9. You will be placed in the Virtual Waiting Room while you wait for your provider to connect. When connecting on a mobile device, we recommend turning the device on its side (landscape view). This allows for a wider angle and help your video to not appear zoomed in. This also allows better access to the charging port on your device.

Your video will display here

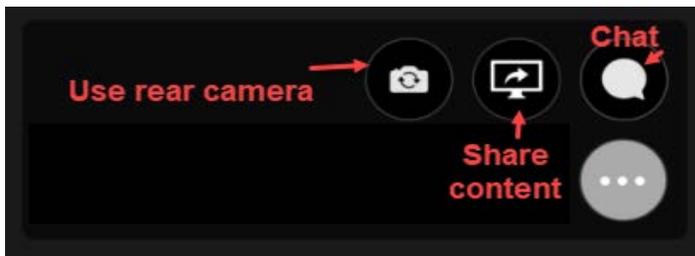
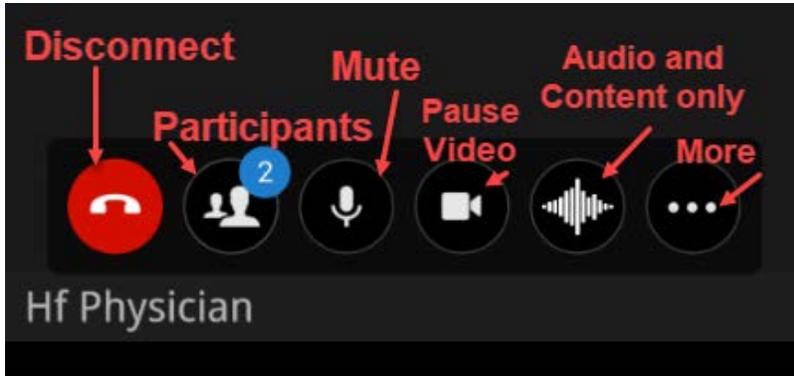
You're the only person in the call.

As others join the call, you'll see them here.

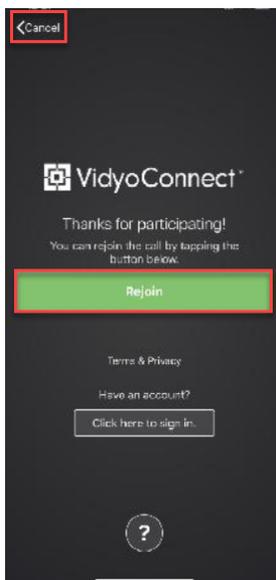
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Mobile App

10. Tapping your screen will allow you to access the toolbar shown below.



11. If you get disconnected at any time during your visit, you can reconnect in the VidyoConnect App by clicking **Rejoin** . Close the VidyoConnect app completely by clicking the Cancel button or by swiping up from the bottom of the screen 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.