

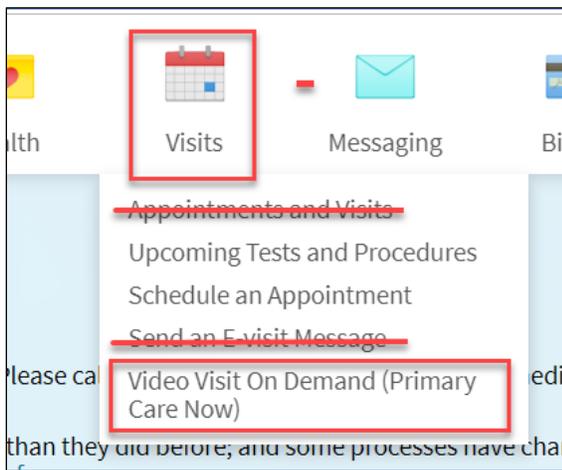
Follow these instructions if you are using a web browser on a mobile device, computer or laptop that has video ability. Screenshots used are from Internet Explorer and Google Chrome. Other browsers can be used but may look slightly different.

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**. Select **Video Visit On Demand (Primary Care Now)**.



3. Follow the prompts to verify your location, reason for visit and how you will be connecting, then click PUT ME IN LINE.

MyChart Video Visit

Web Browser

Video Visit On Demand (Primary Care Now)

Location
Edit
Michigan

Reason for visit
Edit
Allergies/Hayfever

Connect using
Edit
My Computer

Who would you like to talk to?



Next available provider
Estimated wait: Less than 5 minutes ⓘ

PUT ME IN LINE

4. 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

ECHECK-IN

Save time by completing eCheck-In ahead of time.

You must complete eCheck-In before joining the video visit.

eCheck-In

Personal Info Insurance Medications Allergies Health Issues

This information is correct

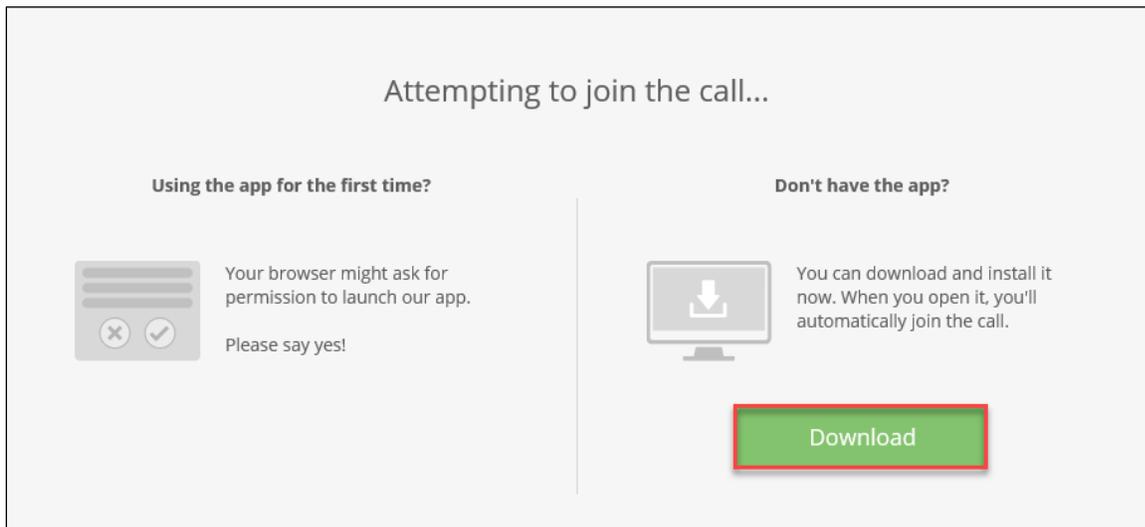
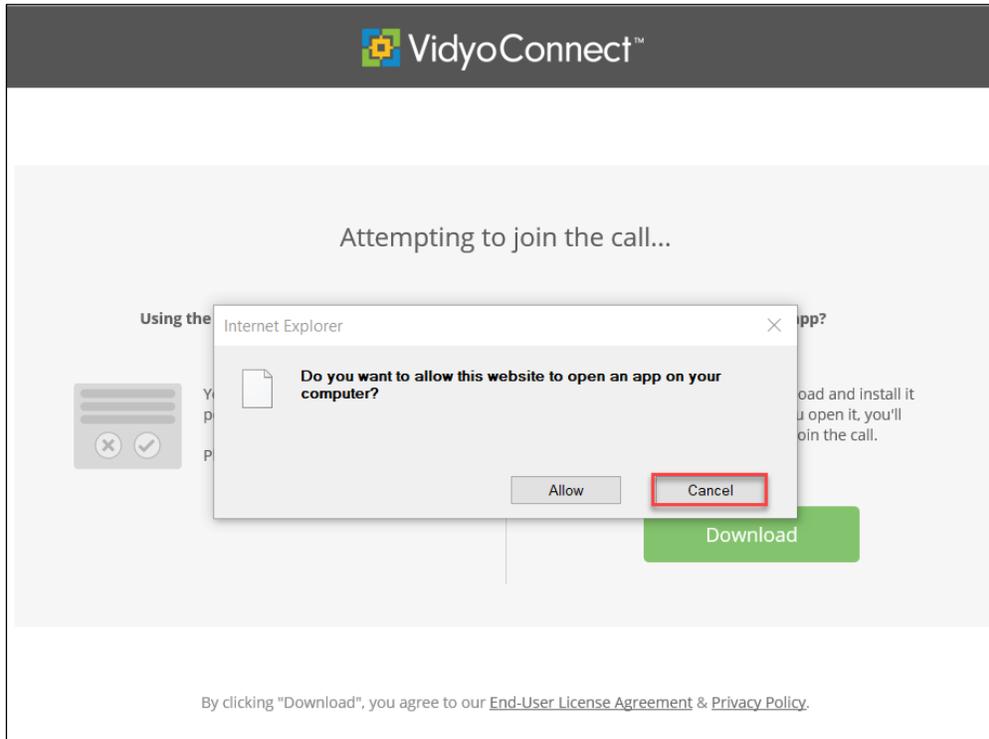
BACK **NEXT** **FINISH LATER**

5. Select Begin Video Visit and you will be prompted to download VidyoConnect. If this is your first visit using VidyoConnect App, please follow these steps below. If you have used VidyoConnect before, please jump to [step 11](#).

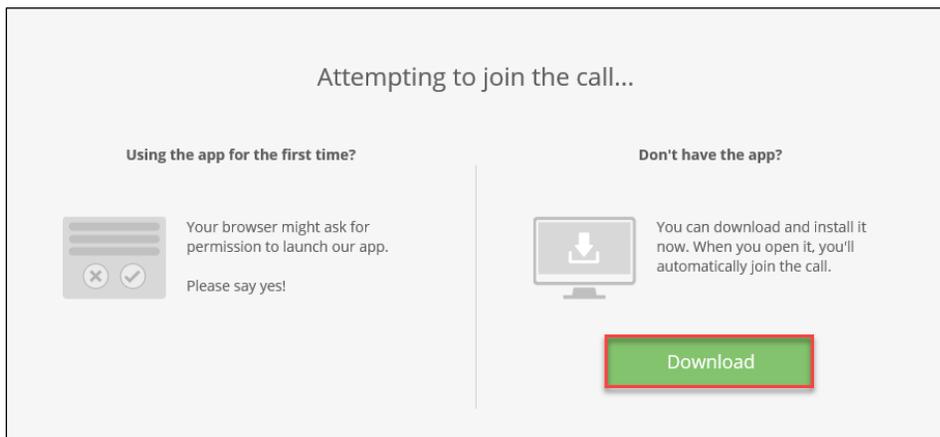
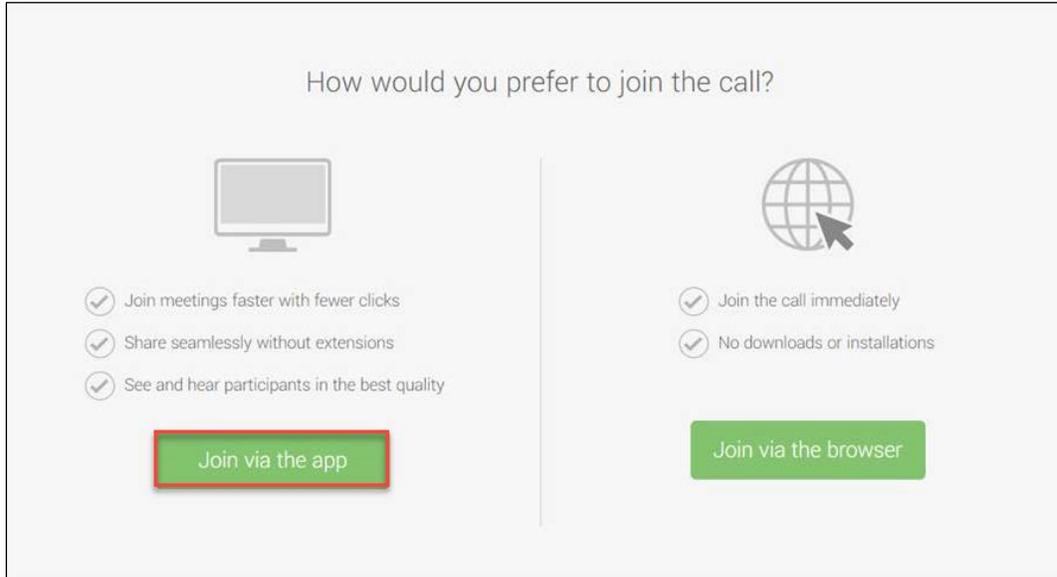
BEGIN VIDEO VISIT

We'll let you know when your doctor is ready. When you receive this notification, click the Begin Video Visit button to get started.

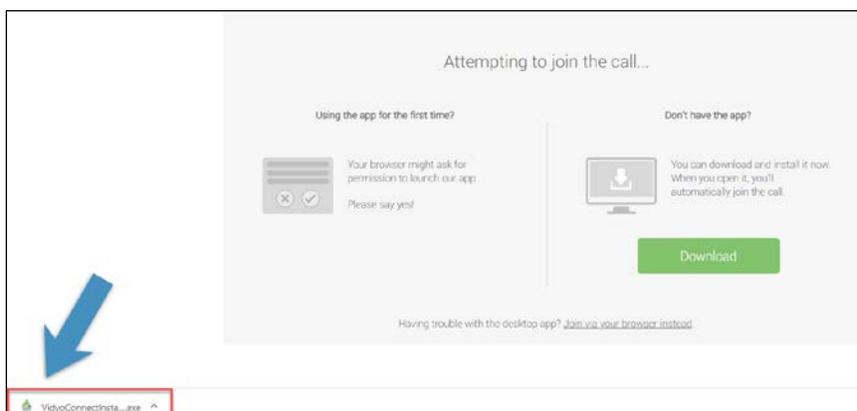
Internet Explorer: Follow these prompts outlined in **red**:



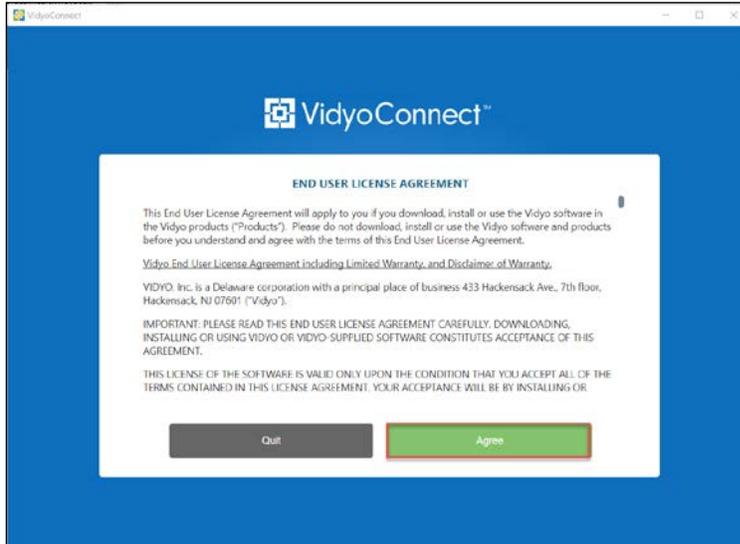
Google Chrome: Follow these prompts outlined in **red**:



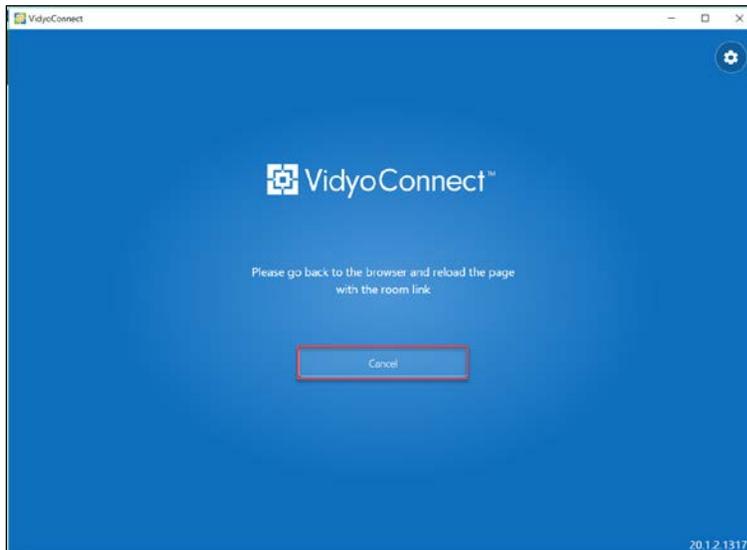
Click the box in the lower left corner to begin download, then click again once download is complete.



6. Agree to VidyoConnect End User License Agreement.



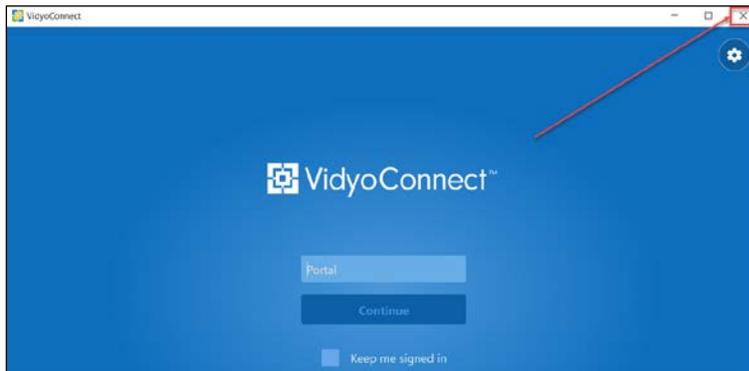
7. Click **Cancel** and close the VidyoConnect App (Do NOT enter a Portal Address).



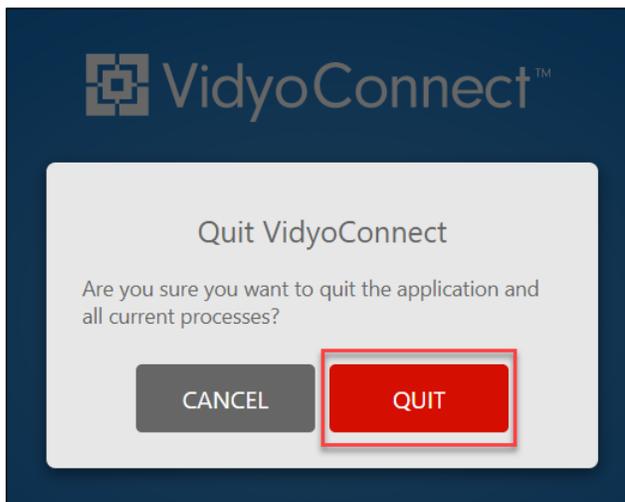
MyChart Video Visit



Web Browser



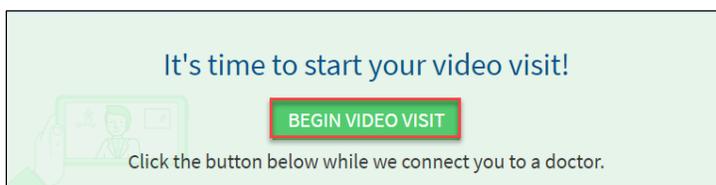
8. Click **Quit**.



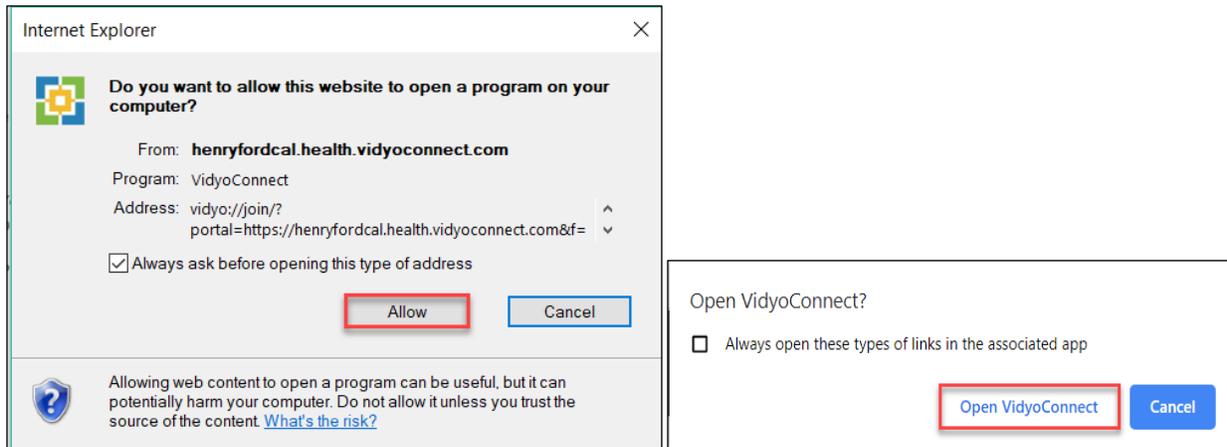
9. Close VidyoConnectApp browser window and **return to MyChart**.



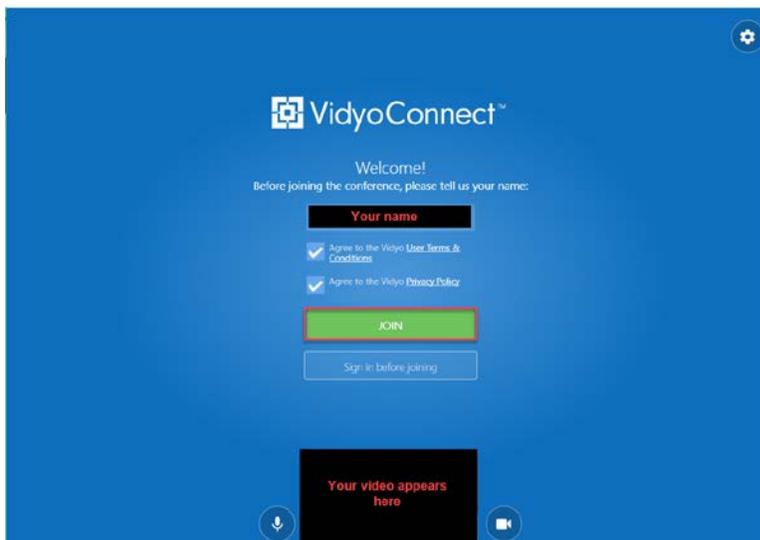
10. Click **Begin Video Visit**.



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



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

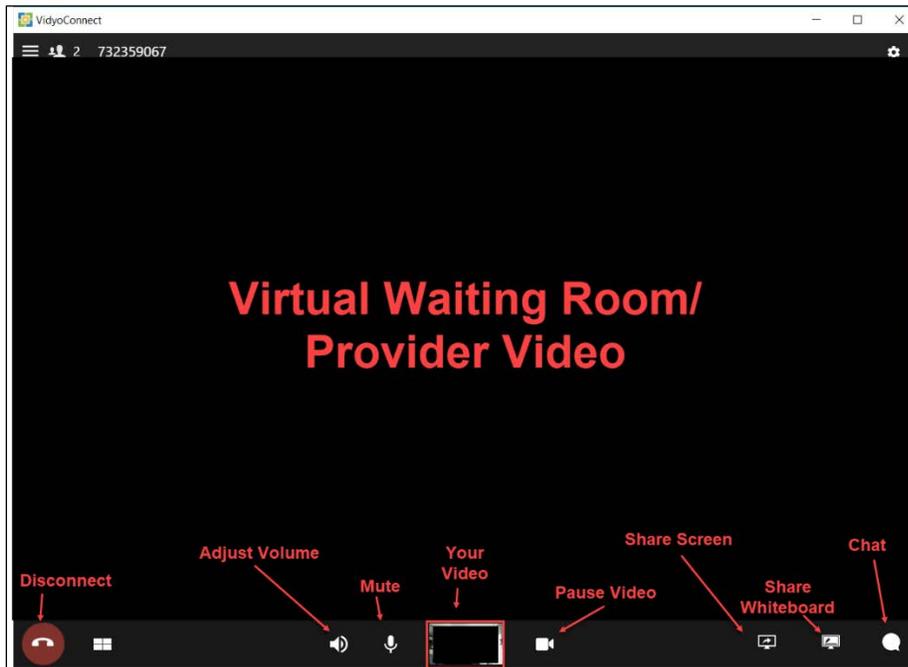


13. You will be placed in a Virtual Waiting Room until the provider connects.
14. The buttons along the bottom of the screen allow you to disconnect, adjust volume, mute, view your video, pause your video, share your screen, share a whiteboard or chat.

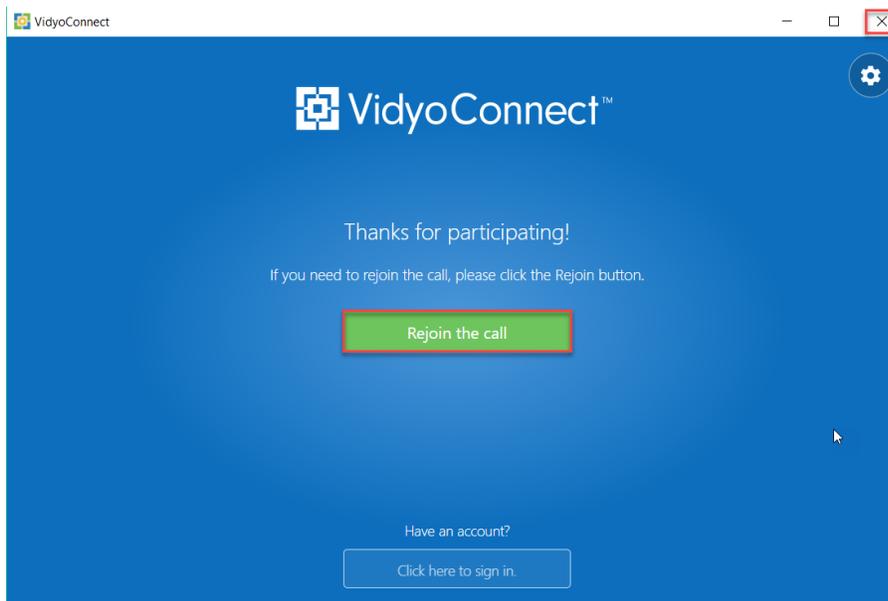
MyChart Video Visit



Web Browser



15. If you become disconnected at any time, you can reconnect to the visit by clicking **Rejoin**. Close the VidyoConnect app window using the X in the top right corner.



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