

MyChart Video Visit Computer/Laptop

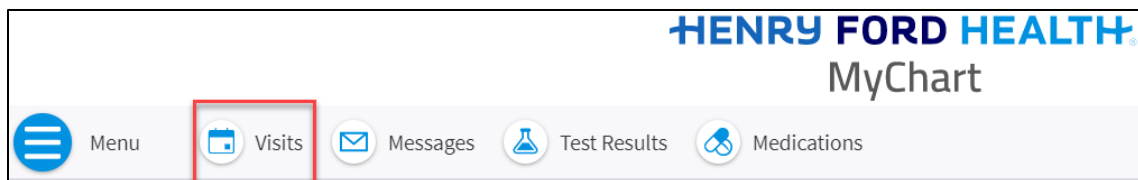
Follow these instructions if you use a web browser on a computer or laptop that has video ability to join a video visit. The screenshots below are from Google Chrome. Other web browsers can be used but may look different.

Tips for Video Visits

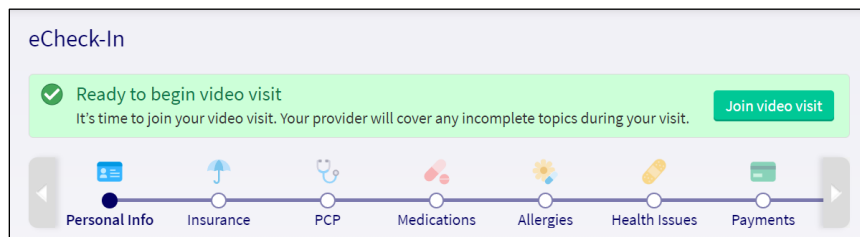
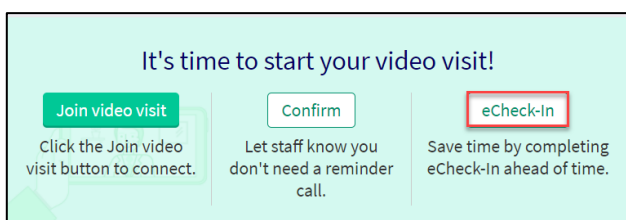
- Find a quiet, private, well-lit area with access to a strong internet connection.
 - Do not join your visit while driving, when you are on the go, or anywhere unsafe.
- Remove or decrease distractions.
- Dress appropriately.

Before the Visit Starts

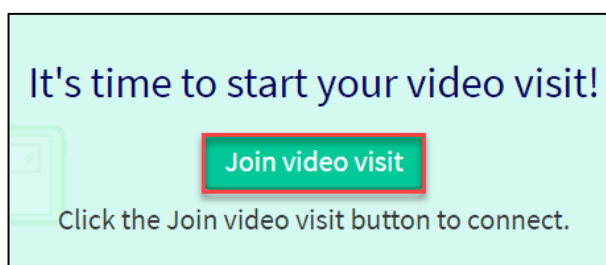
1. Log into [Mychart.hfhs.org/mychart/](https://mychart.hfhs.org/mychart/) with your username and password before your appointment.
2. Click **Visits** at the top of the screen. **Do not** click Video Visit On Demand or Send an E-Visit Message.



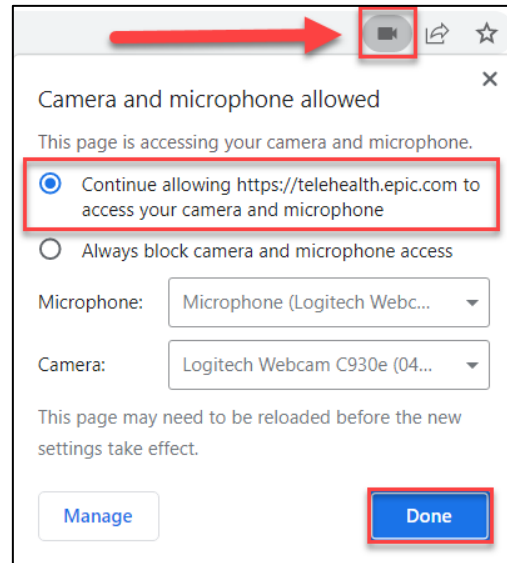
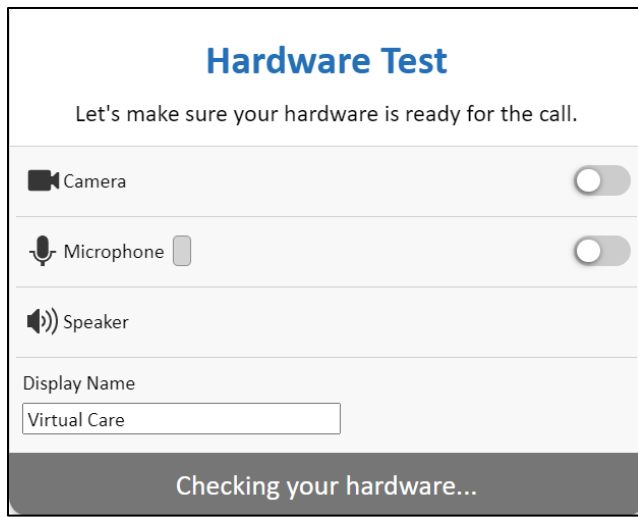
3. Click on the appointment and then click **eCheck-In** to confirm your personal information, insurance, medicines, pharmacy, allergies, health issues, and payment.
 - Make any needed changes and scroll to the bottom of each section. If there are no changes, click the checkbox at the end of each section 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.



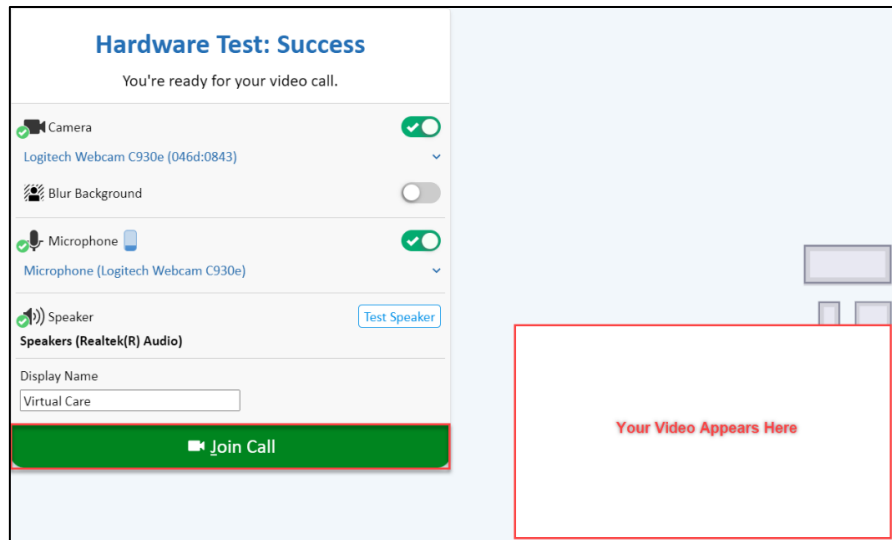
4. Once E-Check In is done, you will be returned to the Visit Details window. Click **Join video visit**.



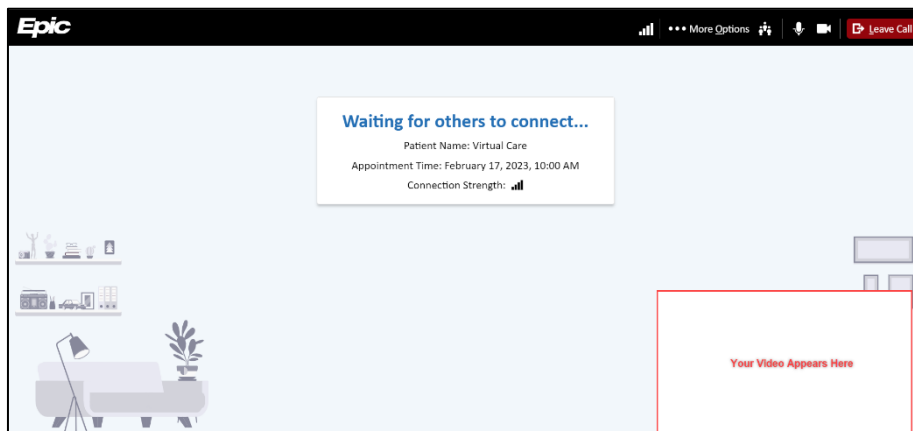
5. Your default web browser will launch automatically. Complete the hardware test to make sure the microphone, speaker, and camera work.
- Click **allow** access to these if prompted.
 - You can also click the video camera icon in the browser address window to allow access.



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.



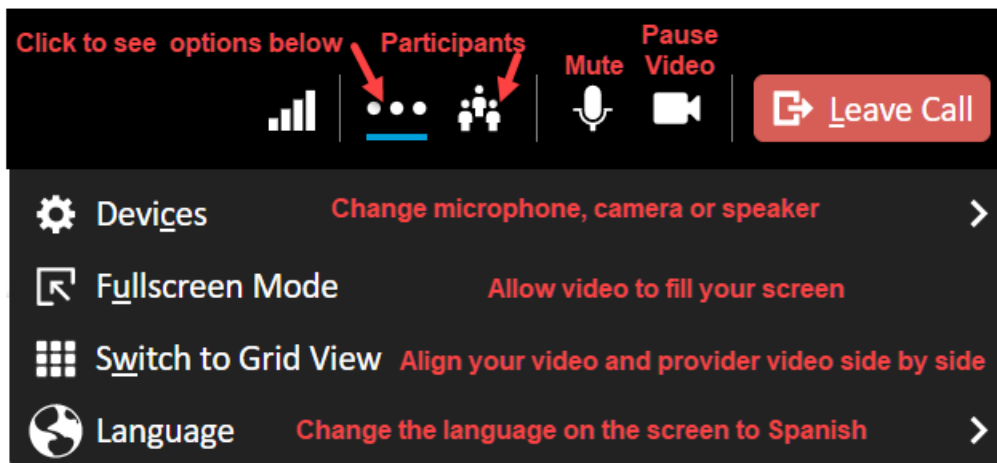
7. You will be put in the Virtual Waiting Room until your doctor joins the visit.



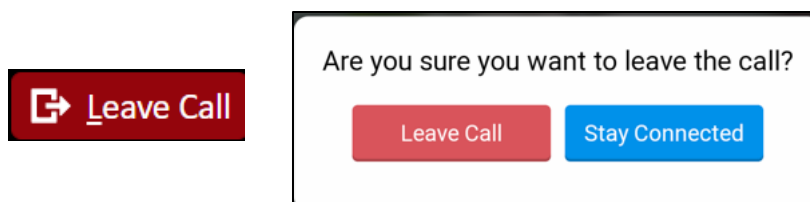
8. Once your doctor joins, their video will fill the screen and the video visit will begin.
9. Click the **3 dots (...)** at the top of the screen for more features such as:
 - To change devices (microphone, speaker, camera)
 - Switch to full screen mode
 - Switch to grid view (can only be used if there are more than 2 participants)
 - Change the language seen on the screen



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



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



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