

## Getting started with video visits

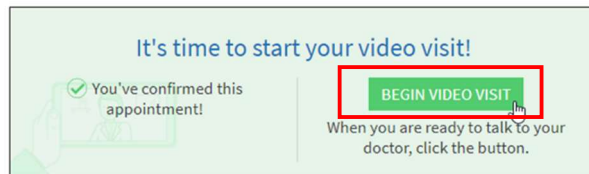
Meeting with a provider by video visit is a convenient way to receive care without coming to the clinic or urgent care in person. You can use a web browser on your desktop or a mobile application to start a video visit. Mobile devices are preferred, because most already have the appropriate camera and microphone setup for video visits. To get started, download the **MyChart Mobile app** from the Apple App Store or Google Play store.

### Joining your scheduled video visit

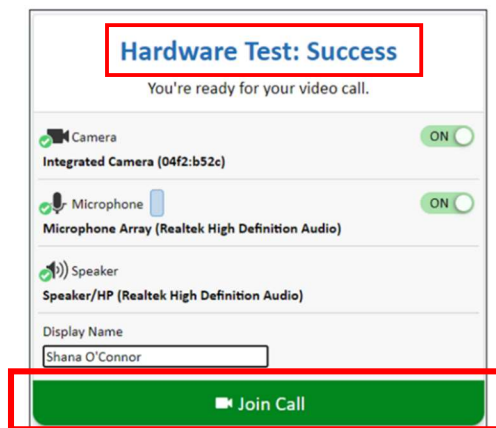
- Prior to your video visit appointment, log in to the MyChart app on your mobile device and tap the **Visits** icon on the home screen.
- Your scheduled video visit appears in this list. Tap it to open the details.
- Tap **eCheck-In** to complete the necessary steps prior to beginning your visit.



- After you've completed eCheck-In, tap **Join Video Visit** to ensure you're able to connect. You can join a video visit 10 minutes prior to the scheduled time.



- If prompted, allow your browser to access your device's microphone and camera. A hardware test will automatically occur to ensure your device camera, microphone and speakers are working. Click **Join Call**.



- If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

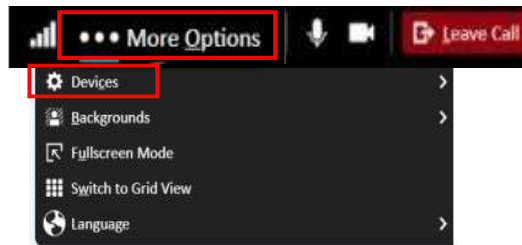


# TIPS AND TRICKS

## Accessing your visit settings

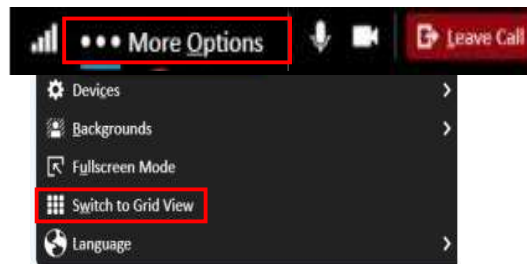
### Device settings

- You can access your device settings during your visit by selecting more options and devices in the dropdown menu, here you can change your current microphone, speaker and camera selections.

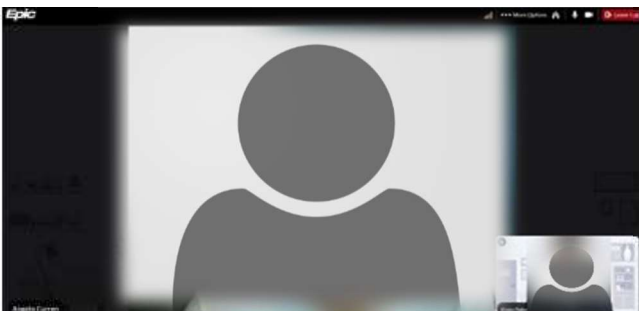


### Speaker view or Grid view

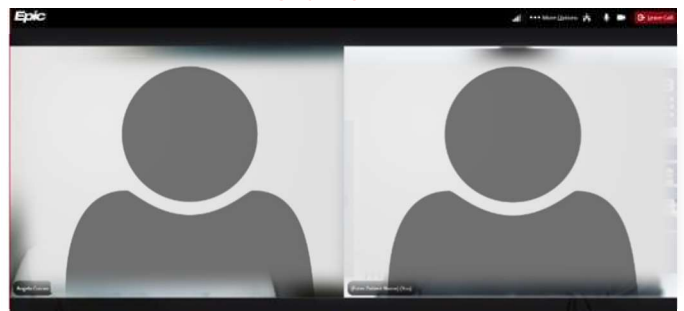
- When participating in a visit with more than one attendee you can change how you view other participants. Grid view will allow you to view everyone equally, while speaker view will only show you the participant that is currently speaking.



Speaker View



Grid View



### Pin a Video Visit Participant

- Pinning a participant ensures that you can always see them, even when there are up to five participants in the visit and they aren't the active speaker. To do this, click the video or name of the participant whose video you want to pin. Click their name or video again to unpin the participant.

# Troubleshooting MyChart Video Visits

## How do I turn on my audio and/or video

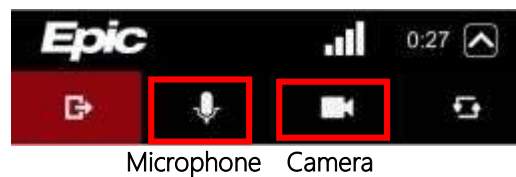
- To ensure you are ready for your visit please note the hardware test prior to you joining your visit. All items should have a green tick indicating that you are ready for your visit.
- **Video:** Be sure the camera option is ON and green. If your visit displays, join without camera or is amber, please check your phone/website settings to ensure MyChart access to your camera is enabled.



- **Audio:** Be sure microphone option is ON and green. If your visit displays, join without microphone or is amber, please check your phone/website settings to ensure MyChart access to your microphone is enabled.



- During your visit your microphone and camera can be turned on and off by clicking the camera/microphone icons



## Audio and/or Video quality is poor and/or I was disconnected from the meeting.

- Please be sure to double check the results of your hardware test before your appointment.
  - Connection strength less than 2 bars may result in you being disconnected from your visit.



- Ensure you are using a reliable Internet connection (Cellular/satellite are not ideal. High speed Internet connection is highly preferred.)
- You may want to try another device. Older equipment may not be able to meet system requirements.
- If possible, ensure other high bandwidth utilization activities are not happening on your network at the same time (streaming video, large downloads/uploads, etc.).

## Technical Support

If you need assistance or are having difficulties joining a video visit, please contact **616.559.5880** to speak with a Pine Rest MyChart/Video Support team member.