

Contents

1. Where do I find my MyChart activation code.....	1
2. I am Having trouble logging into my MyChart.....	1
3. MyChart says my verification code is wrong	2
4. I selected <i>Join Video Visit</i> in MyChart, but I can't connect to the session.	2
5. Audio and/or Video quality is poor and/or I was disconnected from the meeting.	2
6. Microsoft Teams is asking me to log in.....	3
7. The Begin visit button is grey in MyChart, thus I cannot launch the video visit.....	3
8. I am stuck at the following screen: "When the meeting starts we'll let people know you are waiting in the lobby.".....	3
9. Sometimes I see the "When the meeting starts we'll let people know you are waiting in the lobby." waiting room, other times I don't. Why?	4
10. There are a lot of strange slashes ('/' or '\') in the "Name" field before I join Teams. Why?	4
11. How do I turn on my audio and/or video?	4

1. Where do I find my MyChart activation code

- a. If you believe you do not have a MyChart account with Pine Rest, your most recent after visit summary may include a page with your activation details. You will have also received an email to the email address we have listed in your chart.
- b. If you do not have access to these please request an activation code from the [Pine Rest MyChart webpage](#) under the new user option and then the sign-up online option. Please be aware it may take a few days for your request to be fulfilled.

2. I am Having trouble logging into my MyChart

- a. If you are logging into the MyChart website on a desktop/laptop/mobile device, please make sure you are navigating to mychart.pinerest.org.



If you are using the MyChart app on a mobile device, please make sure you are using the correct MyChart application and have Pine Rest Christian Mental Health Services selected as your organization.

- b. Please double check your username and password. If you are using saved log in information, please delete and retype both your username and password.

3. MyChart says my verification code is wrong

- a. All Pine Rest MyChart accounts require a two-step verification process to log in. A code will be sent to the email that we have listed in your chart. You will have 10 minutes to enter the code before the code becomes invalid.
- b. If you are still receiving an invalid code error, please be aware that if you are accessing your MyChart account through the email link, you will not be able to navigate back and forth during the verification process.
Please access your email in a separate tab or window from the one you are using to access your MyChart account. We recommend if accessing through your email, once the MyChart webpage has loaded to click on the Pine Rest MyChart logo located in the middle of the page to refresh it before logging in.

4. I selected *Join Video Visit* in MyChart, but I can't connect to the session.

- a. Be patient, the waiting room or the Teams session can take up to 20 seconds to display. If the waiting room or Teams session takes longer than 30 seconds to display, please close out of your browser and start the visit again using the "Join Video Visit" button within MyChart.
- b. Please be sure to download the Microsoft Teams application if possible (download link: [Download Microsoft Teams Desktop and Mobile Apps | Microsoft Teams](#)).
- c. Close out of Teams (if applicable) and browser and try again (no need to exit out of MyChart)

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

- a. Please be sure to download the Microsoft Teams application if possible (download link: [Download Microsoft Teams Desktop and Mobile Apps | Microsoft Teams](#)).
- b. Please close out of the video session and relaunch the video visit from MyChart.
- c. Please ensure you are using a reliable Internet connection (cellular/satellite not ideal. High speed Internet connection highly preferred)
- d. You may want to try another device. Older equipment may struggle.
- e. If possible, ensure other high bandwidth utilization activities are not happening on your network at the same time (streaming video, large downloads/uploads, etc.).
- f. Believe it or not, microwaves can interfere with Wi-Fi (wireless) signals. Please refrain from using a microwave during your session if using wireless.

6. Microsoft Teams is asking me to log in.

- a. When you download the Teams app, you do not ever need to open the app and you don't need to create an account. If you open the app, it is going to ask you to log-in or to create an account. You DO NOT need to do this. Instead, close the app, go to MyChart, and launch the video visit from there. It will access Teams and log you in as a guest. When it does this, it will allow you to enter your name but will not require you to create an account.
- b. This behavior is sometimes seen with school managed Chromebooks. Unfortunately, some Chromebooks that are managed by schools have some configurations locked into them that prevent use for video sessions with Pine Rest.
- c. If you are using a mobile device, resetting, or reinstalling Teams will fix the log in issue.

7. The Begin visit button is grey in MyChart, thus I cannot launch the video visit.

- a. **Join Video Visit** will be grey when any of the following are true:
 - i. It is more than 10 minutes before your scheduled visit.
 - ii. You have not completed the required eCheck-In tasks.
 - iii. You opened the page that shows "Join Video Visit" more than 10 minutes before your scheduled visit and left it open and now it is 10 minutes before your scheduled visit or sooner.
- b. To ensure **Join Video Visit** is green and available:
 - i. Ensure you open the page that shows Join Video Visit on MyChart no sooner than 10 minutes before your scheduled visit.
 - ii. Complete the eCheck-In tasks.
 - iii. If you are using mychart.pinerest.org website, refresh your browser.

8. I am stuck at the following screen: "When the meeting starts, we'll let people know you are waiting in the lobby."

- a. Be patient, this is the waiting room. Your arrival here did alert Pine Rest staff that you are ready for the visit. You will be connected to the video visit shortly. Do NOT refresh your browser (If you do, you should close out of the browser and re-launch the visit using the **Join Video Visit** button within MyChart).
- b. If you are still in the waiting room 5 minutes after your scheduled appointment time, please call the phone number of the Pine Rest Clinic for assistance.

9. Sometimes I see the “When the meeting starts, we’ll let people know you are waiting in the lobby.” waiting room, other times I don’t. Why?

- a. This waiting room message will only be displayed if you have arrived before Pine Rest staff.
- b. If Pine Rest staff arrive first, you will bypass the waiting room and proceed automatically to the session within Microsoft Teams.
- c. You may be logged into an organizations Microsoft Teams please ensure that you are fully logged out of Teams and are using it as a guest.

10. There are a lot of strange slashes (‘/’ or ‘\’) in the “Name” field before I join Teams. Why?

- a. This is an issue that Microsoft is working to resolve. If you see these slashes, it is best to delete them from the “Name” field and then type in your name.

11. How do I turn on my audio and/or video?

- a. Sometimes Teams will join you to a session with audio and/or video turned off.
- b. Video: Be sure the camera icon looks like this, without a slash through it. If you see a slash through it, tap/click on it to toggle your camera on.



- c. Audio: Be sure the microphone icon looks like this, without a slash through it. If you see a slash through it, tap/click on it to toggle your microphone on.

