

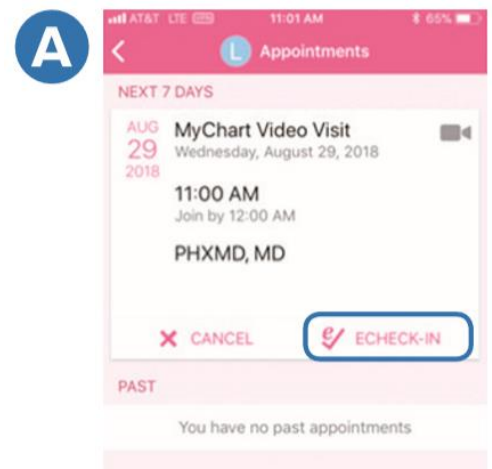
# MyChart Video Visit Quick Guide

## Step 1 – What You Need to Prepare for Your Video Visit:

- A smartphone or tablet such as an iPhone, iPad or Android device.
- A MyChart account, login, and password for yourself or minor child. For assistance in obtaining a MyChart account, please contact your provider’s office.
- To download the MyChart app to your device. Search “MyChart” in the App Store or Google Play. Check that you can log into the app using your MyChart login and password.
- To ensure you will be in Connecticut (or the same state in which your clinician is licensed) at the time of your video visit.
- To ensure you will be in a private location with reliable Wi-Fi or LTE at the time of your video visit.

## Step 2 – To Do the Day Before your Visit:

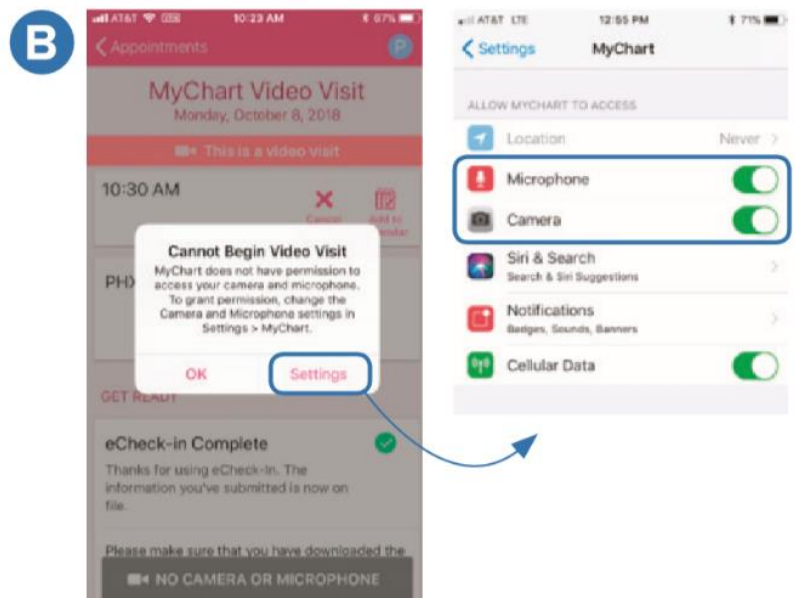
- Complete the eCheck-in process by opening the MyChart app, choosing the video visit appointment, and selecting “eCheck-in.” (See screenshot “A”)
- Verify your personal information, review documents, tapping “Continue” to progress. After reviewing all documents, sign your consent and submit. You will receive a message that your eCheck-in is complete. Click “Close” in top right corner and move on to testing your video.
- Choose your video visit appointment again and select “Test Video.” The app will let you know if you are all set or if settings need to be altered. (See screenshot “B”)



*Note: If you test video on the same day as your appointment, “Test Video” will be replaced with “Begin Visit.” You can still test using “Begin Visit.” Your visit won’t start until your provider connects.*

### Helpful Tips

- Turn on your microphone and speakers
- Turn off your Bluetooth
- Close any open apps



### Step 3 – Ten Minutes BEFORE Your Video Visit:

- Open the MyChart app.
- Select your video visit appointment
- You'll enter a virtual waiting room with the image from your camera on display while you await your provider.
- Once your provider joins, options are available to switch the camera view (to show your provider an injury, for example), end the visit, or mute/unmute the sound on your end. (See screenshot "C")

*Helpful Tip: If you hit "End Call" by mistake, select "Stay" to remain in the video visit*

If you have any questions along the way, call us at InterCommunity: 860-569-5900.

