

Purpose:

This document will provide instructions for MyChart ineligible patients and families on how to connect to a video visit.

Getting ready for the visit

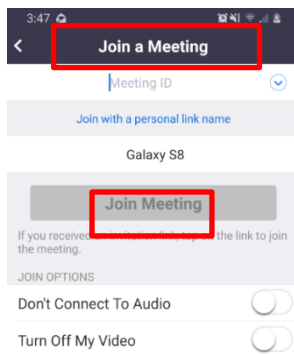
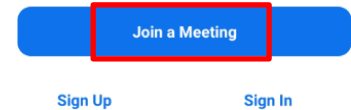
1. We suggest using a mobile device like Android or iOS to get a good connection to the video visit. You may be able to connect through a Windows or Mac desktop computer, but hardware and software issues may happen.
2. To use ZOOM on your mobile device, download the ZOOM app through the App Store or Google Play. You only need to download the app. **You do not need to register for an account in ZOOM.**
3. Once you have done your ZOOM download, test the app on the device you plan to use for your video visit. Open a test meeting to make sure you can connect: <https://www.zoom.us/test>

(Note: nobody else will join this meeting, so you can close it after you connect.)



On the day of your visit

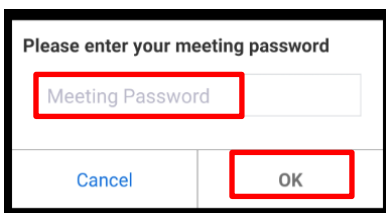
1. Go to a quiet spot with that is well lit and has a strong WiFi or cellular data signal.
2. Your provider will call you at the time of your visit. They will share the meeting ID and password for your ZOOM video visit.
3. Place the call on speaker phone once you are connected with your provider.
4. Open ZOOM on your mobile device. Tap on **Join a Meeting**
5. Your provider will give you the Meeting ID. Enter and tap JOIN MEETING.



Toggle on the switch for Don't Connect To Audio

(since you are already connected over the phone)

6. Your provider will give you the Password. Enter and tap OK. You have successfully connected to your video visit.



Instructions for MyChart Ineligible Video Visits – Patient and Family

If you are using a Windows or Mac desktop computer, you will go to <https://www.zoom.us>.

1. Click JOIN A MEETING in the upper right hand corner.



2. Enter Meeting ID and click Join.
3. Enter Password and click OK