

You can participate in a virtual visit through your mobile device or from a desktop computer with a camera. You can enter the visit up to **30 minutes early** for Virtual Visits.

*The following images were taken using an Apple iPhone. Android devices may vary slightly.

1

Download the **free Zoom app** from the Apple App store or Google Play before your visit.

2

Tap **Appointments** from menu screen in MyChart Mobile.

3

You must **preCheck-In** to begin the visit. Tap **preCheck-In**. Verify or edit your personal information and sign documents if needed. Tap **Submit**. You can preCheck-In up to *three days* before your appointment start time.

4

PreCheck-in is complete. Tap **Close**.

5

Tap your appointment again.

6

Tap **Begin Visit**.

7

Zoom will launch. Tap **Open** to open this page in "Zoom."

8

You will be instructed to wait for the host (the provider).

Connecting to Audio and Video in the Visit

When your provider joins, you will be asked to connect to video and audio.

9

Connect to Video

a

First, tap **OK** to allow Zoom to use your device's camera.

b

A preview of your video feed will show. Click **Join with Video**.

10

Connect to Audio

Next, choose how you would like to connect to audio.

Internet Audio

a

If you are using Wi-Fi, choose **Call using Internet Audio.***

b

You and your provider can now see and hear each other.

*Internet audio is easiest and most secure.

a

If you need to dial into the visit, tap **Dial in**.

b

Tap any of the phone numbers provided.

c

Tap **Dial**.

d

Tap **Call**. You will be taken to the phone call. Your meeting ID is entered automatically. Stay on the line, and navigate back to your Zoom app.

e

You and your provider can now see and hear each other.

11 When your visit is over, you can access your After Visit Summary in MyChart.

