Your Virtual Visit Using the MyChart Website

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.

1. From Visits dropdown menu, click Appointments and Visits.

2. You must preCheck-In before your appointment. Click preCheck-In up to three days before it starts. Update your personal information and sign documents if needed.

3. After preCheck-In is complete, click Begin Video Visit up to 30 minutes before the visit time.

4. Start here if joining with a downloaded Zoom application

   a. Zoom will launch. Prompts may vary by internet browser and computer system. Click Allow to let the page open “zoom.us.”

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

5. Connecting to Audio and Video in the Visit

   a. Once the provider joins, choose to connect with computer audio or by calling in. Computer audio will connect to your device’s speakers. This choice is recommended. To use your computer, click Join Audio by Computer. You are now in the visit.

   b. To use your phone, click Phone Call.
      - Dial any one of the numbers listed from your phone.
      - When asked for the meeting ID, enter the conference ID listed followed by a hashtag (#).
      - Enter your participant ID followed by a hashtag.
      - You are now in the visit.

   c. To use the camera on your device for video, click Start Video.

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

7. When your visit is over, you will receive an After Visit Summary in MyChart.