



# Preparing for your Video Visit: before your visit

Before you schedule or begin your Video Visit, it's important that you complete any required set up and have the necessary technology for an optimal experience. Please follow the steps below to ensure you are ready for your upcoming Video Visit.

## Set up your accounts and apps

### 1. Activate your MyHillChart account. Visit [MyHillChart.com](https://MyHillChart.com) and click Sign Up Now.

If you are using a mobile device, download the MyChart mobile app, select "Hill Physicians" as the organization and click Sign Up.

### 2. Download VidyoConnect (optional).

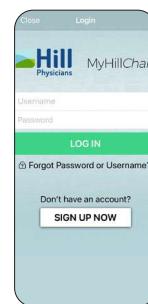
VidyoConnect will be used by MyHillChart for your Video Visit. Mobile and desktop users, visit [hpmg.health4.vidyocloud.com](https://hpmg.health4.vidyocloud.com) and click Download. Follow the prompts to complete the installation. Once downloaded, close out of the application.

## Use a recommended device

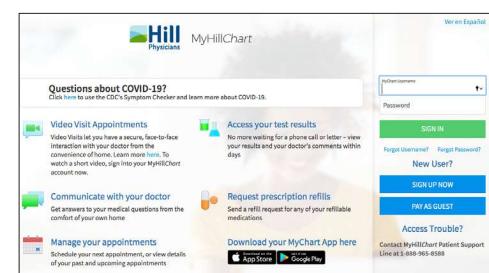
Use a modern iPhone or Android device along with their default web browser (Safari on iPhone and Chrome on Android). For a detailed list of requirements, click this link: [VidyoConnect: Technical Specifications, Operating System and Browser Requirements, and Recommended Peripherals](#).



## MyHillChart



Mobile



Desktop

## VidyoConnect



Mobile



Desktop

**Please contact our MyHillChart support team at (888) 965-8588 if you need technical assistance.**