



# Preparing for your Video Visit: day of your visit

When it's time to start your Video Visit, follow these easy steps below.

## Mobile device users



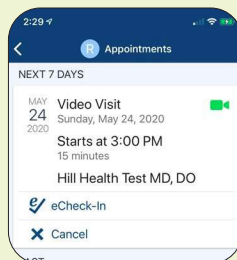
1. Log into the **MyChart** app.
2. Click on **Visits**, then select your scheduled **Video Visit** (see attached screenshot).
3. Click on **eCheck-In\***.
4. Click **Begin Visit\*\***.
5. Click **Join Via the Browser** or **Join Via the App^**.



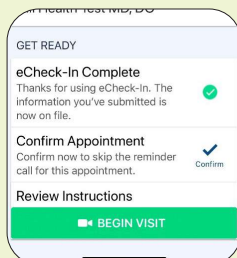
Step 1



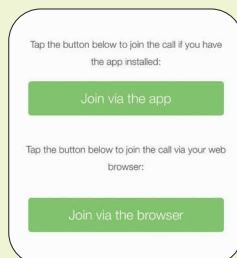
Step 2



Step 3



Step 4

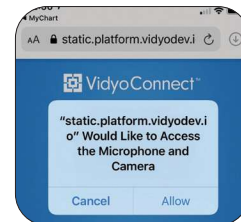


Step 5

## Joining Via the Browser

(recommended for new users)

- 6a. Click allow to give **Access to Your Microphone and Camera**.
- 7a. Click the check box to **Agree to the Terms and Conditions**.
8. Click **Join**.



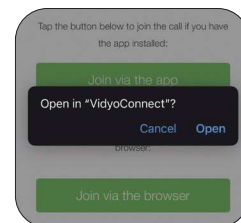
Step 6a



Step 7a & 8

**Joining Via the App** (recommended for patients who previously downloaded the VidyoConnect app)

- 6b. Click **Open** on the "Open in VidyoConnect" message.
- 7b. Click **Join**.



Step 6b

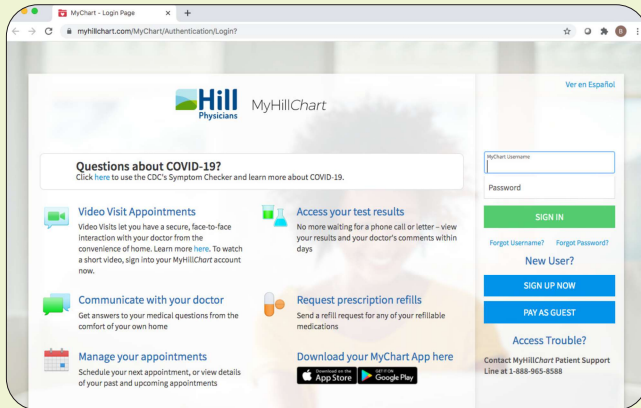


Step 7b

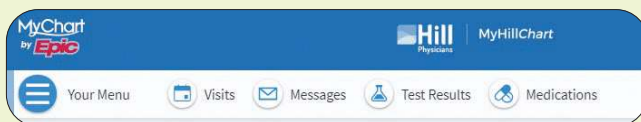
\* You can complete eCheck-In up to three days prior to your visit. eCheck-In is not required, but recommended. Patients may be required to pay the Video Visit copay during the eCheck-in process. To avoid delays, please be prepared to enter payment information when prompted. Contact your practice directly for additional information.

\*\* You can join your visit up to 60 minutes prior to and 15 minutes after your appointment. You will have to schedule a new appointment if you miss this window.

^ To download the VidyoConnect app, go to: [hpmg.health4.vidyoconnect.com](https://hpmg.health4.vidyoconnect.com) or select Join via the app in Step 6.



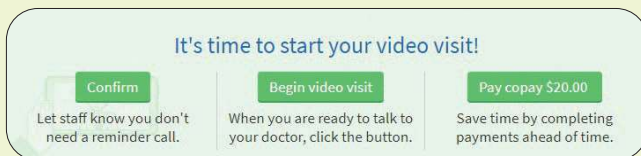
Step 1



Step 2



Step 3 and 4



Step 5

## Laptop/desktop users



1. Visit [myhillchart.com](https://myhillchart.com) and login to your account
2. Click on **Visits**.
3. Click **eCheck-In\***.
4. Click **Details**.
5. Click **Begin Video Visit\*\***.
6. Click **Join** via the browser (preferred) or **Join** via the app.



Step 6

\*You can complete eCheck-In up to three days prior to your visit. eCheck-In is not required, but recommended. Patients may be required to pay the Video Visit copay during the eCheck-in process. To avoid delays, please be prepared to enter payment information when prompted. Contact your practice directly for additional information.

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