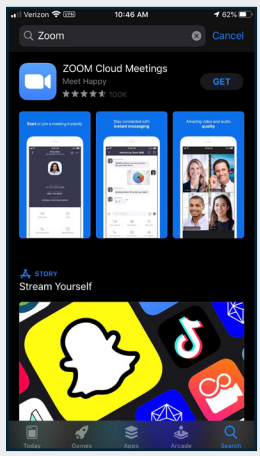


# Your Virtual Visit Using MyChart Mobile\*

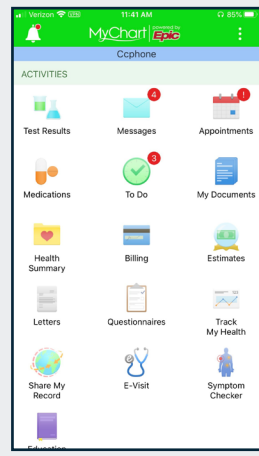
You can participate in a virtual visit through your mobile device or from a desktop computer with a camera. You can enter the visit up to **30 minutes early** for Virtual Visits.

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

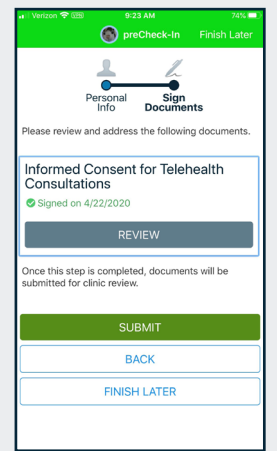
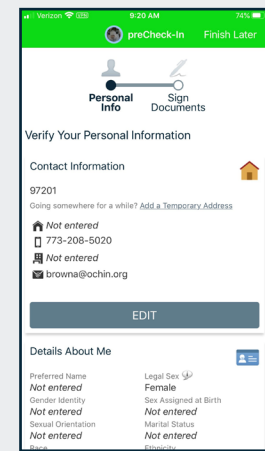
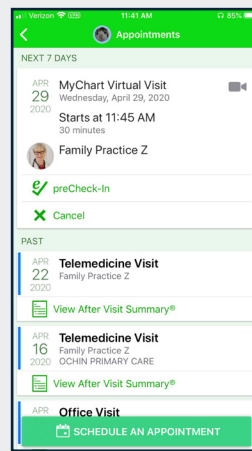
**1** Download the **free Zoom app** from the Apple App store or Google Play before your visit.



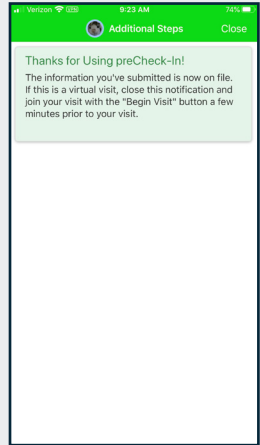
**2** Tap **Appointments** from menu screen in MyChart Mobile.



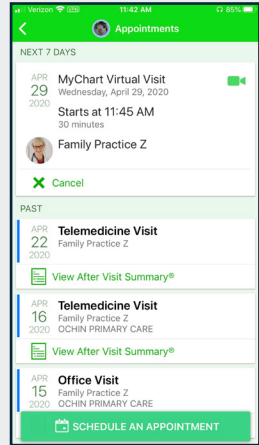
**3** You must **preCheck-In** to begin the visit. Tap **preCheck-In**. Verify or edit your personal information and sign documents if needed. Tap **Submit**. You can preCheck-In up to **three days** before your appointment start time.



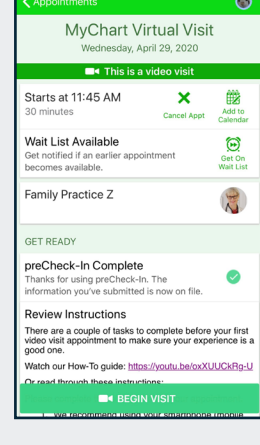
**4** PreCheck-in is complete. Tap **Close**.



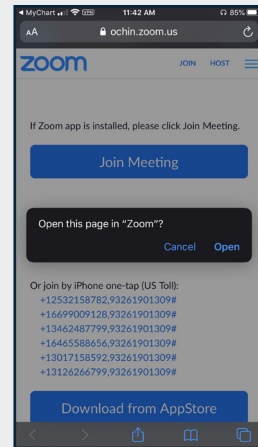
**5** Tap your appointment again.



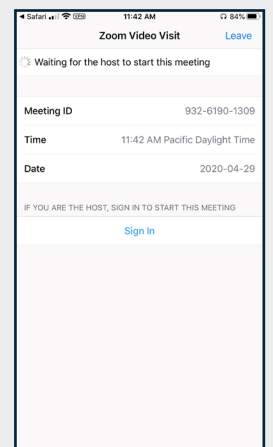
**6** Tap **Begin Visit**.



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



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

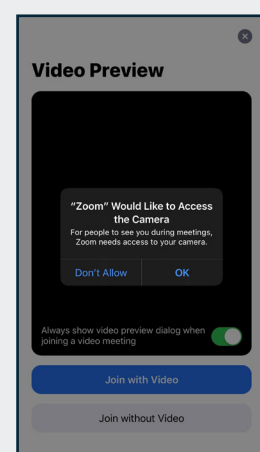


## Connecting to Audio and Video in the Visit

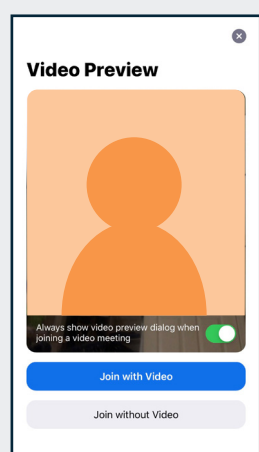
When your provider joins, you will be asked to connect to video and audio.

**9** **Connect to Video**

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

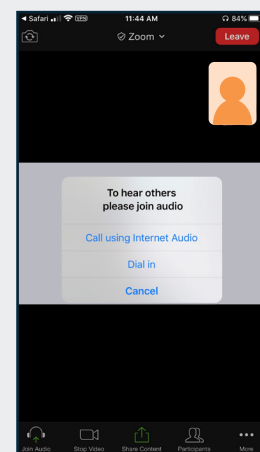


**b** A preview of your video feed will show. Click **Join with Video**.



**10** **Connect to Audio**

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

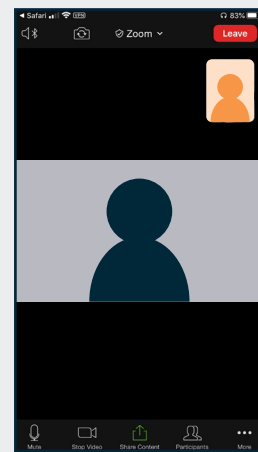


### Internet Audio

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

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

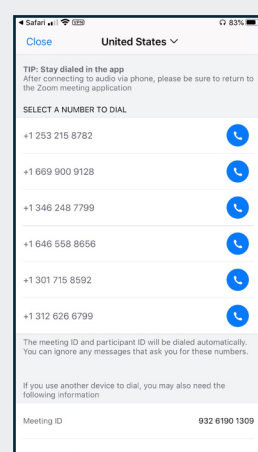
\*Internet audio is easiest and most secure.



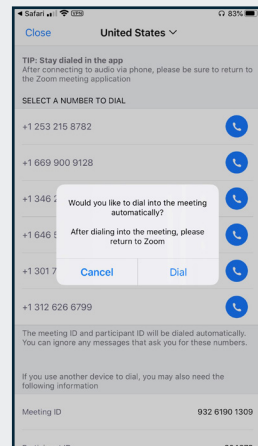
### Dial in Audio

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

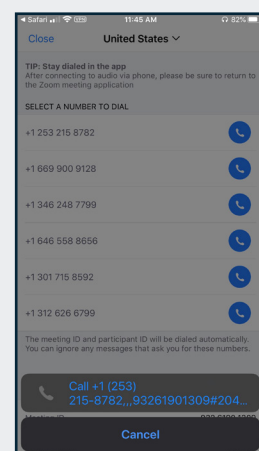
**b** Tap any of the phone numbers provided.



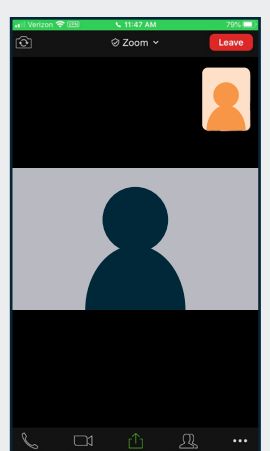
**c** Tap **Dial**.



**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.

