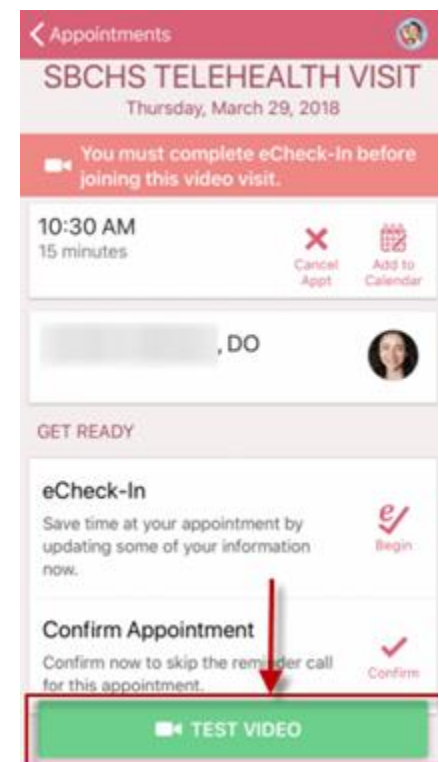
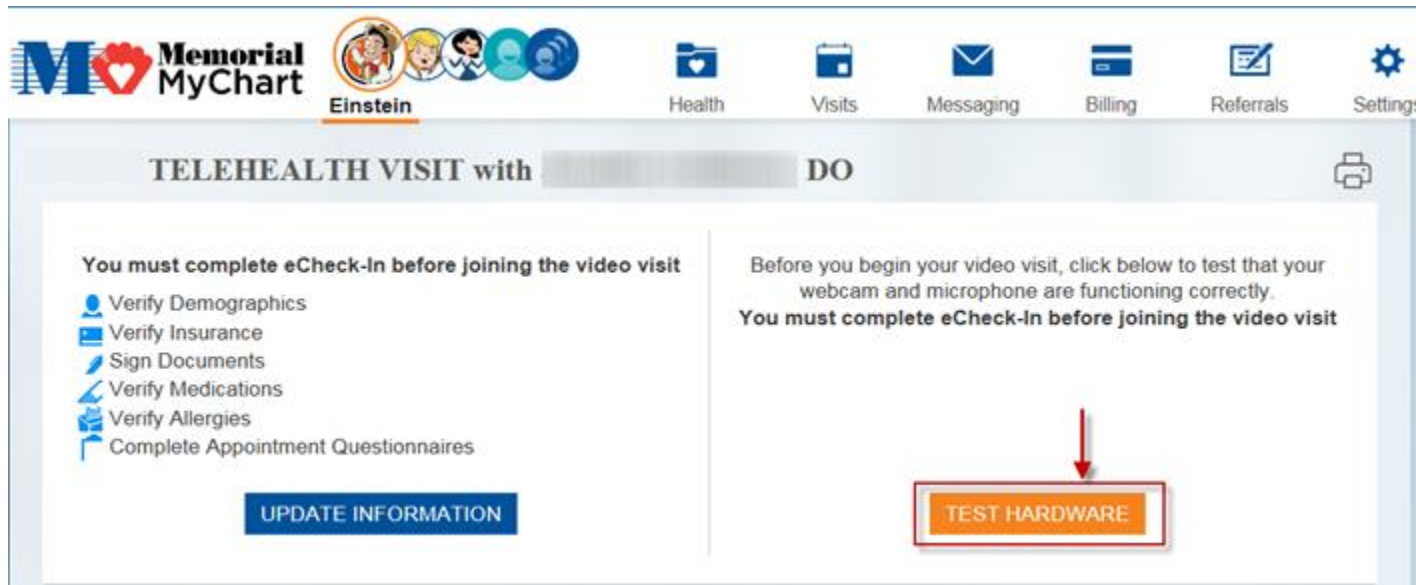


MyChart Telemedicine Instructions

You can join a telemedicine visit from the MyChart website on a laptop or desktop computer. You can also use the mobile app on an iPad, iPhone, or an Android tablet or phone. The device must be connected to the internet, have a camera, microphone, and speakers. eCheck-in is available 30 minutes before appointment time, and you can connect 15 minutes before appointment time. However, you can test you hardware any time before your visit. **Please test your hardware BEFORE you scheduled visit time to avoid any delays during the visit.** You will no longer be able to connect 15 minutes AFTER your scheduled appointment time.

1. From the appointment details screen, Click Test Hardware/Test Video to test.

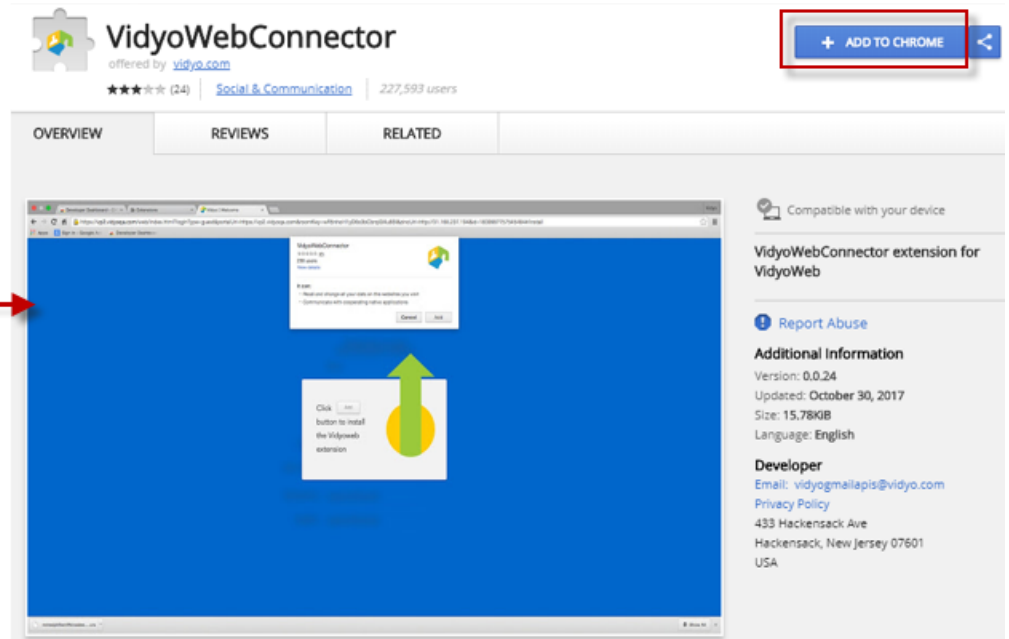


- 2. If you are connecting from your computer or laptop, you must download and install the VidyoWeb plugin. If you are using a Chrome browser, you must also download and install the VidyoWeb extension.

VidyoWeb is not installed

Follow the steps below to install VidyoWeb for Chrome. You will need to restart Chrome to complete the VidyoWeb installation.

1. Install VidyoWeb extension
2. Download VidyoWeb plugin



- 3. Once the installation is complete, they will see two green checks. **Restart your computer after installation.**

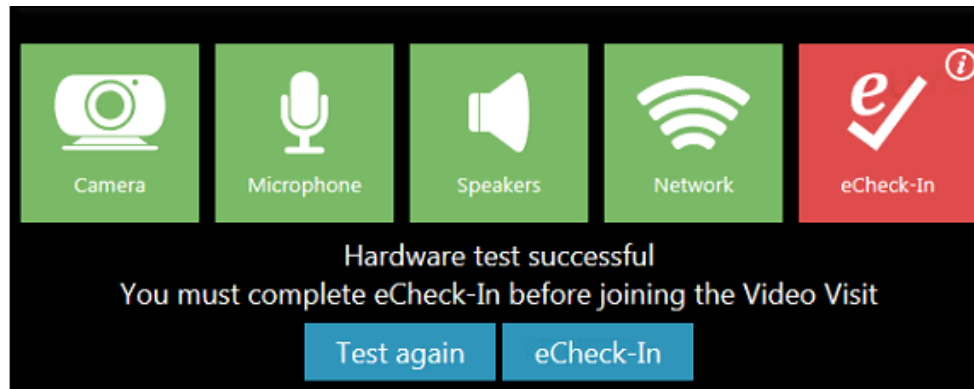
VidyoWeb is not installed

Check your Downloads folder and run the VidyoClientForWeb installer. After installing, you must restart Chrome to join the video visit.

- ✓ Extension installed
- ✓ Plugin installed

Plugin installed. Restart Chrome to begin your video visit.

4. Once you have restarted your computer, test your hardware again. If your device is ready, the test will be successful. Complete eCheck-in to connect to the visit.



Frequently Asked Questions

Q: Do I have to download the app?

A: Yes, if you are using a mobile phone or tablet, you will have to use the app.

Q: I cannot eCheck-in.

A: You can only eCheck-in 30 minutes prior to your appointment time. Verify your appointment time with your Health Coach.

Q: I cannot connect to the visit.

A: You can only connect 15 minutes prior to your appointment time. Verify your appointment time with your Health Coach. You also must eCheck-in before you can connect to the video.

Q: I downloaded the plugin, but it's prompting me to download it again.

A: Restart your computer, then try to connect to the visit again.