

## BEFORE YOUR SCHEDULED VIDEO VISIT

You're scheduled for a Video Visit. What's next?



- Prepare yourself and your surroundings for a great video visit.
  - Choose a location where you will have privacy.
  - Minimize distractions and interruptions from visitors, children, pets, etc.
  - Turn off or mute anything that might cause background noise so you and your provider can hear one another.
  - Dress as if you were going into the clinic.
  - A good WiFi connection is recommended. If you choose to use a cellular connection, data usage rates may apply.
  - Free up bandwidth on your network by avoiding the use of online services such a video streaming, gaming and other online resources. This will allow for a better-quality video visit.
- Decide how you'll join your visit **Mobile Device** or **Computer**.

### HELP DESK:

- Call the patient support line (1-408-977-3524) if you need help with setting up or joining your visit.

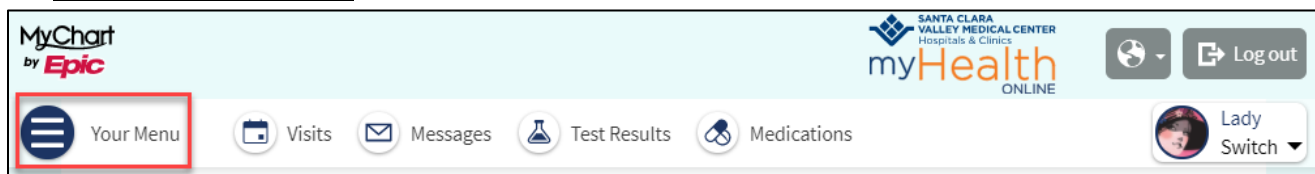
## SET UP YOUR EQUIPMENT IN ADVANCE

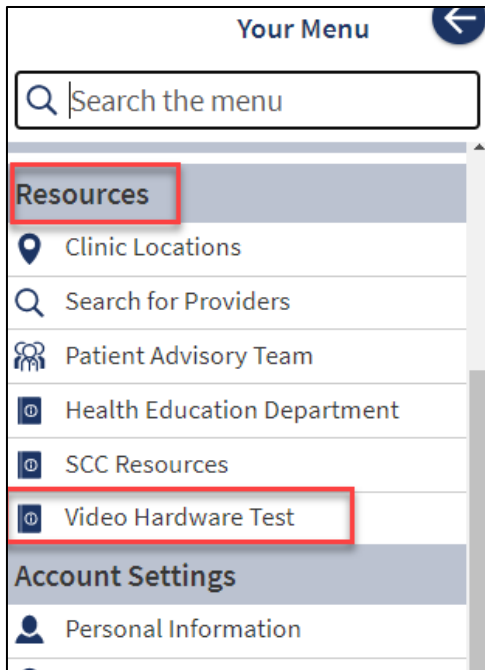
### Mobile Device

1. Download the  **MyChart** app. Select 
2. Verify you can login. You can even set it up to login using Face ID (if available).
3. Disable your pop-up blocker (steps are at [the bottom of these instructions](#))

### Computer

1. Verify you have audio and video equipment such as headset and webcam.
2. Log into your myHealth Online account at <https://myhealthonline.sccgov.org/> to verify you have access. You can even save your login credentials if you're not using a shared computer.
3. Verify your computer meets Video Hardware test: Click Menu, scroll down to Resources. Select Video Hardware Test.



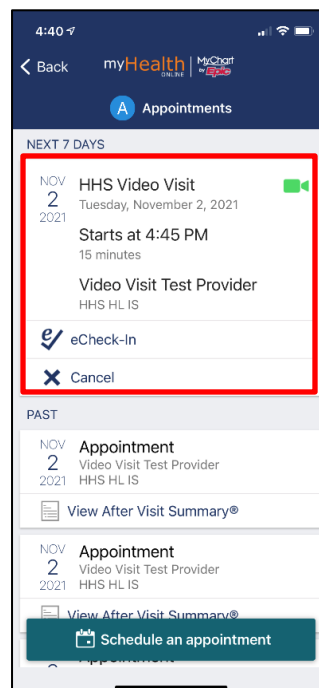
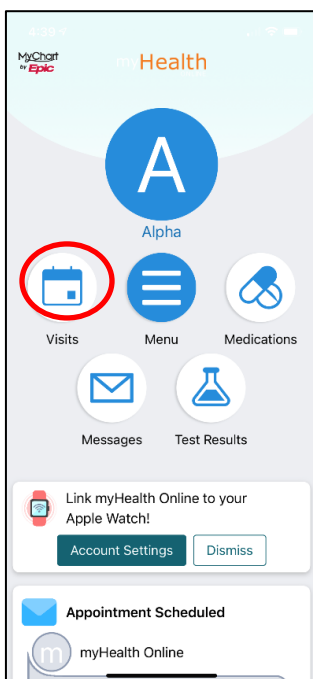


## CONFIRM YOU CAN JOIN YOUR VISIT

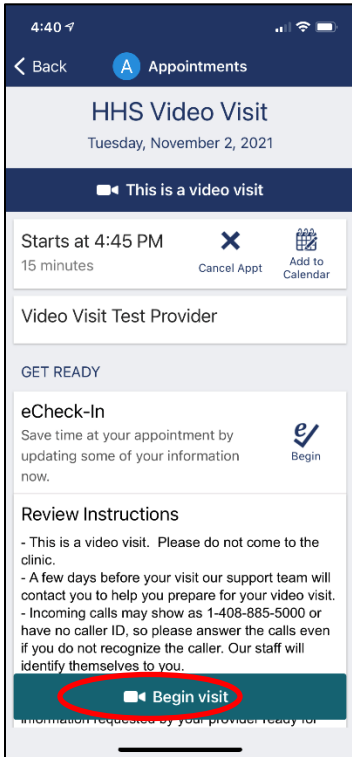
### TO JOIN A VIDEO VISIT FROM A MOBILE DEVICE USING MYCHART:

Logon to your **myHealth Online** account.

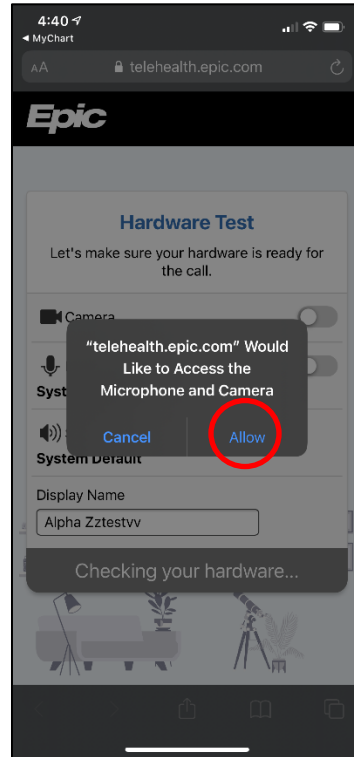
1. For proxy access, tap the patient record you want to see
2. Tap **Visits**
3. Find your **Video Visit** appointment on the list
4. Tap in the appointment



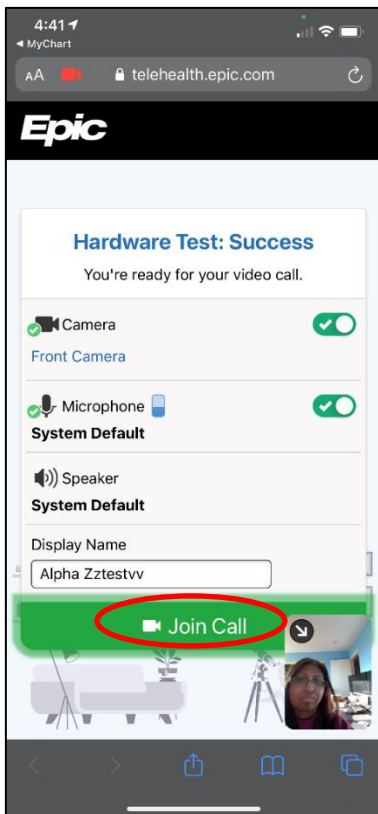
5. Tap the video icon **Begin Visit**



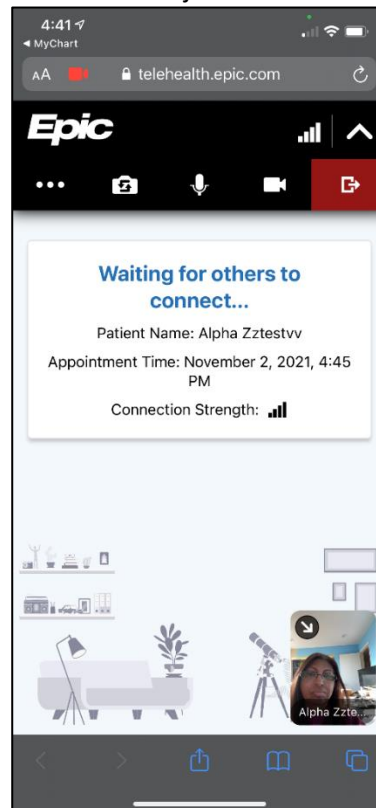
6. Tap to **Allow** access to your camera and microphone



6. Tap **Join Call**. This will Test your Hardware



6. You are ready for your visit! You will see Waiting for your clinician to join.

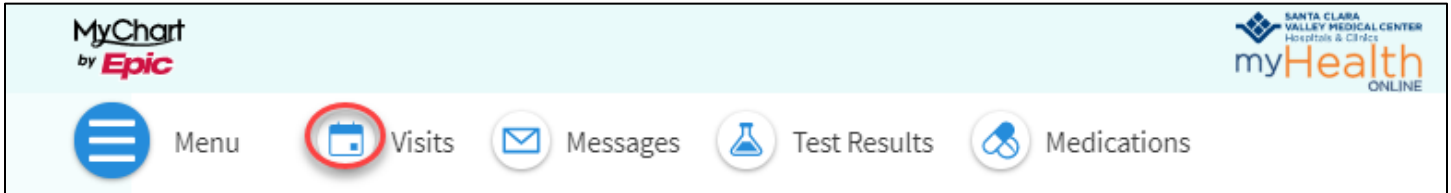


### TO A JOIN A VIDEO VISIT USING A COMPUTER:

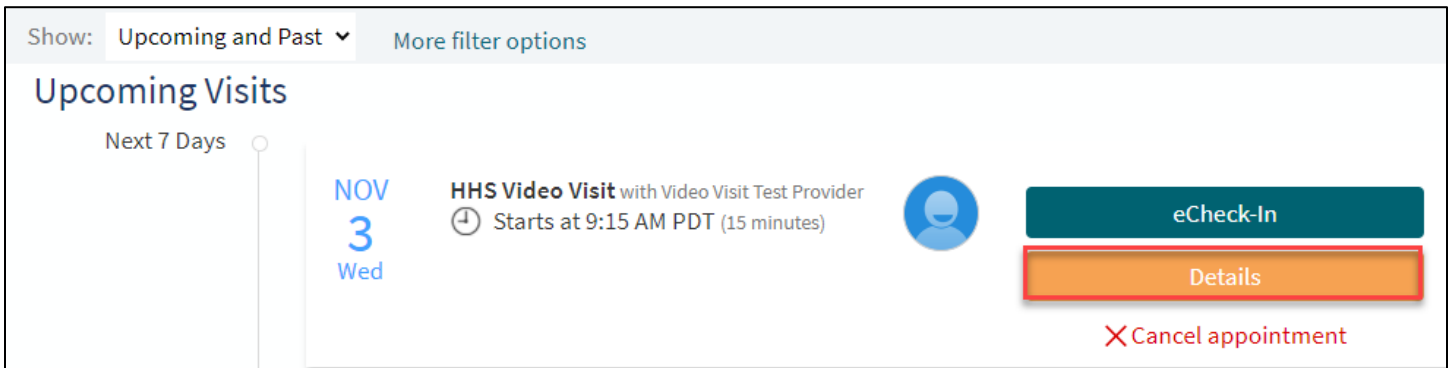
Note: Joining from a mobile device is *preferred* as you will have better access to video/voice tools. Join from your desktop using *Chrome* or *Firefox* browsers.

Log on to your **myHealth Online** account at <https://myhealthonline.sccgov.org/>.

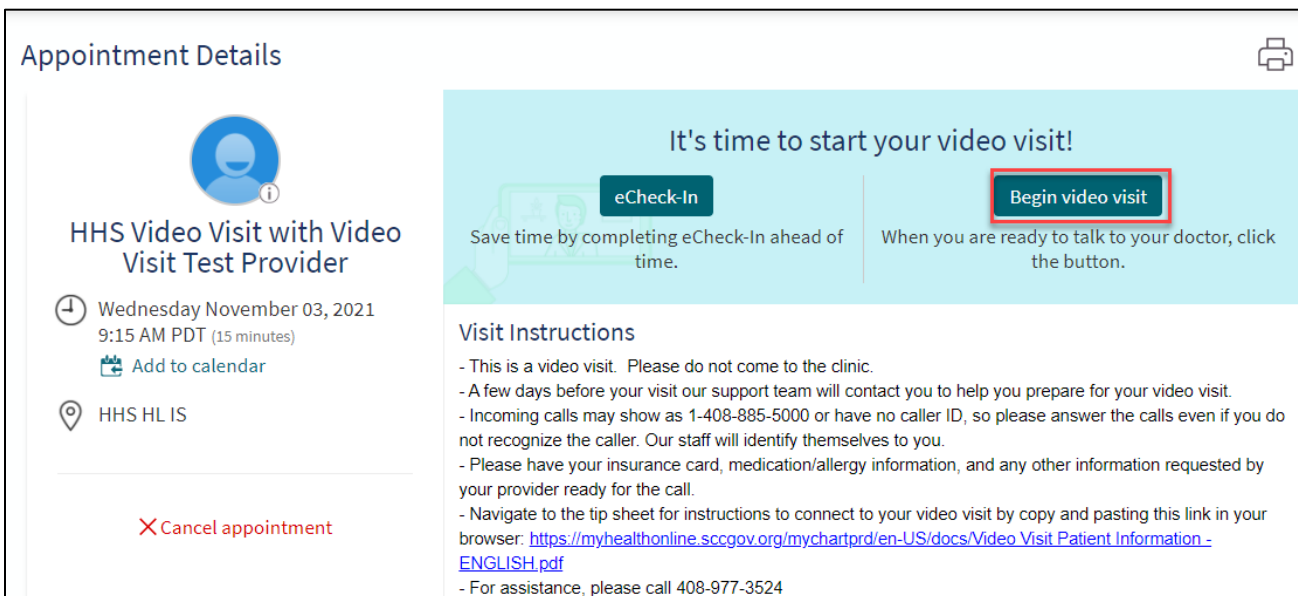
1. For proxy access, click the patient record you want to see
2. Go to **Visits** -> **My Visits**



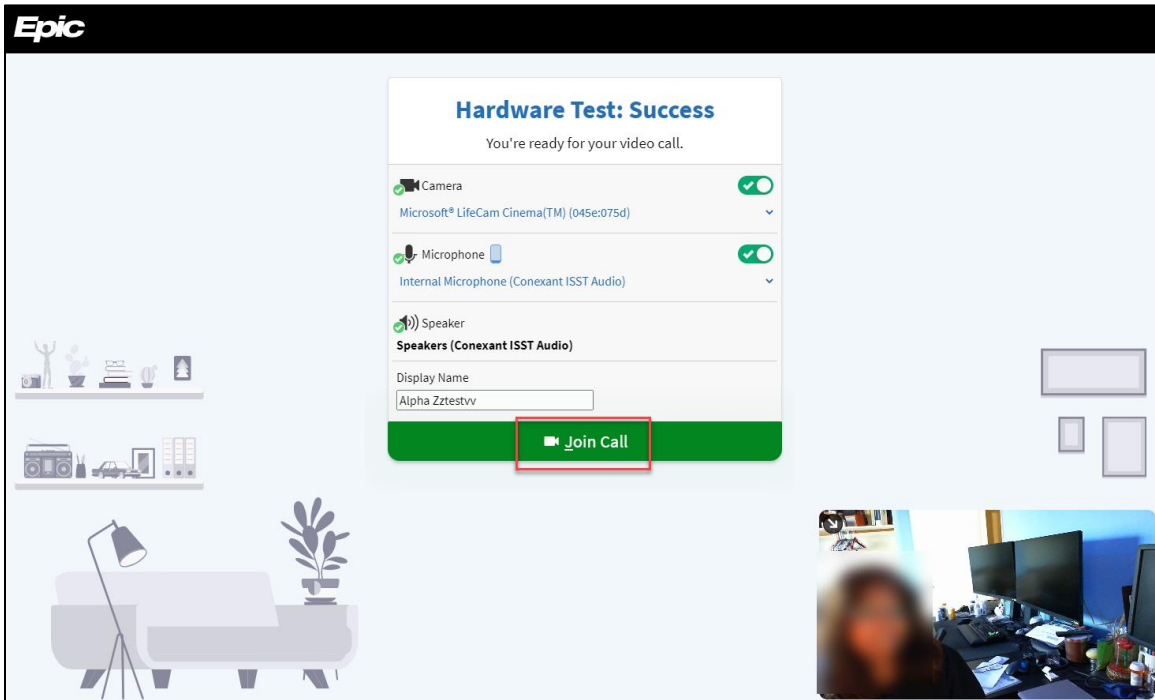
3. Find your **Video Visit**
4. Click **Details**



5. Click **Begin Video Visit**



6. Make sure the Hardware Test is successful. Tap **Join Call**.



7. Click **JOIN**

8. You're ready for your visit! You will see a blank page until your clinician joins.

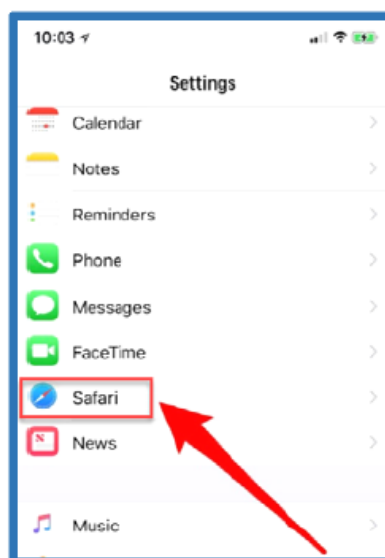
## DISABLING YOUR POP-UP BLOCKER:

To turn off the pop-up blocker on your iPhone or IOS device:

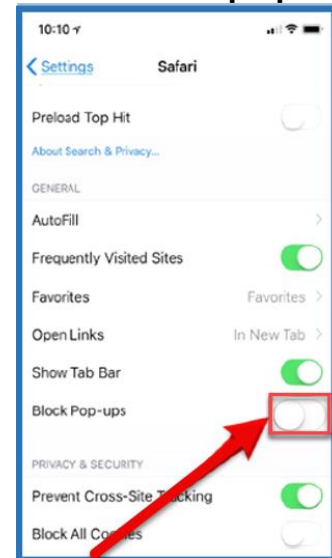
1. Go to your mobile device's **settings** screen



2. Scroll down and tap **Safari**



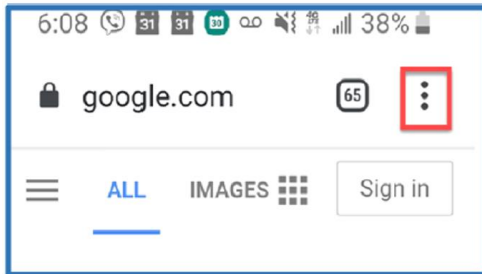
3. Tap the toggle to turn off **Block Pop-ups**



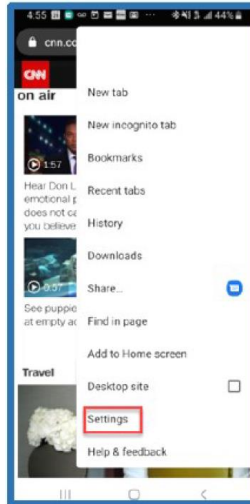
[Return to Mobile Device Instructions](#)

### To turn off the pop-up blocker on your Android:

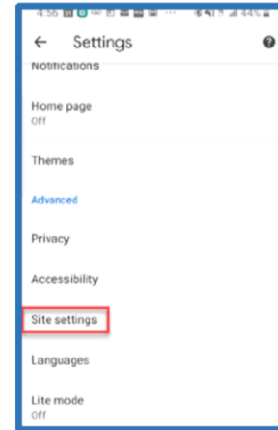
1. Tap the three dots in the upper right corner of Chrome browser



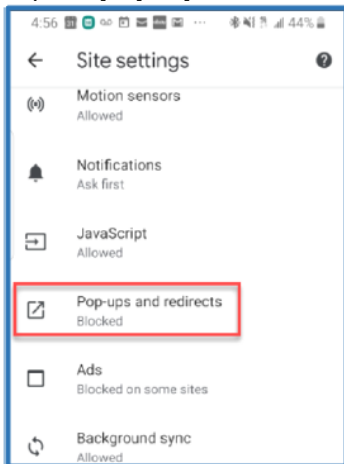
2. Tap Setting



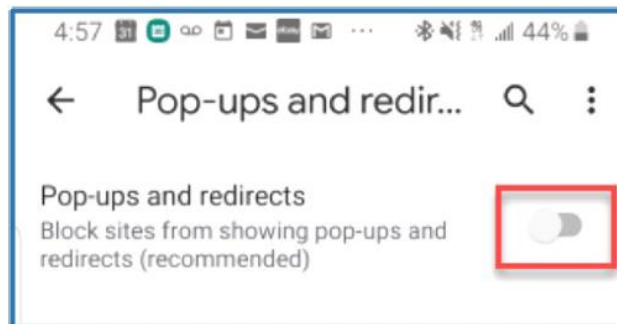
3. Tap site settings



4. Tap on **pop-ups and redirects**



5. Tap the toggle to disable **pop-ups and redirects**



[Return to Mobile Device Instructions](#)