**WMed Video Visit Instructions**

**Using a Computer**

Please note that it is highly recommended to use the MyChart App on a smartphone or tablet to access your video visit. If that is not possible, please complete step 1 up to 7 days before your scheduled appointment. Please complete steps 2-6 on the day of your appointment 15 minutes before your scheduled appointment. Follow these steps to ensure you are able to start your scheduled appointment on time.

**Up to 7 Days Before Video Visit**

**Step 1.** Access MyChart and log into your account. Select your visit from the Home Page or Visits menu. Select your video visit and click eCheck-In to begin the process. You *must* complete eCheck-In prior to connecting to your video visit.

**On the Day of Your Video Visit**

**Step 2.** Log into your MyChart and select the visit from the Home Page or Visits menu. Select your video visit and click Begin Video Visit.

* **Note:** If you have not completed eCheck-In you *must* complete it before you will be able to see the Begin Visit button.

**Step 3.** Complete the hardware test. If prompted, enable access to your devices microphone and camera.

**Step 4.** Select Join Call.

**Step 5.** You will know you have connected to your appointment when you see “Waiting for others to connect…” window or a virtual waiting room slideshow.

* When the screen turns black the provider is actively connecting to your appointment.

**Step 6.** When connecting with the provider, select “Call using Internet Audio” if prompted. Select “Join with Video” to turn on your video.

**Tips for Success**

* You must have a strong Wi-Fi or Cellular connection. Relocate or change settings if needed.
* Make sure your device is charged. You should not be in power saving mode or low battery.