**WMed Video Visit Instructions**

**Using a Smartphone or Tablet**

Please complete your MyChart app set up and steps 1 & 2 up to 7 days before your scheduled appointment. Please complete steps 3-7 on the day of your appointment 15 minutes before your scheduled appointment. Following these steps will ensure you are able to start your scheduled appointment on time. Please note that you must download the MyChart mobile app. A video visit cannot be done from the web browser on your phone or tablet.

**Up to 7 Days Before Video Visit**

**Step 1.** Download the MyChart app on your smartphone or tablet.

* Get it in the Google Play Store of the iPhone App Store.

**Step 2.** Open the MyChart app on your device and log into your account. Select your visit from the Home Page or Visits from the icon 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 3.** Log into your MyChart app 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 see the Begin Visit button.

**Step 4.** Complete the hardware test. If prompted, enable access to your devices microphone and camera.

**Step 5.** Select Join Call.

**Step 6.** You will know you have connected to your appointment when you see a “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 7.** 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.