

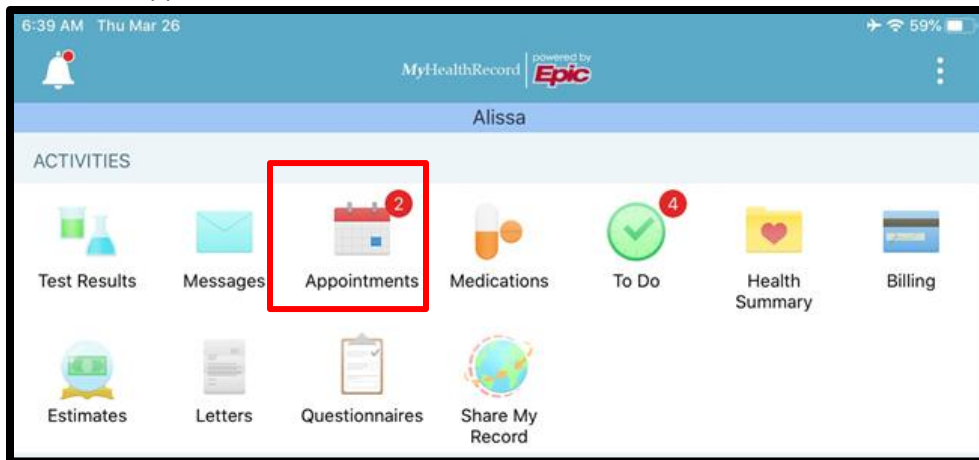
**MG Video Visit – Patient Process Using the MyChart Mobile App**

Note – the screenshots below may look slightly different depending on the type of device the patient is using. The following example uses an iPad.

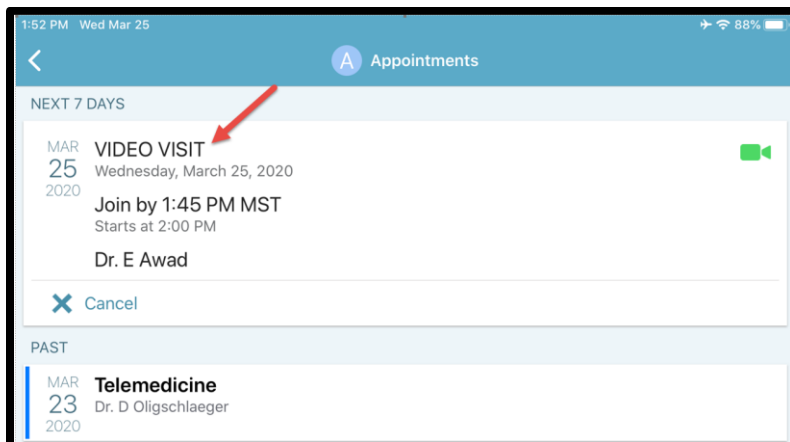
1. **Select** the MyChart icon to open and **enter** the user id and password when prompted.



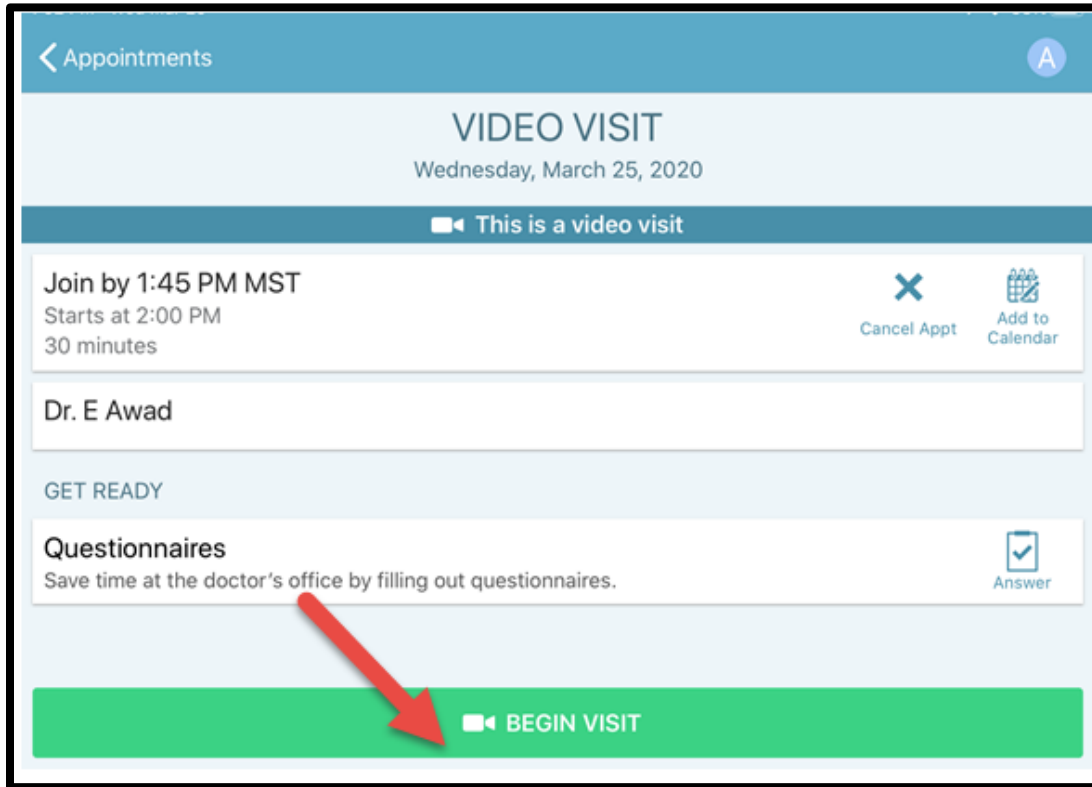
2. **Select** the Appointments icon



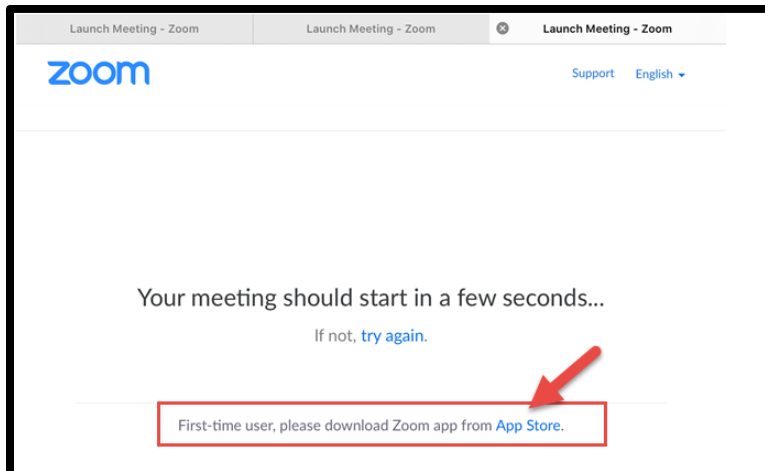
3. 15 minutes prior to the start of the appointment, **select Video Visit** to begin



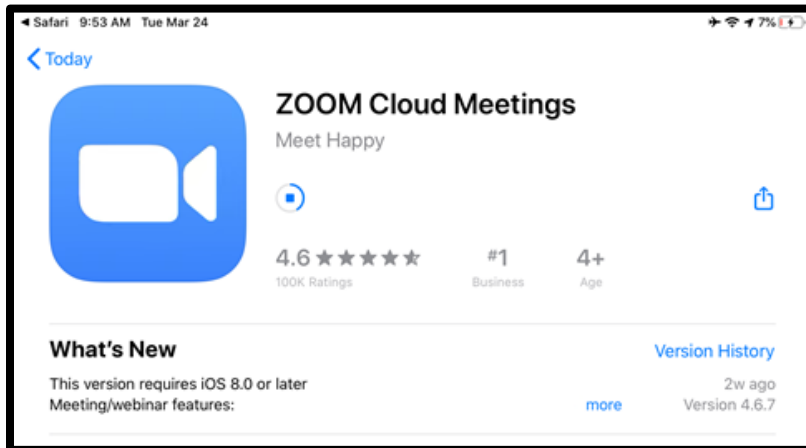
4. Select Begin Visit



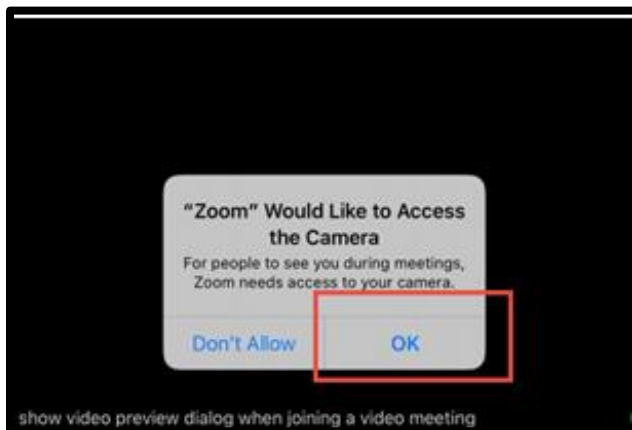
5. The Zoom Window will launch. (Note - If the user has not previously used ZOOM, select on the App Store to load Zoom. If the user has used Zoom in the past, this step is not needed, proceed to step #7.)



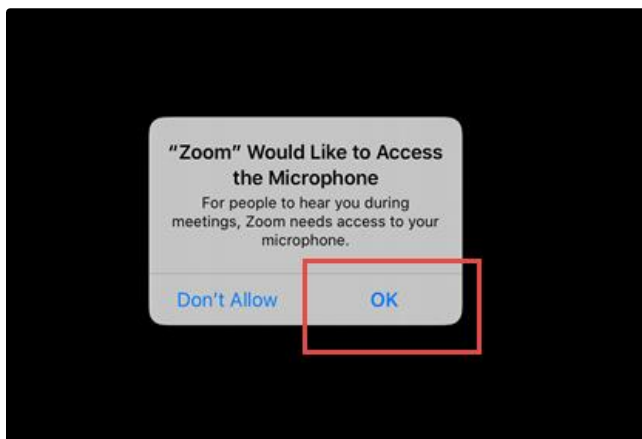
- The App Store will open, download the Zoom app.



- When prompted, select **OK** to allow Zoom to access the **Camera**



- When prompted, select **OK** to allow Zoom to access the **Microphone**

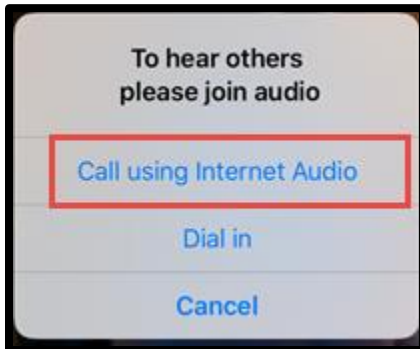


**NOTE: The device will not function properly unless Zoom is allowed to access the camera and microphone.**

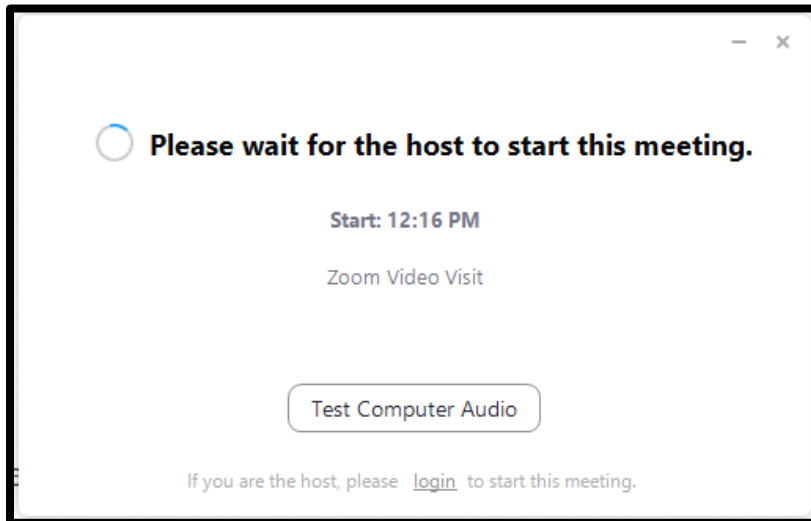
9. Select **Join with Video**



10. Select **Call Using Internet Audio**



11. If the connection was successful, you will be placed in a virtual waiting room. The visit will begin when the provider joins the call.



*For technical issues, patients should call the MyChart Help Desk Toll Free at 866-312-5023.*