

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**.

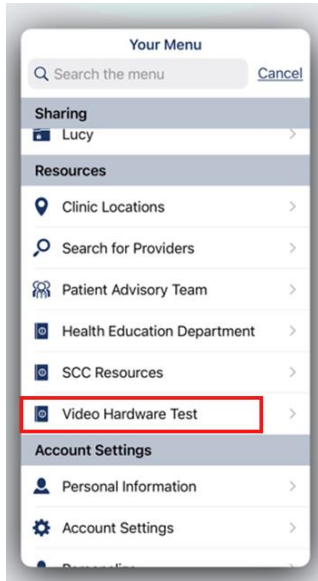
HELP DESK:

- **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

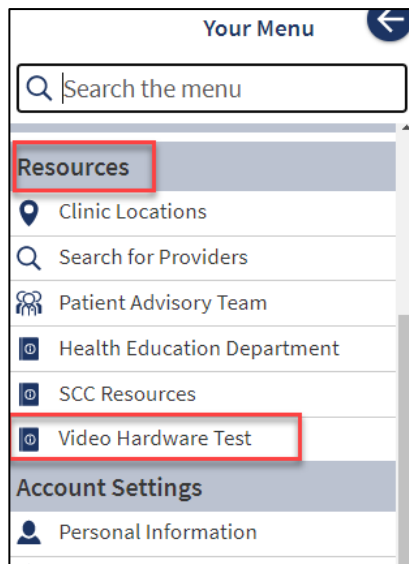
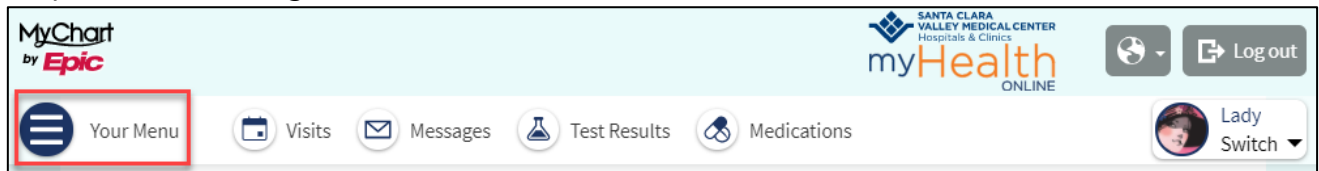
1. Download the  **MyChart** app. Select 
2. Verify you can login. You can even set it up to login using Face ID (if available).
3. Verify your device meets Video Hardware test: Click Menu, scroll down to Resources. Select Video Hardware Test. If hardware test fails call the patient support line (1-408-977-3524) for help troubleshooting.



4. Disable your pop-up blocker (steps are at [the bottom of these instructions](#))

Computer

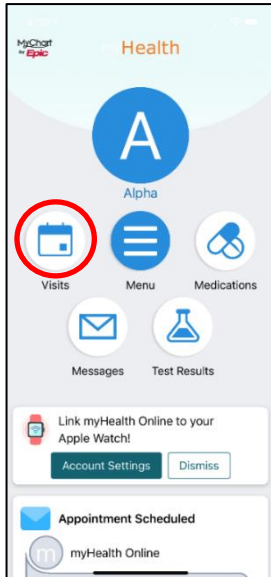
1. Verify you have audio and video equipment such as headset and webcam.
2. Log into your myHealth Online account at <https://myhealthonline.sccgov.org/> to verify you have access. You can even save your login credentials if you're not using a shared computer.
3. Verify your computer meets Video Hardware test: Click Menu, scroll down to Resources. Select Video Hardware Test. If hardware test fails call the patient support line (1-408-977-3524) for help troubleshooting.



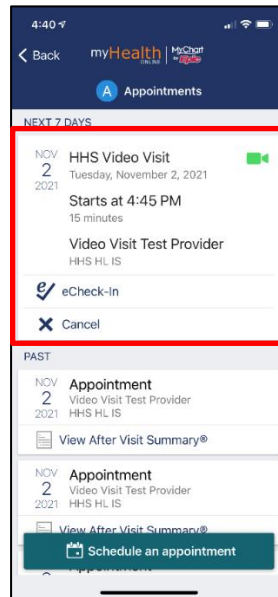
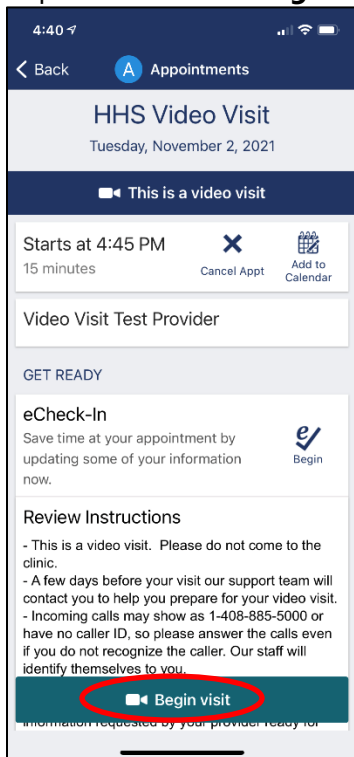
TO JOIN A VIDEO VISIT FROM A MOBILE DEVICE USING MYCHART APP:

Logon to your **myHealth Online** account on MyChart app.

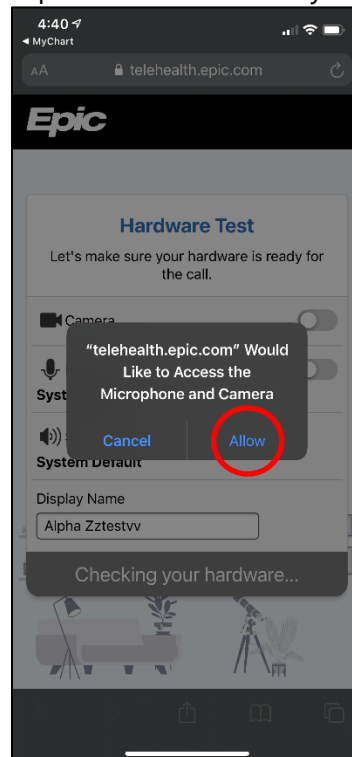
1. For proxy access, tap the patient record you want to see
2. Tap **Visits**
3. Find your **Video Visit** appointment on the list
4. Tap in the appointment



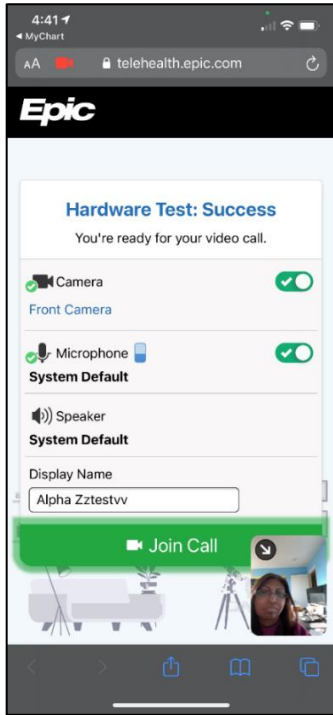
5. Tap the video icon **Begin Visit**



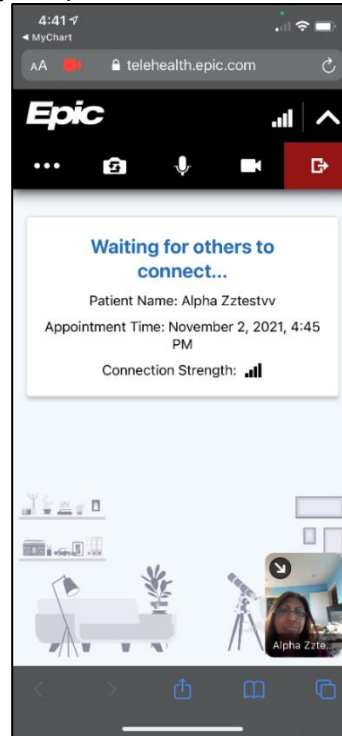
6. Tap to **Allow** access to your camera and microphone



- You will start with a hardware test. If your hardware test is unsuccessful, call the patient support line for help.



- Once hardware test is successful click **Join Call**. You will see the details of your appointment until your provider connects.

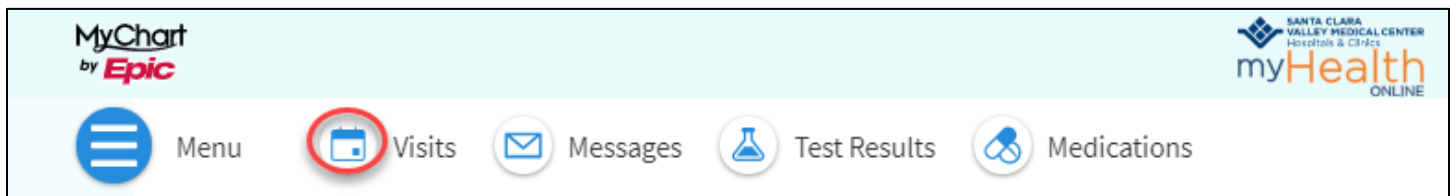


TO JOIN A VIDEO VISIT USING A COMPUTER:

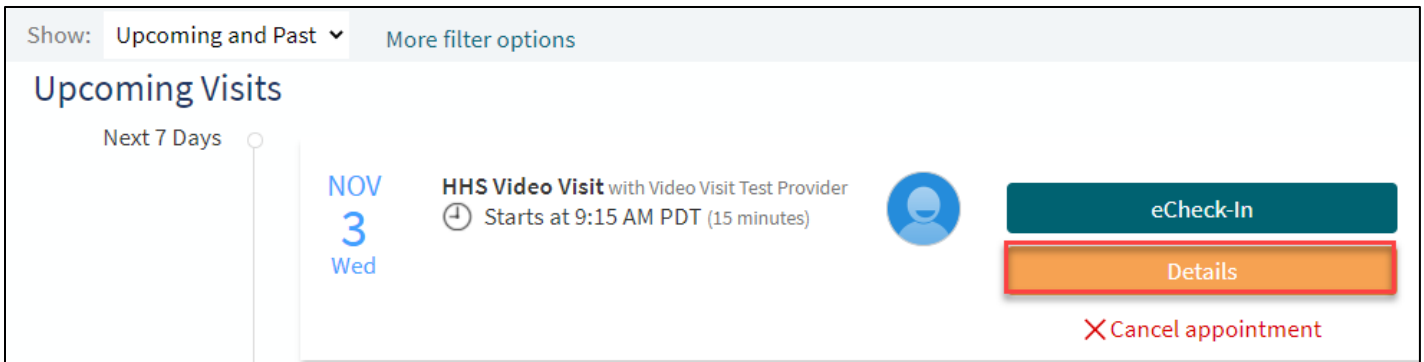
Note: Joining from a mobile device is *preferred* as you will have better access to video/voice tools. Join from your desktop using *Chrome, Edge, or Firefox* browsers.

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

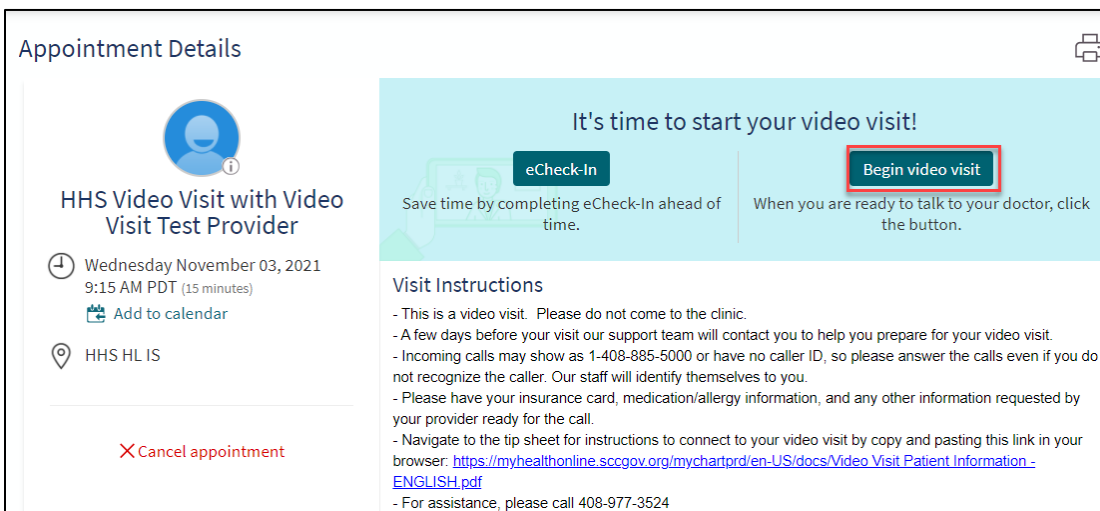
- For proxy access, click the patient record you want to see
- Go to **Visits** -> **My Visits**



- Find your **Video Visit**
- Click **Details**

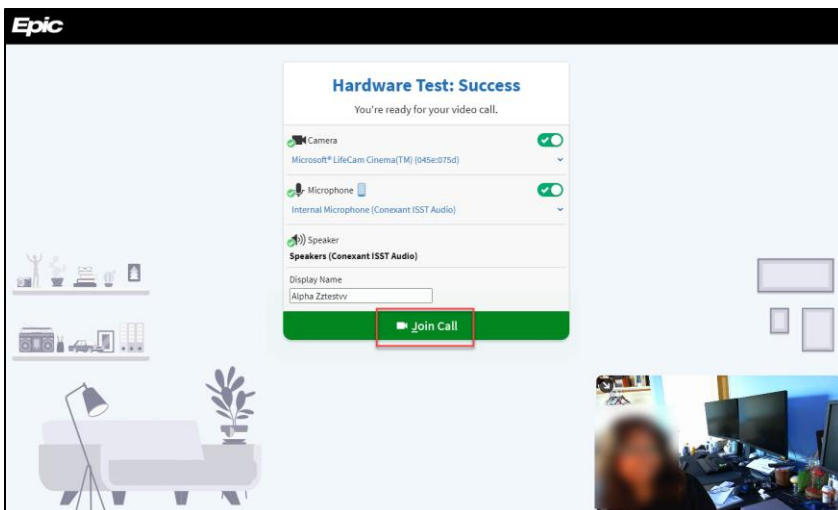


5. Click **Begin Video Visit**



6. You will start with a hardware test. If your test is unsuccessful call the patient support line for help.

7. Once the hardware test is successful, tap **Join Call**.



8. You're ready for your visit! You will see the details of your appointment on the screen until your provider connects.

DISABLING YOUR POP-UP BLOCKER:

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

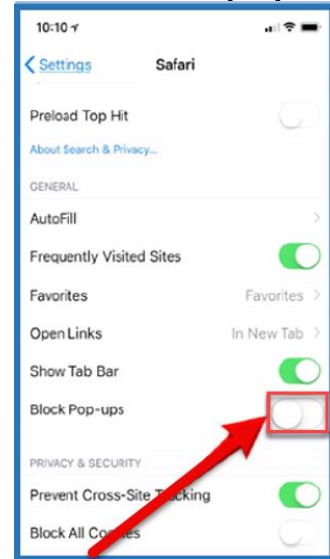
1. Go to your mobile device's **settings** screen



2. Scroll down and tap **Safari**



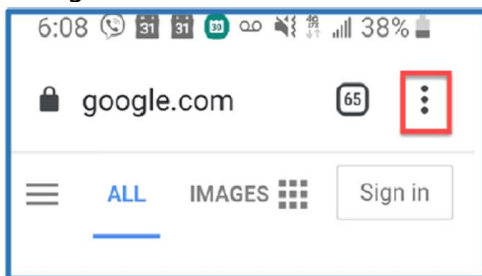
3. Tap the toggle to turn off **Block Pop-ups**



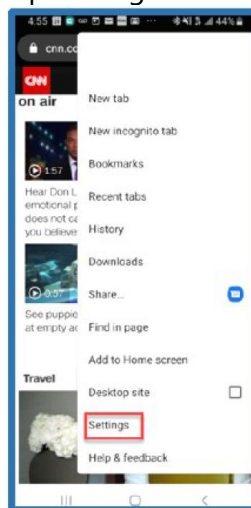
[Return to Mobile Device Instructions](#)

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

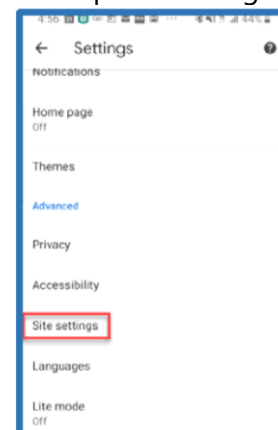
1. Tap the three dots in the upper right corner of Chrome browser



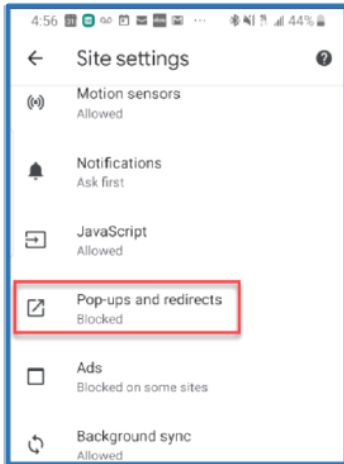
2. Tap Setting



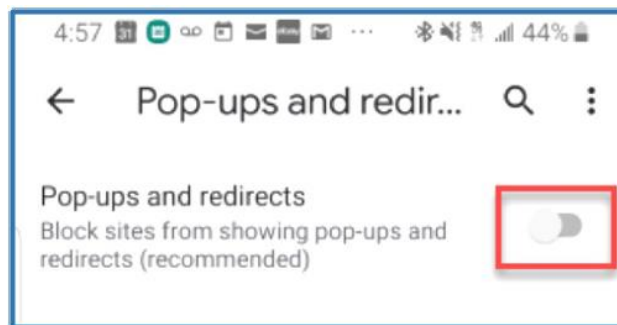
3. Tap site settings



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



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



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