MyChart Video Visits allow you to have a virtual appointment through BOTH your computer/laptop (Mac or PC) or device (via MyChart app). **Must be in the state of California during the appointment.**

**REQUIREMENTS:**

- **Computers/Laptops:**
  - Webcam required
  - Works only with Chrome, Firefox, and Edge web browsers (does not support Internet Explorer)
  - Enable/Allow Pop-ups on web browser
- **Devices (Phones and Tablets):**
  - Need MyChart App installed on your device
  - Works with default Web Browser on your device ( iPhones > Safari)

**USING YOUR DESKTOP COMPUTER OR LAPTOP**

- Login to MyStudentChart portal on your web browser: [https://MyStudentChart.ucsd.edu](https://MyStudentChart.ucsd.edu)
- Go to your Appointments and start the eCheckin Process
- When you have completed any forms or questionnaires, you are ready for your Video Visit
- Once your provider checks you in, you will see the Start Video screen

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![MyChart Video Visit Screen](image)
USING THE MYCHART APP AND LOGGING IN

• Download the MyChart app on your mobile device.
• The free app is available in the Apple App Store for iPhones or the Google Play Store for androids.
• Open MyChart app
• Select Organization: UCSD Student Health & Well-Being
• Login using your AD login/password

• You can see view a video of the process (generic for UCSD Health patients) here:
  • https://health.ucsd.edu/request_appt/video-visits/Pages/video-visits-how-to.aspx
STARTING A MYCHART VIDEO VISIT USING THE MYCHART APP

• Select Appointments from the main MyChart home page:

• Then select the appropriate date and time of your scheduled Video Visit. From this screen, test the video connection and make sure to eCheck-in at least 30 mins prior to your scheduled visit:

• After eCheck-in is complete, go back to Appointments in the App and click your Video Visit appointment time. The screen will let you know if you are waiting for the provider or if they are already on the video connection.
• Select START VIDEO CALL.
• Your web browser will then open on your device (note: allow pop-ups)
• For iPhones, the default browser is Safari
• It can take up to 20 seconds for the camera screen to be active.
VIDEO VISITS: HOW TO HAVE A GREAT VIDEO APPOINTMENT

• Please connect to Wi-Fi for the best network connection. 4G or LTE will work but may result in interruptions.
• Be in a private setting where you can talk freely.
• Avoid distractions during the visit (doorbells, phones, children, pets, etc.)
• Mute background noises like TV’s and music
• Try not to sit with a window or bright light behind you (the best light comes from in front of you)
• You can test the video visit by:
  • Opening the MyChart App on your device.
  • Go to Appointments in the App then click on the provider’s appointment time.
  • Select test camera.
• We recommend that you login up to 2 hours prior to your appointment to complete the eCheck-in and any Questionnaires.
  • Log into the app, go to appointment and select eCheck-in.