

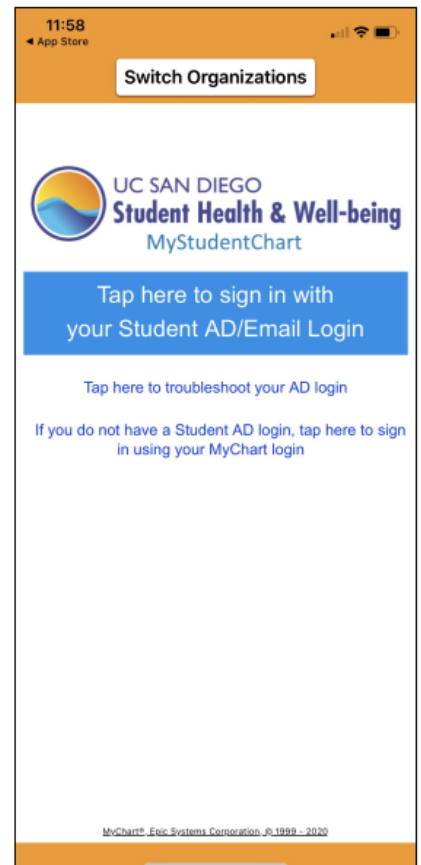
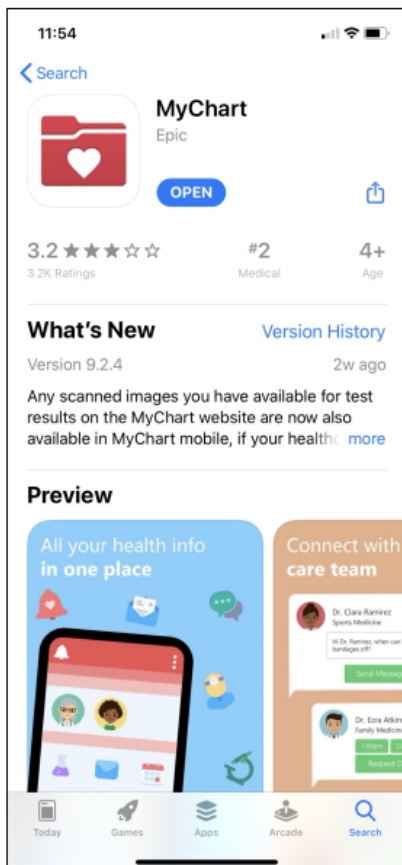
## INFORMATION AND REQUIREMENTS

MyChart Video Visits allow you to have a virtual appointment with a provider using your smart phone or tablet through the MyChart App:

- Must be in the state of California during the appointment
- Recommend a minimum of iPhone 5 or above, iPad 3rd edition or above, Galaxy X5 or above
- Recommend a minimum of iOS: 10.10.x or above, Android: 5.0 or above
- Works best with Wi-Fi or LTE speed
- **Need MyChart App installed on your device**

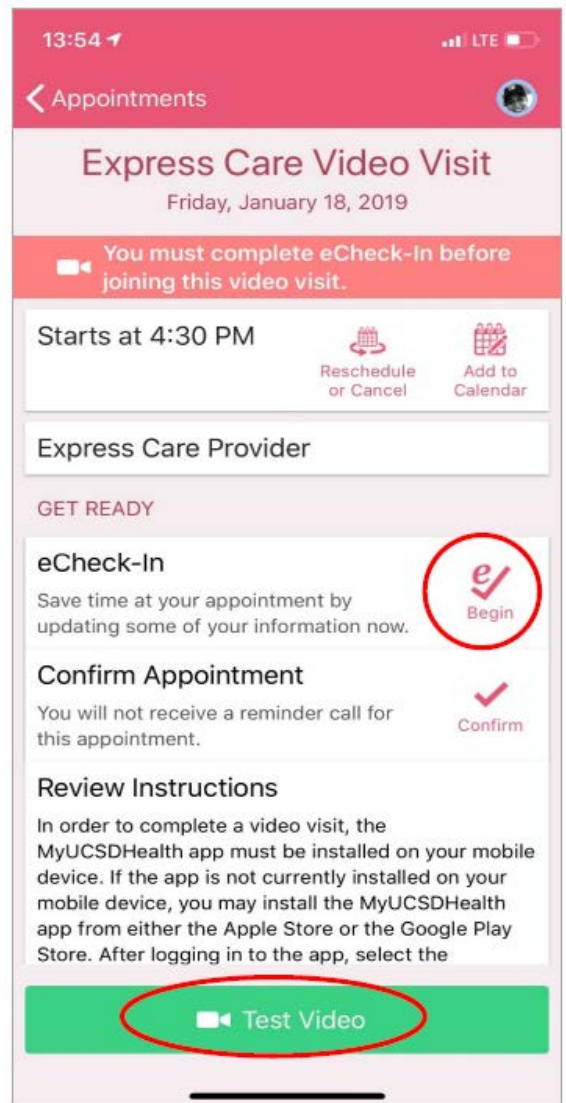
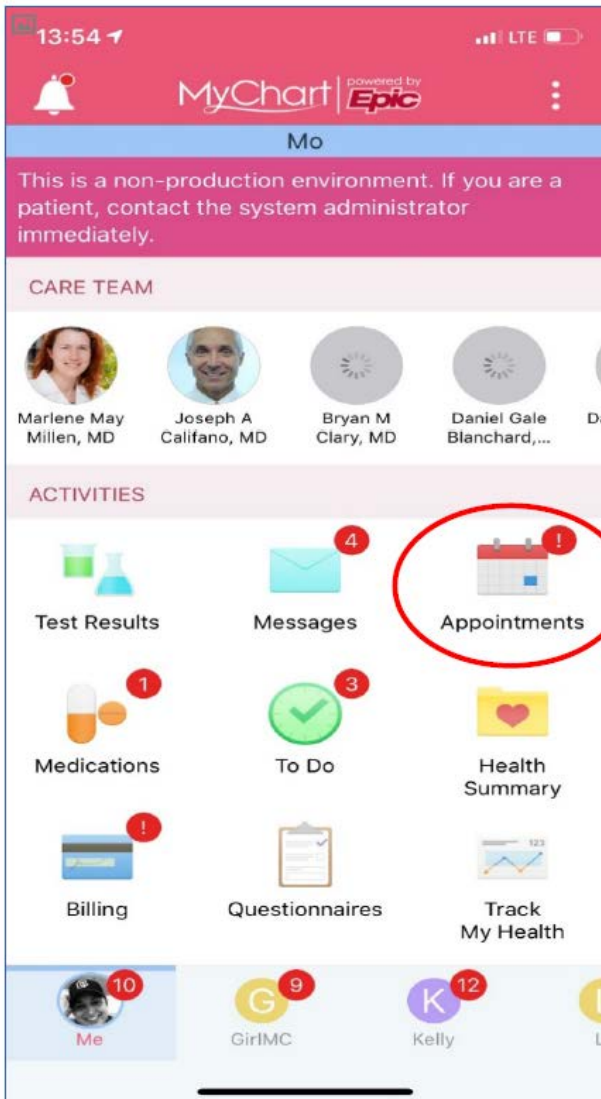
## USING THE MYCHART APP AND LOGGING IN

- 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



## 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.
- It can take up to 20 seconds for the camera screen to be active.
- Please rotate your screen so the device is horizontal for the best view. You may have to turn off the screen lock.

## 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.