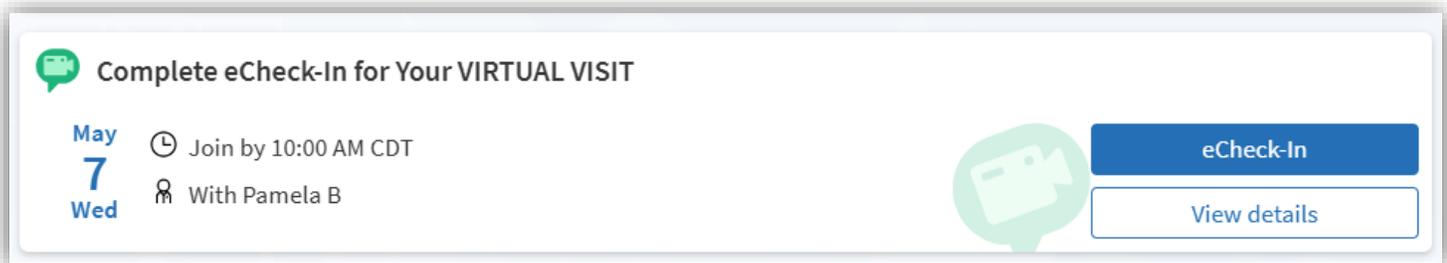


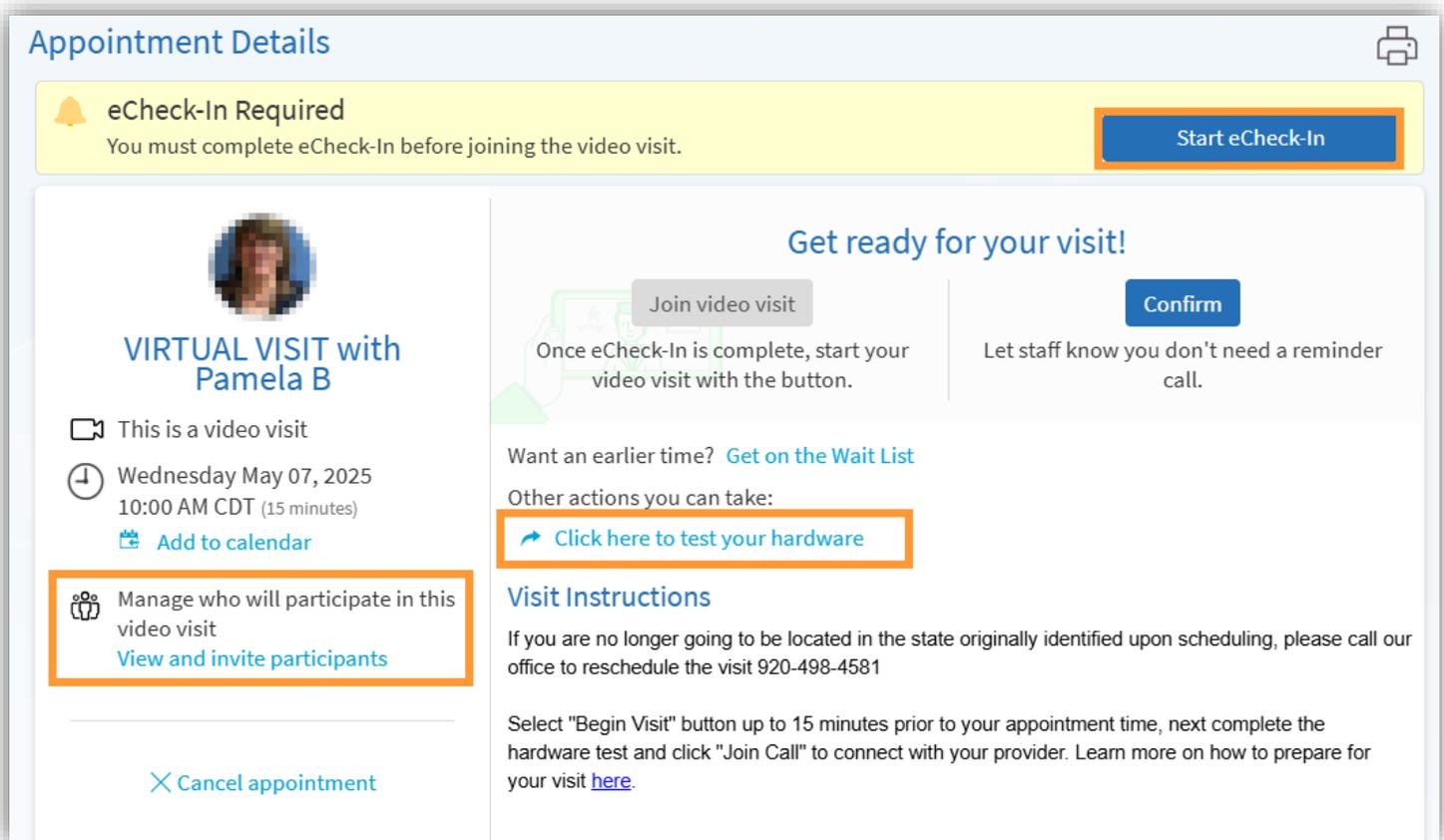
# MyChart Video Visits for Patients

1. Access the **MyChart App** on your smart device or access the **MyChart** website: <https://www.mychartportal.org/myhshs/> from a supported web browser (Chrome, Edge, Firefox or Safari on MAC)
2. **Log into MyChart**
3. From the home screen, click **eCheck-In** or **View details** to get started:  
\*Please note that eCheck-In is required to start your video visit.



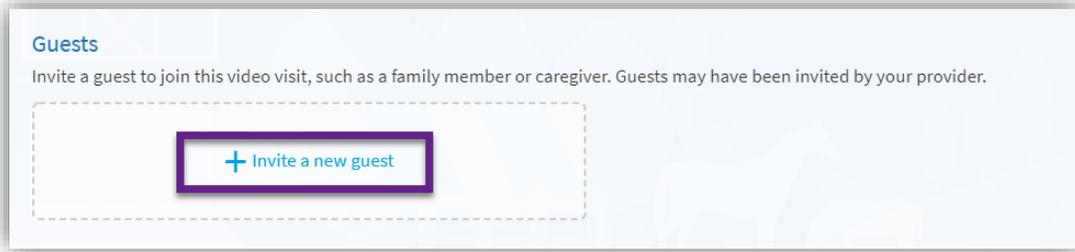
A notification banner with a green speech bubble icon on the left. The text reads "Complete eCheck-In for Your VIRTUAL VISIT". Below this, it shows the date "May 7 Wed" and the time "Join by 10:00 AM CDT" with a clock icon. It also says "With Pamela B" with a person icon. On the right, there is a blue button labeled "eCheck-In" and a white button with a blue border labeled "View details". A green video camera icon is also present on the right side.

4. From the following screen, you may test your **hardware** and complete **eCheck-In**. To invite additional guests to join your video visit, click on the **View and Invite Participants** hyperlink:

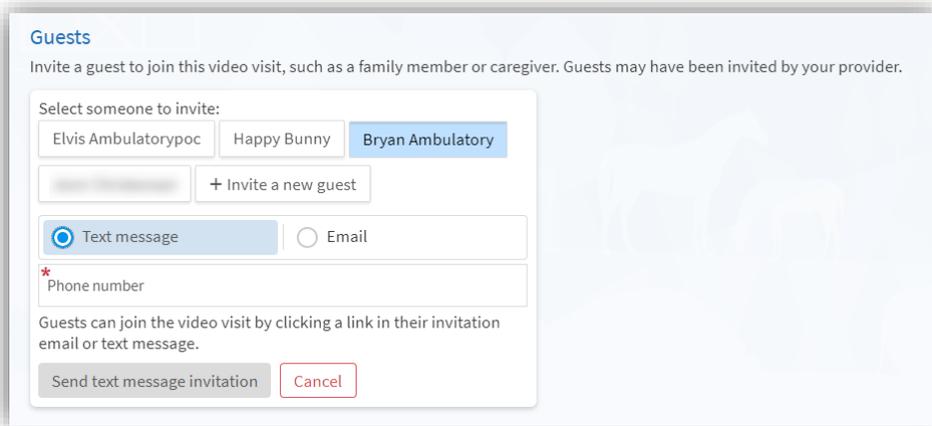


The screenshot shows the "Appointment Details" page. At the top left, it says "Appointment Details" with a printer icon on the right. Below this is a yellow banner with a bell icon and the text "eCheck-In Required" and "You must complete eCheck-In before joining the video visit." A blue button labeled "Start eCheck-In" is on the right. The main content is split into two columns. The left column shows a profile picture of Pamela B and the text "VIRTUAL VISIT with Pamela B". Below this, it says "This is a video visit", "Wednesday May 07, 2025 10:00 AM CDT (15 minutes)", and "Add to calendar". A button labeled "Manage who will participate in this video visit" with the subtext "View and invite participants" is highlighted with an orange box. At the bottom left is a "Cancel appointment" button. The right column has the heading "Get ready for your visit!". It features a "Join video visit" button, a "Confirm" button, and instructions: "Once eCheck-In is complete, start your video visit with the button." and "Let staff know you don't need a reminder call." Below this, it says "Want an earlier time? Get on the Wait List" and "Other actions you can take:" followed by a button labeled "Click here to test your hardware" which is also highlighted with an orange box. At the bottom, there is a "Visit Instructions" section with text about rescheduling and a link to "Learn more on how to prepare for your visit here."

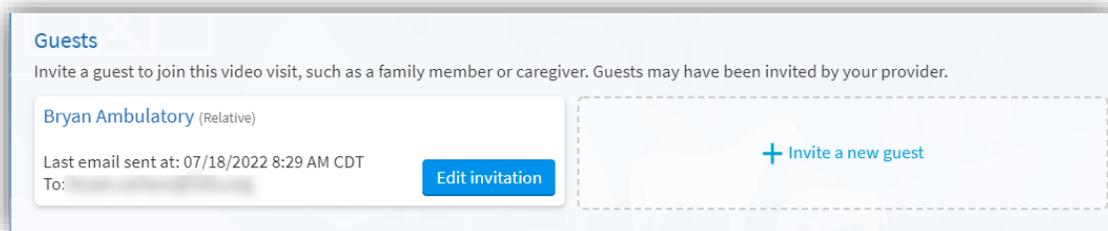
5. To invite other guests after selecting the **View and invite participants**, click on **Invite a New Guest**:



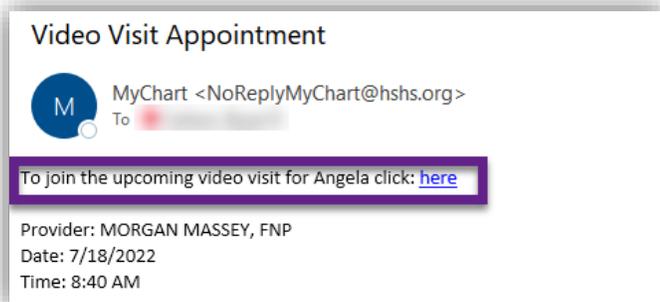
MyChart will display recently invited guests and proxies who have access to your MyChart. Click on the person you would like to invite or the button for **Invite a new guest**, and enter the phone number or email where the invite should be sent:



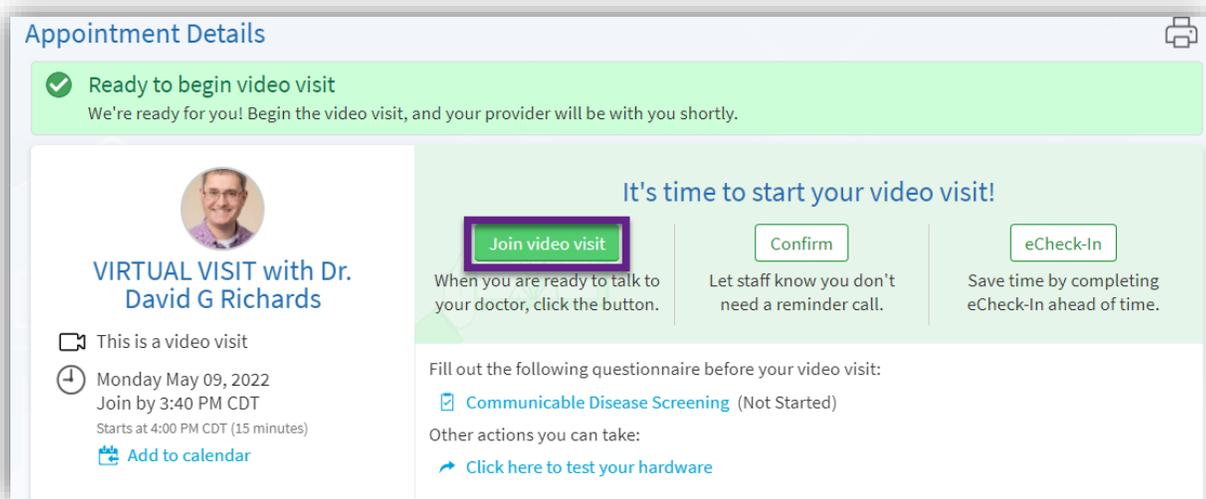
Once your invites are sent, MyChart will display a list of those you have invited:



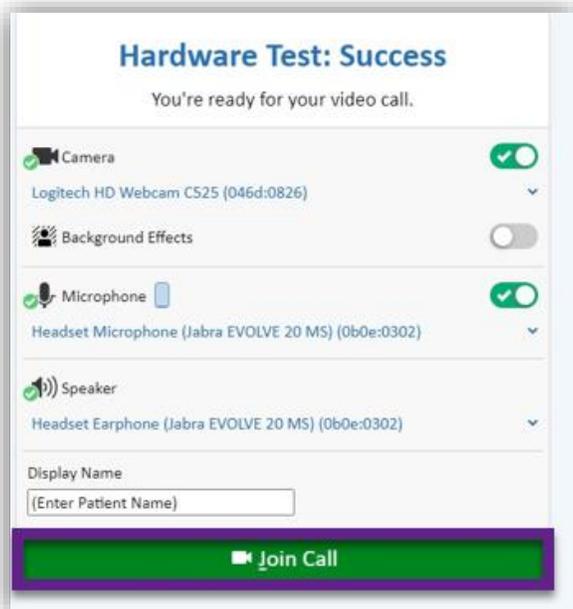
Your guests will receive an email, or text message with a link to join the visit:



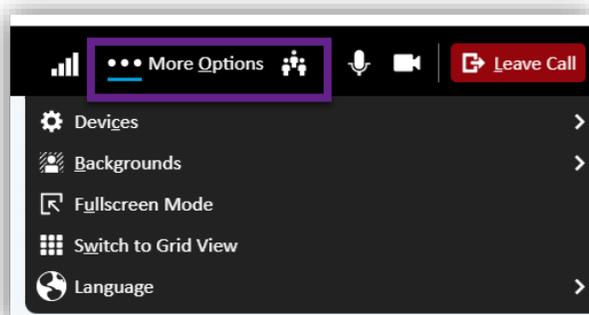
6. To join the video visit, click **Join Video Visit**. This will be grey if it is more than 8 hours prior to your appointment:



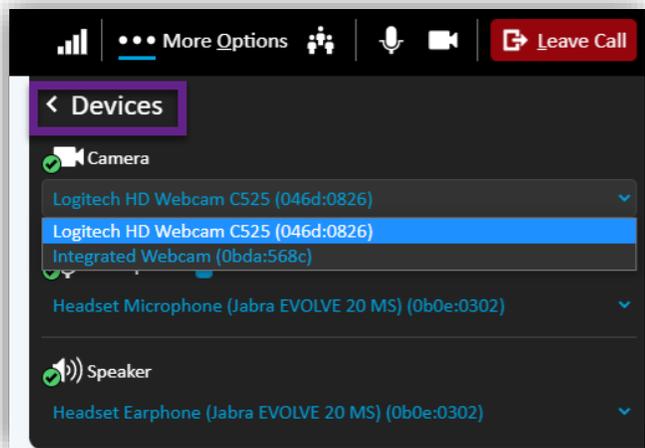
7. After clicking **Join Video Visit**, a new web browser will open for “Epic Telehealth” which will show Hardware Test to confirm audio/video settings. Your **Display Name** can also be modified on this screen. Once hardware test is complete, click **Join Call**.



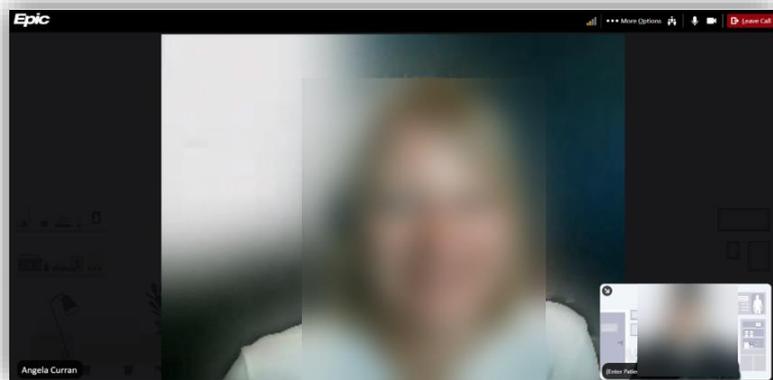
8. The **More Options** tab will allow you to modify settings within your video visit:



9. Devices will allow you to change your mic or audio settings during the visit:



10. From the dropdown menu, you may select **Speaker View**:



Or **Grid View**:

