

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.

Complete eCheck-In for Your VIRTUAL VISIT

May 7 Wed

Join by 10:00 AM CDT

With Pamela B

eCheck-In

[View details](#)

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:

Appointment Details

eCheck-In Required
You must complete eCheck-In before joining the video visit.

Start eCheck-In

VIRTUAL VISIT with Pamela B

This is a video visit

Wednesday May 07, 2025
10:00 AM CDT (15 minutes)

[Add to calendar](#)

Manage who will participate in this video visit
[View and invite participants](#)

[Cancel appointment](#)

Get ready for your visit!

Join video visit
Once eCheck-In is complete, start your video visit with the button.

Confirm
Let staff know you don't need a reminder call.

Want an earlier time? [Get on the Wait List](#)

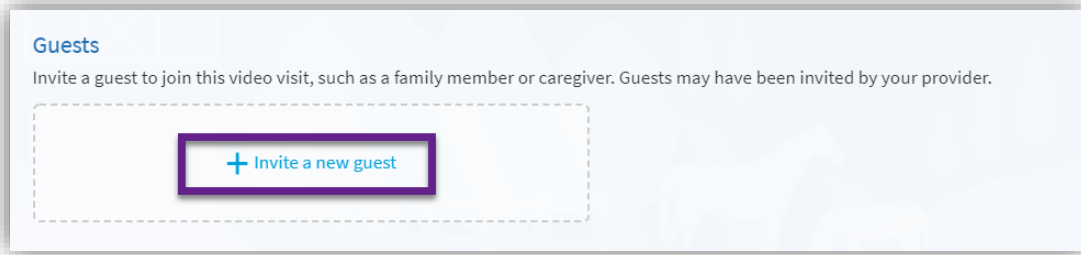
Other actions you can take:
[Click here to test your hardware](#)

Visit Instructions

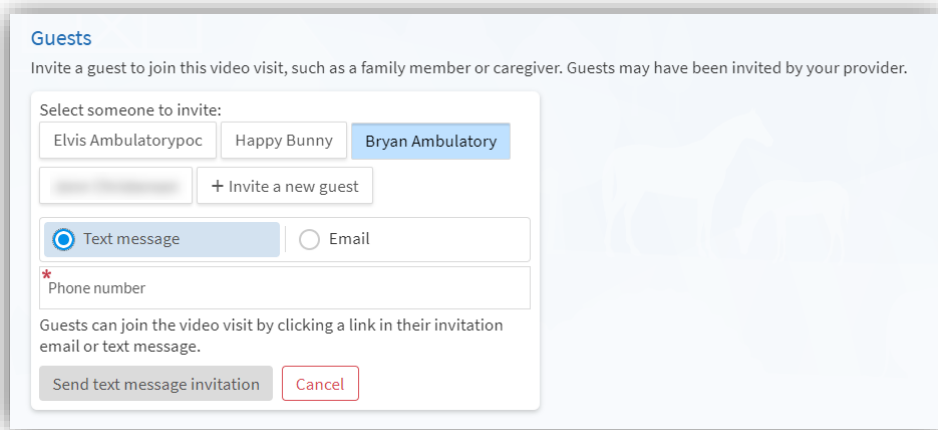
If you are no longer going to be located in the state originally identified upon scheduling, please call our office to reschedule the visit 920-498-4581

Select "Begin Visit" button up to 15 minutes prior to your appointment time, next complete the hardware test and click "Join Call" to connect with your provider. Learn more on how to prepare for your visit [here](#).

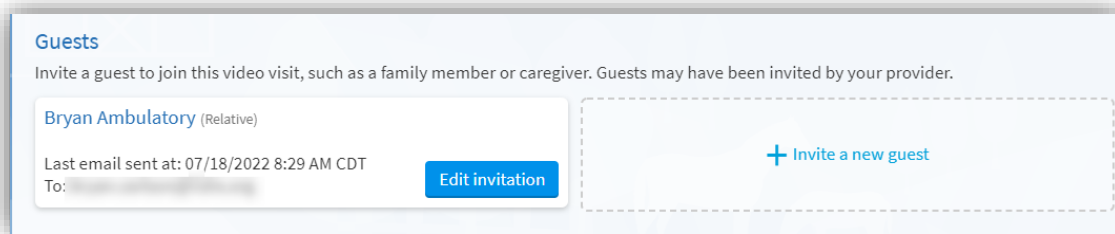
5. To invite other guests after selecting the **View and invite participants**, click on **Invite a New Guest**:



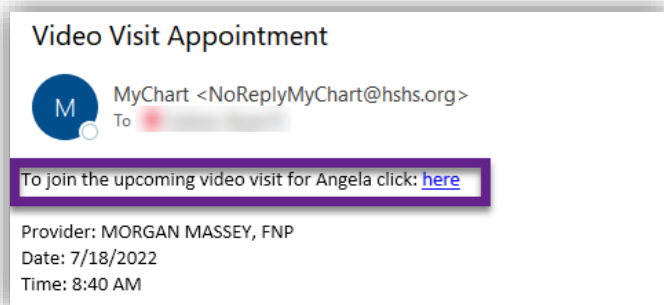
MyChart will display recently invited guests and proxies who have access to your MyChart. Click on the person you would like to invite or the button for **Invite a new guest**, and enter the phone number or email where the invite should be sent:



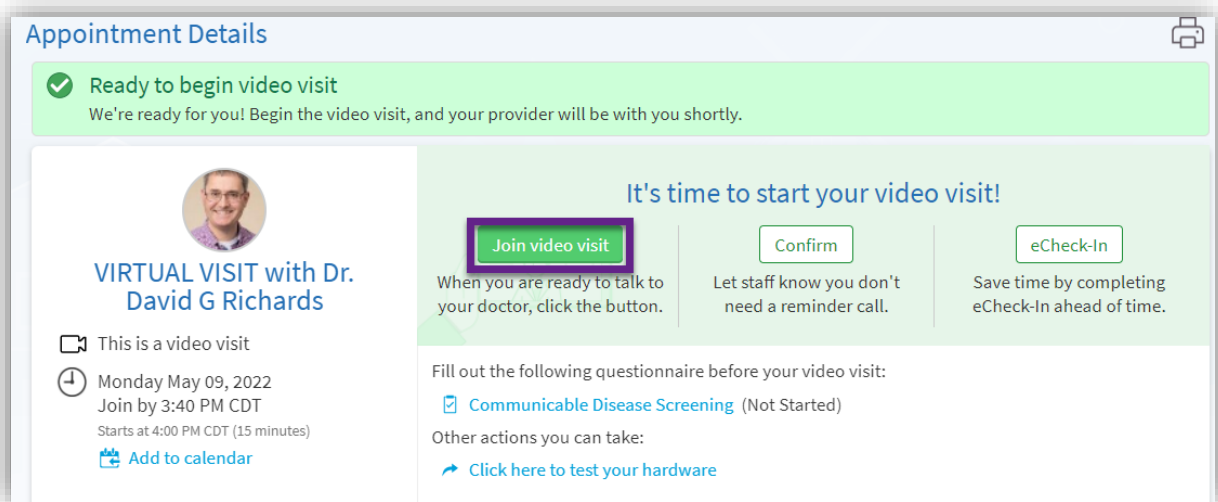
Once your invites are sent, MyChart will display a list of those you have invited:



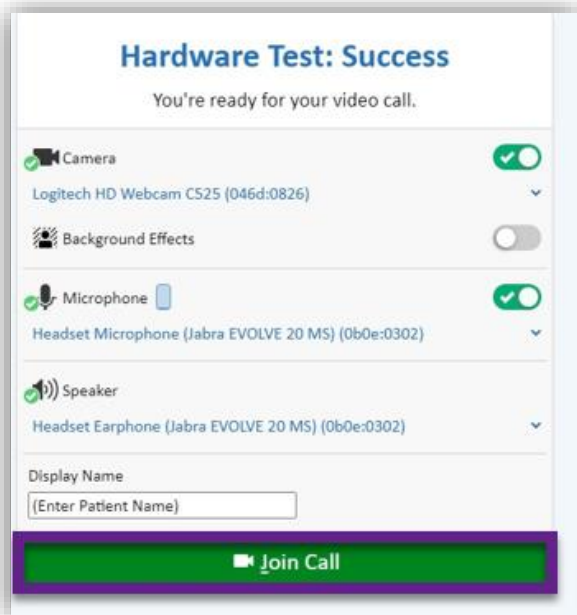
Your guests will receive an email, or text message with a link to join the visit:



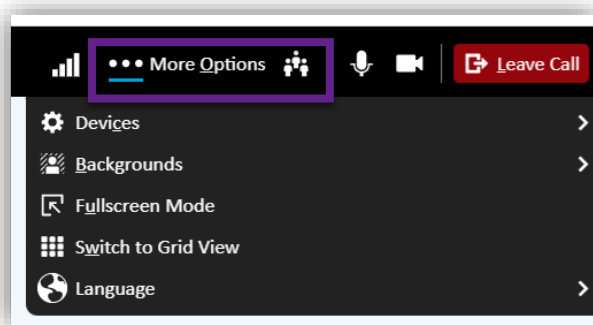
6. To join the video visit, click **Join Video Visit**. This will be grey if it is more than 8 hours prior to your appointment:



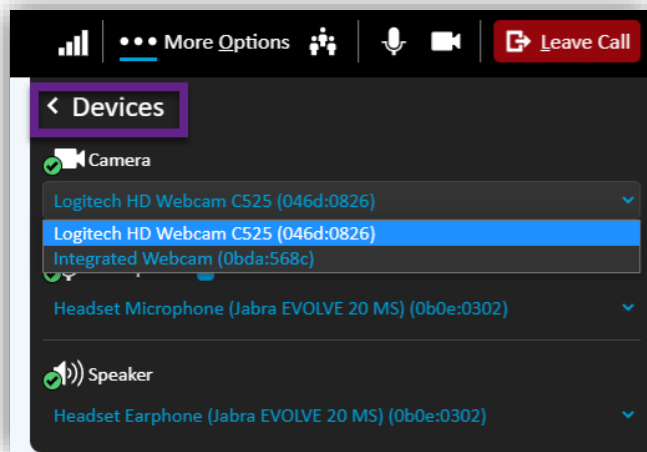
7. After clicking **Join Video Visit**, a new web browser will open for “Epic Telehealth” which will show Hardware Test to confirm audio/video settings. Your **Display Name** can also be modified on this screen. Once hardware test is complete, click **Join Call**.



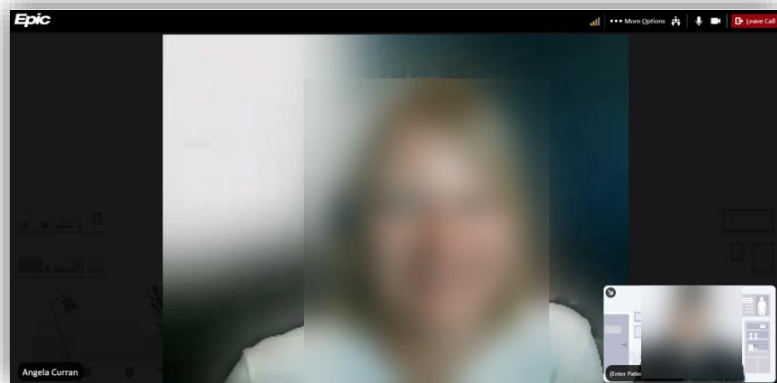
8. The **More Options** tab will allow you to modify settings within your video visit:



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**:

