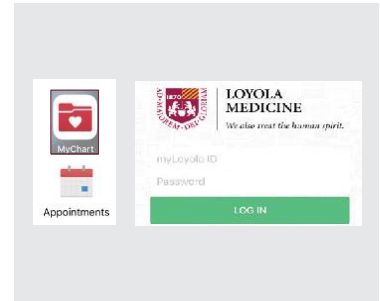


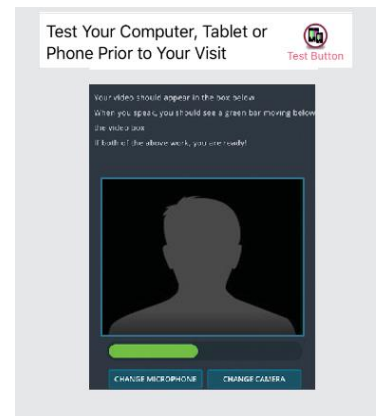
# Patient Video Visit Guide for Using Apple and Android Mobile Devices

1. Prior to your appointment, please review the following guides:
  - How to Have a Successful Video Visit
  - Video Visit Web Browser Support
2. Open the **Epic "MyChart" app** on your tablet or smartphone device and log into your account.
3. Tap on your upcoming video visit ( ) appointment.
  - Note that you can request to "Get on the Wait List" if applicable.



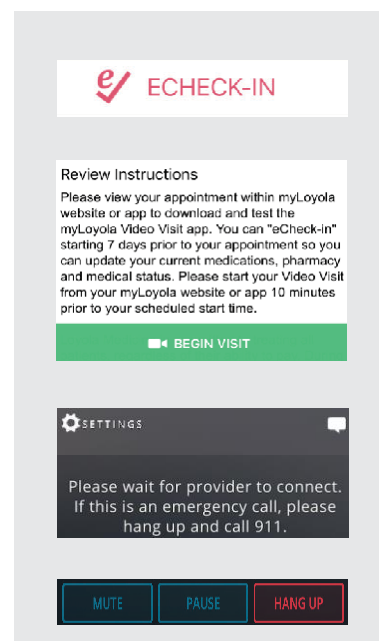
## Test the Video Visit Functionality Prior to Your Appointment

4. Tap the "Test Your Computer, Tablet or Phone Prior to Your Visit" icon to the right. You will be taken to the video visit test page.
  - If prompted, "allow" use of your camera and microphone. (If prompted, it is also recommended to disable pop-up blockers for the myLoyola site.)
5. A successful test will allow you to see your video. When you speak, you should see a green bar moving below your video window.
  - If you experience any issues, please review the "Patient Web-Video Support" guide for some troubleshooting tips.
6. Close the web browser tab to end the video test call.



## eCheck-in and Start the Video Visit

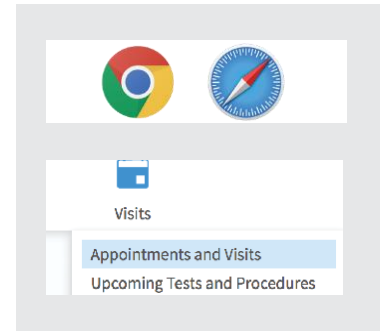
7. eCheck-in **must be fully completed** before you can start the video visit.
  - Tap **eCheck-in** and follow the steps on the screen to update your clinical information, pay copay in full (if due), and e-sign the video visit consent form to complete eCheck-in.
  - You can eCheck-in no more than 7 days prior to your video visit appointment.
8. You may start your video visit no earlier than 30 minutes prior to your appointment start time by tapping on the green "Begin Visit" button.
  - If prompted, click the button.
9. You will be added to the Virtual Waiting Room. Please wait for your provider to join.
  - During the Video Visit if one of the parties gets disconnected, please remain in the Virtual Waiting Room until the other party reconnects.
10. When video visit is complete, click the "Hang Up" button to end the video call and then close your browser tab.



**If you have questions about your appointment, please call 888-584-7888.**

# Patient Video Visit Guide for Using Windows and Mac Computers

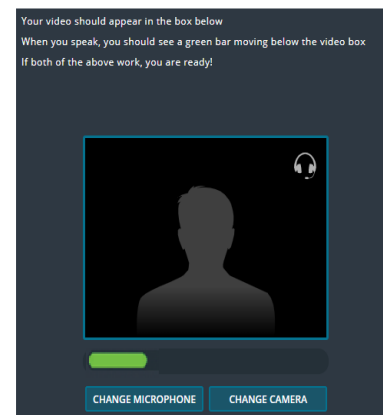
1. Prior to your appointment, please review the following guides:
  - How to Have a Successful Video Visit
  - Video Visit Web Browser Support
2. Go to <https://myloyola.luhs.org/mychart> and log into your account.
  - Chrome & Safari browsers recommended. **Note: Internet Explorer (IE) browser does NOT support myLoyola video visits.**
3. View your upcoming video visit appointment.
  - Note that you can request to "Get on the Wait List" if applicable.



## Test the Video Visit Functionality Prior to Your Appointment

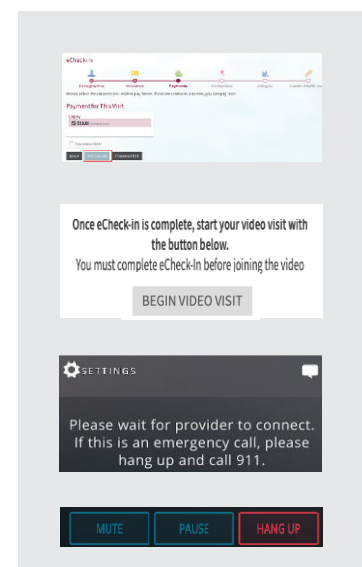
4. On the appointment preview, click the yellow "Test Your Computer, Tablet or Phone Prior to Your Visit" button. You will be taken to the video visit test page.
  - If prompted, "allow" use of your camera and microphone. (If prompted, it is also recommended to disable pop-up blockers for the myLoyola site.)
5. A successful test will allow you to see your video. When you speak you should see a green bar moving below your video window.
  - If you experience any issues, please click on [VIDEO VISIT HOW TO'S & FAQS](#) for troubleshooting tips in the "Patient Web-Video Support" guide.
6. Close the web browser tab to end the video test call.

### TEST YOUR COMPUTER, TABLET OR PHONE PRIOR TO YOUR VISIT



## eCheck-in and Start the Video Visit

7. eCheck-in **must be fully completed** before you can start the video visit.
  - Click [UPDATE INFORMATION](#) and follow the steps on the screen to update your clinical information, pay copay in full (if due), and e-sign the video visit consent form to complete eCheck-in.
  - You can eCheck-in no more than 7 days prior to your video visit appointment.
8. You may start your video visit no earlier than 30 minutes prior to your appointment start time by clicking on the green "Begin Video Visit" button.
  - If prompted, click the [LAUNCH VIDEO VISIT BROWSER](#) button
9. You will be added to the Virtual Waiting Room. Please wait for your provider to join.
  - During the Video Visit if one of the parties gets disconnected, please remain in the Virtual Waiting Room until the other party reconnects.
10. When video visit is complete, click the "Hang Up" button to end the video call and then close your browser tab.



**If you have questions about your appointment, please call 888-584-7888.**