BEFORE YOUR SCHEDULED VIDEO VISIT

You're scheduled for a Video Visit. What's next?

- You must have a **myHealth Online** account in order to connect to your Video Visit.
- Prepare yourself and your surroundings for a great video visit.
  - Choose a location where you will have privacy.
  - Minimize distractions and interruptions from visitors, children, pets, etc.
  - Turn off or mute anything that might cause background noise so you and your provider can hear one another.
  - Dress as if you were going into the clinic.
  - A good WiFi connection is recommended. If you choose to use a cellular connection, data usage rates may apply.
  - Free up bandwidth on your network by avoiding the use of online services such a video streaming, gaming and other online resources. This will allow for a better quality video visit.
- Decide how you'll join your visit **Mobile Device MyChart** (the preferred device) or **Computer**.

HELP DESK:

- **Call Valley Connections to reach the patient support line (1-888-334-1000) if you need help with setting up or joining your visit.**

SET UP YOUR EQUIPMENT IN ADVANCE

Mobile Device

1. Verify your mobile device is supported:
   https://support.vidyocloud.com/hc/en-us/articles/115000347587-VidyoMobile-Supported-Devices
2. Download the **MyChart** app. Select and verify you can login. You can even set it up to login using Face ID (if available).
3. Download the **VidyoConnect** app, this is the video chat app.
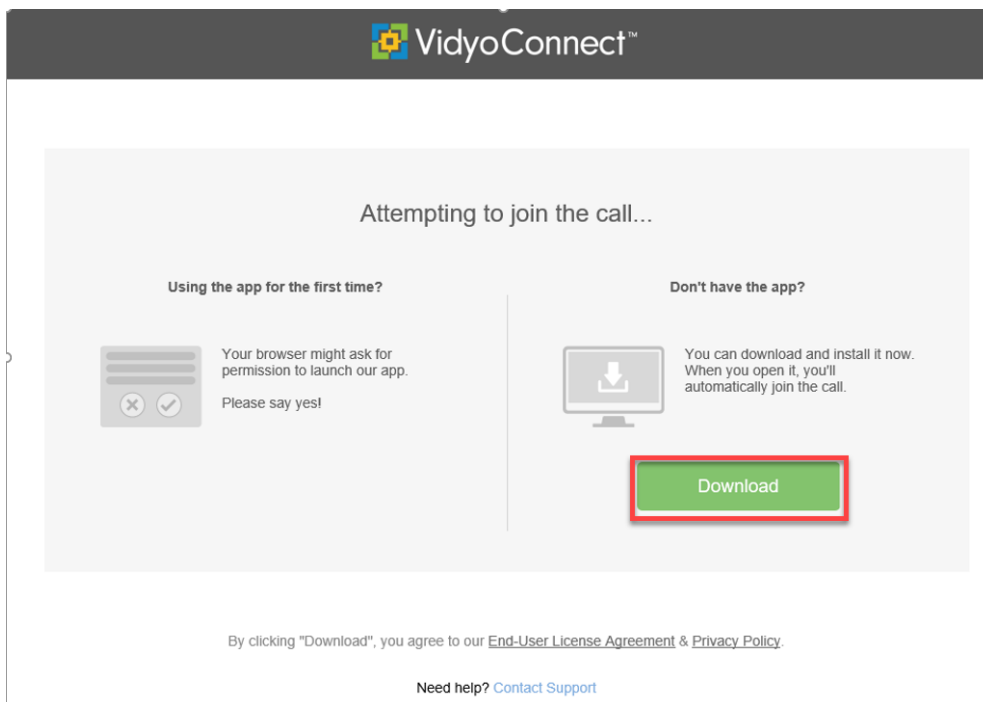4. Disable your pop-up blocker (steps are at the bottom of these intructions)

Computer

5. Verify you have audio and video equipment such as headset and webcam.
6. Verify your computer meets minimum specifications:
   https://support.vidyocloud.com/hc/en-us/articles/360000498434-VidyoConnect-for-Desktop-Technical-Specifications
7. Log into your myHealth Online account at https://myhealthonline.sccgov.org/ to verify you have access. You can even save your login credentials if you're not using a shared computer.

CONFIRM YOU CAN JOIN YOUR VISIT

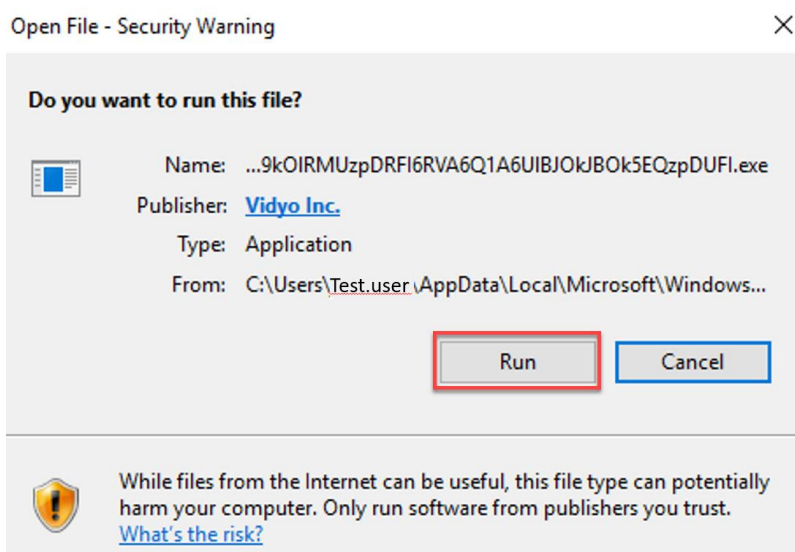1. Make sure you can join your visit ahead of time by clicking the link below to enter a "test room":

https://scvhhstestpatient.health.vidyoconnect.com/join/wuKFwC6yy2

2. Click to **Download** the VidyoConnect App, if you haven't already

3. Click Run

4. Once download has completed, reclick the link.

   https://scvhhstestpatient.health.vidyoconnect.com/join/wuKFwC6yy2

5. Your name should default into the name field
6. DO NOT click "Join"
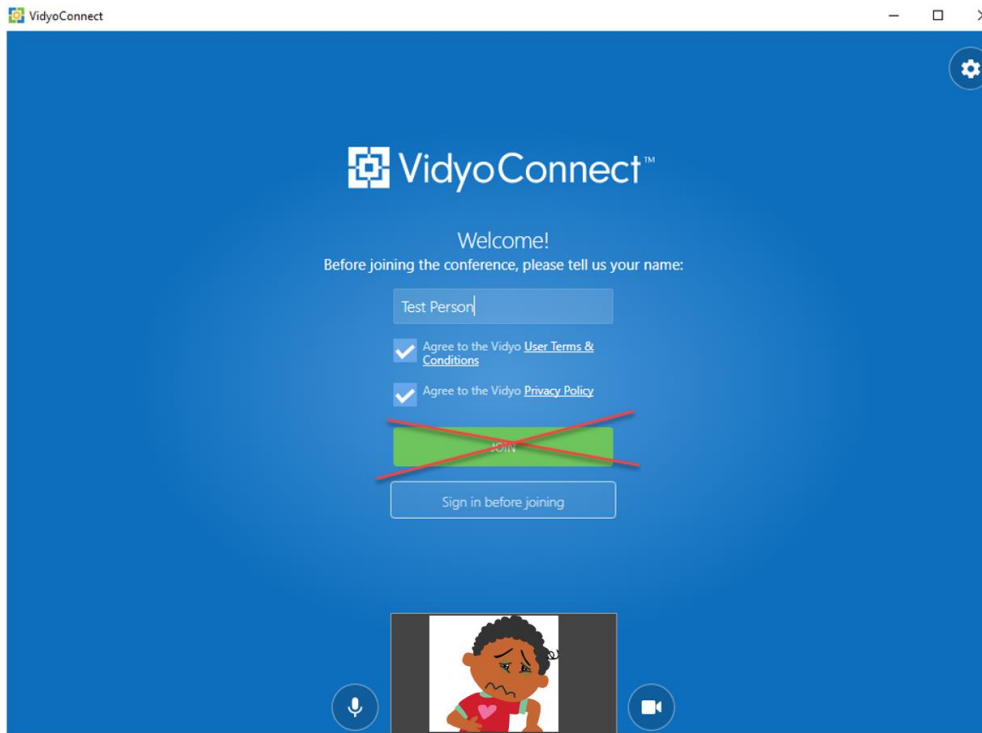
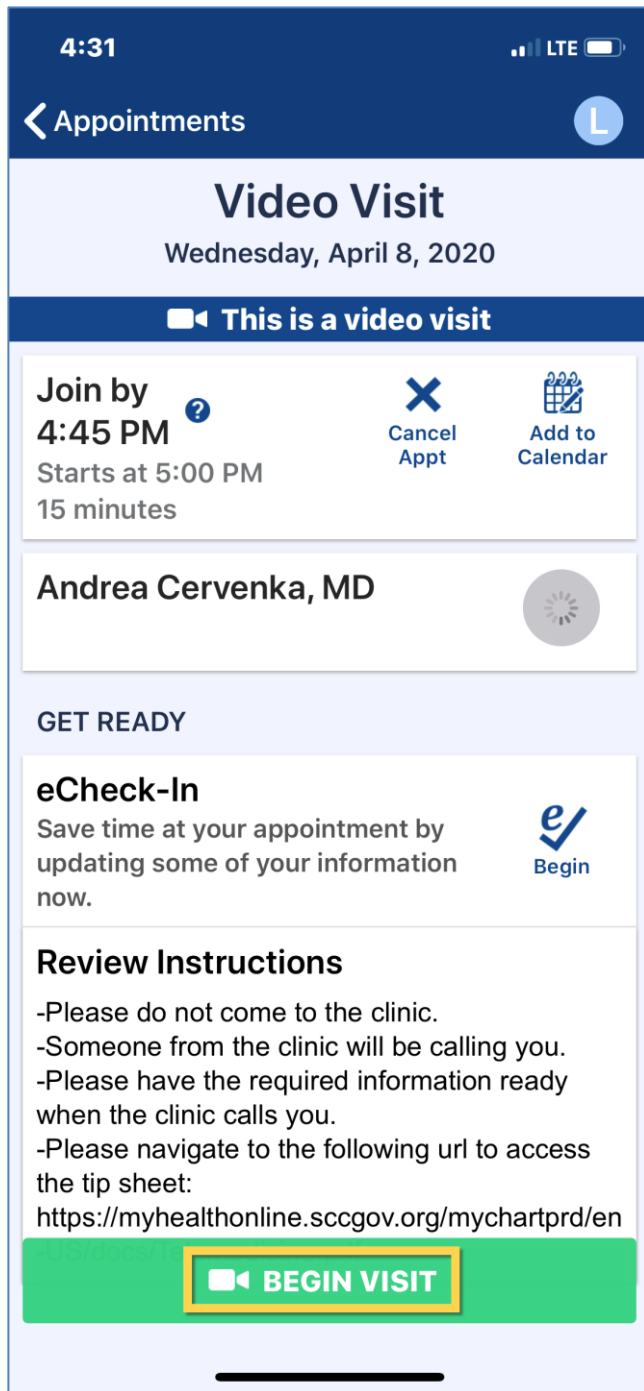7. If you DO accidentally click join, go ahead and hang up using the red phone icon
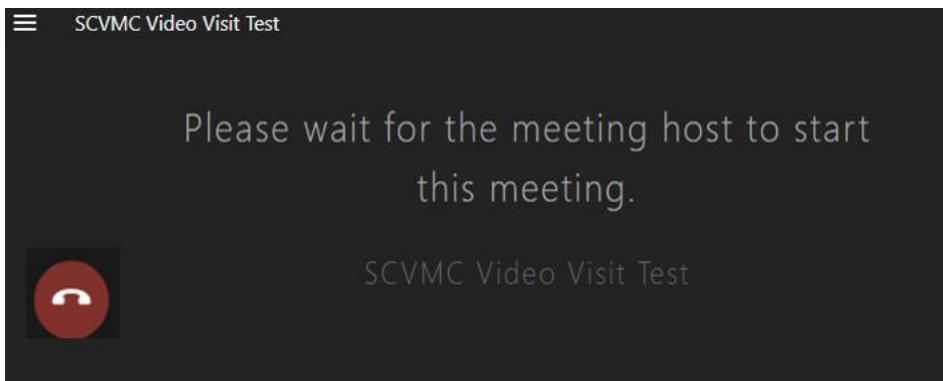
TO JOIN A VIDEO VISIT FROM A MOBILE DEVICE USING MYCHART:
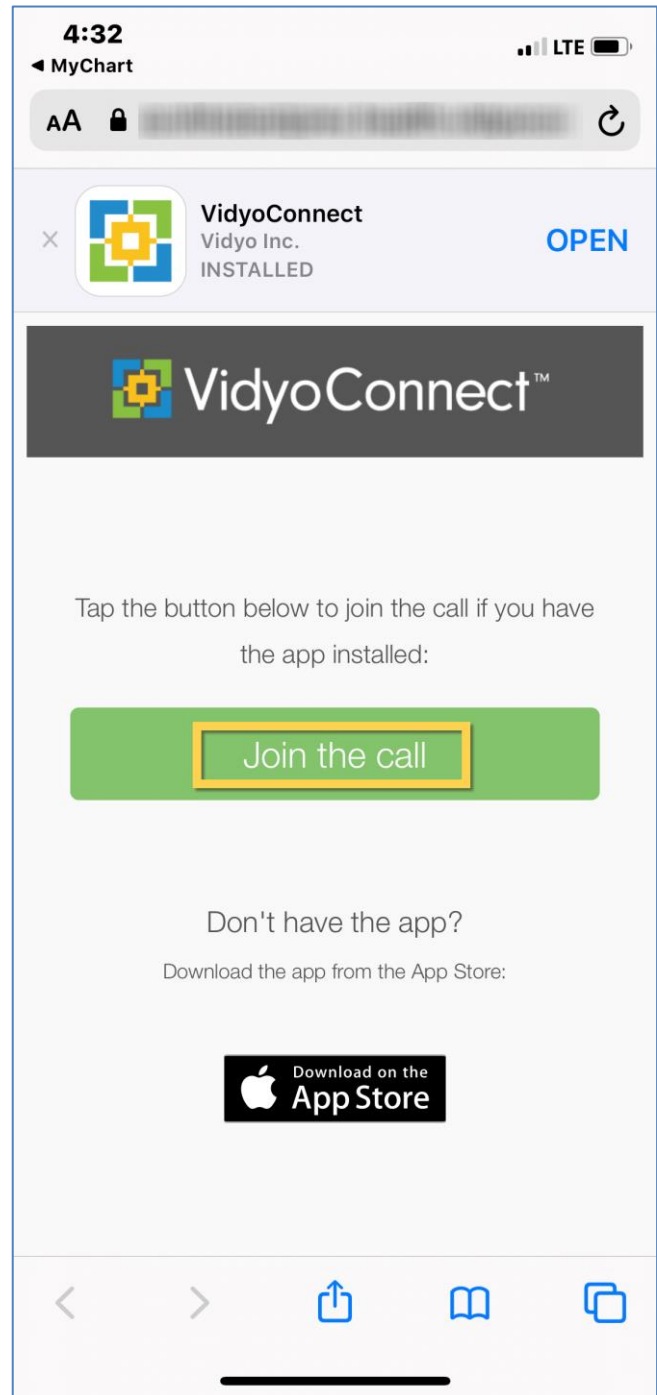
Logon to your **myHealth Online** account.

1. For proxy access, tap the patient record you want to see
2. Tap **Appointments**
3. Find your **Video Visit** appointment on the list
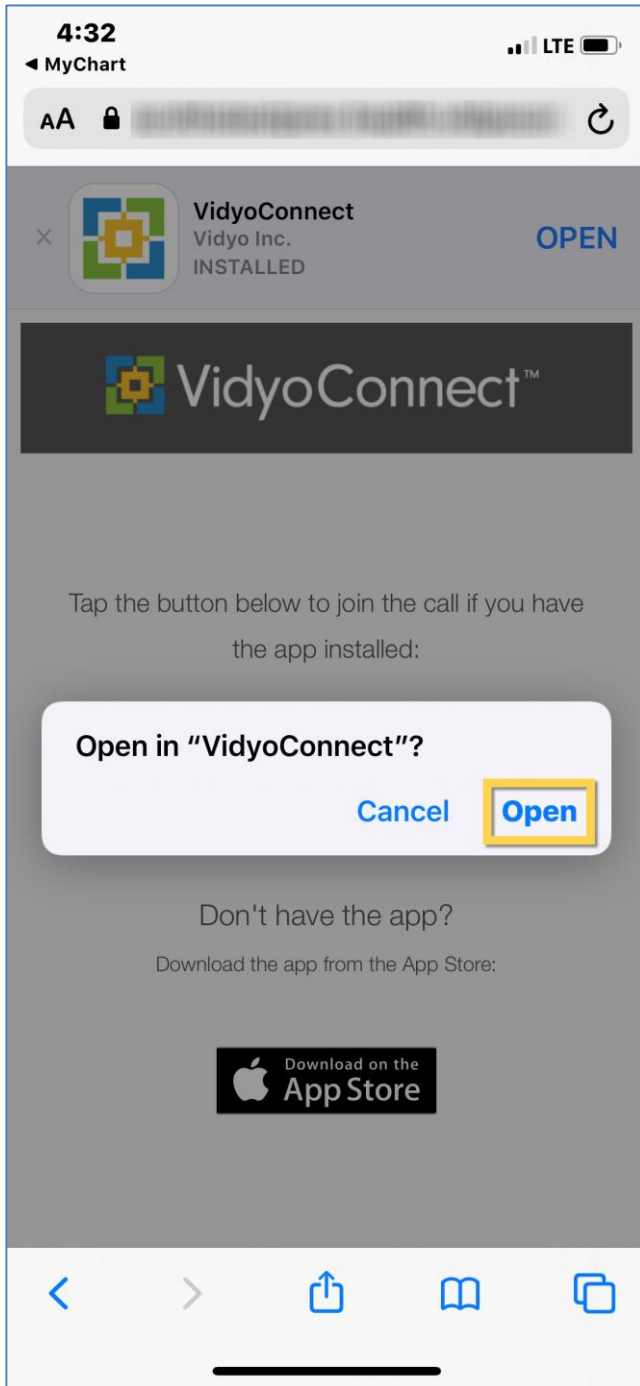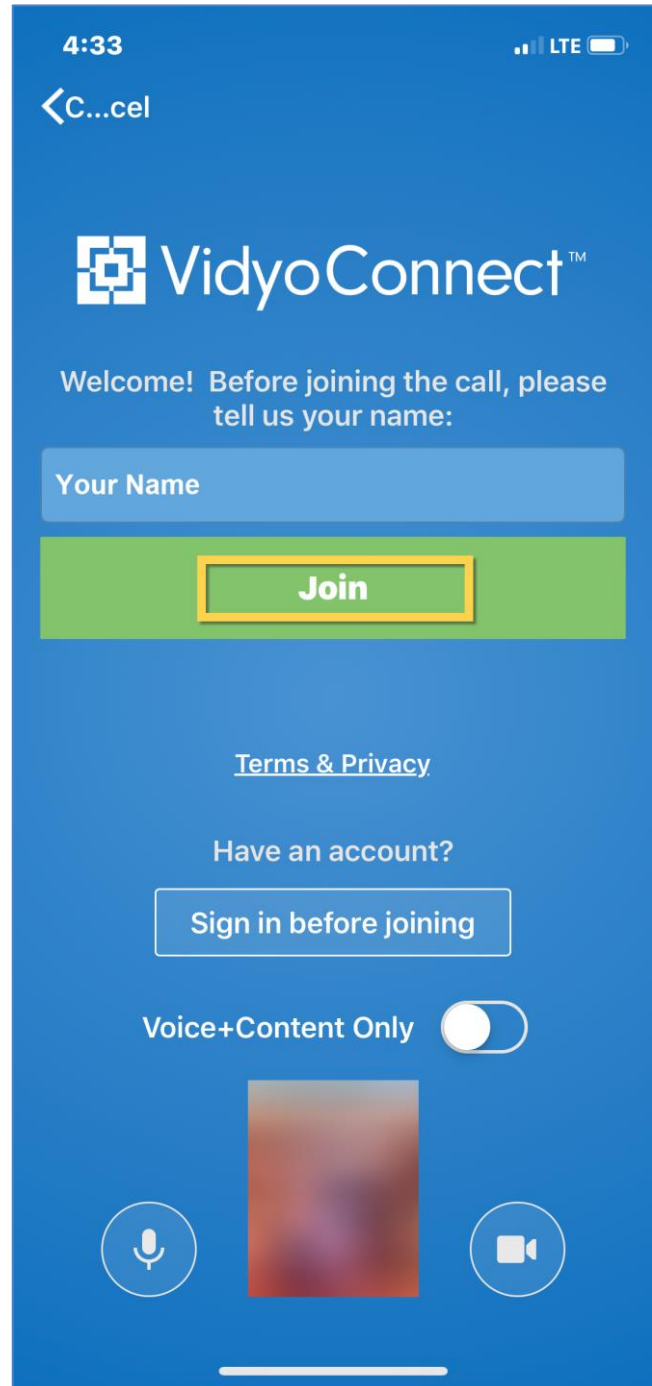4. Tap the video icon
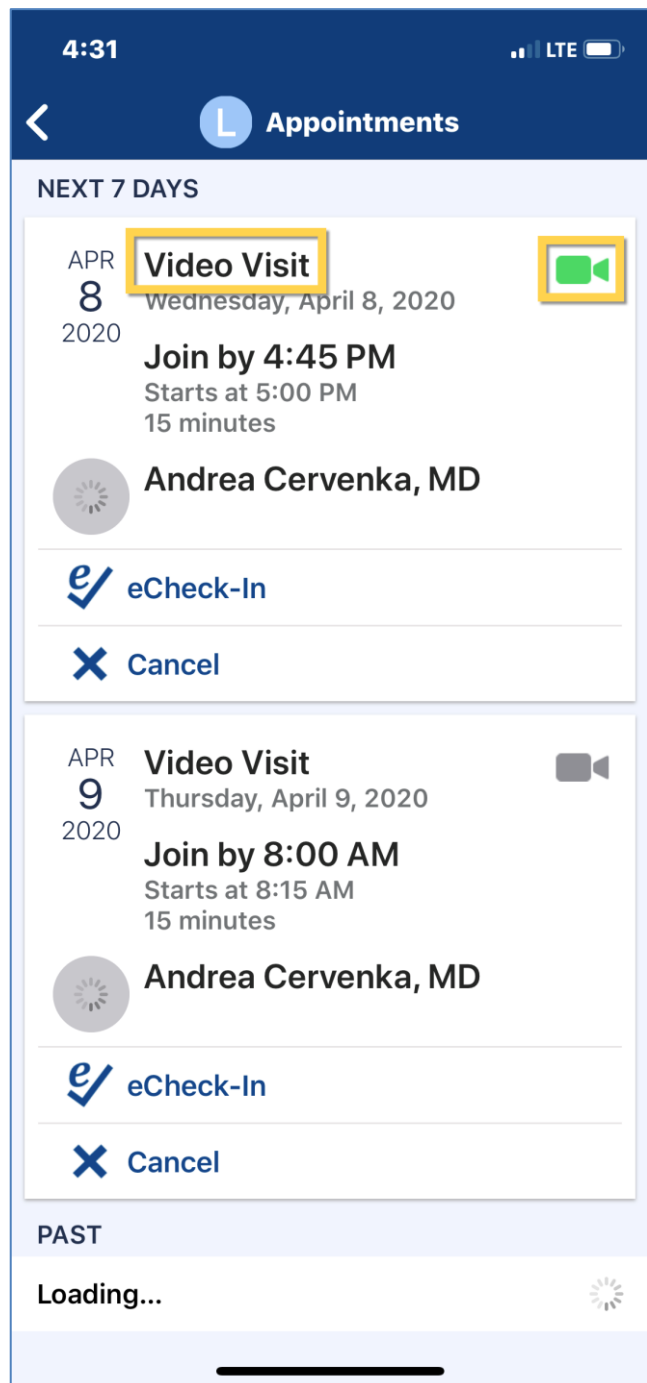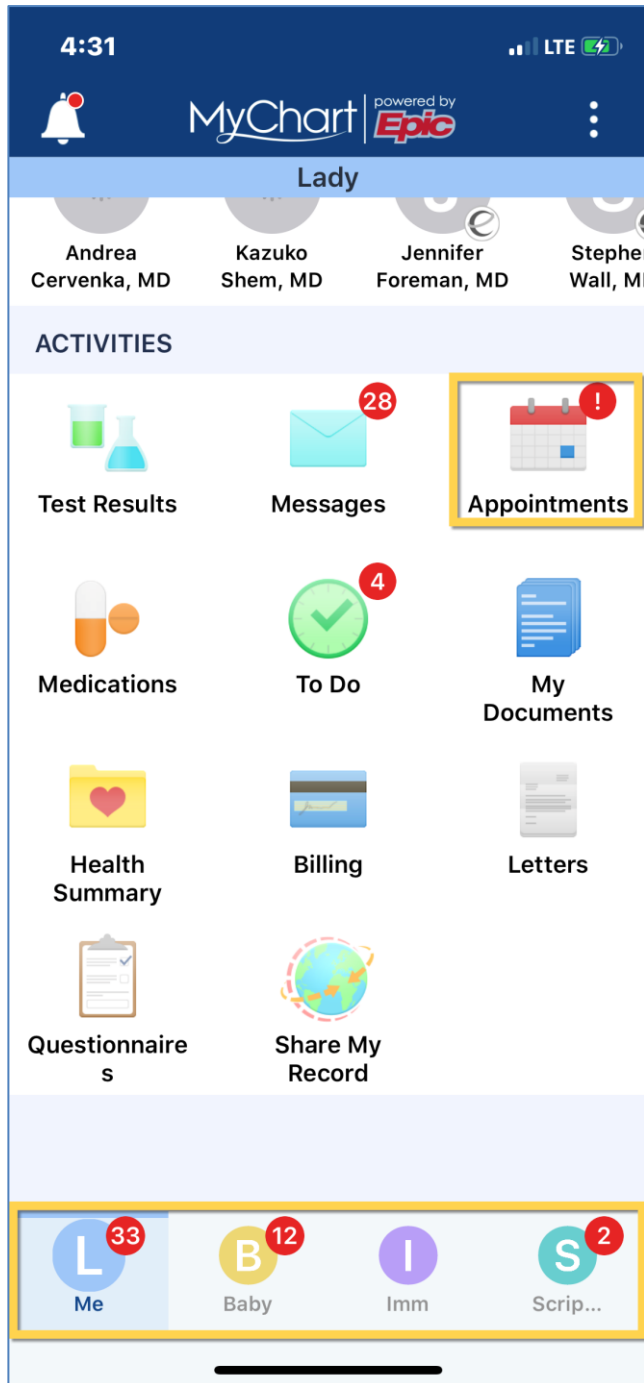
5. Tap on **Begin Visit**

6. Tap **Join the call**

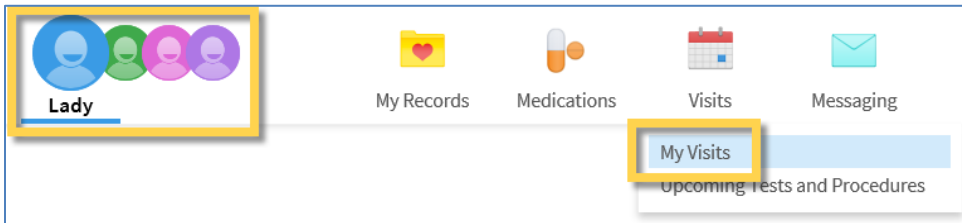7. Then tap **Open** to open "VidyoConnect"

8. Tap **Join**

9. You're ready for your visit! You will see a blank page until your clinician joins.
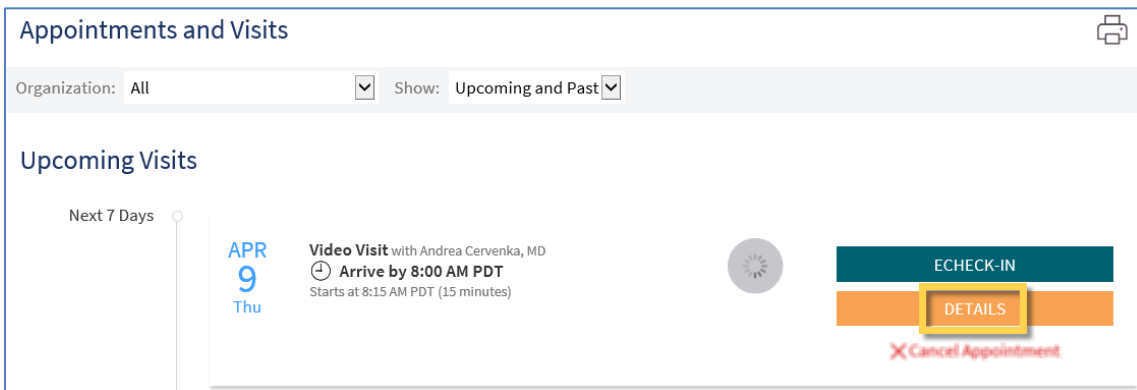
TO A JOIN A VIDEO VISIT USING A COMPUTER:

Note: Joining from a mobile device is *preferred* as you will have better access to video/voice tools

Log on to your **myHealth Online** account at https://myhealthonline.sccgov.org/.
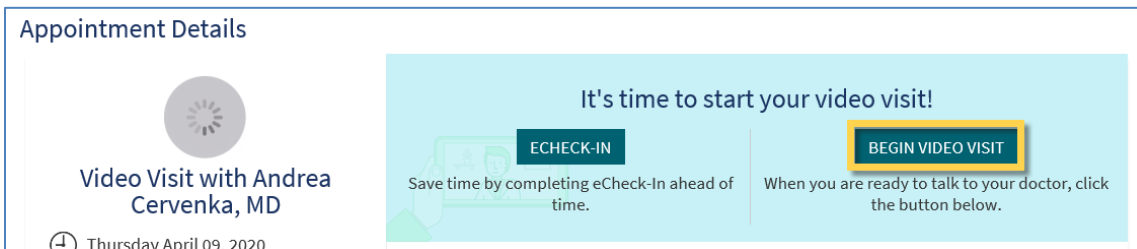
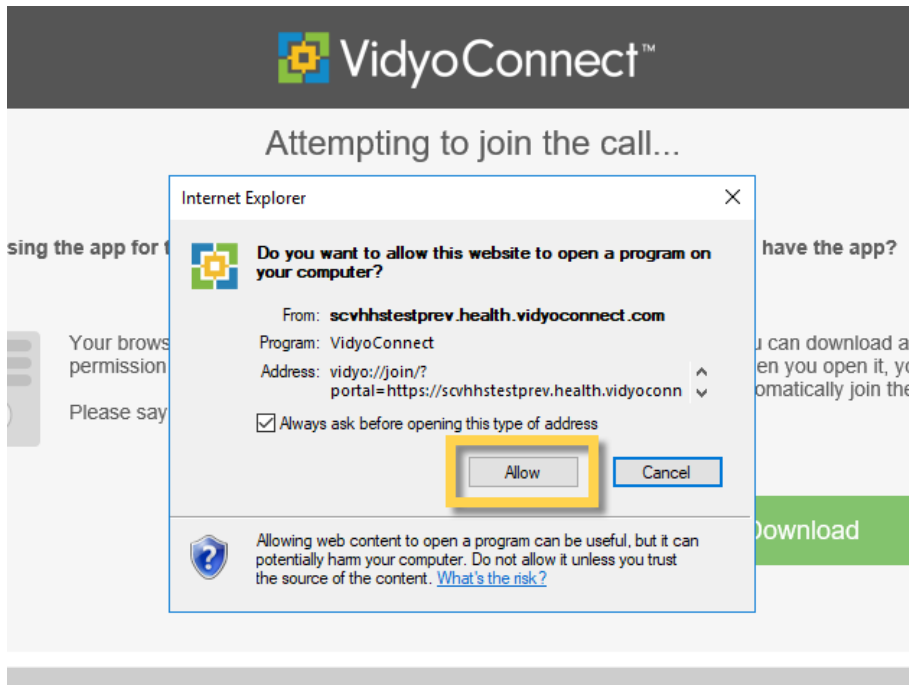1. For proxy access, click the patient record you want to see
2. Go to **Visits** -> **My Visits**

3. Find your **Video Visit**
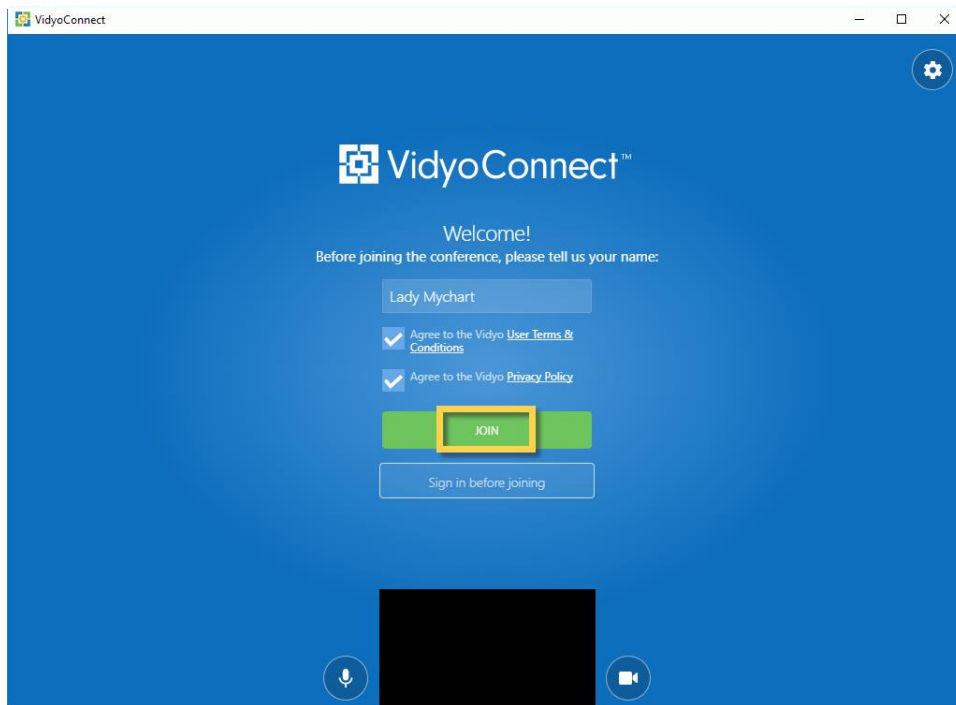4. Click **Details**

5. Click **Begin Video Visit**

6. Click **Allow** to open "VidyoConnect"

7. Click **JOIN**

8. You're ready for your visit! You will see a blank page until your clinician joins.
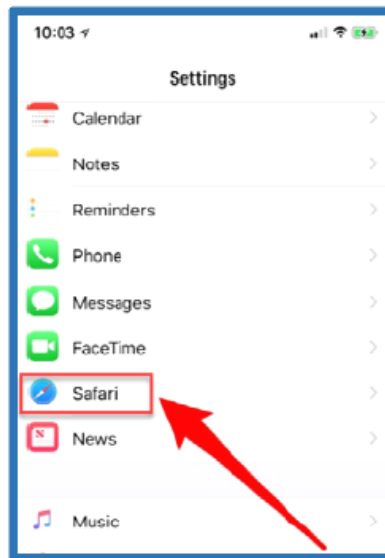
DISABLING YOUR POP-UP BLOCKER:

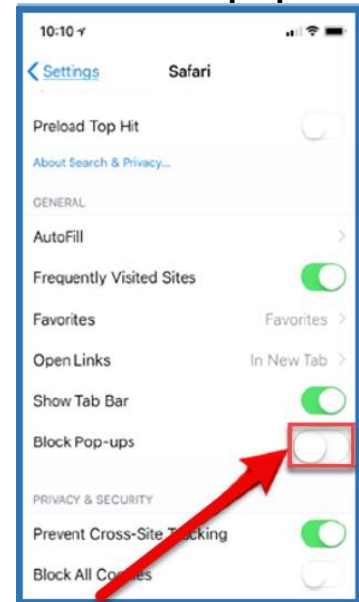**To turn off the pop-up blocker on your iPhone or IOS device:**

1. Go to your mobile device's **settings** screen
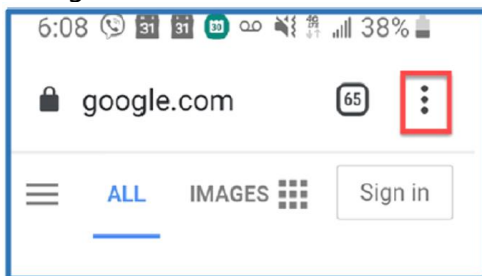

2. Scroll down and tap **Safari**

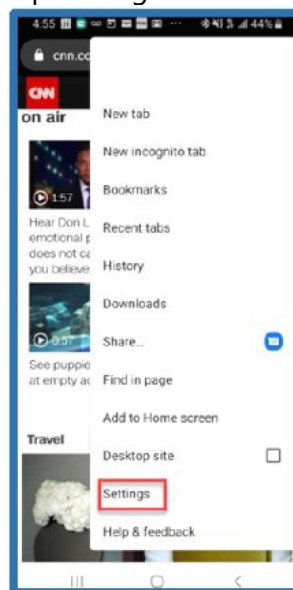3. Tap the toggle to turn off **Block Pop-ups**

Return to Mobile Device Instructions
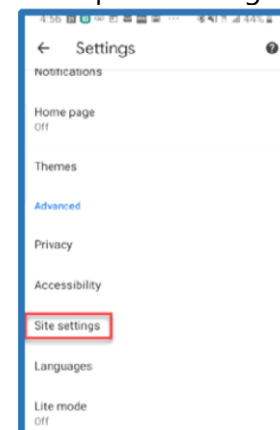
To turn off the pop-up blocker on your Android:

1. Tap the three dots in the upper right corner of Chrome browser
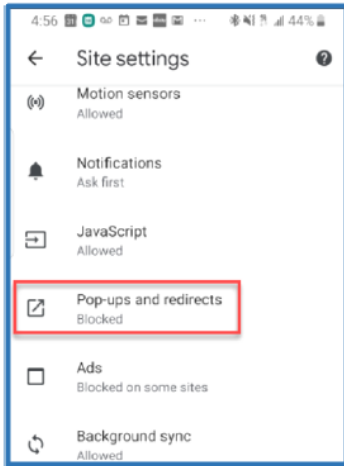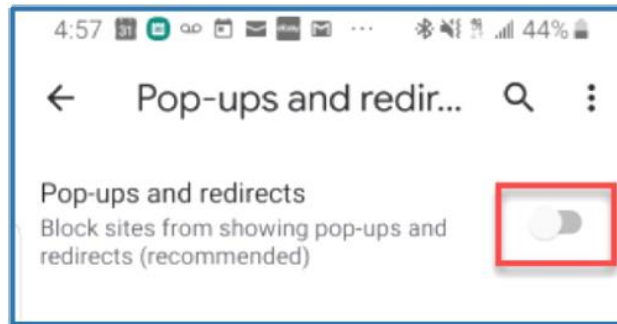

2. Tap Setting

3. Tap site settings

4. Tap on **pop-ups** and **redirects**

5. Tap the toggle to disable **pop-ups and redirects**

Return to Mobile Device Instructions