

Mobile MyChart Video Visit Detailed Guide

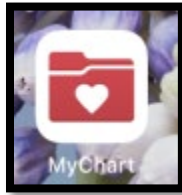
Prepare for your Video Visit

Before you get started with your video visit, here are a few tips:

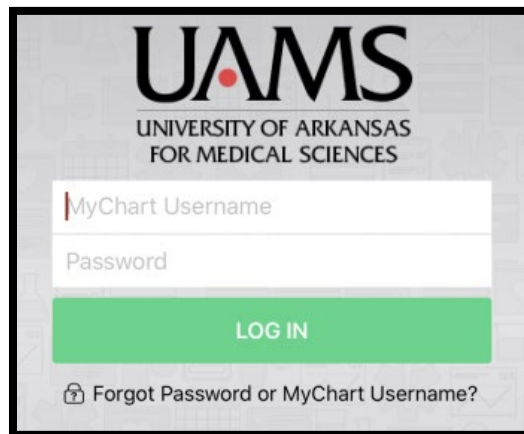
- If you encounter any problems, please call support at **501-686-8666**. Remember to call from a different device, **not the one you are using for the video visit**.
- Devices (such as cellphones and tablets) must have a **camera, microphone, and speakers**. If using the **MyChart** app, your default browser **must be one of the following**: Chrome, Safari, Firefox
- **Internet Explorer** is **NOT** supported. Your video visit will not work in Internet Explorer.
- Some devices and operating systems supported include: Windows, macOS, iOS, Android, iPhone, iPad, Samsung Galaxy, Samsung Galaxy Tab, Microsoft Surface, and MacBook.
- If you are using the **MyChart app**, please be sure to **update the app** to its latest version from the appropriate app store.
- Please be sure that your browser is updated. **Allow camera and microphone access (when prompted)**.
- **After checking your software requirements, it's time to go to MyChart and get started!**

Log-in to MyChart

- Open the **MyChart** app to access the login page.

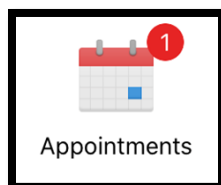


- Enter your **MyChart** username and password, and click **LOG IN**.

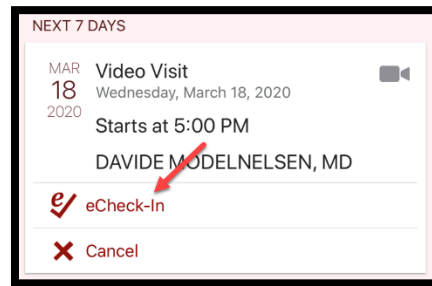
The image shows the MyChart login screen for the University of Arkansas for Medical Sciences (UAMS). At the top, the UAMS logo is displayed. Below it, there are two input fields: "MyChart Username" and "Password". A green "LOG IN" button is positioned below the password field. At the bottom, there is a link that says "Forgot Password or MyChart Username?" with a small icon of a key.

Check-in for your Video Visit

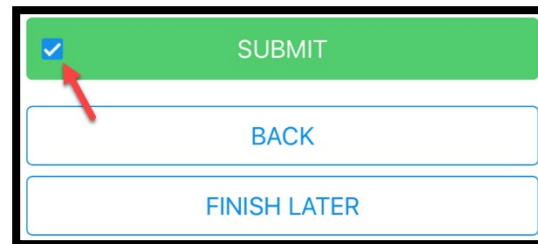
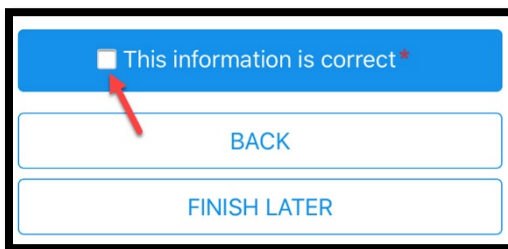
- Check-in for your video visit by clicking on the **Appointments** icon.



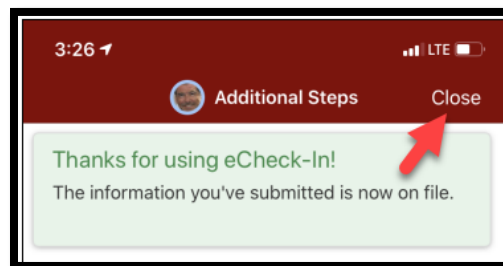
- Locate your video visit appointment on the next screen and click **eCheck-In**.



- Follow the prompts and complete the **eCheck-In**. You will be asked to verify your health information. If you need to change, remove, or add information, please follow the instructions on the screen. At the bottom of each screen you will check a box to verify that the information displayed on that screen is correct. Please be sure that this box is **checked** so that you can click **SUBMIT** and advance to the next screen.



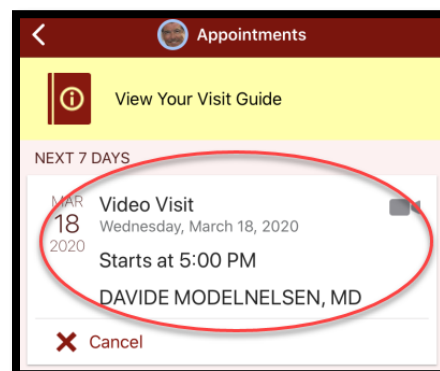
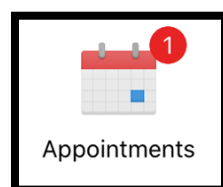
- When finished, click **Close** at the top right-hand side of the screen.



- If it is not time for your video visit, you can logout of **MyChart** and return when your appointment is scheduled.

Start your Video Visit

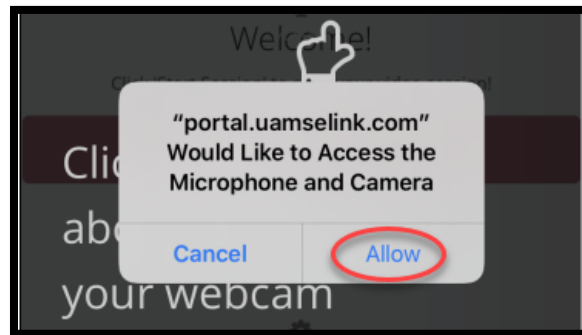
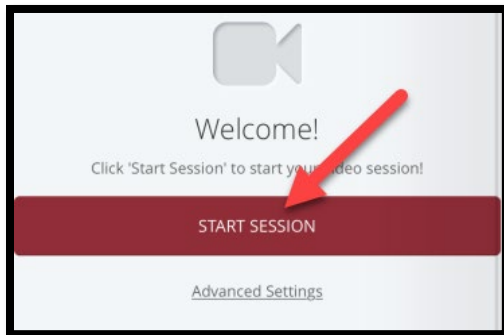
- If you are returning to the **MyChart** app after checking-in at an earlier time, you will need to log-in to the **MyChart** app and click on the **Appointments** icon. Locate the video visit and click on it. This will take you to the appointment details, and you will see a green banner that says **Begin Visit**.



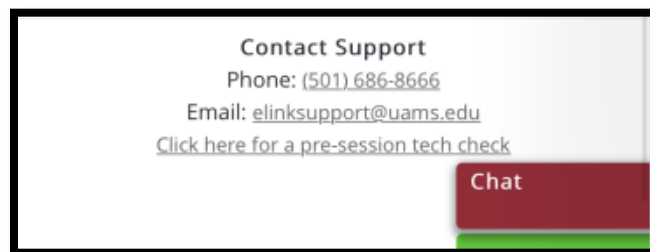
- If have just checked in, and it is less than 10 minutes from the time that your appointment is scheduled, you will see the green banner at the bottom of the screen that says **Begin Visit**.
- Click the green **Begin Visit** banner.



- A new window will open. Click the red **Start Session** button in the center of the screen.
- Please **allow access to camera and microphone** if prompted.



- Once connected, you may have to wait for your doctor to connect.
- During the video, you can use the controls on the left side of your screen if needed without worrying about disconnecting.
- If you have any problems or cannot connect to your video visit, please contact support at **501-686-8666** from a **different device**, not the one you are using for the visit. Or, click the **Chat** button at the bottom of the screen to connect with support. Please note, this will open a new window that may interfere with your view of the video session.



- When you are finished with your video visit, click **End Session** at the bottom part of the screen and logout of **MyChart**.

