



Joining a MyChart video visit

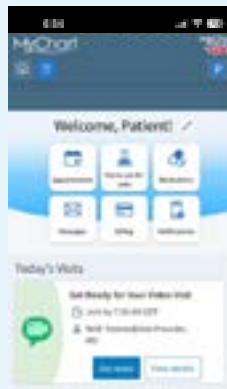
Get a computer, tablet or mobile device with a camera and microphone ready before your visit.

- 1 **Watch for notifications through MyChart, text or email.** About 30 minutes before your video home visit appointment, you'll get a prompt via email, text message and/or the MyChart mobile app push notification to join your video visit in MyChart.

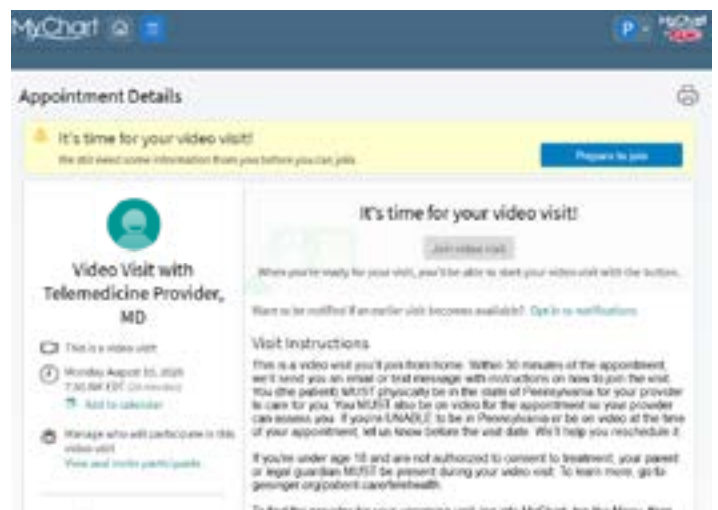
MyChart active patients/proxy:
Login with your username and password at mycarecompass.org/mychart.



- 2 **Navigate to your upcoming video visit.** After logging into MyChart from your computer or mobile device, find your video visit by going to the **Appointments** page or clicking the **View Details** button in your health feed next to your upcoming video visit.



- 3 **Complete your Pre-Visit Tasks.** You'll need to complete your visit tasks if you haven't already by clicking **Get Ready** or **Prepare to Join**. You must complete these tasks before you can join your video visit.



- 4 Join your visit.** After you've completed the Pre-Visit Tasks, click **Join video visit**.



- 5 Test your connection.** Follow the prompts to the Test Connection screen to check your audio and video setup. You may need to allow your browser to access your device's microphone and camera. Once the connectivity test is successful, click **Join call**.



- 6 You'll be placed in the Virtual Waiting Room.** Stay on this screen while you wait for your visit to begin.



Video visit tips:

- You **must be** in Pennsylvania and **must not be** in a moving vehicle.
- Join from a private location with strong Wi-Fi. Using cellular data may affect video quality.
- Use a device with a camera and microphone.
- For best quality, restart your device before your visit.
- Browser recommendations:
 - PC and Mac laptops or desktops: Chrome, Edge or Safari
 - Android: Chrome
 - Apple: Safari
- If you're a caregiver, guardian or parent, make sure the patient is visible during the visit.

