



Using MyChart for your Zoom Appointment (Mobile)

MyChart Video Visits

You have been invited to participate in a live Video Visit with your provider. During your video visit, your clinician will interact with you through live audio and video and update your chart like a regular office visit.

Video Visits require that you have an active MyChart account and an internet connection. You can join the video visit by logging into the MyChart website on your computer or join by using the MyChart Mobile application on an Apple iOS or Android mobile device. Based on your equipment please follow the appropriate instructions listed below.

[MyChart Mobile](#) (using your Apple or Android mobile device)

Prepare for your video visit

1. Download the MyChart Mobile App
2. In advance of your video appointment, please test that everything is working in MyChart
3. Locate the Video Visit under Appointments
4. To confirm, tap **Confirm Appointment**
5. You are all set for your upcoming appointment

Connect to the Video Visit

Fifteen (15) minutes before your scheduled video visit start time, please connect to the visit by completing the following:

1. Open and log in to your MyChart mobile account
2. Tap Appointments and locate the appointment
3. To begin the visit, tap the BEGIN VISIT button
 - a. If this is your first Video Visit, you will be prompted to download the **Zoom Cloud Meeting app**
 - b. Follow the prompts to download **Zoom Cloud Meeting app** on your device
 - c. Once the download is completed, Exit/Close out of the **Zoom Cloud Meeting app**
 - d. **Log out** of your MyChart Account

4. Now log back into your MyChart account
5. Go back to your MyChart Appointment details page
6. Click Begin Video Visit
7. When prompted, tap **Open**

