## Your Guide to Video Visits – Macs & PCs

#### 1 Before Your Visit

Choose ONE of the audio conference options

Phone Call

To get ready, follow these steps. Make sure to do this at least 1 day before your visit. Call the MyChart Support Line at (415) 514-6000, anytime, if you need assistance.



Computer Audio

Join with Computer Audio

Test Speaker and Microphone

Automatically join audio by computer when joining a meeting

Call Me

### Download Zoom

• To download Zoom and test your device at the same time, visit this link: <u>https://zoom.us/test</u>.

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- Click the **Join** button.
- If Zoom is not already installed on your computer, it will download automatically.
- Double-click the downloaded file to begin installing. Follow-on screen instructions.
- When installation completes, you will be put into a test meeting.

### **Test Your Audio**

- A window will appear with choices for your audio connection.
- If you have speakers and a microphone on your computer, choose Join with Computer Audio.
- Otherwise, choose Phone Call.



### **Test Your Video**

- Your connection is successful when you see yourself. This is just a test meeting, so no one else will join you.
- If your video did not start automatically, click the camera icon in the lower left corner to make sure the correct camera is selected.

Having trouble? Call our MyChart Support Line, anytime, at (415) 514-6000. Rev 3/2024

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#### 2 Complete eCheck-In

eCheck-In allows you to complete important tasks in advance of your visit. It is best to do this well in advance of your visit. eCheck-In is available up to 7 days before your appointment date.





Find your visit, then click **eCheck-In** and follow the on-screen instructions to complete your check-in tasks.

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 Full instructions for eCheck-In are available at <u>https://ucsfmychart.ucsfmedicalcenter.org/ucsfm</u> <u>ychart/en-US/docs/HelpCenter/eCheck-in.pdf</u>

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### 3 On the Day of Your Visit

Be in a quiet place free from noise and other distractions.



#### Find Your Visit Details

- Log in at https://www.ucsfhealth.org/mychart •
- Click **Visits** at the top of the window. •
- Click **Details** next to your appointment. Review • information specific to your visit.
- Want to invite a family member? See instructions on last page of this guide.

#### Start Your Appointment

Your Menu 🕞 Visits 🖾 Messages 👗 Test Results 💰 Medications ÷ Appointment Details Thanks for using eCheck-In! ted is now on file. For in person visits, please stop by the front desk so they know you ha The information you've submit It's time to start your video visit! Begin video visit INTEGRATED VIDEO Click the butt VISIT with Lin Shen Thursday July 29, 2021 5:30 PM PDT Visit Instructions For this visit, you will see your provider via video using your computer or mobile phone. By 📸 Add to calendar accepting this invitation you consent to hold this visit by video. A video visit is billed the same way as an in-person clinic visit; the terms of your deductible and copay still apply. You always have the option to request and in-person appointment instead of, or following, a video visit. OR MyChart A Menu 🔁 Visits 🖂 Messages 👗 Test Results 💰 Medications æ Appointment Details Get ready for your visit! eCheck-Ir VIDEO VISIT FUP (Video Visit) with Maria Byron Save time by completing eCheck-In ahead of tim Want an earlier time? Get on the Wait List This is a video visit Friday March 22, 2024 Join by 1:10 PM PDT Visit Instructions Download your visit guide for more information about your upcoming visits We have scheduled a Video Visit for you. By accepting this invitation you consent to hold this vi video. Most video visits are billed the same as an office visit; the terms of your deductbill copays still apply. If you have any questions, contact your clinic, you always have the optio request an in-person appointment instead of, or following, a video visit. You must be in Californi

time of the visit

Zoom Meeting Link: https://ucsf.zoom.us/j/3218196 fer: Maria Elizabeth Byron Friday March 22, 2024 Time: 1:20 PM

ore details, view our website for how-to videos and instructions UCSF Video Visit Webpage

Add to calendar

This appointment cannot be canceled online. To cancel, please call 415-353-7999.

- Shortly before your appointment time, you may • start your appointment. You will do this either by clicking a button or by clicking on a Zoom link.
- If you see the **Begin Video Visit** button, click to start your visit.

If don't see a button, scroll down. Click the Zoom • Meeting link to start your visit.

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always have the option to a must be in California at the

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- You can also join the meeting using the Meeting ID if provided. Go to <u>https://ucsf.zoom.us/</u>, click Join a Meeting and enter the meeting ID from your instructions.
- No matter how you start the visit, a Zoom meeting will launch. If the meeting doesn't launch, click
   Launch Meeting.



- You will be placed in a virtual waiting room. Please wait for your provider to admit you.
- Once you're in the meeting, please make sure to click **Join with Computer Audio** and to turn on your video using the **Start Video** button.
- Enjoy your visit!



### Your Guide to Video Visits – Macs & PCs

4 Need to Invite a Guest?





🔿 Email

This person has agreed to receive a text message.
 Send text message invitation Cancel

\* Relationshi

Text message

#### **Find Your Visit Details**

- Click **Details** next to your appointment.
- Have a Join video visit button?
  - Click View and Invite Participants, then
    Invite a new guest.
  - If you've invited this guest before, their contact information will be listed. To add a new guest, choose New Guest and enter their contact details.
- Have a meeting ID or link instead?
  - Copy the link or ID into an email or text message and send to your guest.

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