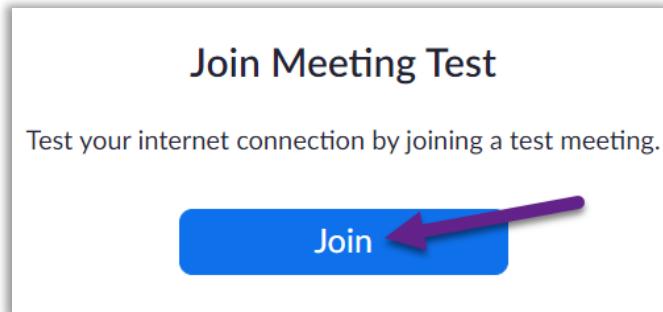


# Your Guide to Video Visits – Macs & PCs

## 1 Before Your Visit

Follow these steps to prepare for your video visit. 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.



### Download Zoom

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

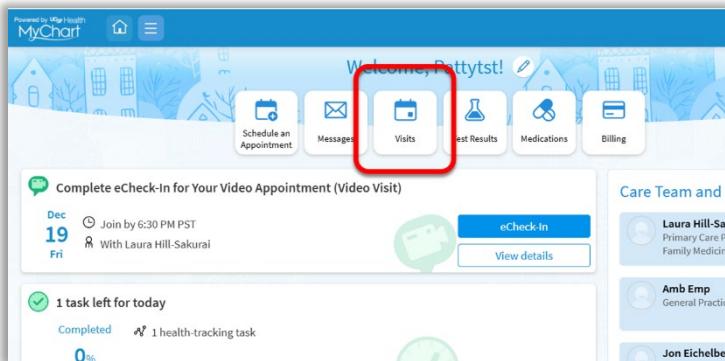
Having trouble? Call our MyChart Support Line, anytime, at (415) 514-6000.

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# Your Guide to Video Visits – Macs & PCs

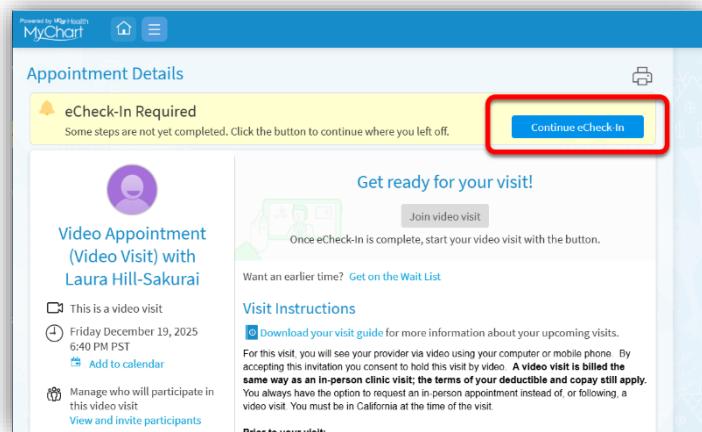
## 2 Complete eCheck-In

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.



- Go to <https://www.ucsfhealth.org/mychart> and log in.

- **Click Visits.**



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

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

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

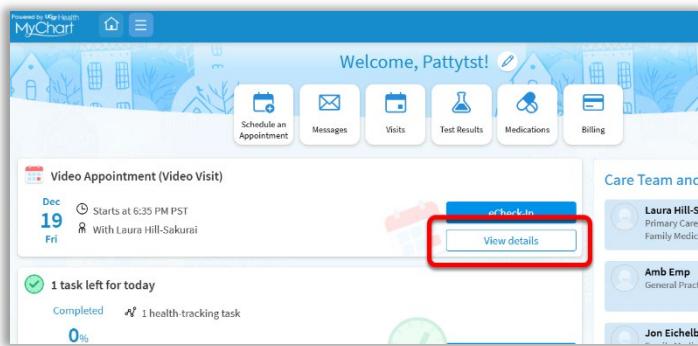
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# Your Guide to Video Visits – Macs & PCs

## 3 On the Day of Your Visit

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

### Find Your Visit Details

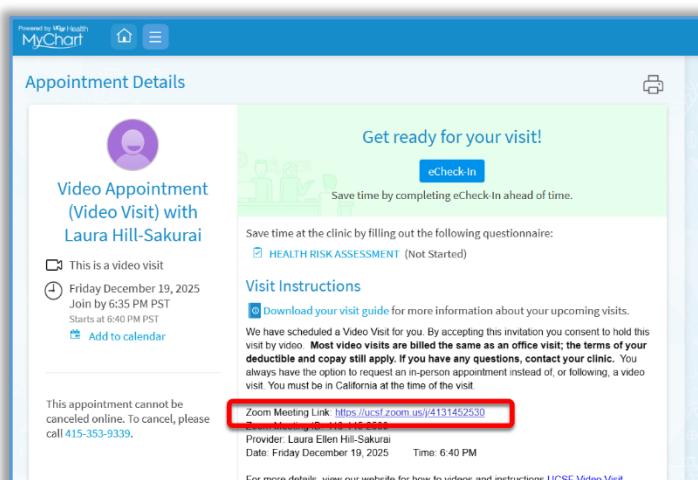


- Log in at <https://www.ucsfhealth.org/mychart>
- Click **Visits** at the top of the window.
- Click **View Details** next to your appointment. Review information specific to your visit.
- Want to invite a family member? See instructions on last page of this guide.

### Start Your Appointment

- 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 **Join Video Visit** button, click to start your visit.

**OR**

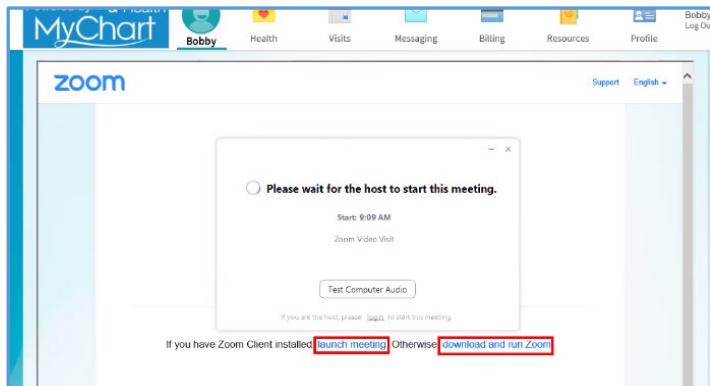


- If don't see a button, scroll down. Click the Zoom Meeting link to start your visit.

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

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## Your Guide to Video Visits – Macs & PCs



- You can also join the meeting using the Meeting ID if provided. Go to <https://ucsf.zoom.us/>, 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!

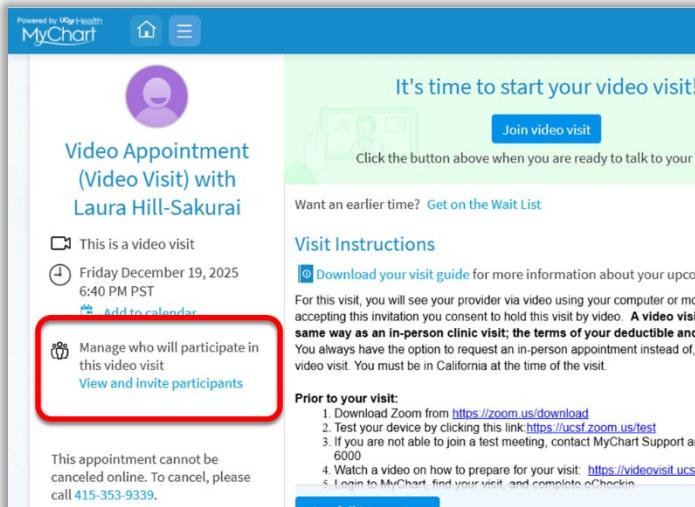


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# Your Guide to Video Visits – Macs & PCs

## 4 Need to Invite a Guest?



Video Appointment (Video Visit) with Laura Hill-Sakurai

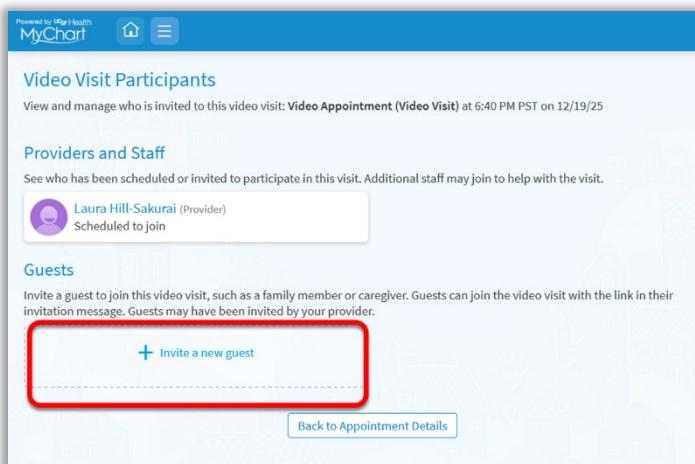
This is a video visit

Friday December 19, 2025 6:40 PM PST

[Add to calendar](#)

Manage who will participate in this video visit [View and invite participants](#)

This appointment cannot be canceled online. To cancel, please call 415-353-9339.



Video Visit Participants

View and manage who is invited to this video visit: Video Appointment (Video Visit) at 6:40 PM PST on 12/19/25

Providers and Staff

See who has been scheduled or invited to participate in this visit. Additional staff may join to help with the visit.

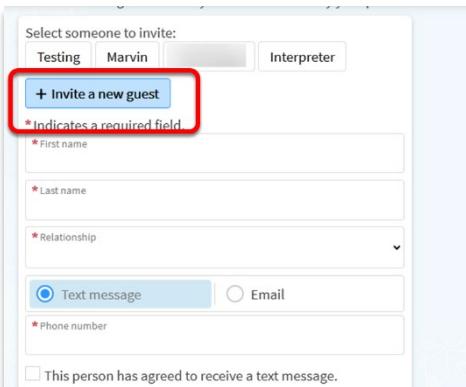
Laura Hill-Sakurai (Provider)  
Scheduled to join

Guests

Invite a guest to join this video visit, such as a family member or caregiver. Guests can join the video visit with the link in their invitation message. Guests may have been invited by your provider.

[+ Invite a new guest](#)

[Back to Appointment Details](#)



Select someone to invite:

Testing Marvin Interpreter

[+ Invite a new guest](#)

\* Indicates a required field

First name:

Last name:

Relationship:

Text message  Email

Phone number:

This person has agreed to receive a 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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