

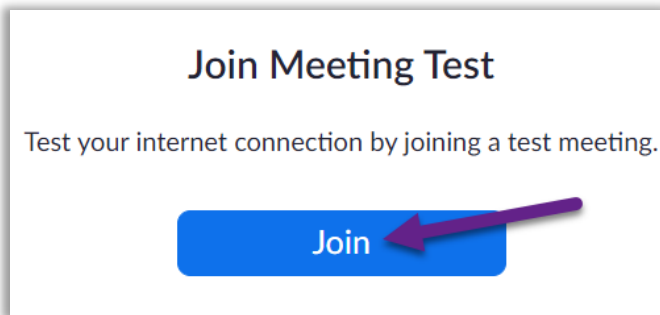
Your Guide to Video Visits – Macs & PCs

1 Before Your Visit

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. Choose a quiet place with a strong network connection.

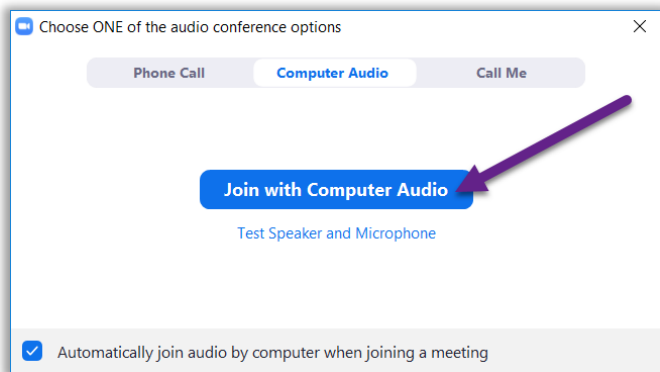
Download Zoom

- 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.

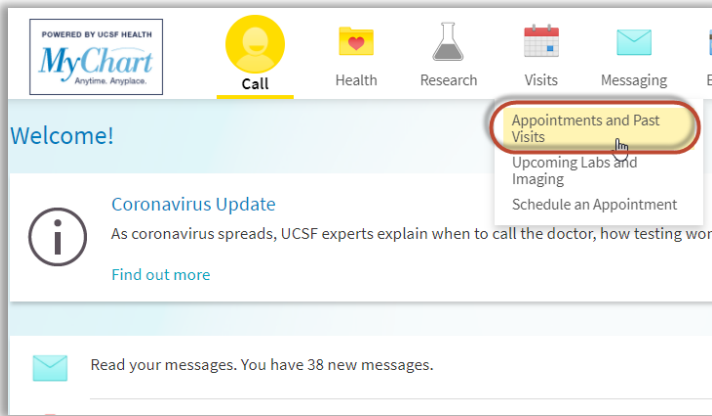


Having trouble? Call our MyChart Support Line, anytime, at (415) 514-6000.

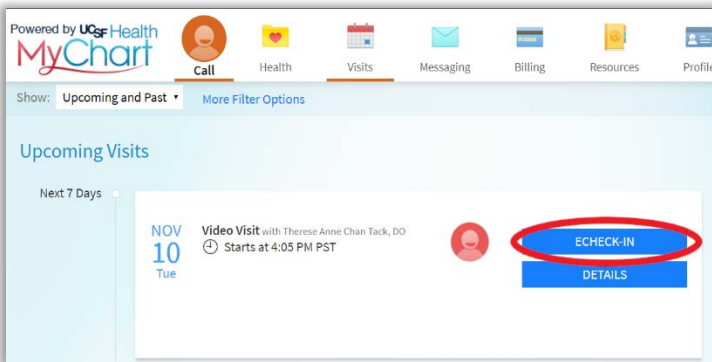
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2 Complete eCheck-In

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** and click **Appointments and Past 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>

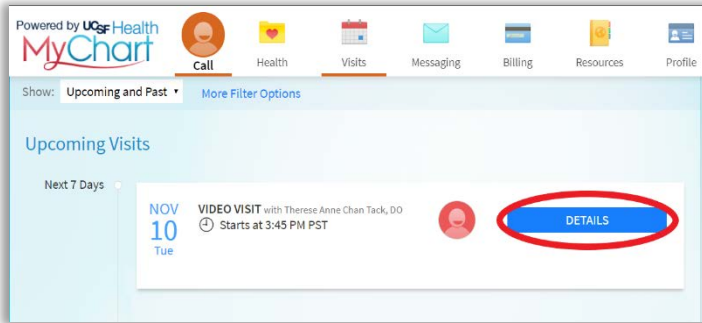
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3 On the Day of Your Visit

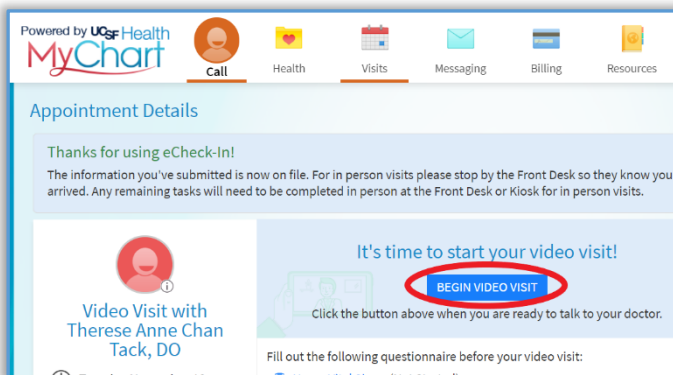
Be in a quiet place free from noise and other distractions and a strong network connection.

Find Your Visit Details



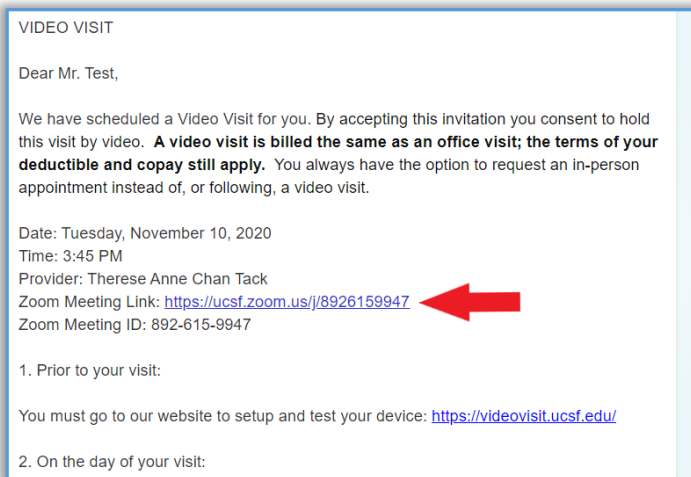
- Log in at <https://www.ucsfhealth.org/mychart>
- Click **Visits** at the top of the window, and then click the **Appointments and Past Visits** tab.
- Click **Details** next to your appointment. Review information specific to your visit.
- Want to invite a family member? See instructions at the bottom for how to invite a guest to your appointment.

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 **Begin Video Visit** button, click to start your visit.

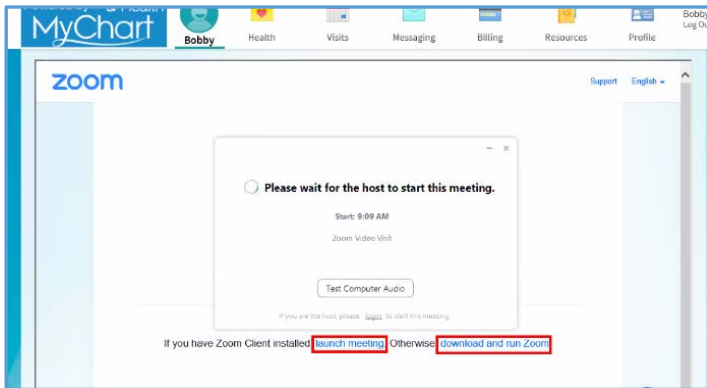
OR



- 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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- 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!