

## Your Guide to Video Visits – Smartphones & Tablets

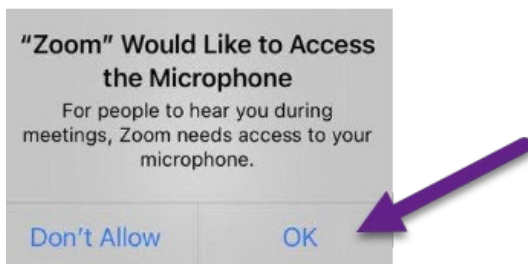
### 1 Before Your Visit

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.



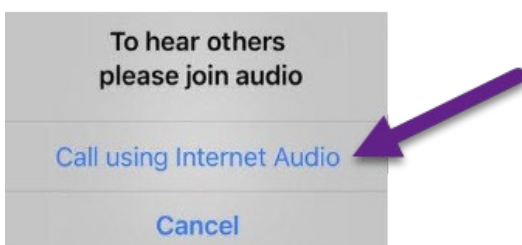
### Download Apps & Join a Test Meeting

- Download the **Zoom Cloud Meetings** and **MyChart** apps to your device. You can find these apps at the App Store (iPhone) or Google Play (Android).
- Once the apps are installed, join a test meeting at <https://zoom.us/test>.
- Click the **Join** button.
- Enter your first and last name if prompted.
- **Make sure you allow Zoom to access your camera and microphone.**
- Tap **Join with Video**.



### Test Your Audio/Video

- A window will appear with choices for your audio connection.
- If you're on an iPhone, choose **Call using Internet Audio**. On Android, choose **Call over Internet**.
- If your video did not start automatically, click the camera icon in the lower left corner.
- Your connection is successful when you see yourself. This is just a test meeting, so no one else will join you.
- To end the test, tap **Leave** in the upper right corner.

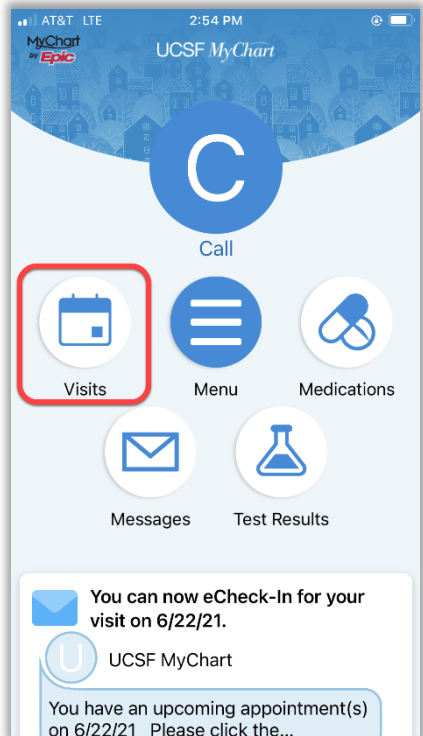


Having trouble? Call our MyChart Support Line, anytime, at (415) 514-6000.

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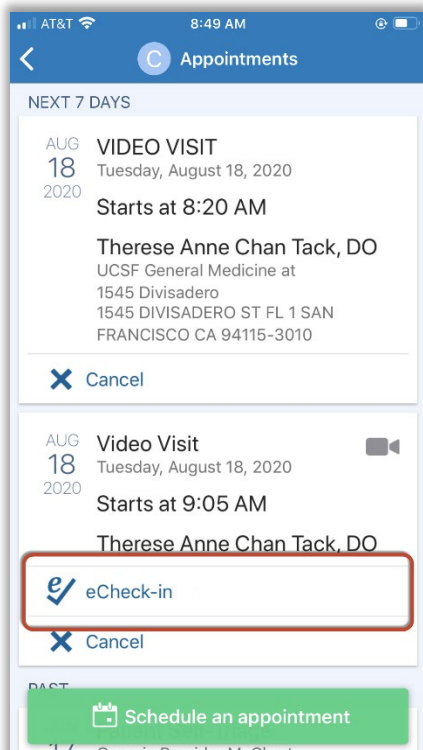
### 2 Complete eCheck-In

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.



- Open the MyChart app and log in.

- Tap **Visits**.



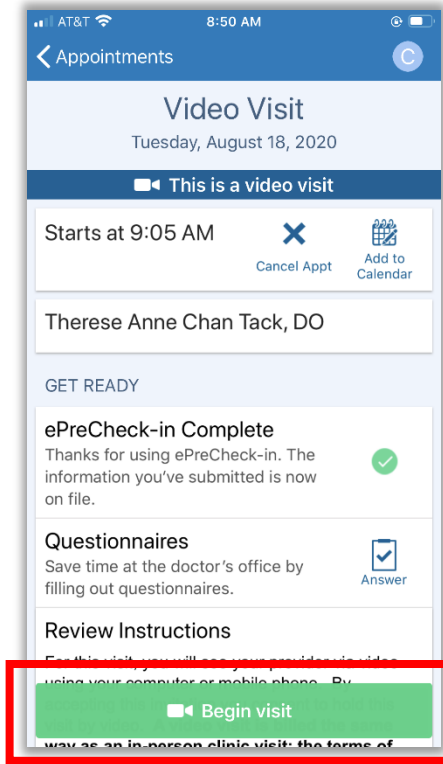
- Find your visit, then tap **eCheck-In** and follow the on-screen instructions to complete your check-in tasks.

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

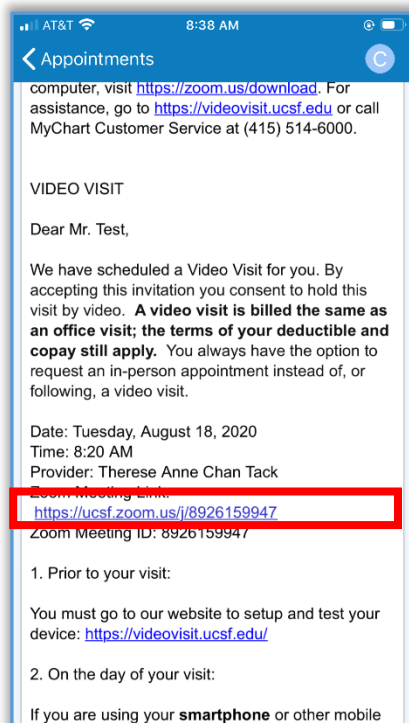
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### 3 On The Day Of Your Visit



OR



#### Find Your Visit Details

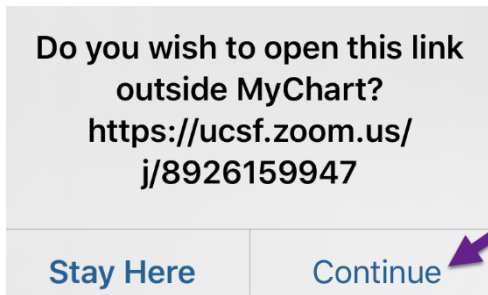
- Open the MyChart app.
- Tap **Appointments**.
- Find your appointment and tap it.
- Want to invite a family member? See instructions at the bottom for how to invite a guest to your appointment.

#### Start Your Appointment

- At least 5 minutes prior to your appointment, you can join the queue to see your provider. You will either have a button, or a Zoom link to tap.
- If you see the **Begin Visit** button, tap to start your visit.
- If don't see a button, scroll down. Tap the Zoom Meeting link to start your visit.

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- A Zoom meeting should launch. Tap “allow” or “continue” if prompted.
- You can also join the meeting using the Meeting ID if provided. Open the Zoom app, tap **Join a Meeting** and enter the meeting ID from your instructions.
- 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 **Join Audio** and to turn on your video using the **Start Video** button.
- Enjoy your visit!

