

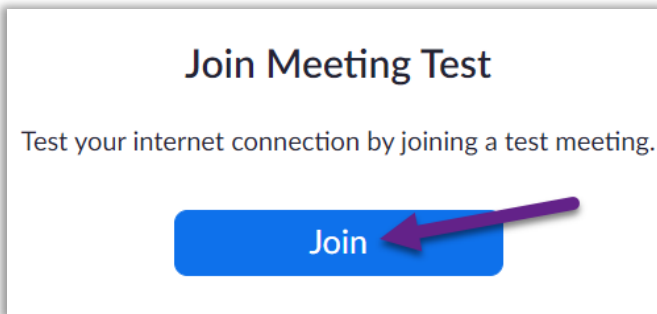
Your Guide to Video Visits – Macs & PCs

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.

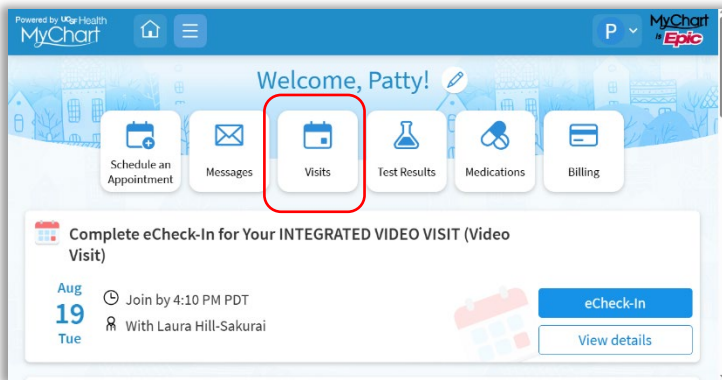


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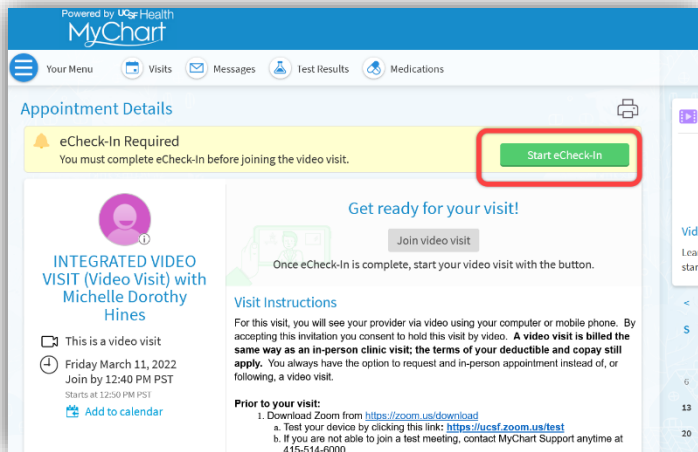
2 Complete eCheck-In

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**.



- 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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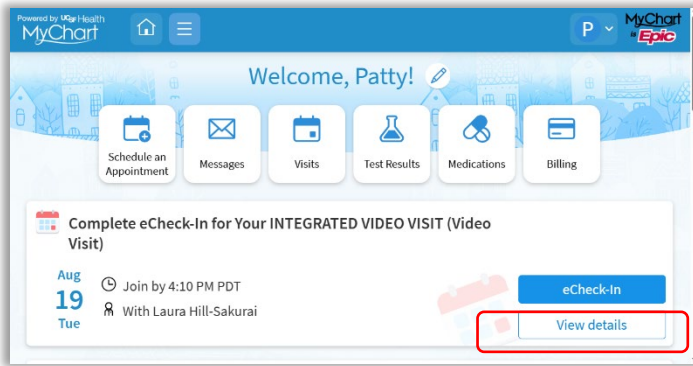
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3 On the Day of Your Visit

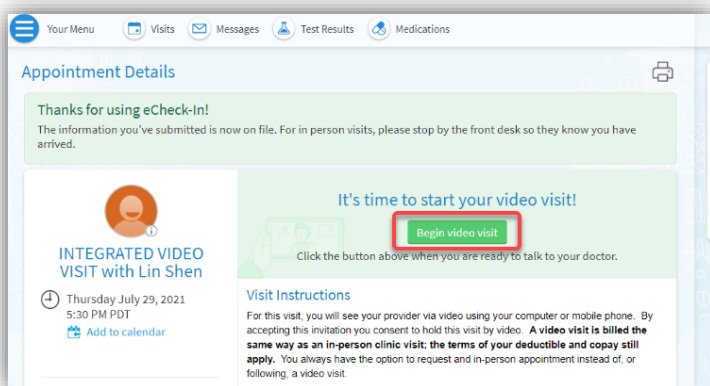
Be in a quiet place free from noise and other distractions.

Find Your Visit Details



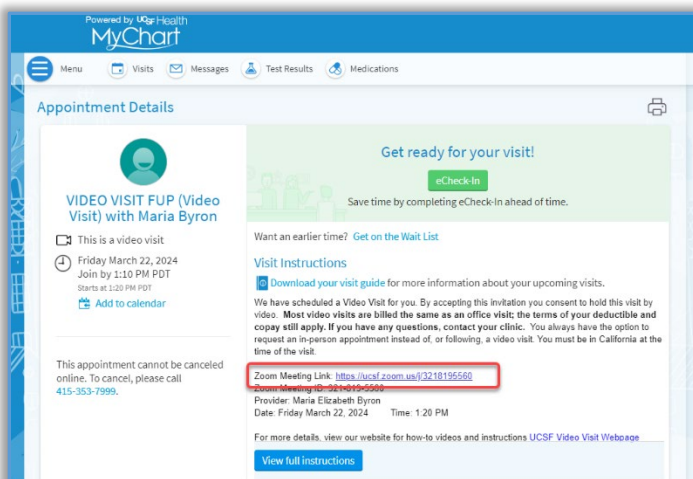
- Log in at <https://www.ucsfhealth.org/mychart>
- Click **Visits** at the top of the window.
- Click **View Details** next to your appointment. Review information specific to your visit.
- Want to invite a family member? See instructions on last page of this guide.

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

OR

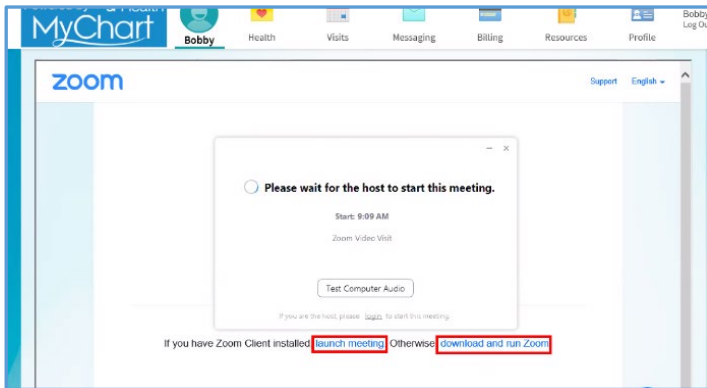


- If don't see a button, scroll down. Click the Zoom Meeting link to start your visit.

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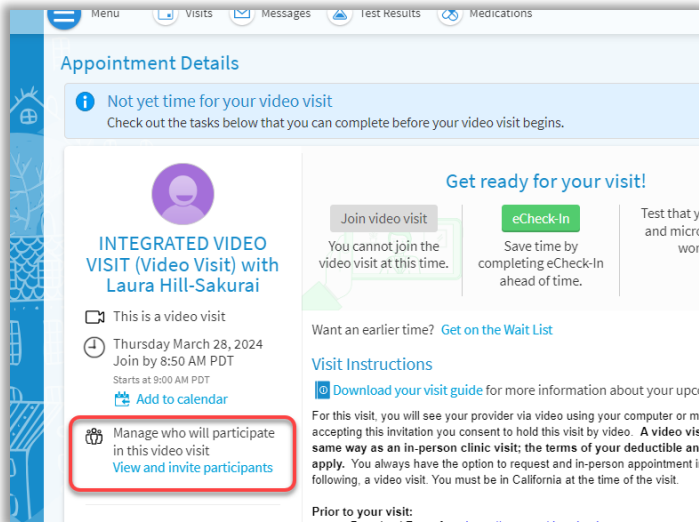


- You can also join the meeting using the Meeting ID if provided. Go to <https://ucsf.zoom.us/>, click **Join a Meeting** and enter the meeting ID from your instructions.
- No matter how you start the visit, a Zoom meeting will launch. If the meeting doesn't launch, click **Launch Meeting**.
- You will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



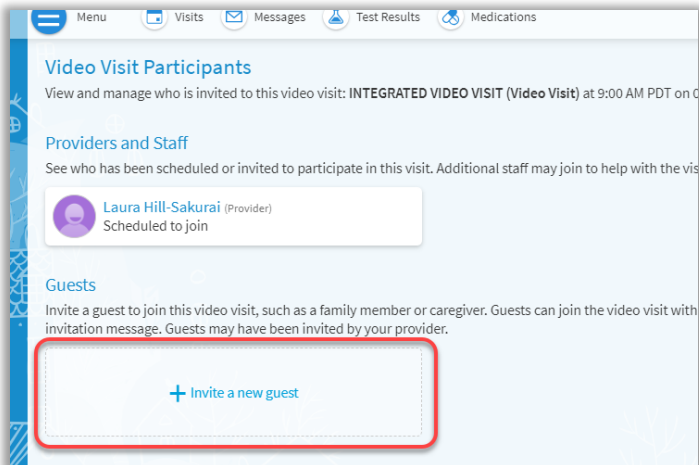
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4 Need to Invite a Guest?



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.



Guests

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

* Invitation recipient
-- 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.

Send text message invitation Cancel

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