UCSF Health

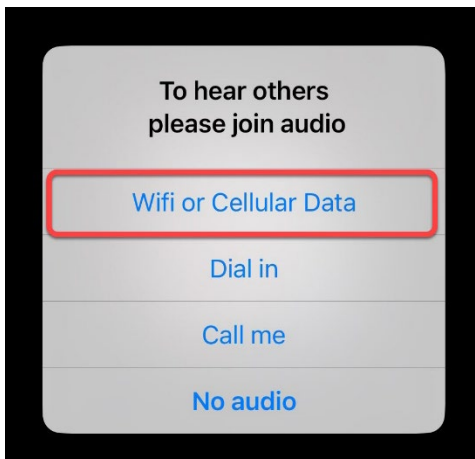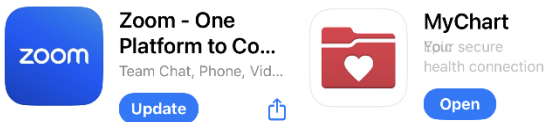# Your Guide to Video Visits – Smartphones & Tablets

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.

Download Apps & Join a Test Meeting

- Download the **Zoom Workplace** 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.

- Choose **Wifi or Cellular Data.**

- 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.

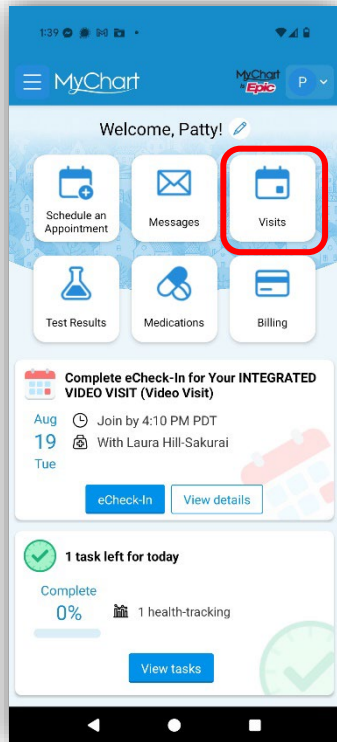- To end the test, tap **Leave** in the upper right corner.

Having trouble? Call our MyChart Support Line, anytime, at (415) 514-6000.
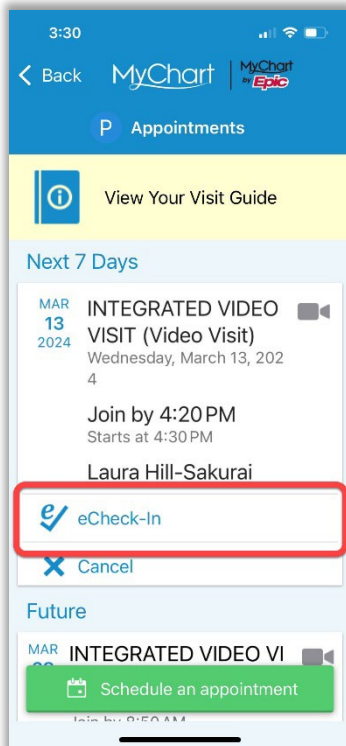
Rev 8/2025

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.

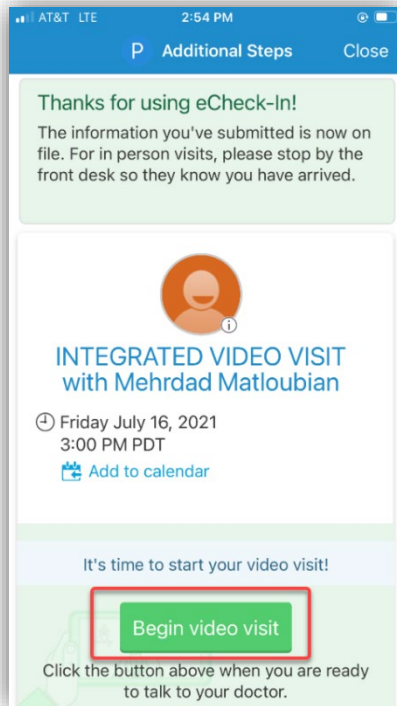- Open the MyChart app and log in.

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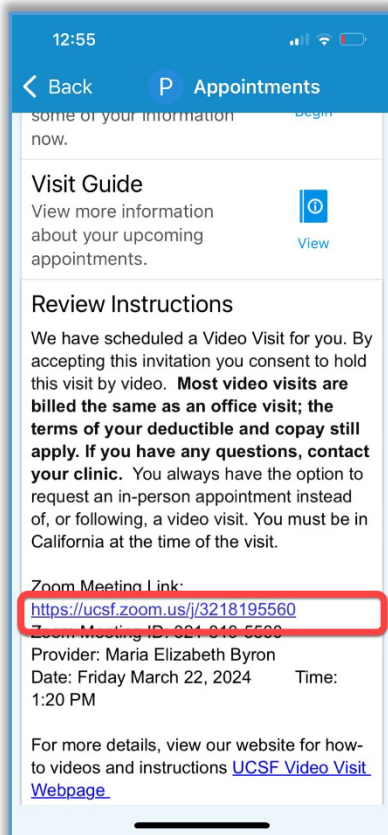
Having trouble? Call our MyChart Support Line, anytime, at (415) 514-6000.

Your Guide to Video Visits – Smartphones & Tablets
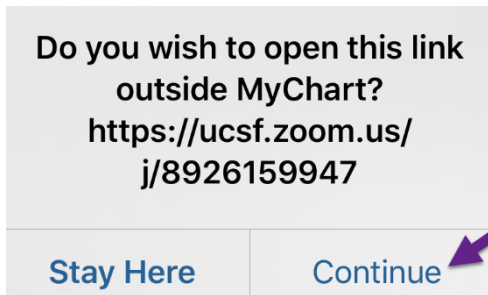
3 On The Day Of Your Visit

Find Your Visit Details

- Log in at https://www.ucsfhealth.org/mychart

- Click **Visits.**

- Find your appointment and tap it.

- Want to invite a family member? See last page of this guide.
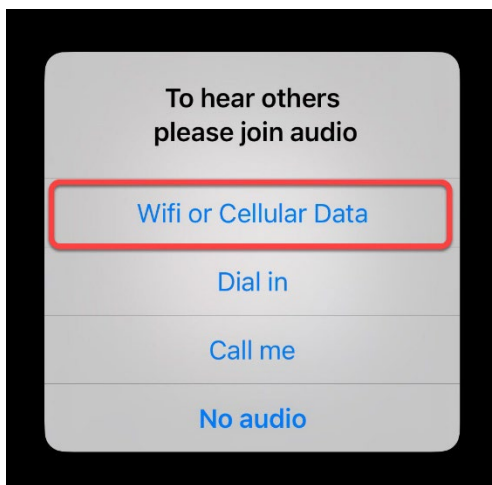
Start Your Appointment

- At least 10 minutes before your appointment, you can join the meeting. You will either have a button, or a Zoom link to click.

- If you see the **Begin video visit** button, tap to start your visit.

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

OR

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

UCSF Health

Do you wish to open this link outside MyChart?
https://ucsf.zoom.us/
j/8926159947

Stay Here   Continue

- A Zoom meeting should launch. Tap "allow" or "continue" if prompted.

- 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.
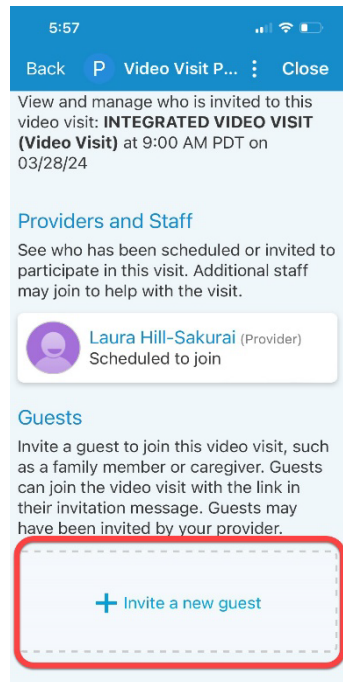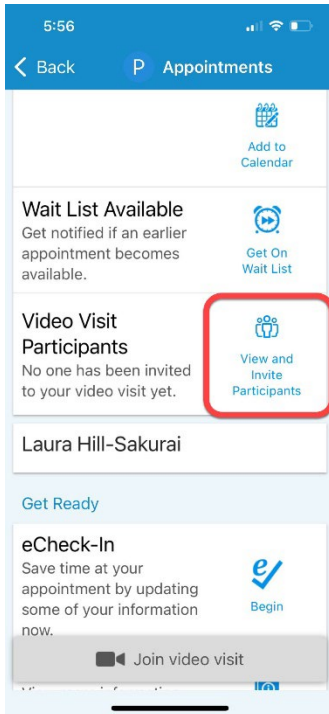
- You will be placed in a virtual waiting room. Please wait for your provider to admit you.

To hear others please join audio

Wifi or Cellular Data

Dial in

Call me

No audio

- 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!

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

4 Need to Invite a Guest?

- Have a Join video visit button?

- Tap **View and Invite Participants**, then tap **Invite a new guest**.

- If you have invited guests before, you can choose from a list of those participants.

- If you need to invite a new guest, choose **New Guest** and enter their contact details.

- Have a meeting link or ID instead?
- Copy the link or ID and send to your guests through text or email.

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