

1 Set Up & Download

To get ready for your video visit, follow these steps. Make sure to do this **at least 1 day before** your visit!

Access Your Video Visit Confirmation & Video Test Link

In your browser, go to www.ucsfmychart.org and log in. Go to your **Messaging tab** then select your **Inbox** to find your Video Visit confirmation and Zoom test link. Click on the test link and then the blue **Join** button.



Join

Download & Install Zoom

If Zoom is not already installed on your computer, it will start to download automatically. Once complete, find and open the downloaded file to begin installing. Follow on-screen instructions during the installation.

When the installation completes, you will be put into a test meeting.

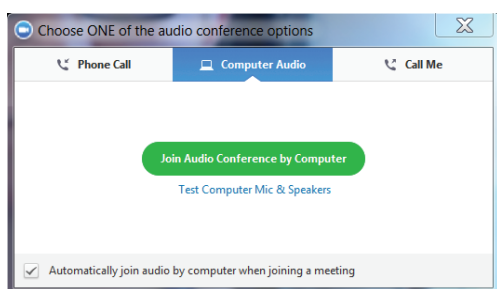
2 Test Your Connection

To get ready for your video visit, follow these steps. Make sure to do this **at least 1 day before** your visit!

Audio

When your Test Meeting opens, a pop-up window will appear with choices for your audio connection.

If you have speakers and a microphone on your computer, you may choose **Join by Computer**. Otherwise, choose **Join by Phone**. Follow the on-screen instructions to test.



Video

Your connection is successful when you see yourself in the window. This is just a test meeting, so no one else will join you.

If your video did not start automatically, find the **Zoom toolbar** and click the **camera icon** to make sure the correct camera is selected.

If you are unable to join, visit the Zoom Support Center at <http://support.zoom.us> for assistance.

Be sure to use the **same device** for your Video Visit that you use to test your connection!

3

At Your Video Visit

Be ready to join the Zoom meeting at least **5 minutes** before your scheduled visit time.

View Your Video Visit Confirmation

Find your **MyChart Messages** to access your confirmation. It will be the same one you viewed for the Meeting Test.

Join the Video Visit

Click on the link under your appointment details. Appointment links look similar to this:

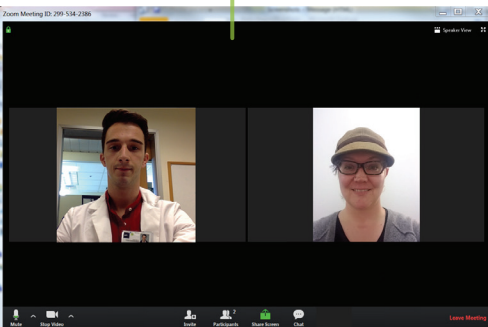
<https://ucsf.zoom.us/1234567890>

Once the window opens, enter your first and last name if prompted.

Wait for Your Meeting Time

You will automatically be placed in a waiting room. When your provider joins, you will be able to see and hear them and your meeting will begin.

Once your video visit is complete, you may click **Leave** in the lower right to leave the meeting.



Please Note:

- If you experience technical difficulties and cannot resolve them even after visiting the Zoom Support Center, **contact the clinic** to reschedule or convert your Video Visit to an in-person appointment.
- To avoid additional charges from your cellular provider, use a **Wi-Fi connection** for your Video Visit.
- During your Video Visit, be in a location that is **private, quiet, and free from distractions**.