

Your Guide to Video Visits

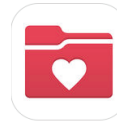
Smartphones/Tablets

See your doctor from home in 3 easy steps!

1 Download these Apps



ZOOM Cloud Meetings
Zoom
★★★★☆ (24)



MyChart
Epic
★★★★☆ (49)

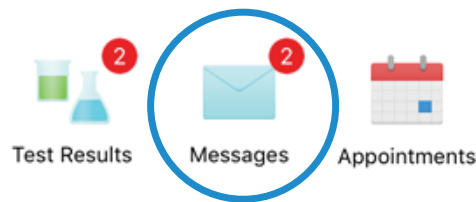
You can find these apps at the **App Store (iPhone)** or **Google Play (Android)**

2 Set Up & Test

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

View Your Video Visit Confirmation

Open the **MyChart** app. You may need to accept the license agreement and select **UCSF MyChart** from the list of California providers. View your confirmation in the **Messages** folder.



Test Your Video Connection

From the confirmation message, tap <https://zoom.us/test>. When the Meeting Test page opens, tap the blue **Join** button to open the Zoom app, then enter your first and last name when prompted.

Your connection is successful when you see yourself on the screen. This is a test, so no one else will join you. To end, tap **Leave** in the upper right corner.

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



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>

If prompted, tap to open Zoom and enter your first and last name.

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. Your own screen will show in the lower right.

Once your video visit is complete, you may tap **Leave** in the upper right corner 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**.

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

