Patient Video Visit Guide: Windows and Mac Computers

1. Go to https://mychart.uillinois.edu/MyChart/Authentication/Login and log into your MyChart account.
   a. UI Health recommends that you use the latest version of Google Chrome for compatibility
2. Click **Visits** and locate your upcoming video visit appointment.
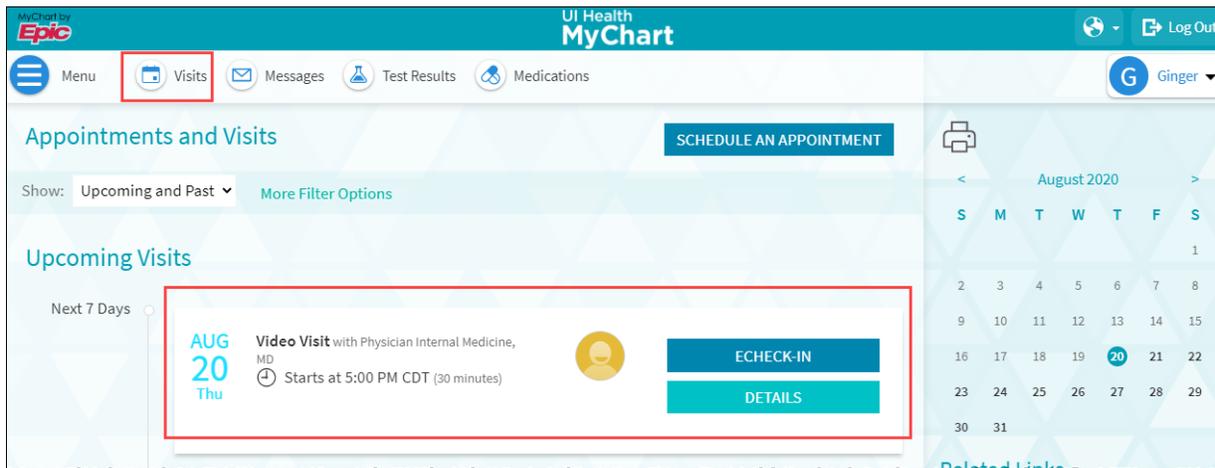
3. Click **eCheck-in** and follow the steps on the screen to update your clinical information and complete any questionnaires to complete eCheck-in.
   a. You can eCheck-in no more than 7 days prior to your video visit appointment.
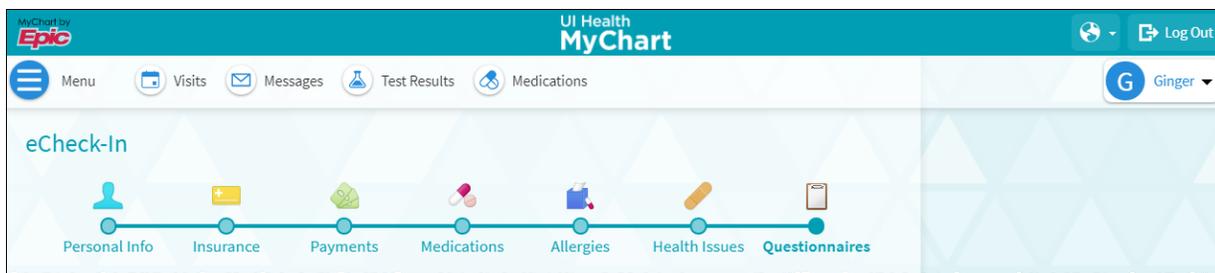
4. Tap **Test Hardware** to test your camera and audio before the visit.
   a. If prompted, 'allow' MyChart to access your microphone and camera.
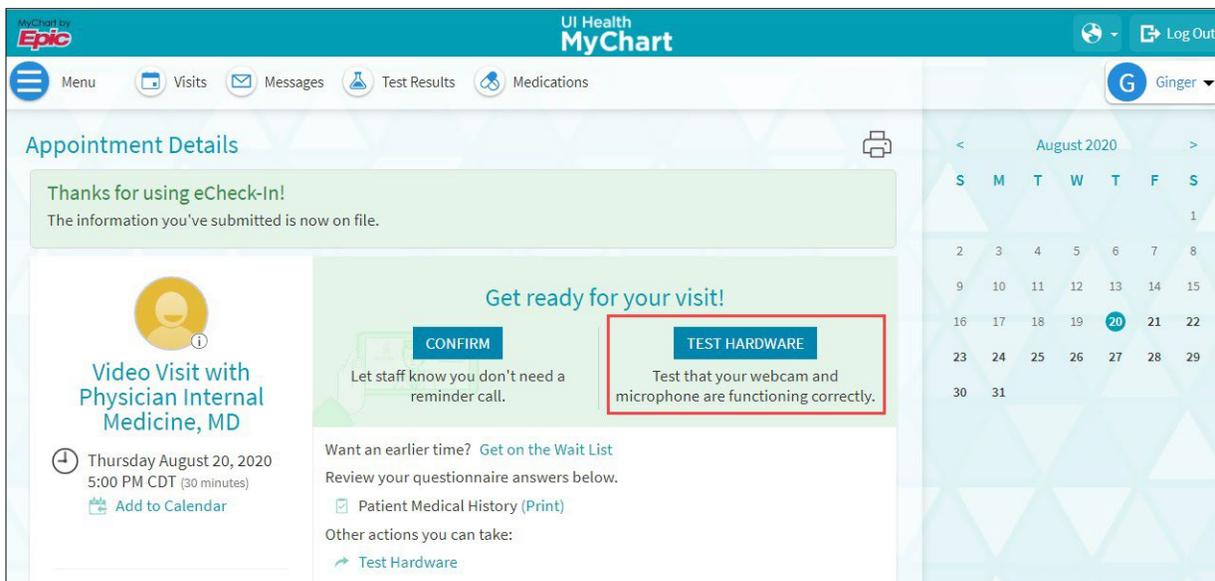
5. If testing is successful, you can exit the test browser tab and return to your MyChart site.
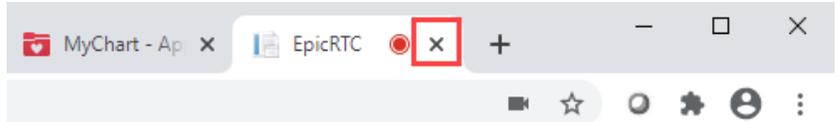

6. You can invite one other person to your Telehealth visit. Copy and share the link given in the **Visit Instructions** with the person of your choice. They should paste the link in Google Chrome, as it's the most compatible browser, and find an isolated location with your privacy in mind.
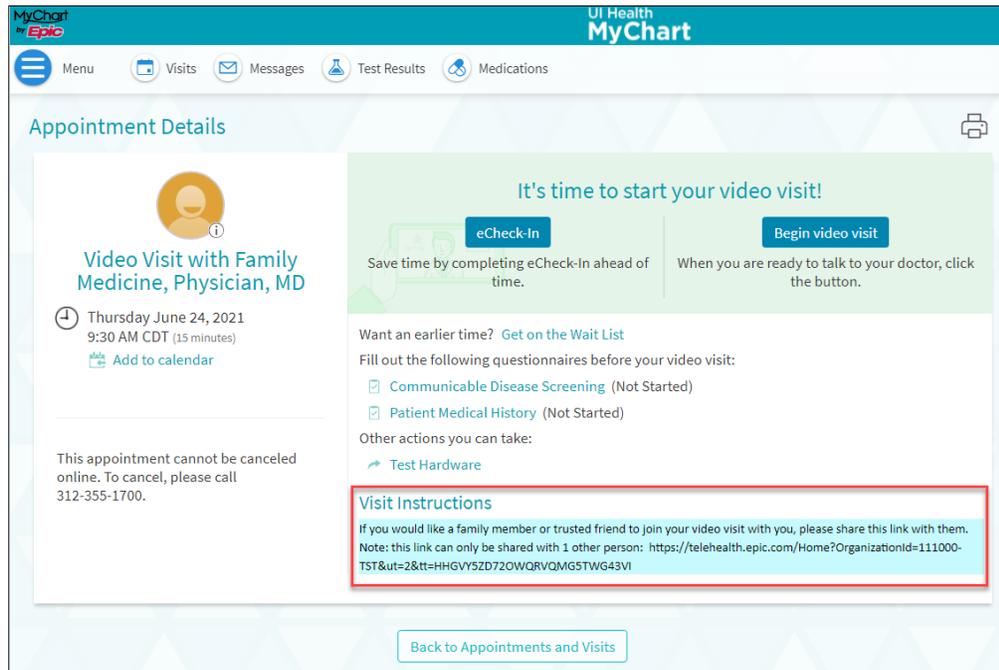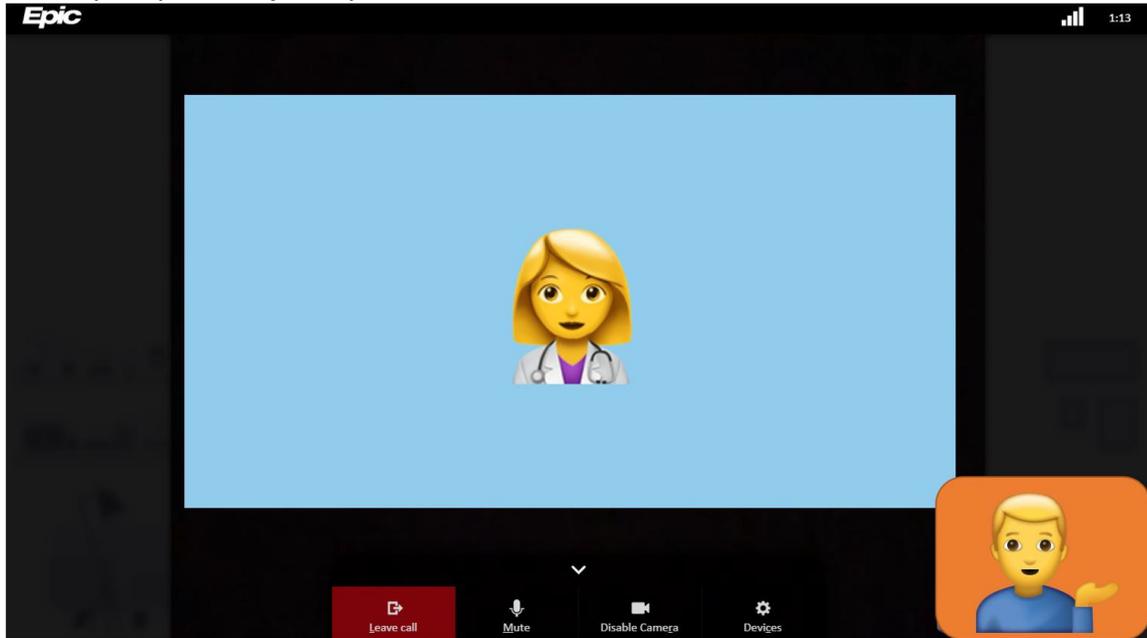

7. You may start your video visit no earlier than 30 minutes before your appointment start time by tapping on the **Begin Video Visit** button.
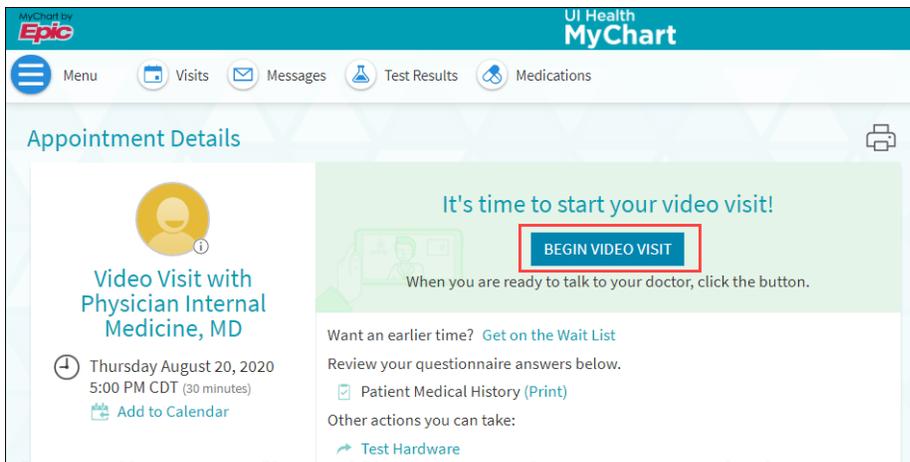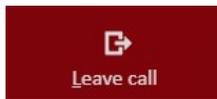
8. You will be added to the virtual waiting room. Please wait for your provider to join.
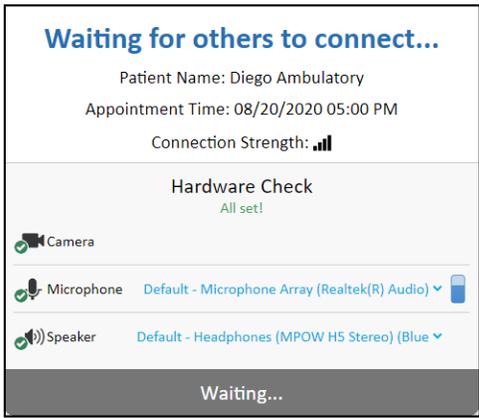
9. When your provider joins, you will be connected for the video visit.

10. When your video visit is complete, tap to end the video call and then close your browser tab.