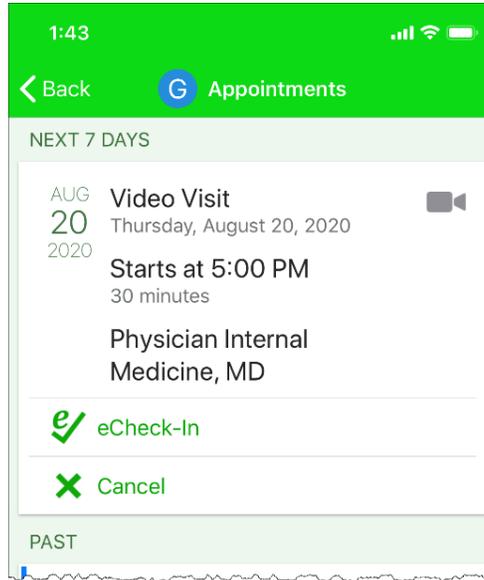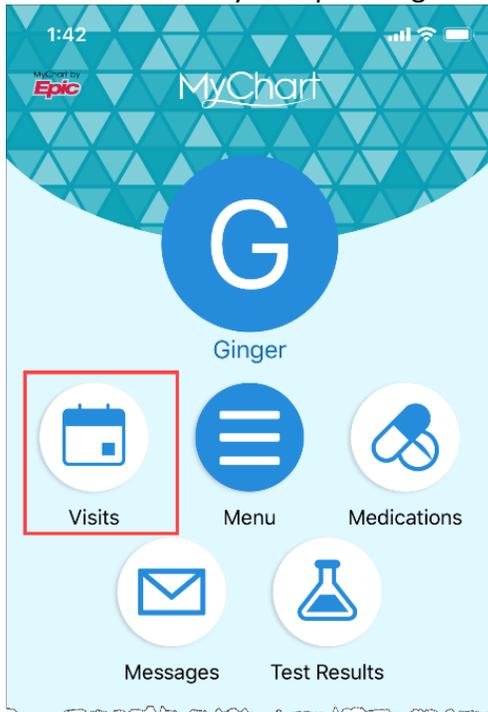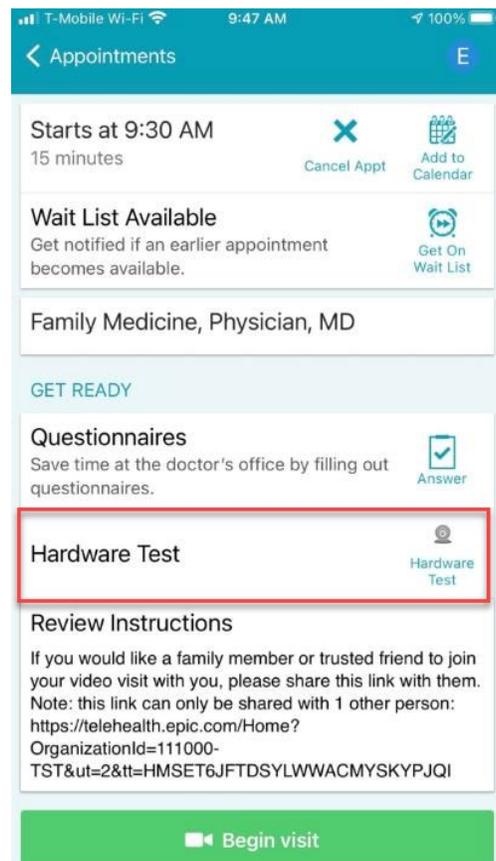# Patient Video Visit Guide: Apple and Android Mobile Devices

1. Open the MyChart app from your tablet or smartphone device and log in to your account.
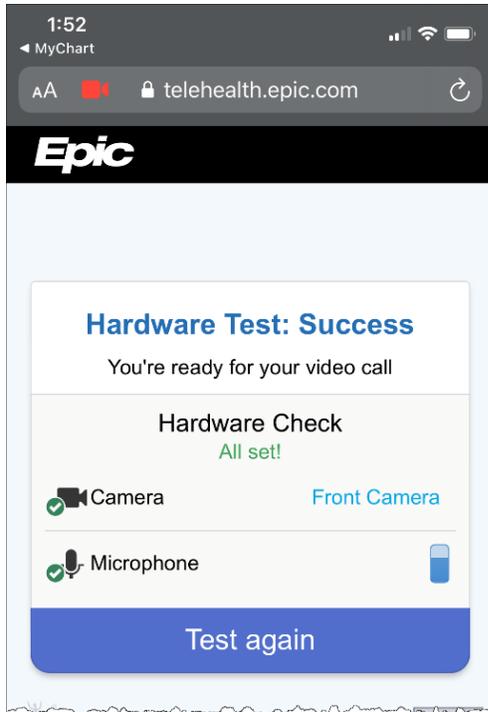2. Tap **Visits** and select your upcoming video visit ( ) appointment.

3. Tap **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 **Hardware Test** ( ) to test your camera and audio before the visit.
   a. If prompted, 'allow' MyChart to access your microphone and camera.
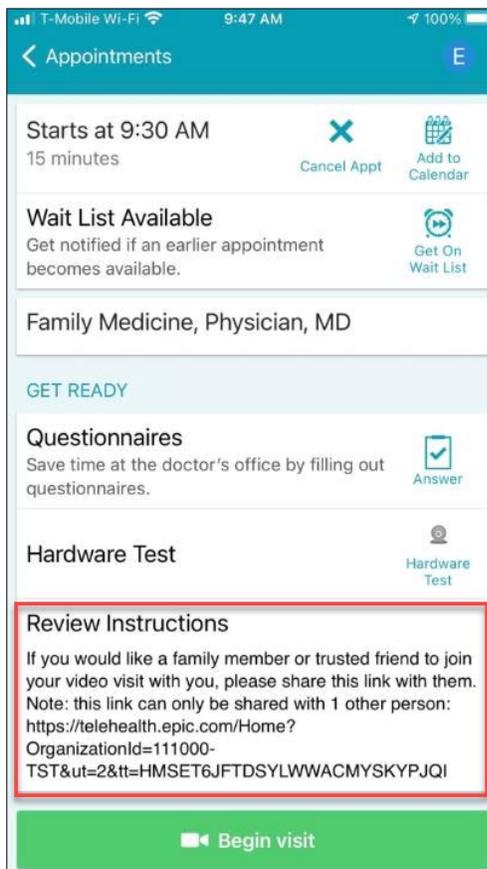   - **Important for Android Phones:** if you have difficulty accepting the "Allow" button for telehealth.epic.com to use your camera and microphone, you can go back to your phone's home screen and open up "Site settings" to *manually* give permission for https://telehealth.epic.com website to have access to your phone's camera and microphone.
      - You can click this link: [*https://support.google.com/chrome/answer/114662?co=GENIE.Platform%3DAndroid&hl=en*] for additional Android technical support resources.
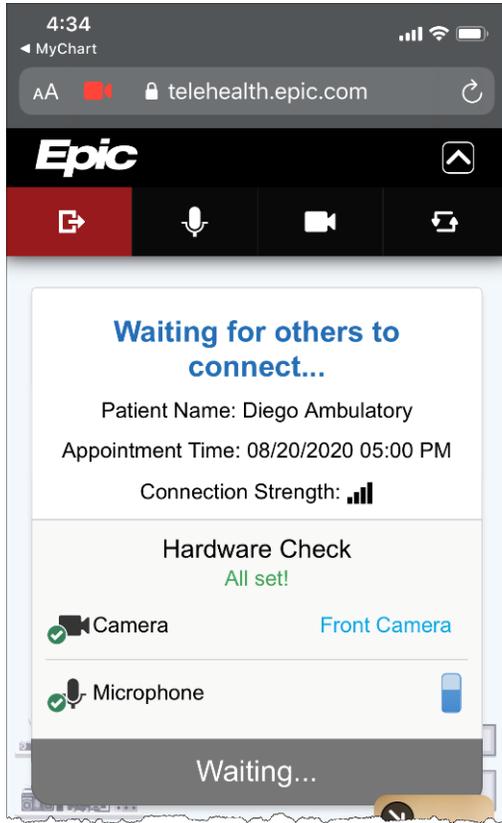
5. If testing is successful, you can exit the test screen and return to your MyChart app.
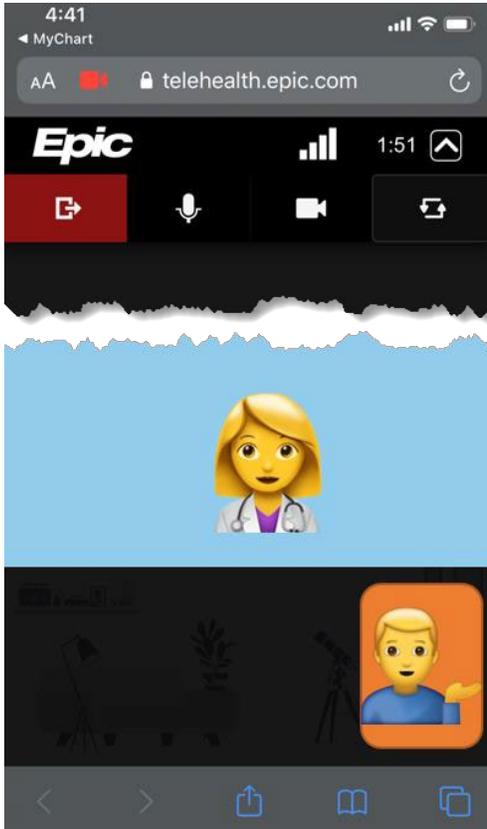

6. You can invite one other person to your Telehealth visit. Copy and share the link given in the **Visit Instructions** with the person of your choice. They should paste the link in Google Chrome, as it's the most compatible browser, and find an isolated location with your privacy in mind.

7. You may start your video visit no earlier than 30 minutes prior to your appointment start time by tapping on the [■◂ Begin 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.