



Preparing for Your MyChart Video Visit

Need help or have questions?
Call our Patient Technology Helpline at (802) 847-1830.

IF USING A SMARTPHONE OR TABLET: You will use two free apps for your appointment: **MyChart** and **Zoom Cloud Meetings**. If you haven't done so already, you will need to download them from the Apple App Store (for iPhones) and Google Play Store (for Android phones).

IF USING A COMPUTER: You will log in to your account at MyChart.UVMHealth.org.

WITHIN THE WEEK BEFORE YOUR APPOINTMENT

Complete your required eCheck-in within your MyChart account. The blue eCheck-in button will appear within your appointment up to seven days before your video visit.

- **Sign in** to your account through the MyChart app or online at MyChart.UVMHealth.org.
- Click the **Visits** icon or review the Welcome page messages to locate your appointment.
- Click the blue **eCheck-in** button and complete the required fields.

THE DAY OF YOUR APPOINTMENT

- At least 10 minutes prior to your appointment, **sign in to your account** through the MyChart app or online at MyChart.UVMHealth.org.
- Click the **Visits** icon or review the Welcome page messages to locate your appointment.
- Click the blue **Begin Video Visit** button within your appointment. This button will become blue and clickable thirty minutes before your appointment time and only after you've completed your eCheck-in.
 - **If using a computer:** Zoom will launch in a new browser window or tab. If prompted, you must allow for pop-ups and may click "**Launch Meeting**" to begin your video visit.
 - **If using a smartphone or tablet:** Follow the prompt to launch the Zoom app. If you start your video visit from the MyChart app and the Zoom app is not installed on your device, you will be linked to the app store to install Zoom.
- After you begin your visit, you will see "**Waiting for the host to start this meeting.**" Rest assured, your provider and care team know you are waiting and will join as soon as they are available.

For a list of FAQs and more, visit UVMHealth.org/MyChartVideo.