

Video Visit Instructions Using an Android

Follow these instructions to attend your video visit appointment on your Android phone.

Please complete the set-up of your MyChart and Zoom apps and steps 1-9 the day before your scheduled appointment. Please complete steps 10-18 on the day of your appointment with plenty of time before your appointment is scheduled to start.

You must use the MyChart Mobile app. Video visit appointments **do not work on phone browsers** (like Chrome).

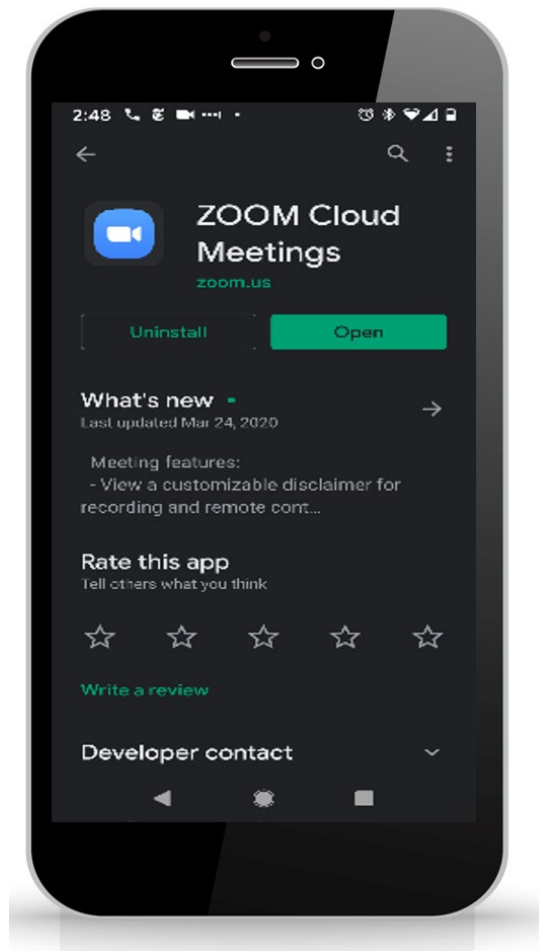
You may connect up to 15 minutes before your appointment time. You will be unable to connect 40 minutes after your scheduled time and your appointment will be canceled.

On the day before your video visit

Have your insurance card and a credit card (if you have a co-pay) ready.

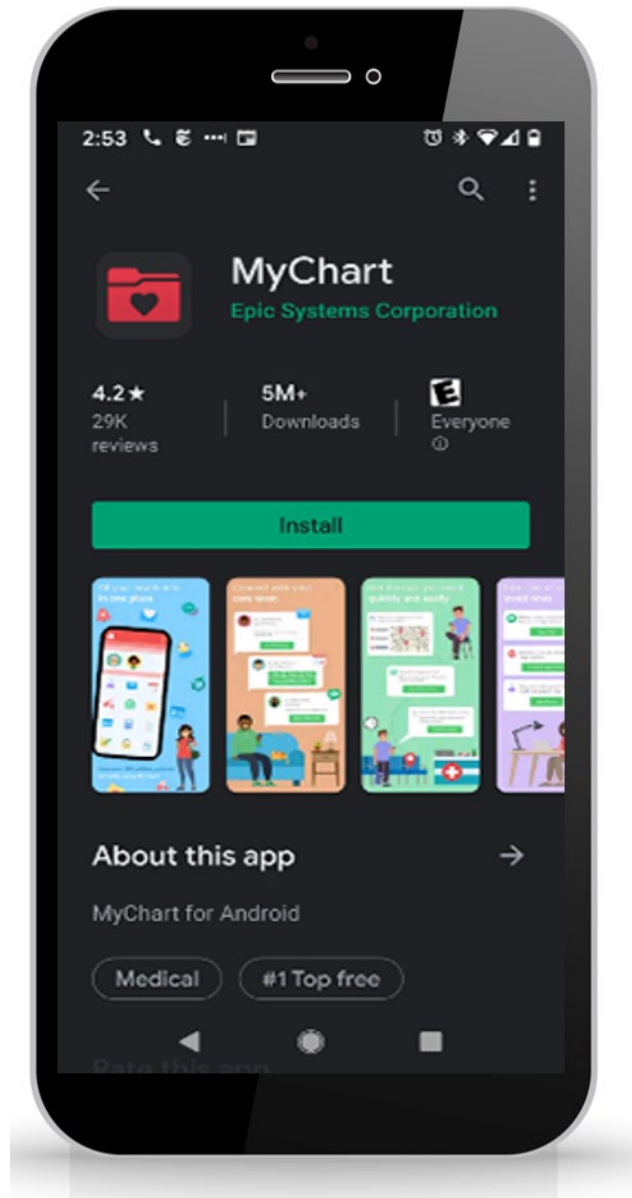
Step 1

Download the Zoom application from the Google Play store by going to the Google Play store and searching for Zoom or by clicking [here](#) from your phone. You will not need to set up a Zoom account.



Step 2

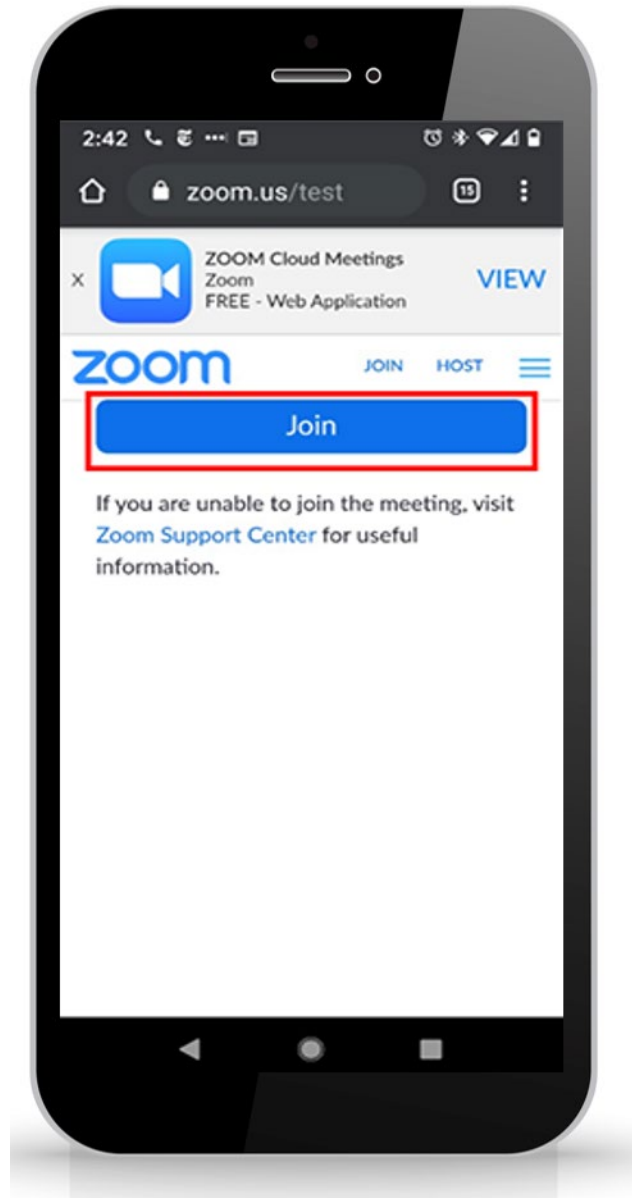
Download the MyChart Mobile application from the Google Play store by going to the Google Play store and searching for MyChart or by clicking [here](#) from your phone.



Step 3

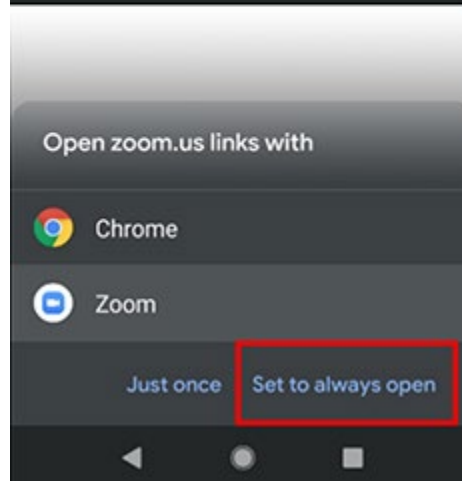
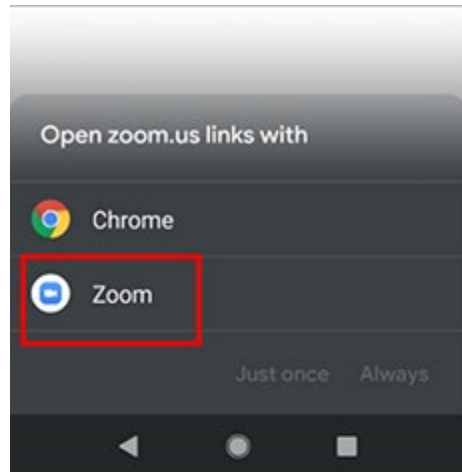
Before your visit you will need to configure your Zoom app settings to allow access to the camera and microphone on your Android.

In Chrome, go to zoom.us/test and click Join Meeting.



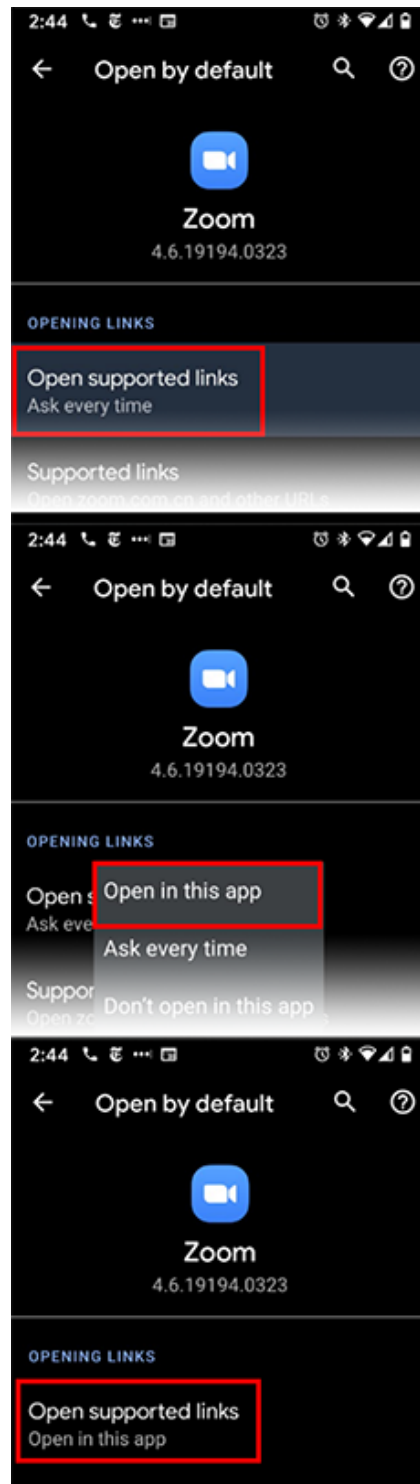
Step 4

Select "Zoom" to open Zoom meeting links with Zoom. Select "Set to always open".



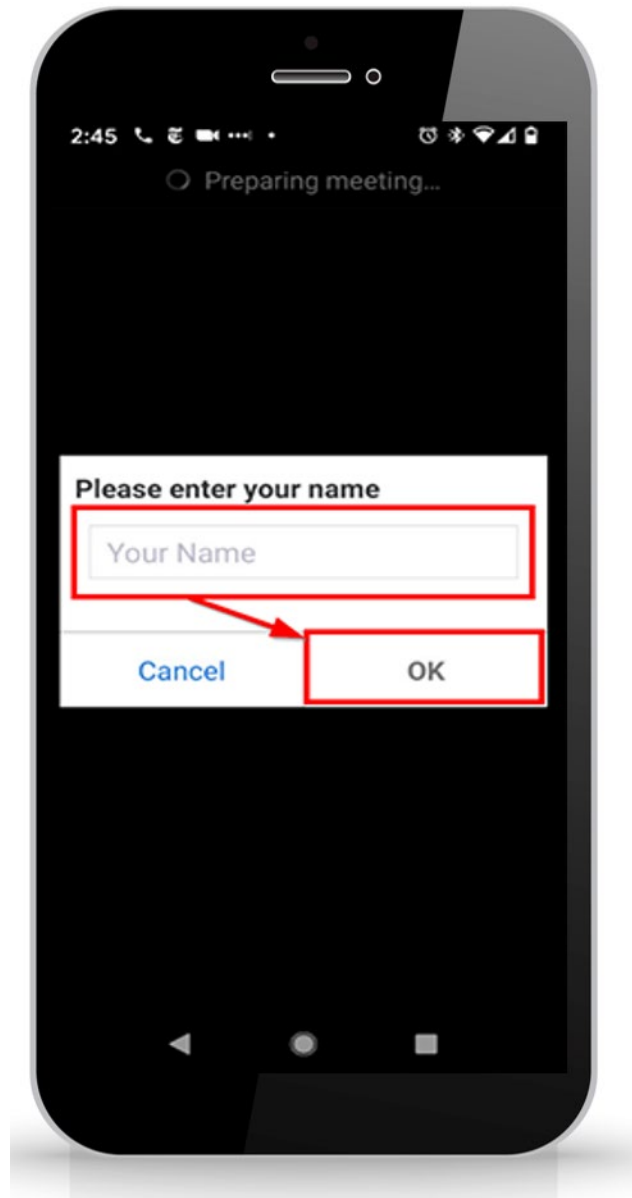
Step 5

Select "Open supported links". Select "Open in this app". Select "Open supported links".



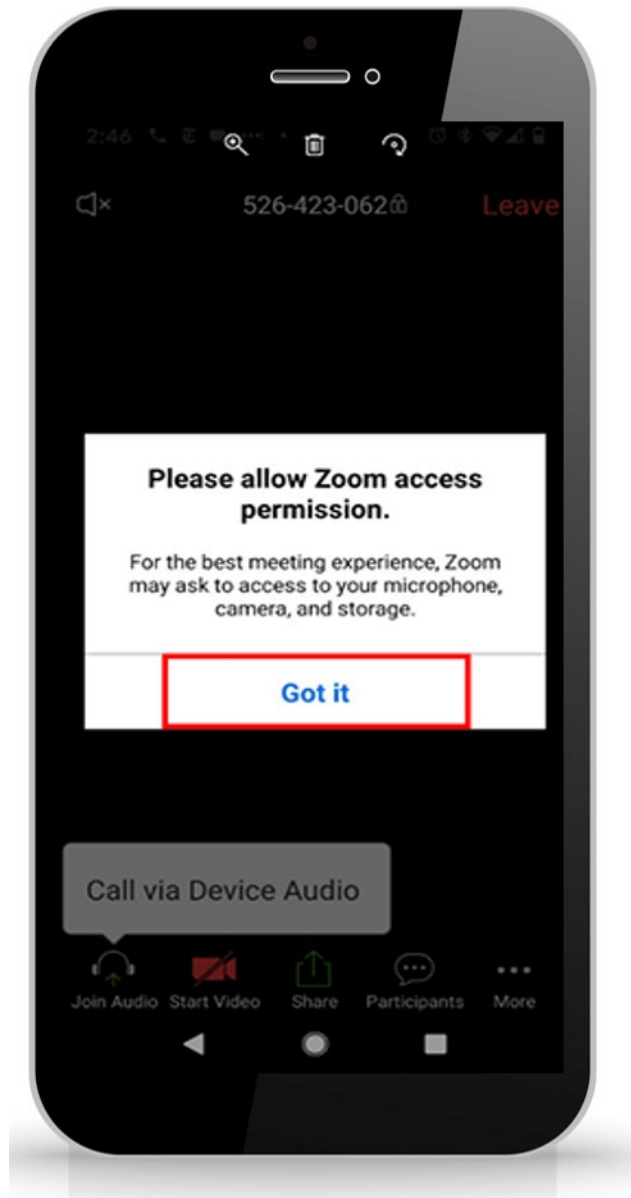
Step 6

Enter your name and then select "OK".



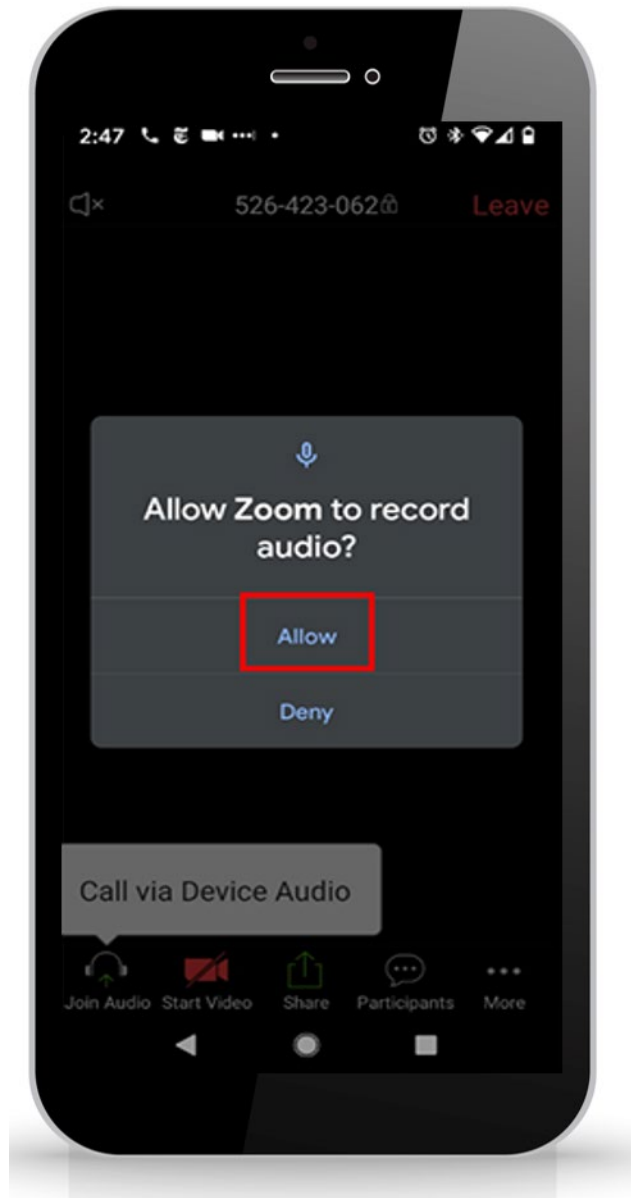
Step 7

Select “Got it” to give Zoom permission to use the microphone and camera.



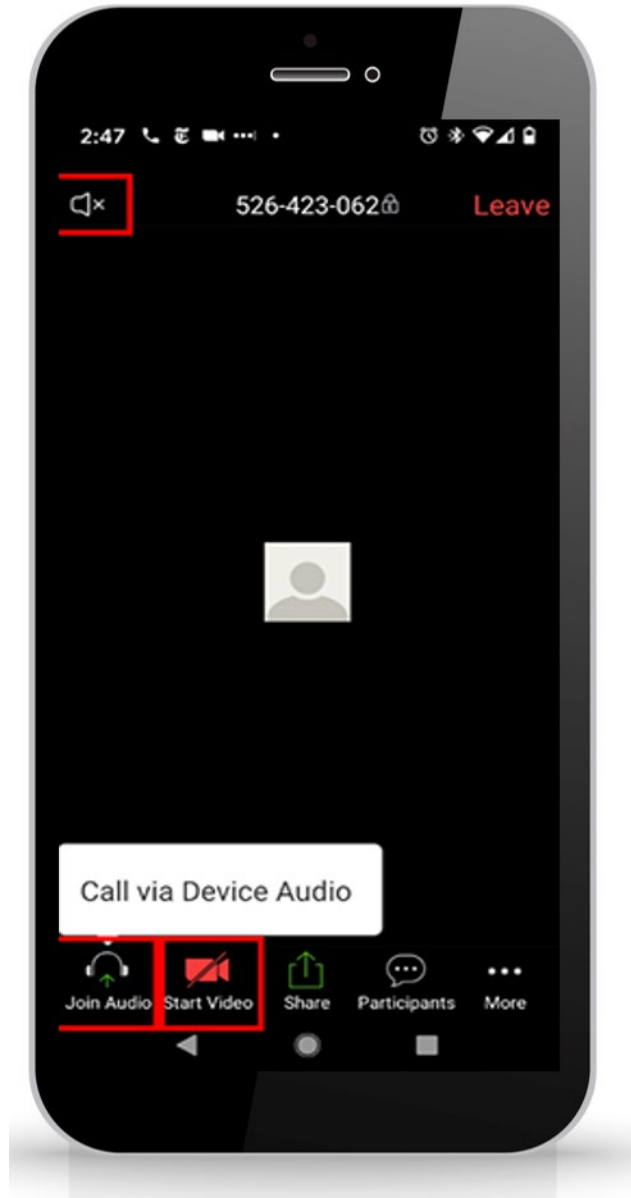
Step 8

Select "Allow" to enable audio.



Step 9

Select "Join Audio" and select "Call via Device Audio". Select "Start Video". Click the speaker icon in the top left of the screen to turn on the phone speaker.



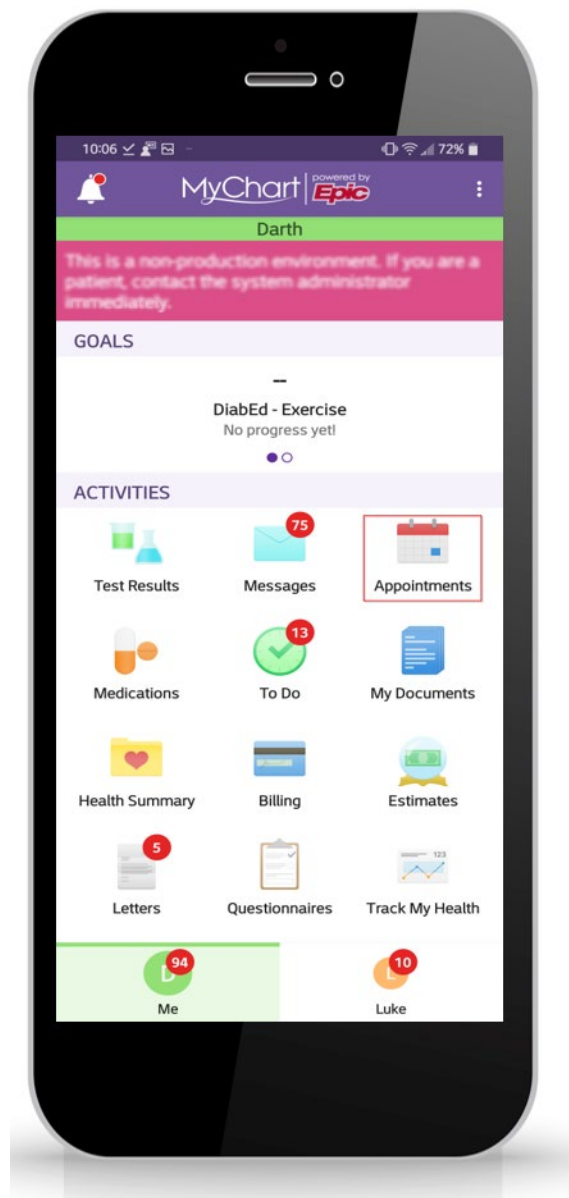
On the day of your video visit

You may connect up to 15 minutes before your scheduled appointment. You will be unable to connect 40 minutes after your scheduled time. The appointment will be canceled and will need to be rescheduled.

Before joining the call, make sure you have a strong WiFi or cellular data signal, sit in a well-lit area and remove dressings and bandages.

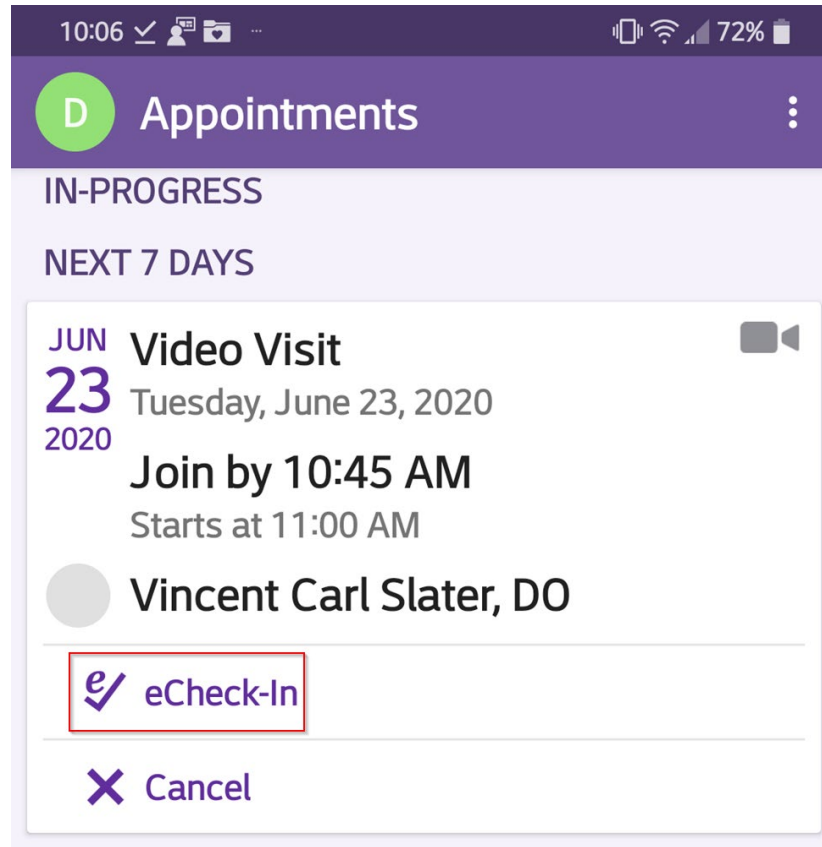
Step 10

Open the MyChart app on your smartphone and click on the appointments tile.



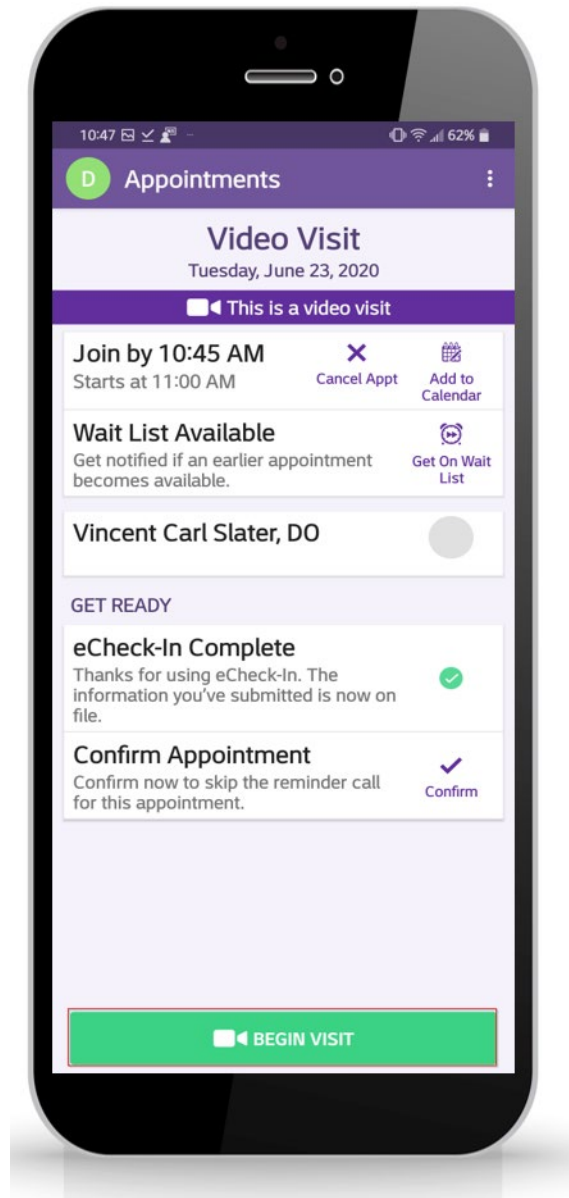
Step 11

Then select “eCheck-In” for your upcoming video visit.



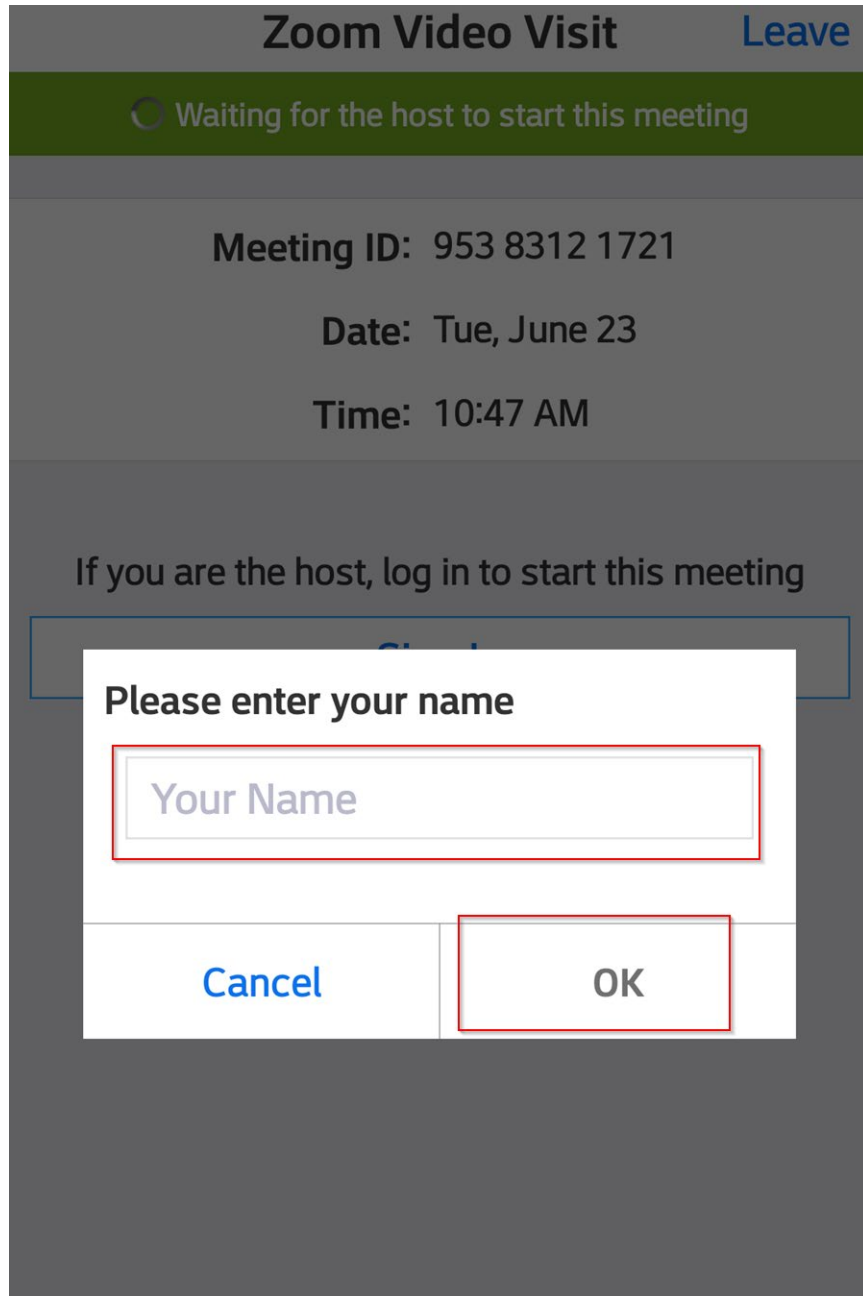
Step 12

Once you have completed eCheck-in and are no more than 15 minutes before your appointment time or 40 minutes after your appointment time, you can select “Begin Visit”.



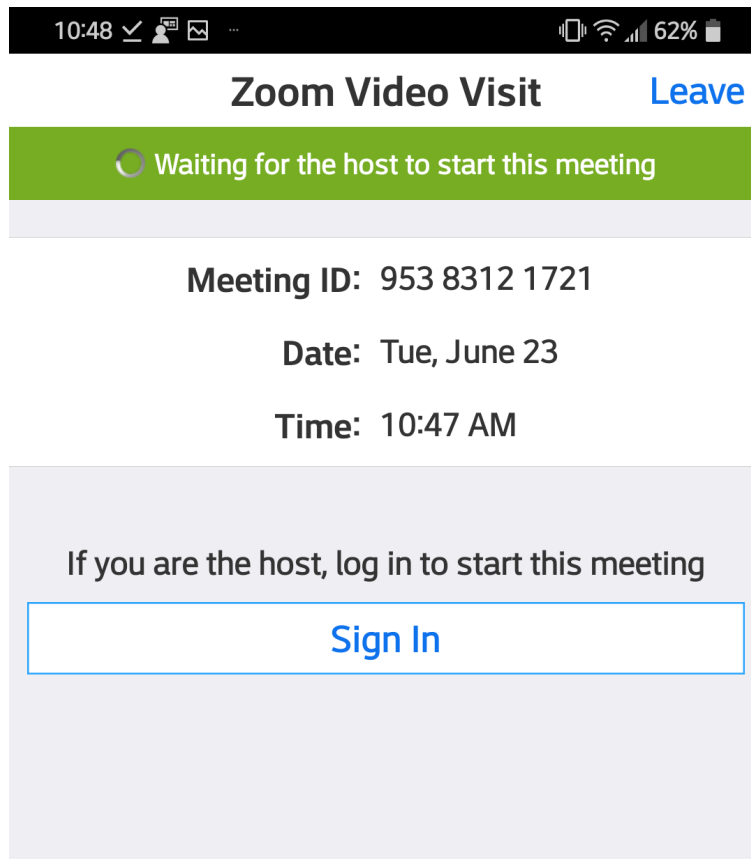
Step 13

The visit will open in Zoom. Enter your name and select "OK".



Step 14

Once connected and waiting for your provider to join the visit you will see this screen. Your provider is the host and will start the meeting when they join the visit. Do not attempt to sign in while you wait for the visit to begin.

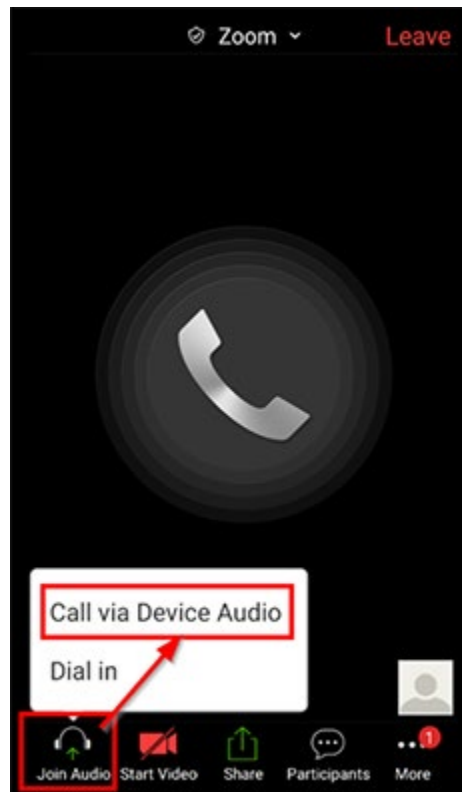


Step 15

When your provider connects you will be taken to a preview screen where you can connect audio and video.

Select "Join Audio".

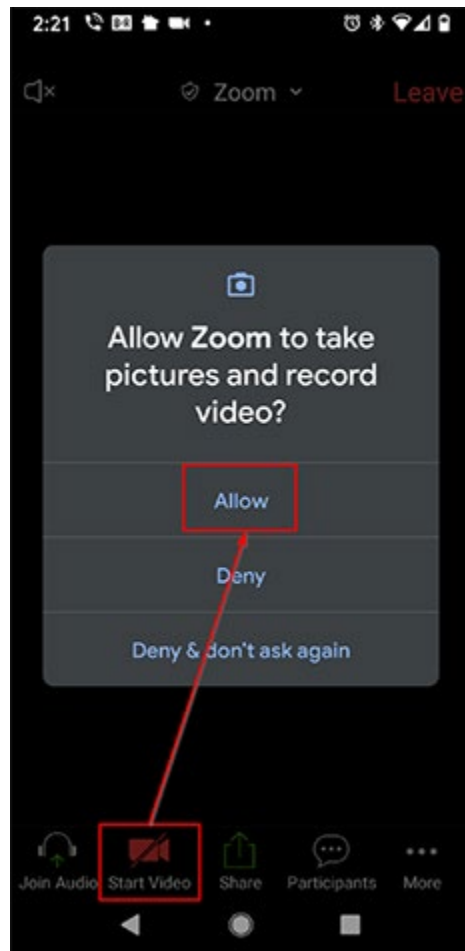
Select "Call via Device Audio".



Step 16

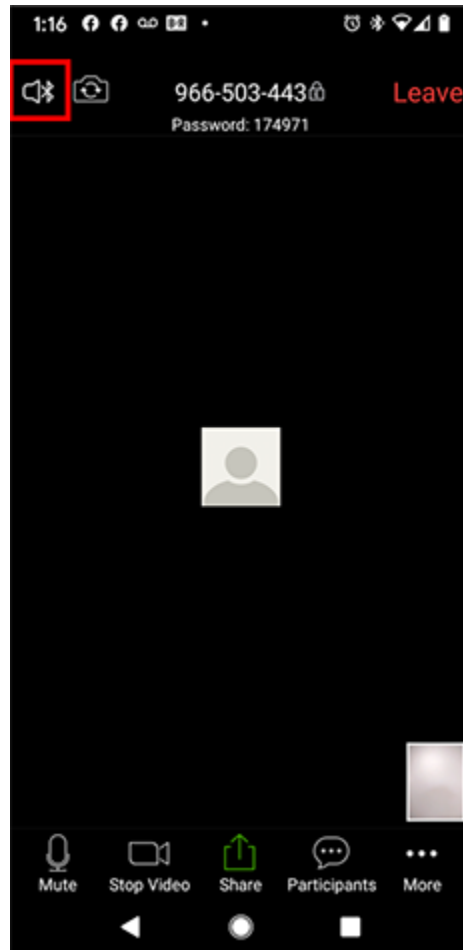
Once connected to audio, select “Start Video”.

Select “Allow” so Zoom can take pictures and record video.



Step 17

Make sure to enable your device speaker so you can hear your provider during the visit.



Step 18

Your provider will end the meeting when the visit is over.

