

## Video Visit Instructions Using an iPhone

Follow these instructions to attend your video visit appointment on your iPhone.

We encourage you to complete steps 1-15 the day before your appointment, and steps 16-22 on the day of your appointment with plenty of time before your scheduled appointment.

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

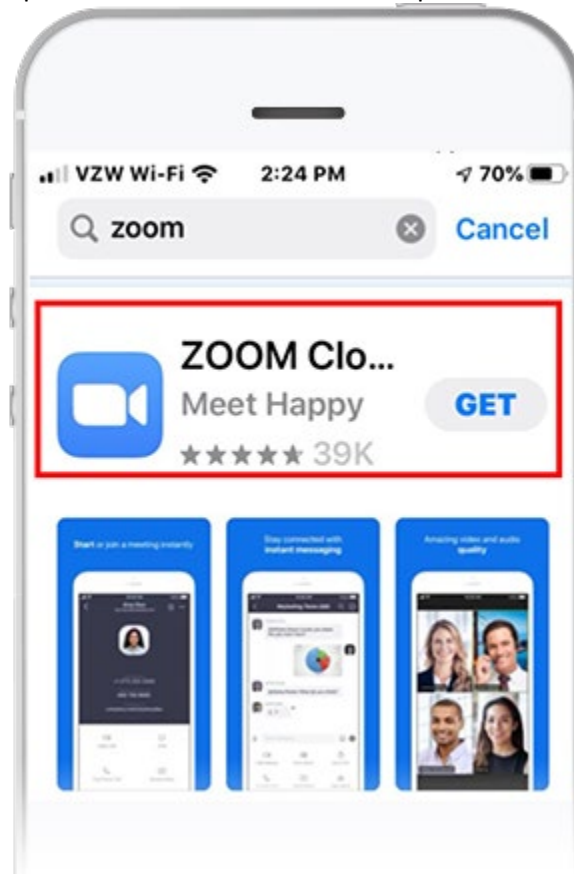
You may connect up to 15 minutes before your appointment time. You will be unable to connect 40 minutes after your scheduled time and your appointment will be canceled.

## On the day before your video visit

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

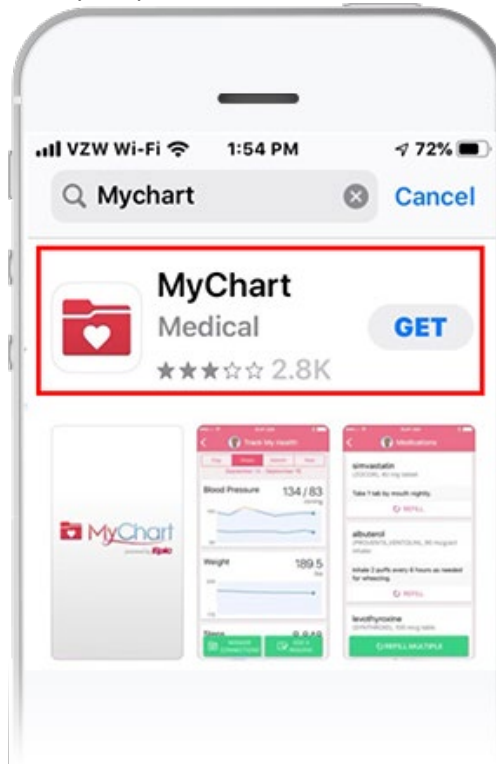
### Step 1

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

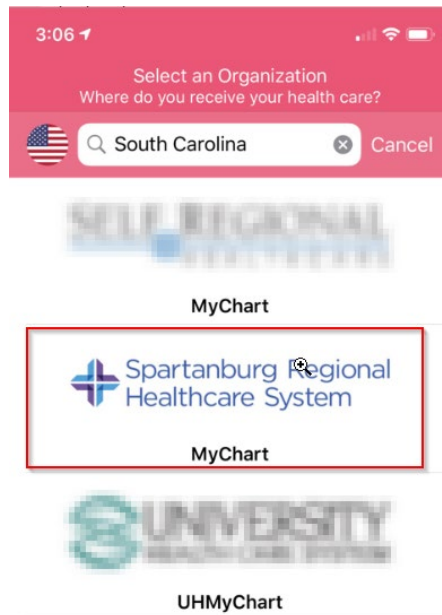


## Step 2

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



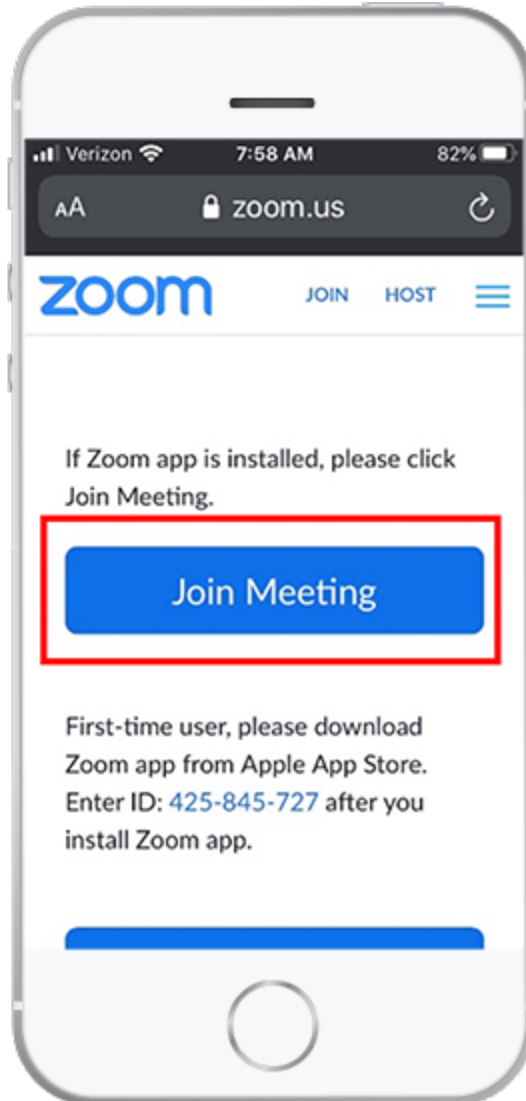
You will need to select the organization for Spartanburg Regional Healthcare System:



### Step 3

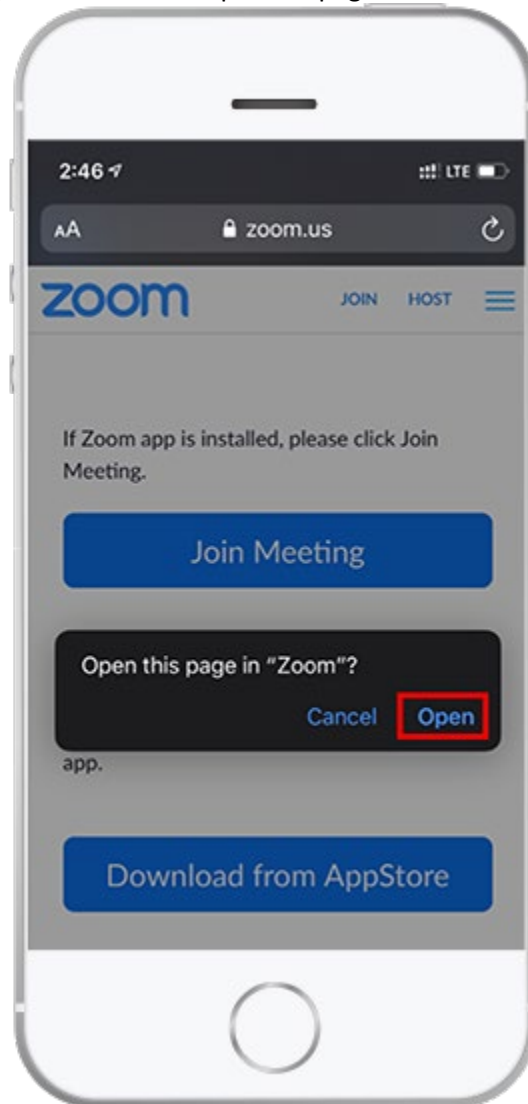
Before your visit you will need to configure your Zoom app settings to allow access to the camera and microphone on your iPhone.

In Safari, go to [zoom.us/test](https://zoom.us/test) and click Join Meeting.



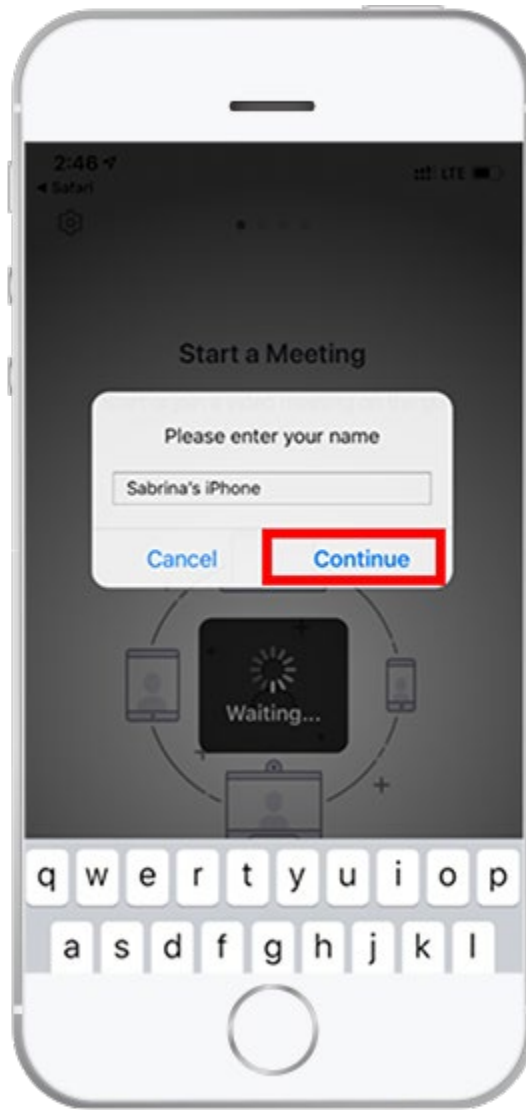
#### Step 4

Select "Open" when asked if you would like to open the page in Zoom.



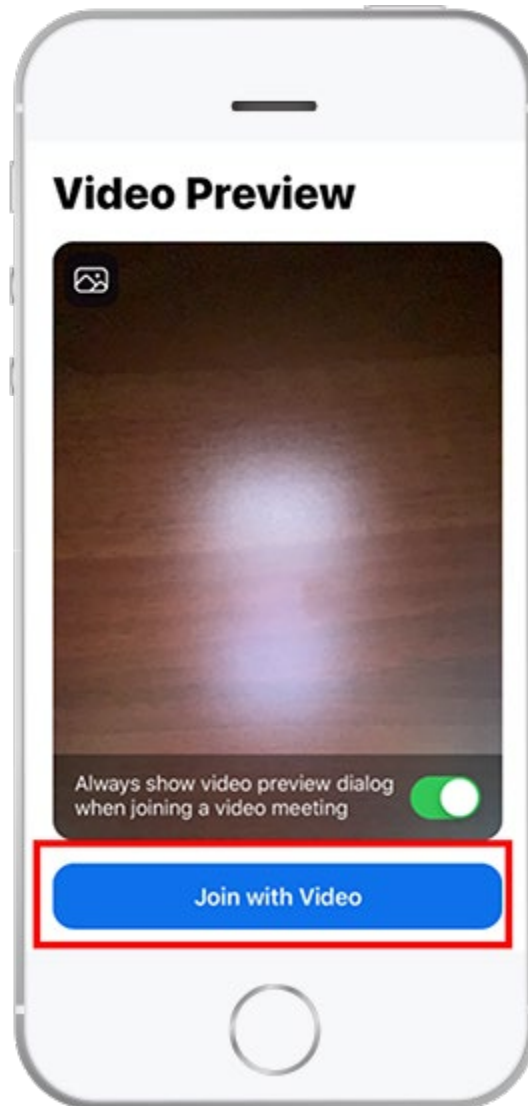
## Step 5

Enter your name and select "Continue".



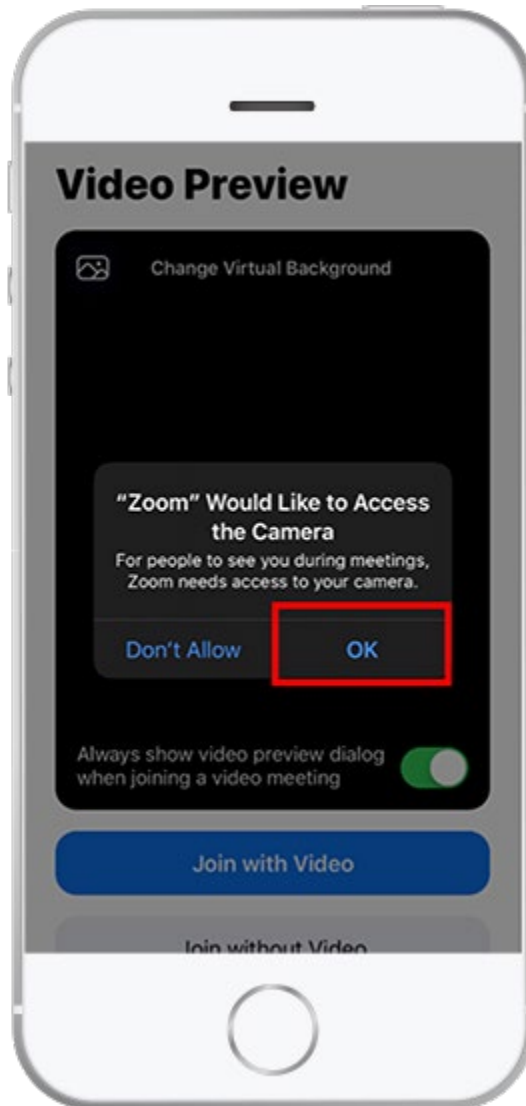
## Step 6

Select "Join with Video".



## Step 7

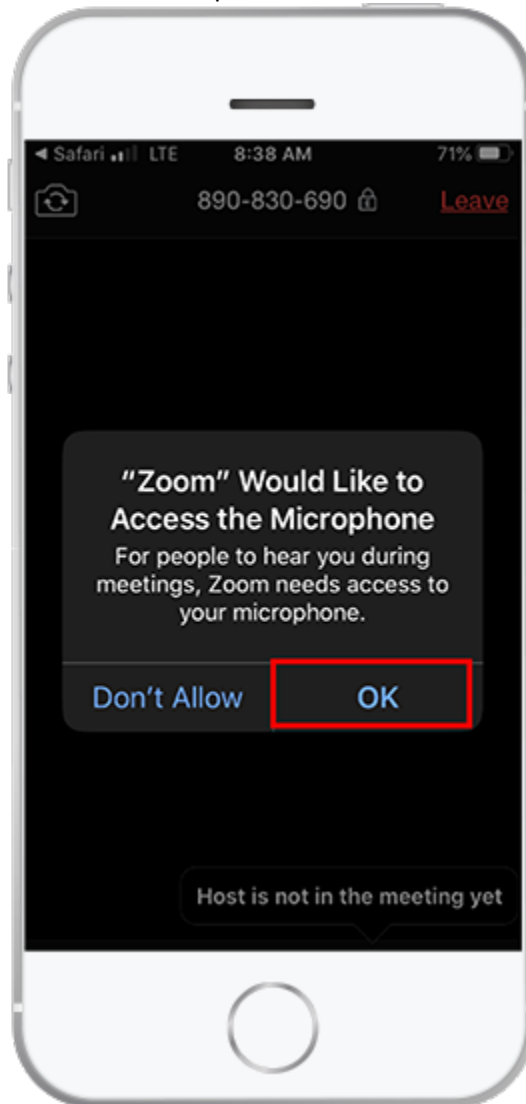
Select "OK" to enable Zoom access to the camera.





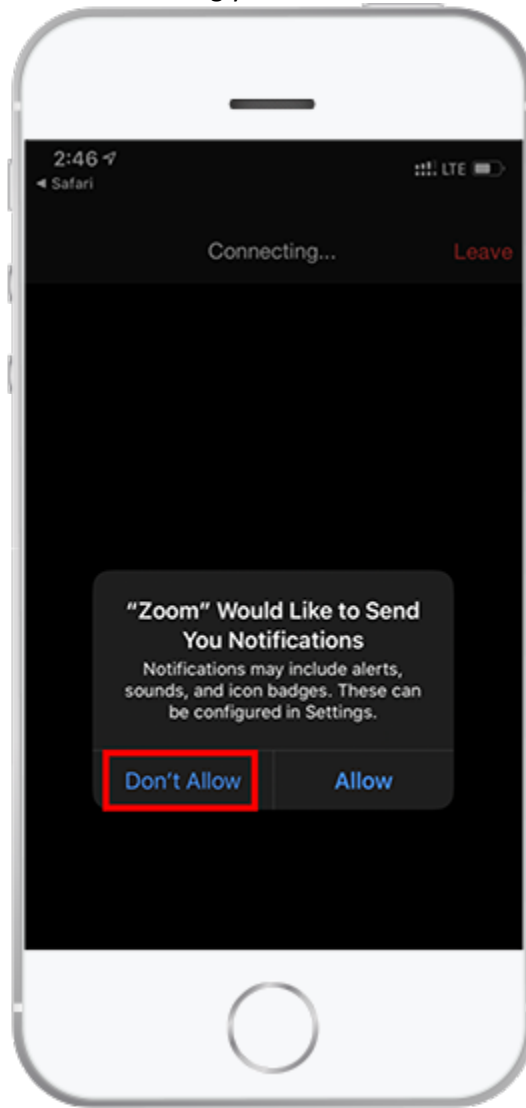
### Step 8

Select "OK" to enable Zoom access to the microphone.



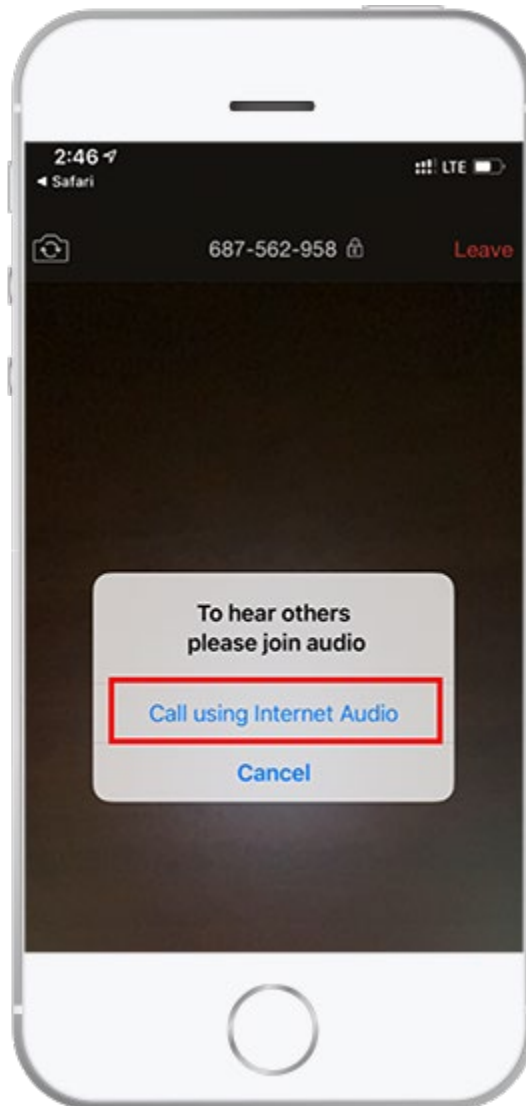
## Step 9

Select "Don't Allow" to keep Zoom from sending you notification.



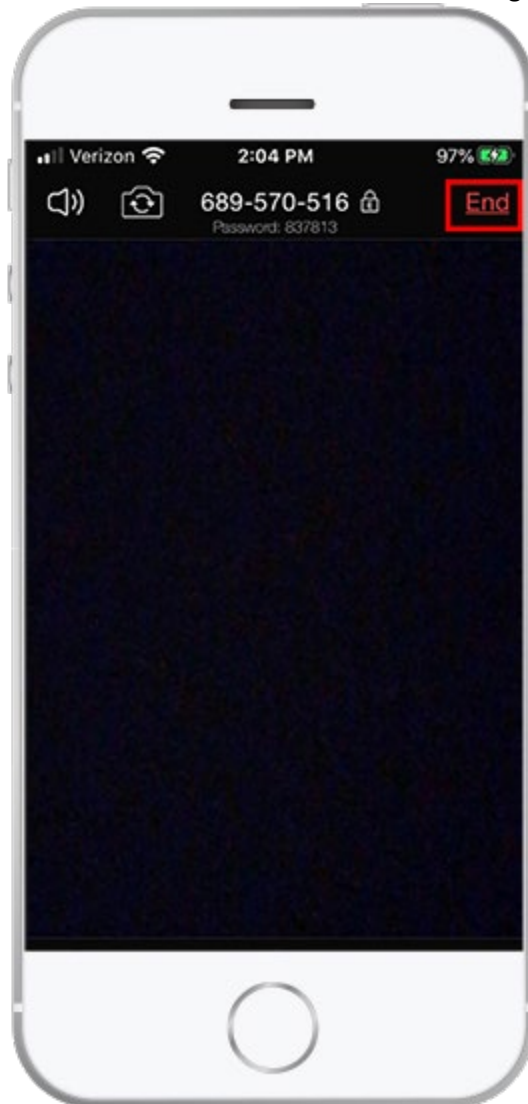
## Step 10

Select "Call using Internet Audio".



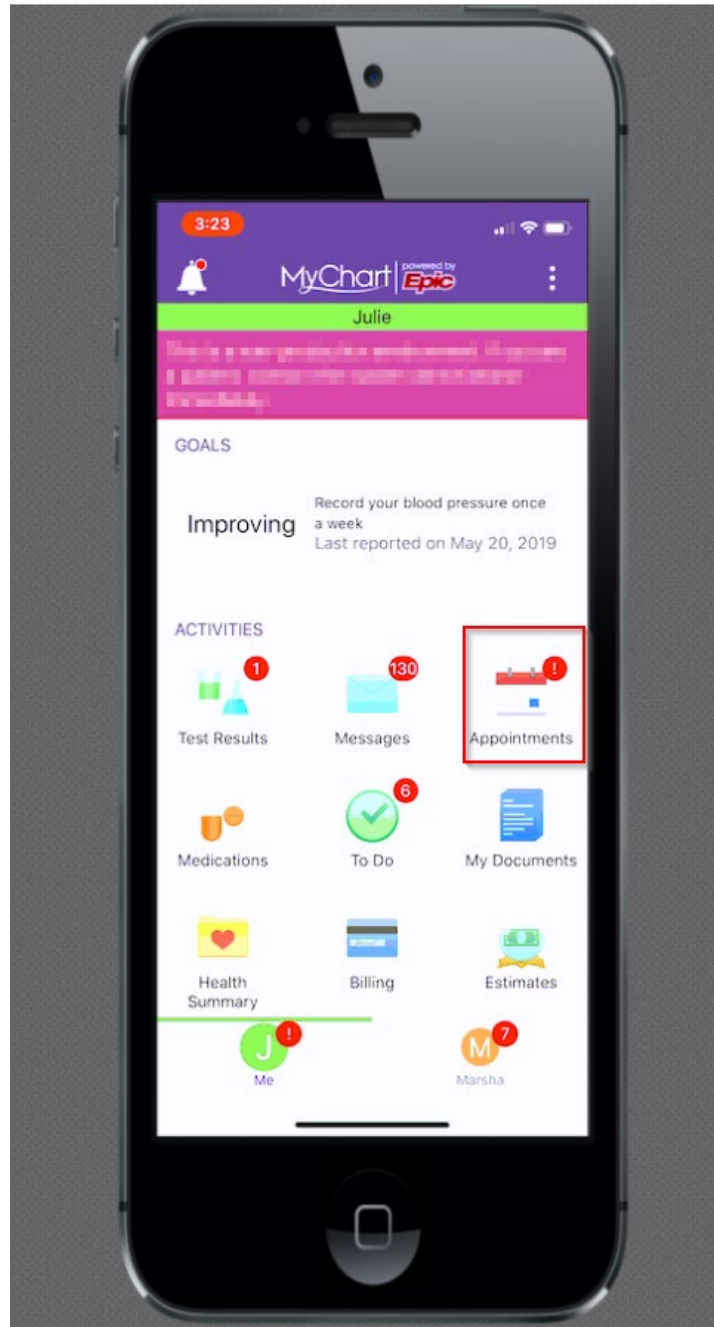
### Step 11

This concludes the Zoom test. Select “End” or “Leave” to exit the meeting.



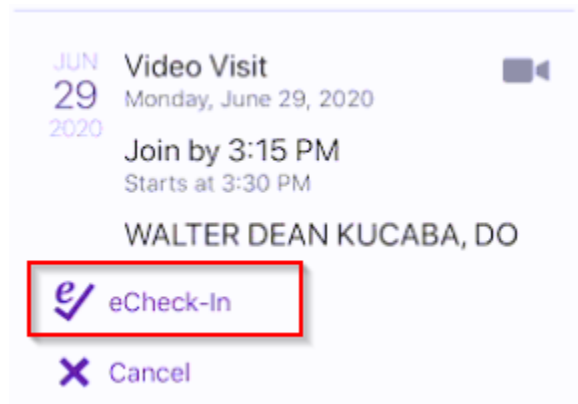
## Step 12

Exit the Zoom app. Open the MyChart app and log in.  
Once you are logged into MyChart, click on the Appointments tile.



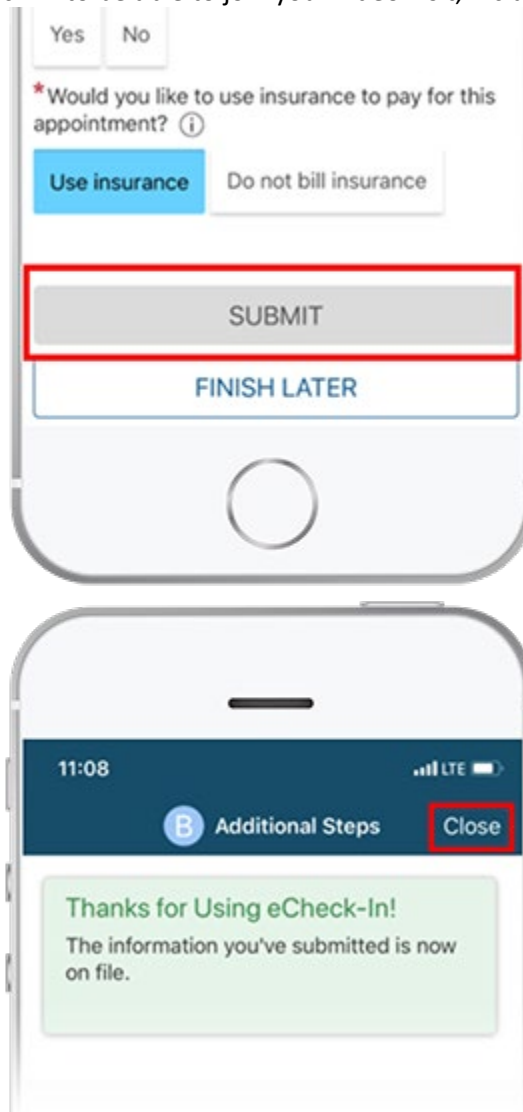
**Step 13**

Select “eCheck-In” and follow the prompts to complete the check-in process.



### Step 14

You must fully complete eCheck-in to be able to join your video visit, including paying the co-pay.



### Step 15

After you have completed eCheck-In you may close the MyChart app until the day of your video visit.

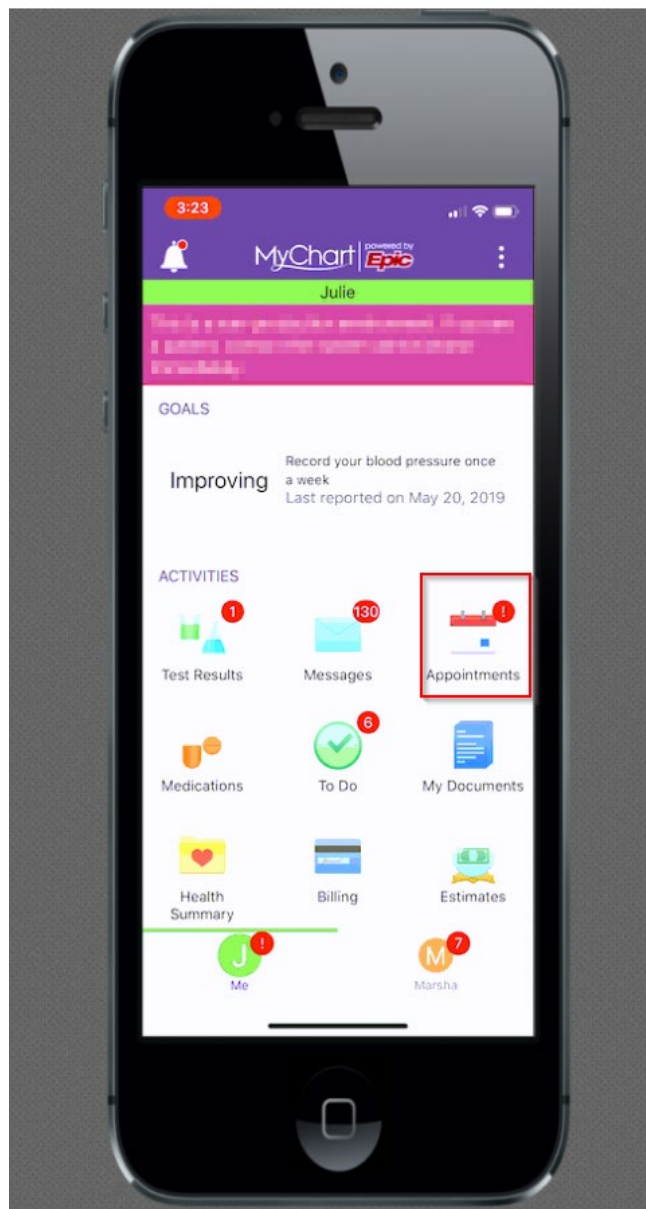
## On the day of your video visit

You may connect up to 15 minutes before your scheduled appointment. You will be unable to connect 40 minutes after the scheduled time, this will result in a canceled appointment and will need to reschedule.

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

### Step 16

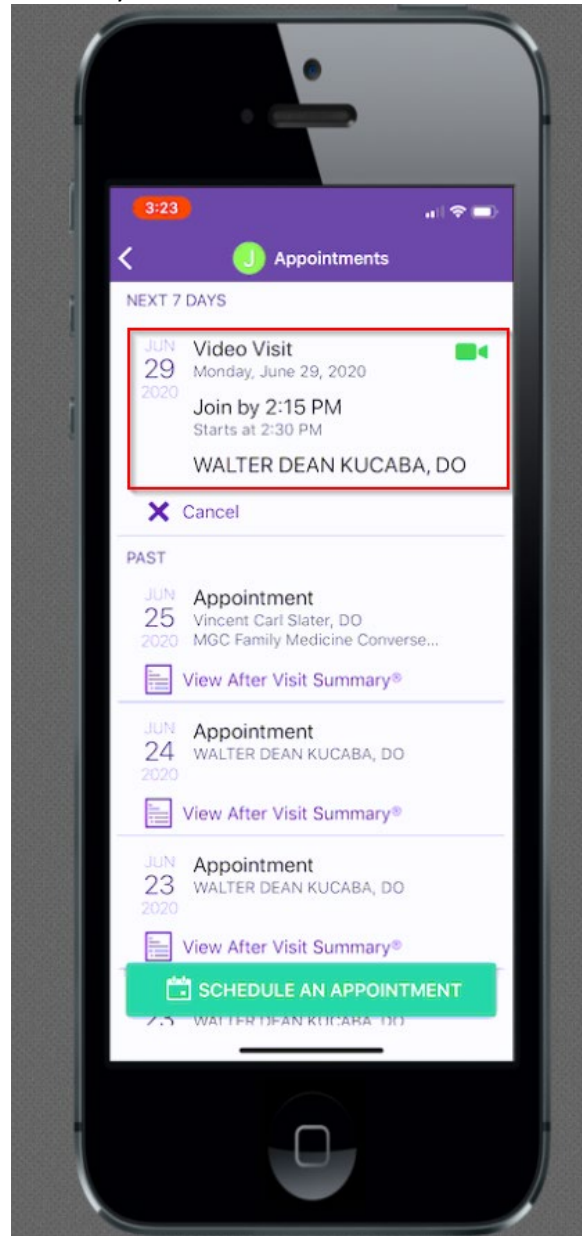
Login to the MyChart app. Once logged in, click on the Appointments tile to access your video visit.





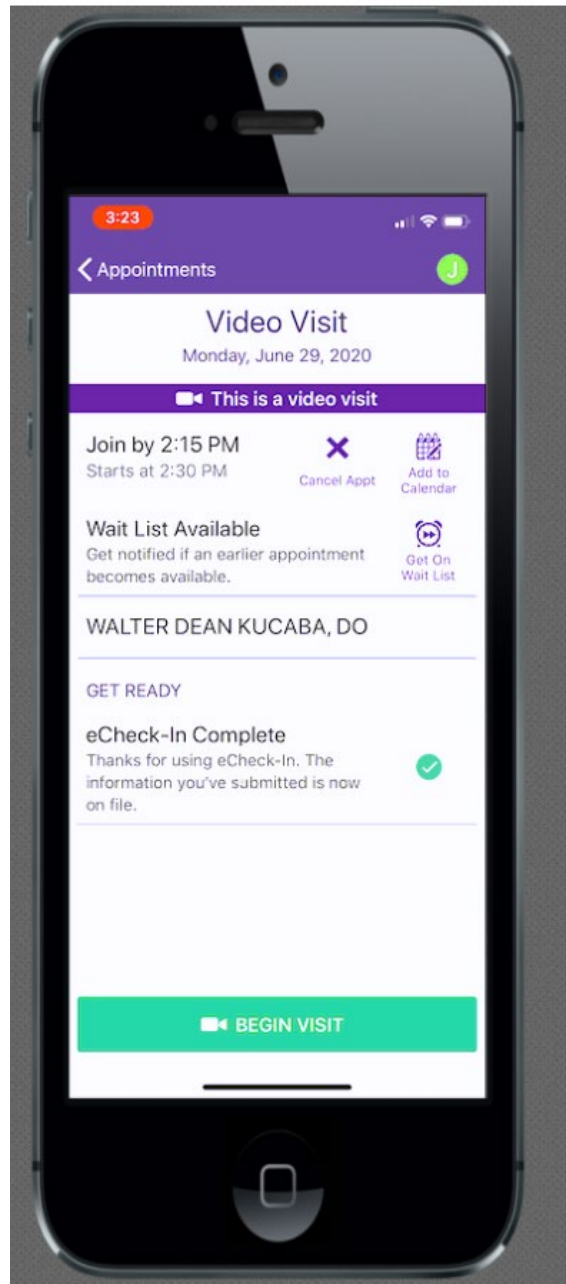
## Step 17

If you have completed eCheck-in and are no more than 15 minutes before your appointment time or 40 minutes after your appointment time you will see a green camera in your appointment tile. Click on this tile to access the link to your visit.



## Step 18

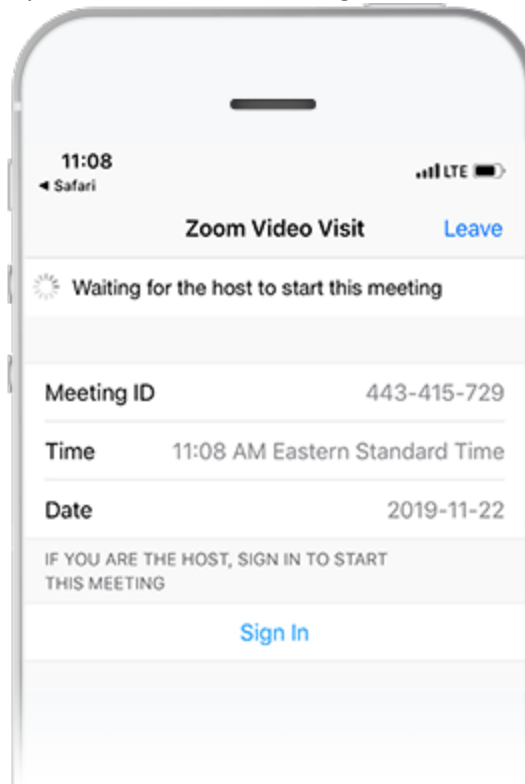
Click “Begin Visit” at the bottom of the screen to join the visit in Zoom.



## Step 19

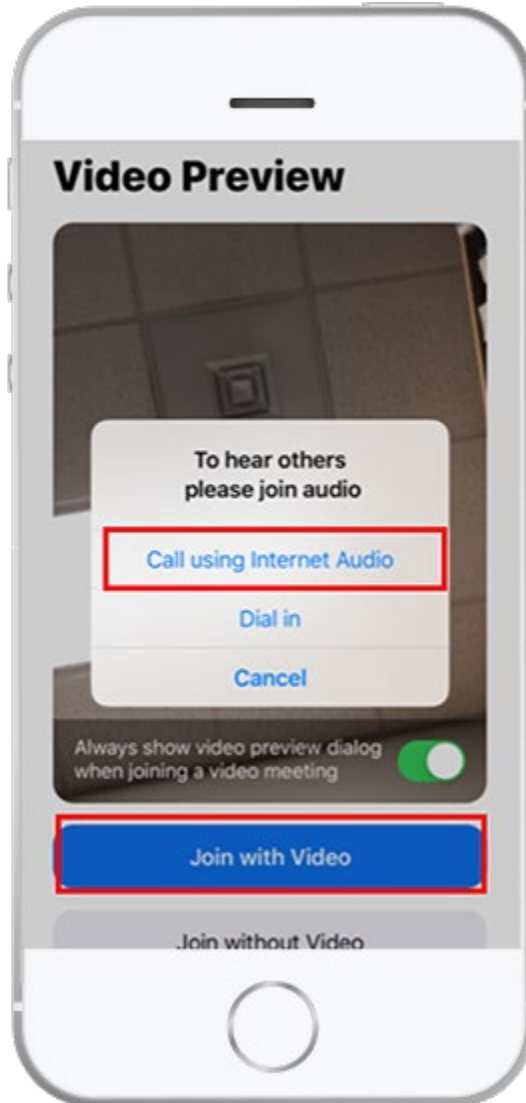
Once connected and waiting for your provider to join the visit you will see this screen.

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.



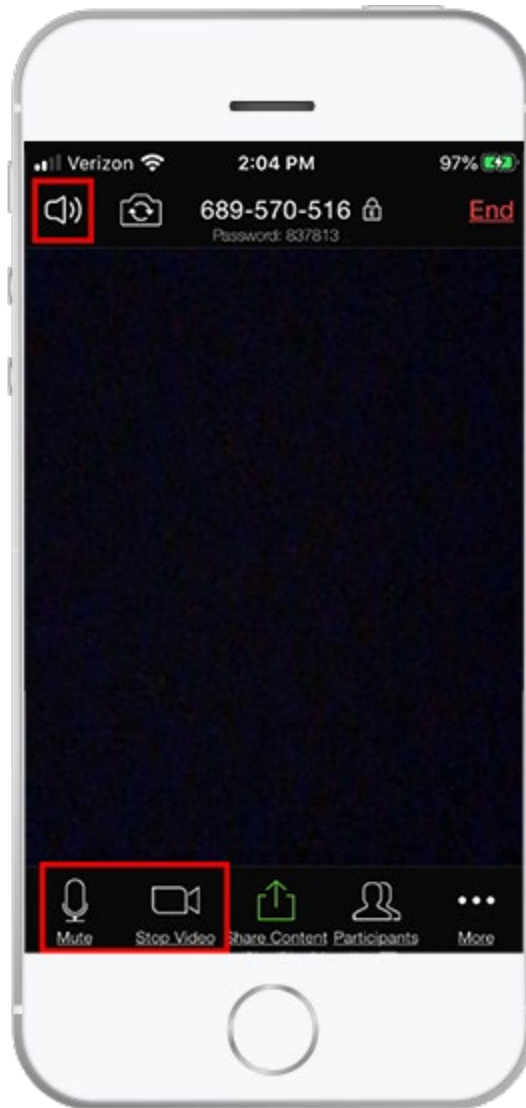
## Step 20

When your provider has connected, your screen will begin Video Preview. Select "Call using Internet Audio" to connect your microphone. Select "Join with Video" to enable your camera.



### Step 21

Tap your screen to check that your speaker is on, your microphone is unmuted and the video has started:



### Step 22

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