

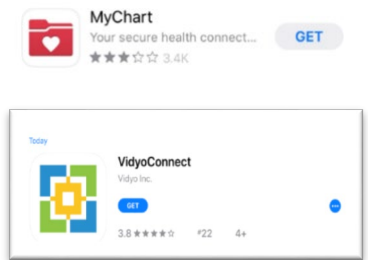
Video Visit Quick Guide

For your Video Visit you will need:

- Preferred device is an Apple or Android smartphone or tablet
- A computer with camera, speakers, and microphone will also work
- A MyChart account, login, and password for yourself or minor child. For assistance in obtaining a MyChart account, please contact your provider's office.

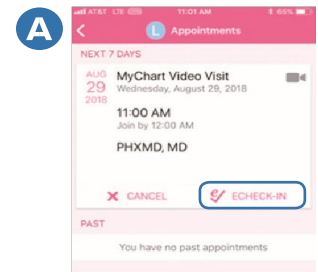
Step 1 – Prepare for your Visit:

- Access the video visit using the MyChart and VidyoConnect apps (smartphone or tablet). Both will require a one-time install to your device:
 - To download the MyChart app to your device, search "MyChart" in the App Store or Google Play Store. Check that you can log into the app using your MyChart login and password.
 - To download the VidyoConnect app to your device, search "VidyoConnect" in the App Store or Google Play Store.
 - If prompted for a portal address, close VidyoConnect.
- Ensure you will be in Connecticut or a state in which your provider is licensed at the time of your video visit. Please contact your provider if you will not be in Connecticut to verify your eligibility.
- Ensure you will be in a private location with reliable Wi-Fi or LTE at the time of your video visit.



Step 2 – The Day Before your Video Visit:

- Complete the eCheck-in process by opening the MyChart app, logging in and choosing the video visit appointment. Select "eCheck-in." (A See visual)
- Verify your personal information and complete all sections, tapping "Continue" to progress. You will be required to sign any outstanding documents, including your telehealth consent. Click submit. You'll receive a message that your eCheck-in is complete.



Helpful Hints

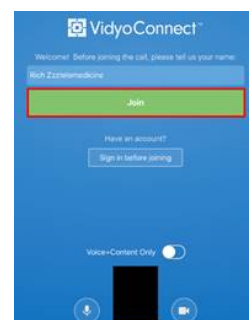
- Turn on your microphone and speakers
- Turn up your volume
- Turn off your Bluetooth (unless using for medical device)

Step 3 – At least 15 minutes before your Video Visit:

- Navigate to your video visit appointment.
- Select "Begin Visit" in MyChart & "Join" in VidyoConnect.
- If prompted, open VidyoConnect, agree to terms and conditions, allow access to your microphone and camera by clicking OK or Allow. (B See visuals)
- Once your provider joins, options are available to **leave the call**, **reverse camera view**, **mute/unmute sound**, and **in-call chat**.

Note: If you hit "Leave the Call" by mistake, select "Rejoin the call" to access the visit.

B



"VidyoConnect" Would Like to Access the Microphone
Used for video conferencing

Don't Allow OK

For assistance, call our patient support team: 475-246-8041.