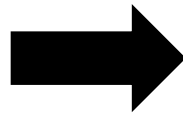


MyChart is our patient portal at NYC Health + Hospitals that gives you electronic access to your health record, 24/7. We also use MyChart to provide video visits so you can get healthcare from home. For help with MyChart Video Visits, please call our **MyChart Help Desk Line** by dialing **1-844-920-1227** and **Press 1**.

Video visit with your smartphone/tablet: Use the MyChart App!

If you plan to use your smartphone/tablet for your Video Visit, you **must** download the MyChart App to attend your Video Visit. To join your video visit using your smartphone, please follow the steps below:

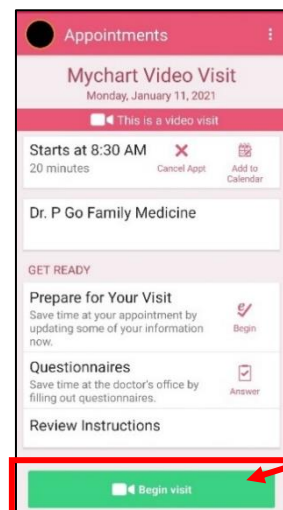
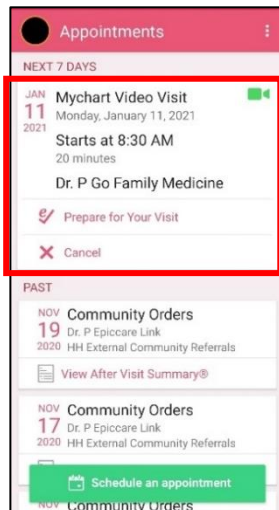
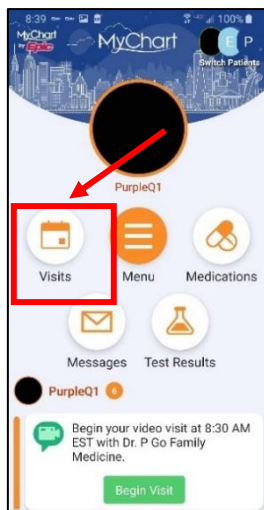
- Using your smartphone's camera, scan the QR code below to download the free **MyChart App**:



- Open the App and log into your **MyChart** account.

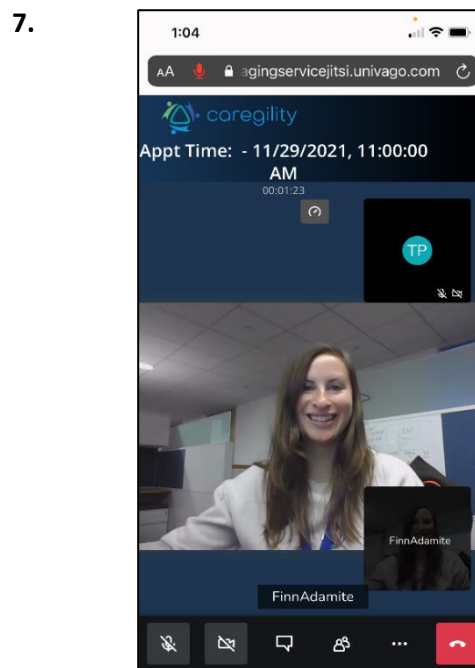
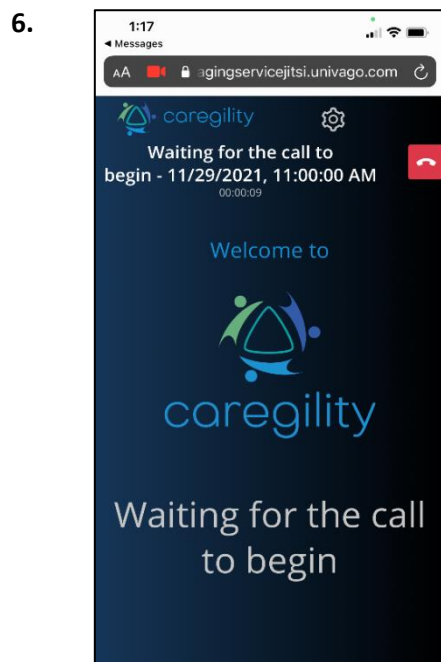
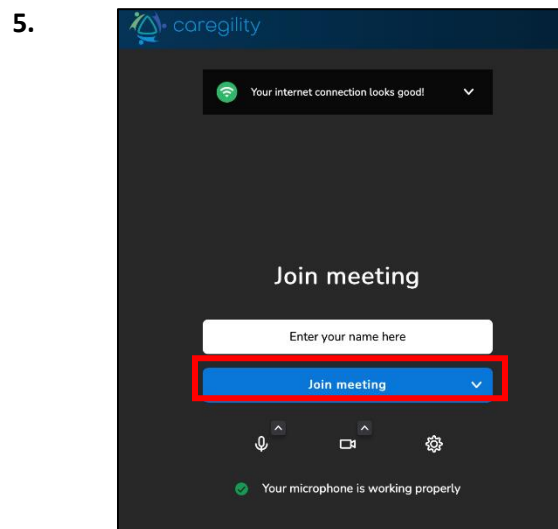
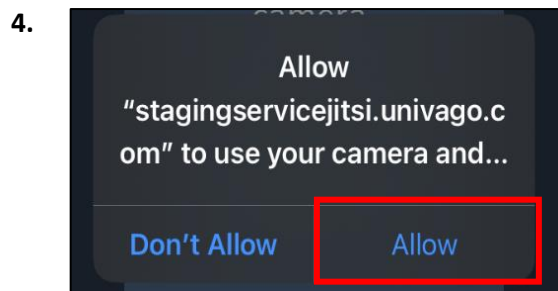


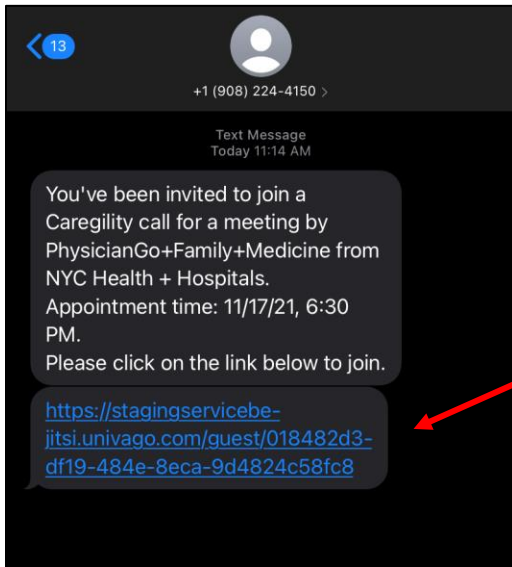
- Click on the **Visits** icon. Next, click on your **Video Visit** and the **Begin Visit** button to join your video visit.



MyChart Video Visits

4. A window will appear asking if the program can 'access your microphone and camera.' Select **"Allow"**. This will connect your phone's microphone and camera so your provider can see and hear you during your video visit.
5. You will be brought to a landing page where you must type in your name. Click **"Join Meeting"** to be brought into the waiting room. You can **check your video/sound connection** on this page.
6. You will enter a **waiting room** while the doctor finishes with the previous patient. Your doctor will see that you are in the virtual waiting room and will join you shortly!
7. **Once your provider joins**, you will be brought into the video visit.





Important Tip!

Your Provider can now send you a **text message to join the video visit** if you are not able to use MyChart! Just **click on the link** in the text message and it will launch the video visit.

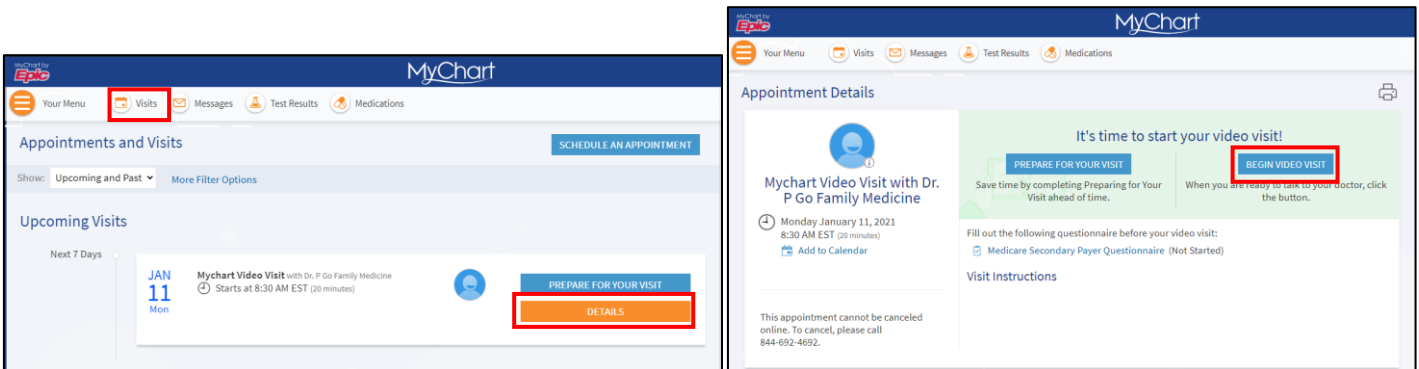
Video visits using your computer: Use a supported browser!

The following browsers are supported for MyChart video visits:

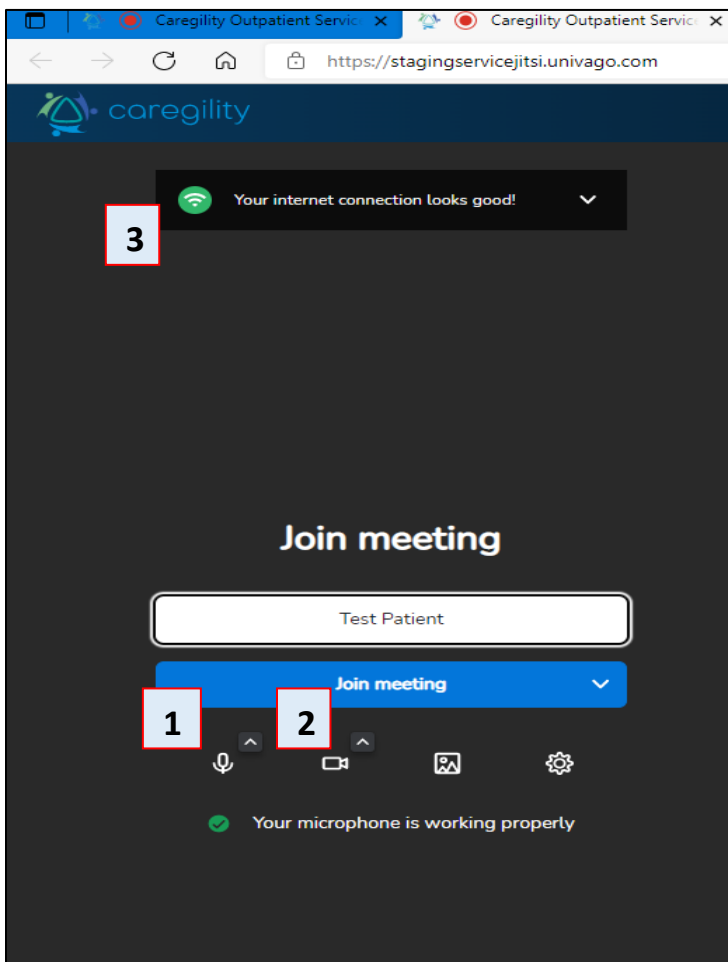
- [Chrome](#)
- [Firefox](#)
- [Safari](#)

(NOTE: Internet Explorer does NOT work with Video Visits)

1. Log in to your **MyChart** account, go to the **Visits** menu, and select your Video Visit from your list of upcoming appointments, click **Details**, then click **Begin Video Visit**.



2. A window will appear asking if the program can 'access your microphone and camera.' Select "**Allow**". This will connect your phone's microphone and camera so your provider can see and hear you during your video visit.
3. Type in your name and click "**Join Meeting**".
4. While you are waiting, check your **video/audio connection**.



1. To test your **Microphone**, click on the Microphone button. This is how you can mute yourself.
2. To test your **Video**, click on the camera button to hide or turn on/off your video. This is a test to make sure the video is working.
3. Here you can see if your internet connection is good.