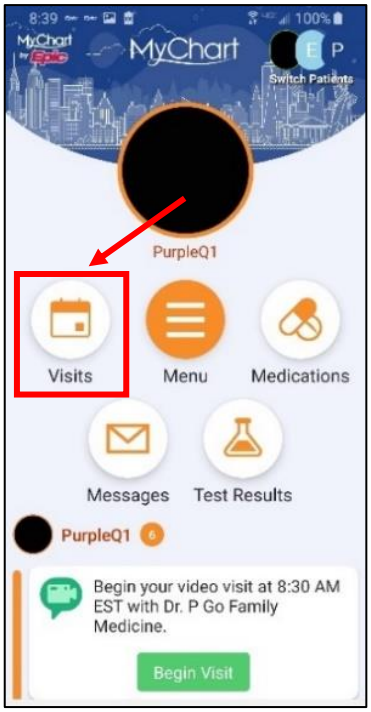
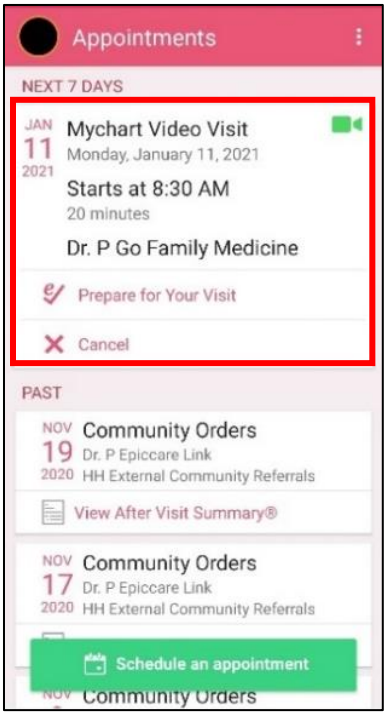
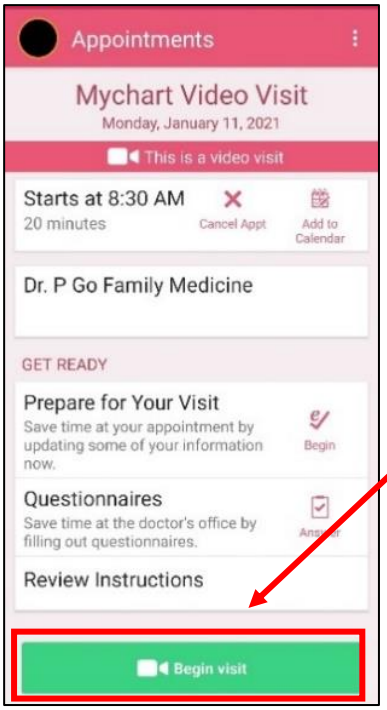
Lifestyle Medicine Group Video Visits

This tip sheet will help you use your phone to join group video visits.

Open your MyChart app. Then click on the **Visits** icon. Next, click on your **Video Visit** and the **Begin Visit** button to join your video visit.

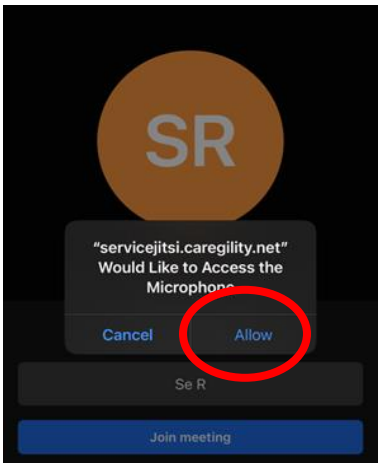




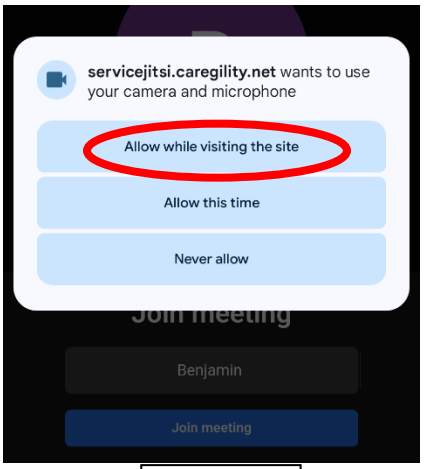


Allow Microphone and Camera

First, you have to allow access to your phone's microphone and camera so people can hear and see you. When you join the visit, a window will appear asking for access to your Microphone and Camera.
Click **Allow** or **Allow while visiting the site**.



iPhone

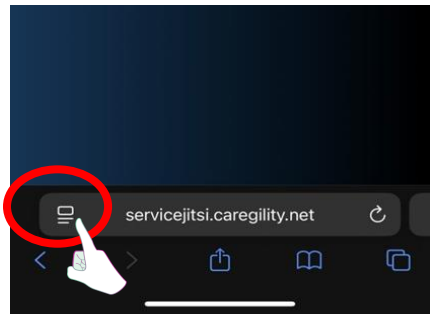


Android

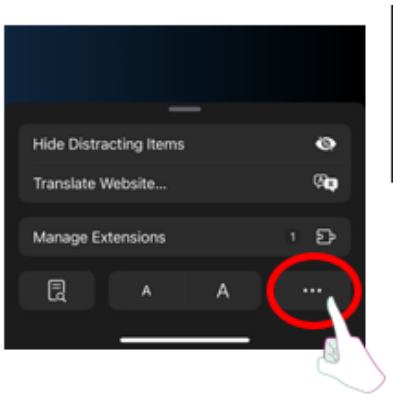
If that does not work, follow the steps below.

For iPhone:

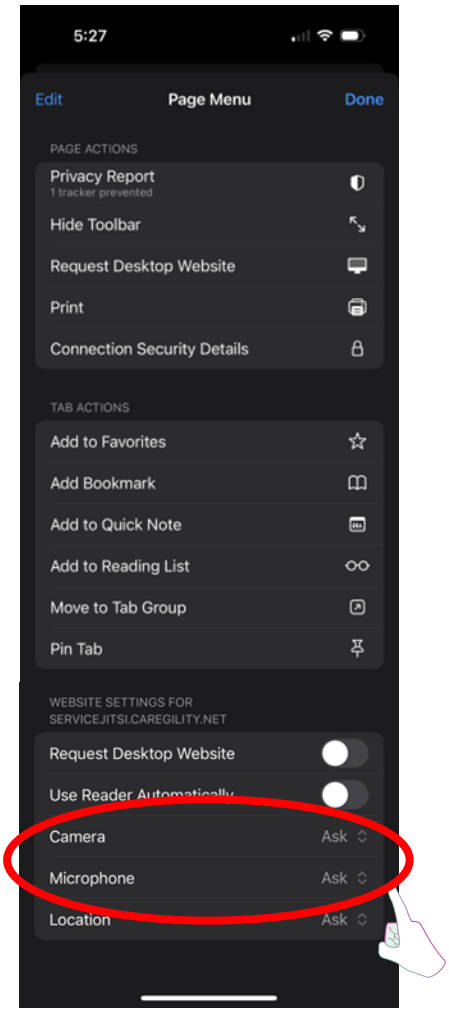
a. Click



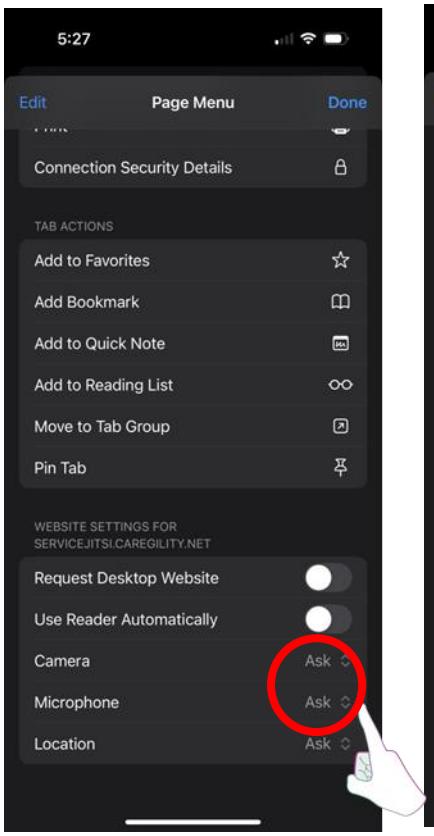
b. Click

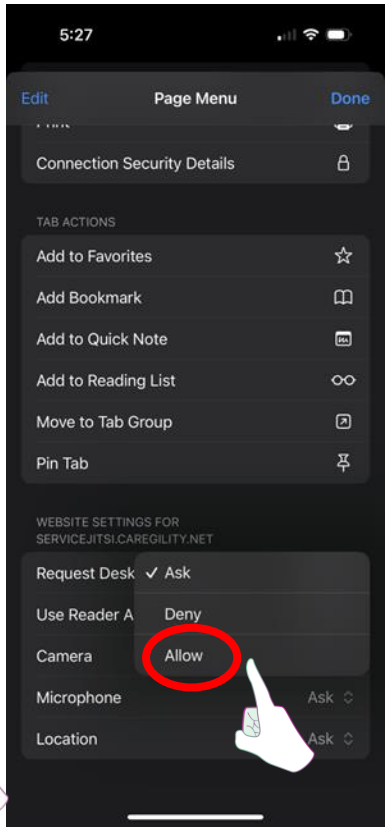


c. On Page Menu, scroll all the way down.



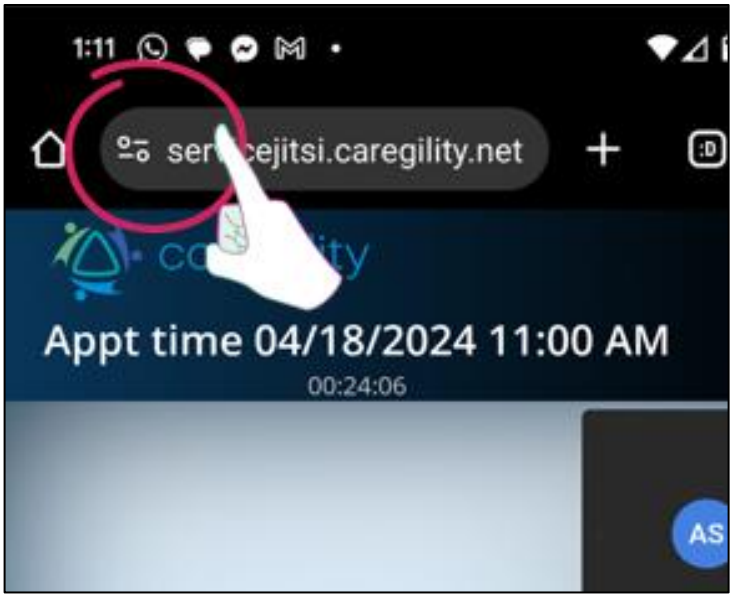
d. Select **Allow** for both Camera & Microphone.



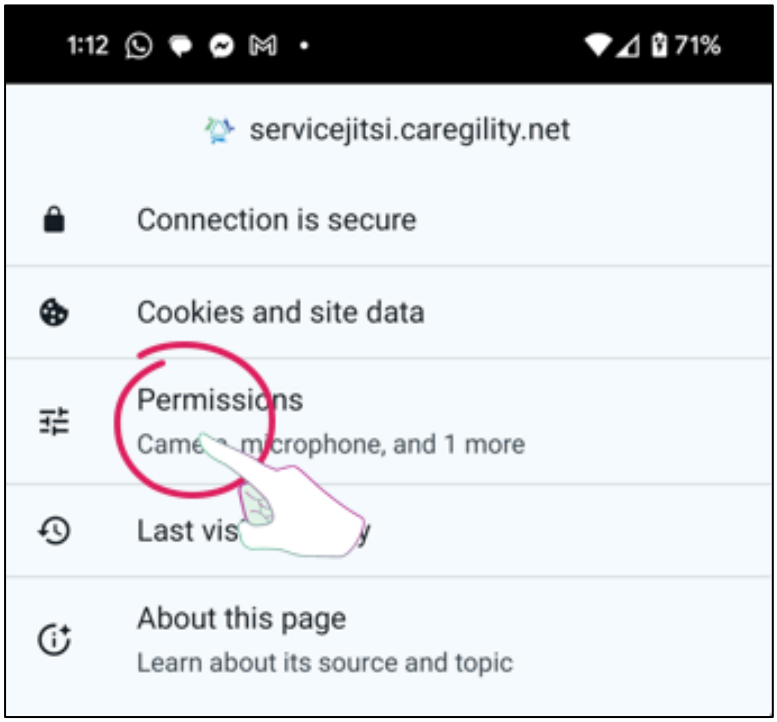


To allow microphone and camera access on an Android phone:

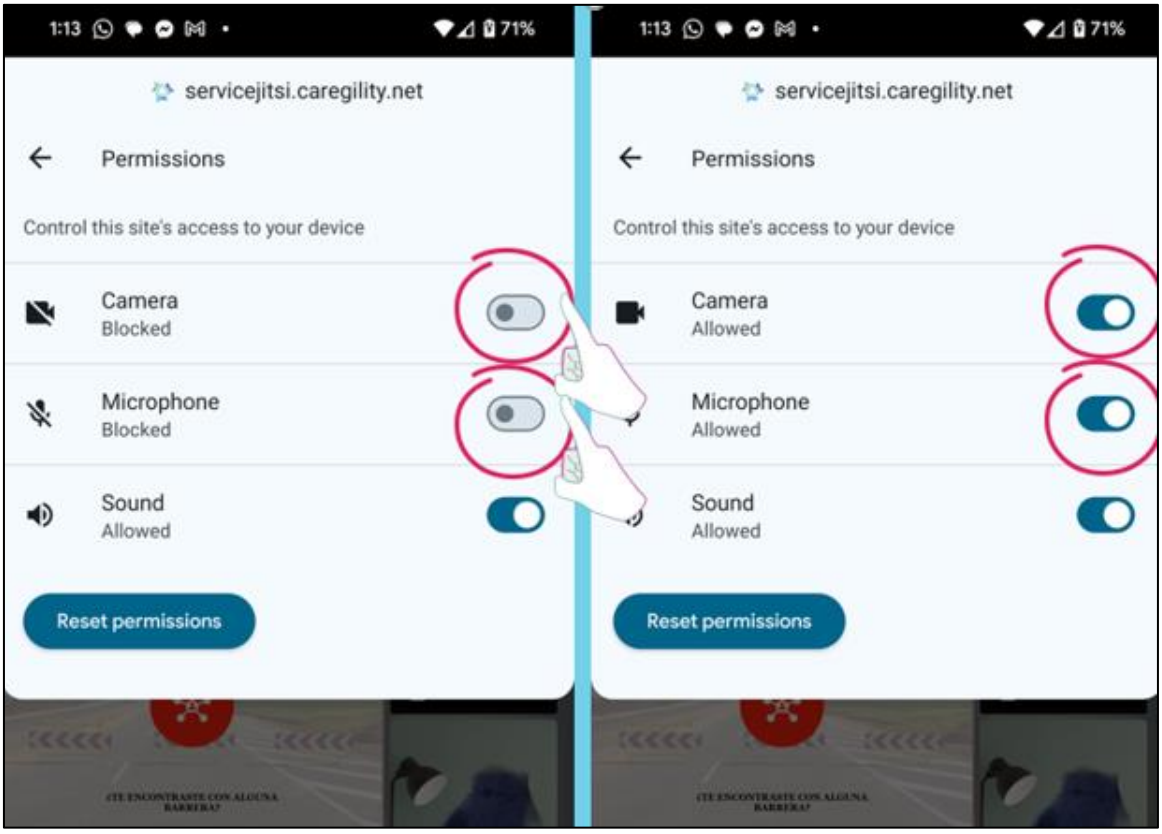
a. Click if on Google Chrome or click on if using another browser.



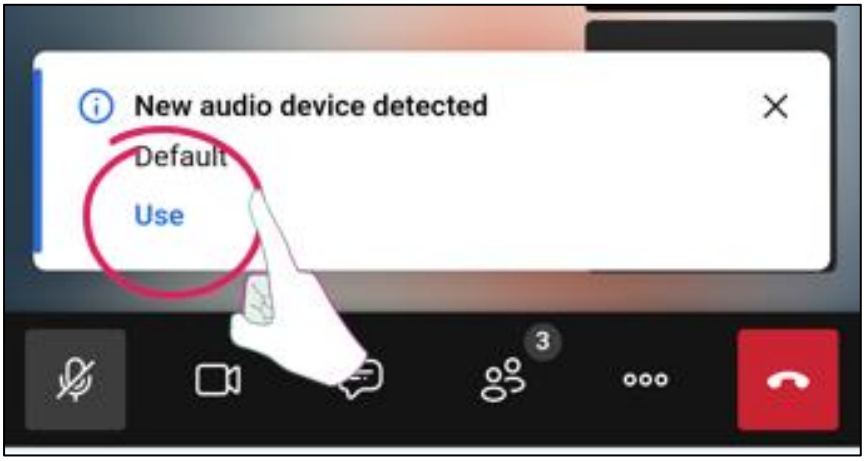
b. Click **Permissions**



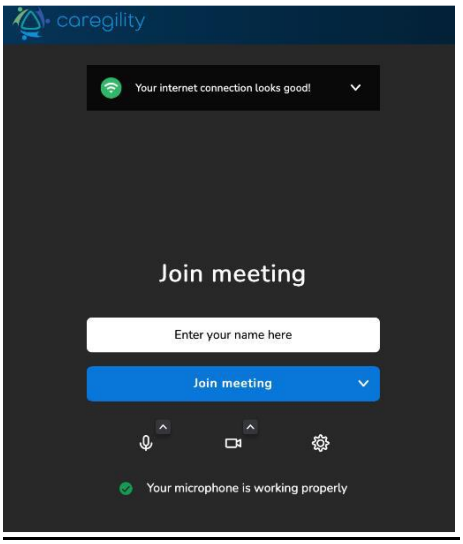
c. Click **Camera** and **Microphone**



d. If you see the message below, click **Use**

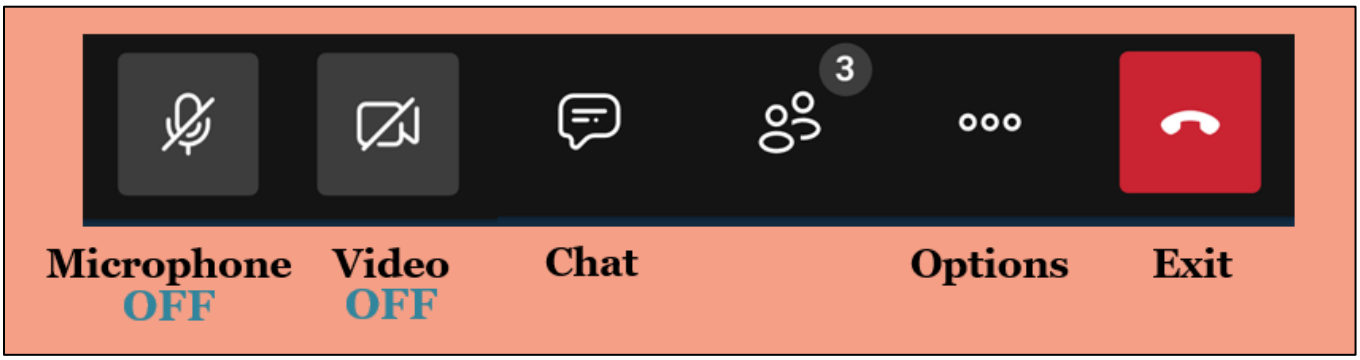


After you allow microphone and camera, you will be asked to type in your name. Then click **Join meeting** (blue box) to enter the group video room.

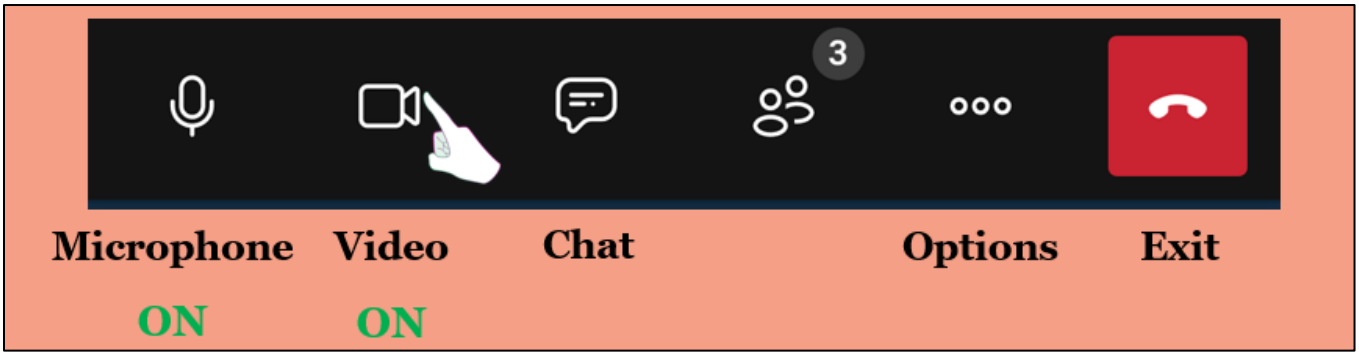


How to turn on your Microphone and Camera

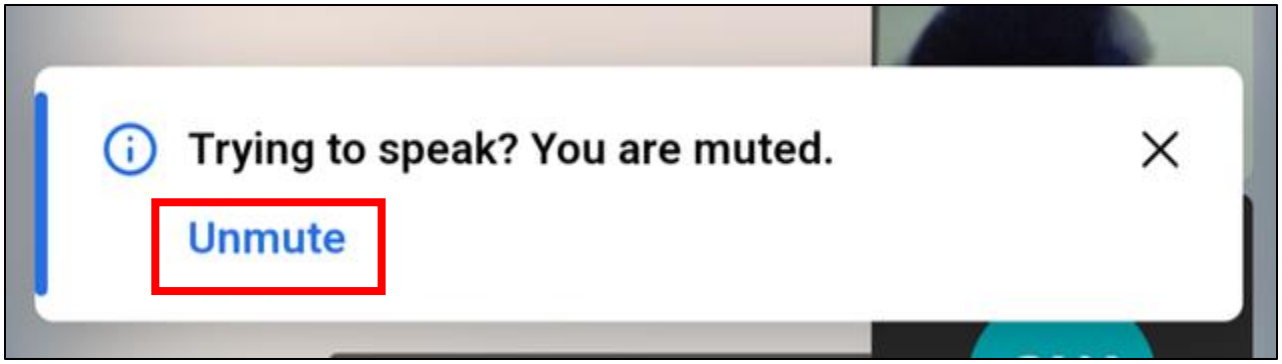
1. At the bottom of your screen, you will see a toolbar like the picture below. When the buttons on the tool bar are grayed out, they are off and no one can hear or see you.



2. To turn them on so the everyone can hear and see you, **click each button once.**

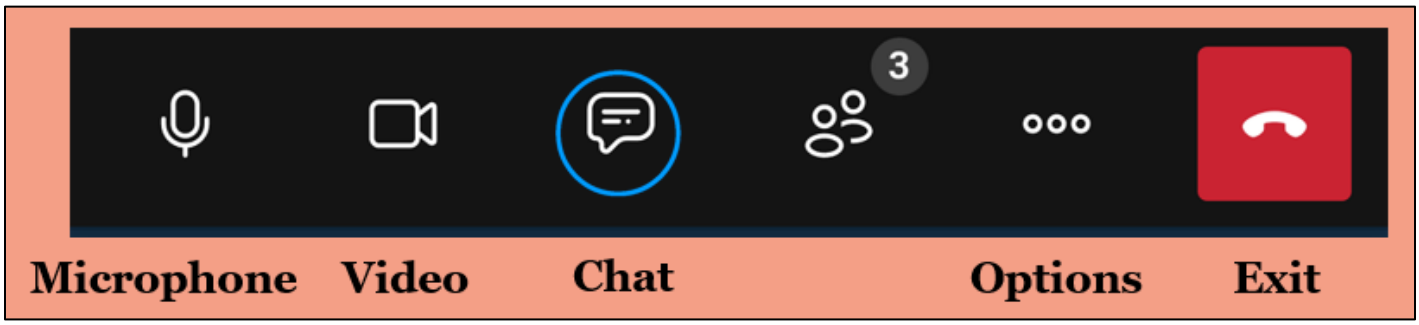


3. If you are speaking and you are muted, you will see a window pop up asking if you want to unmute. Click **Unmute.**

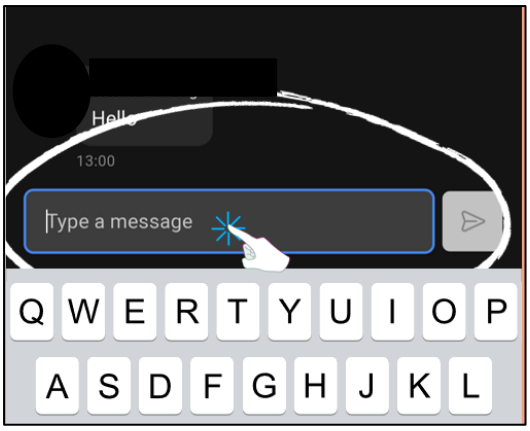


How to use the chat box

1. Click the chat bubble icon on the tool bar.



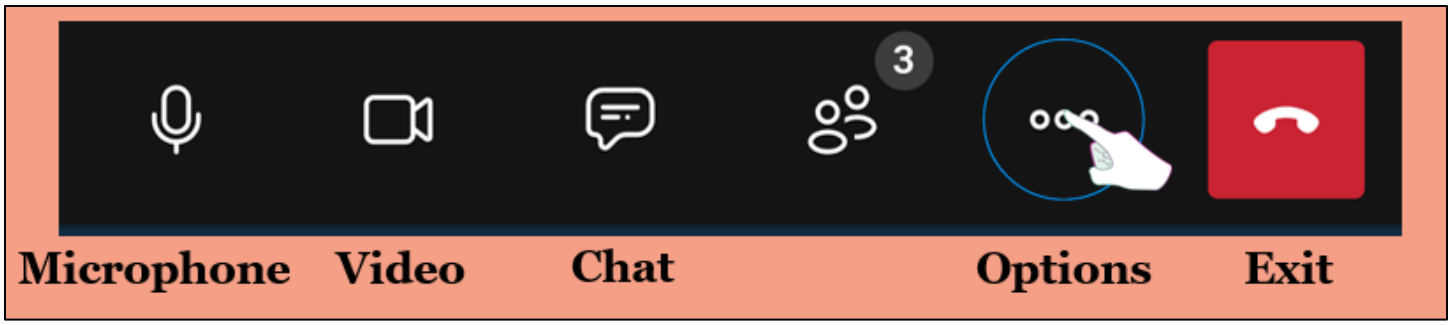
2. The chat box appears. You can type a question or message into the chat box and press the arrow button to send it.



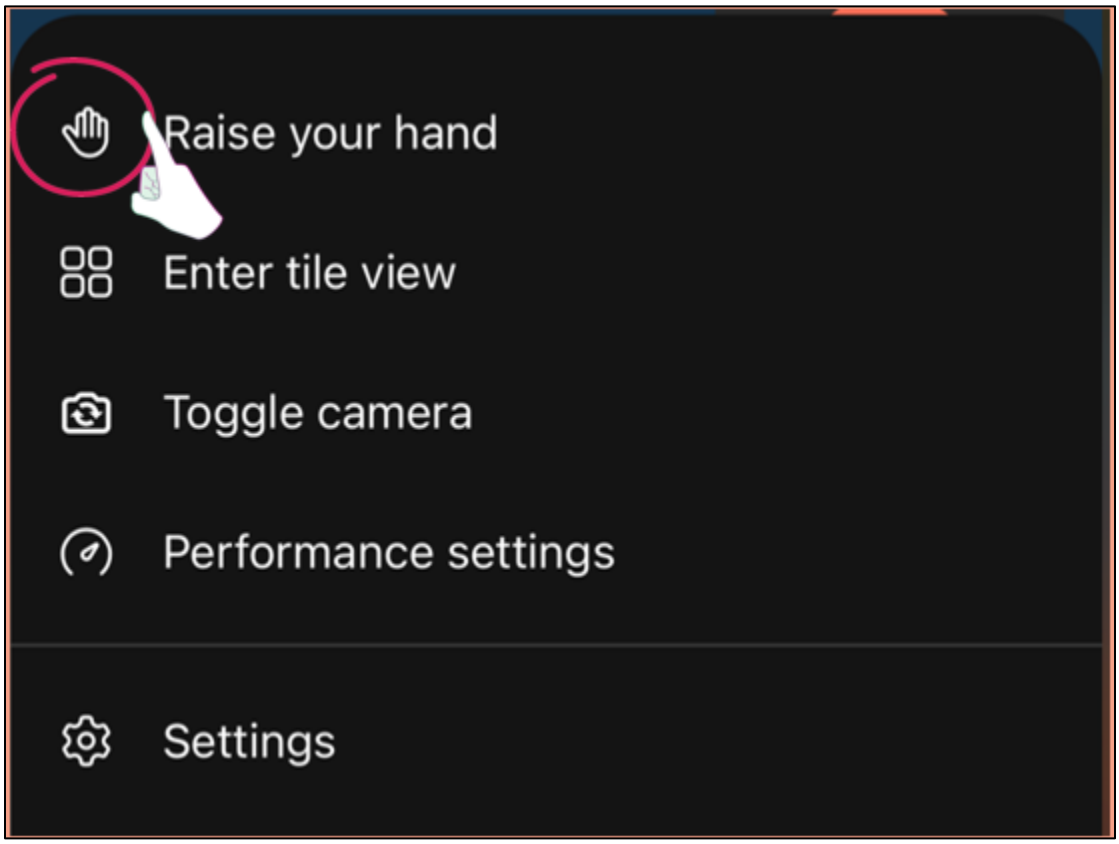
3. To exit the chat box, click the **X** at the top right corner.

How to use the raise your hand to speak

1. Click on the **Options** button on the tool bar

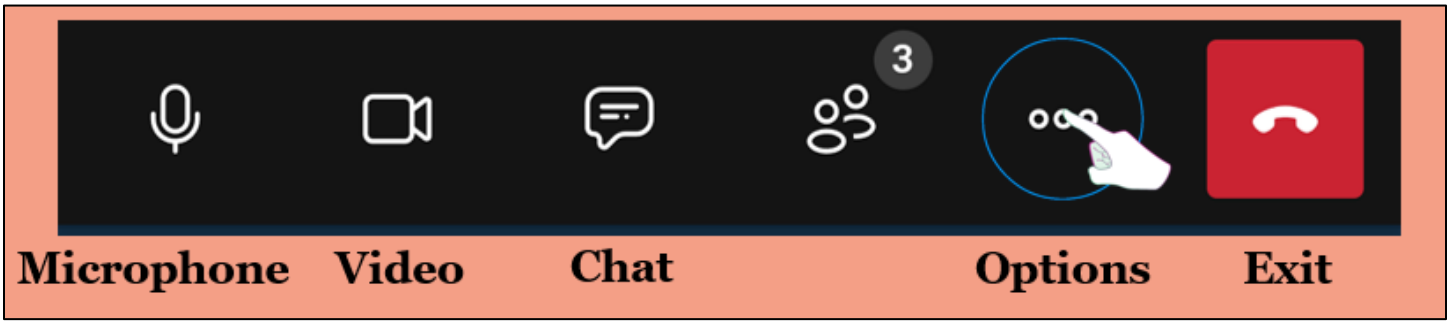


2. Select **Raise your hand** if you want to speak or have a question

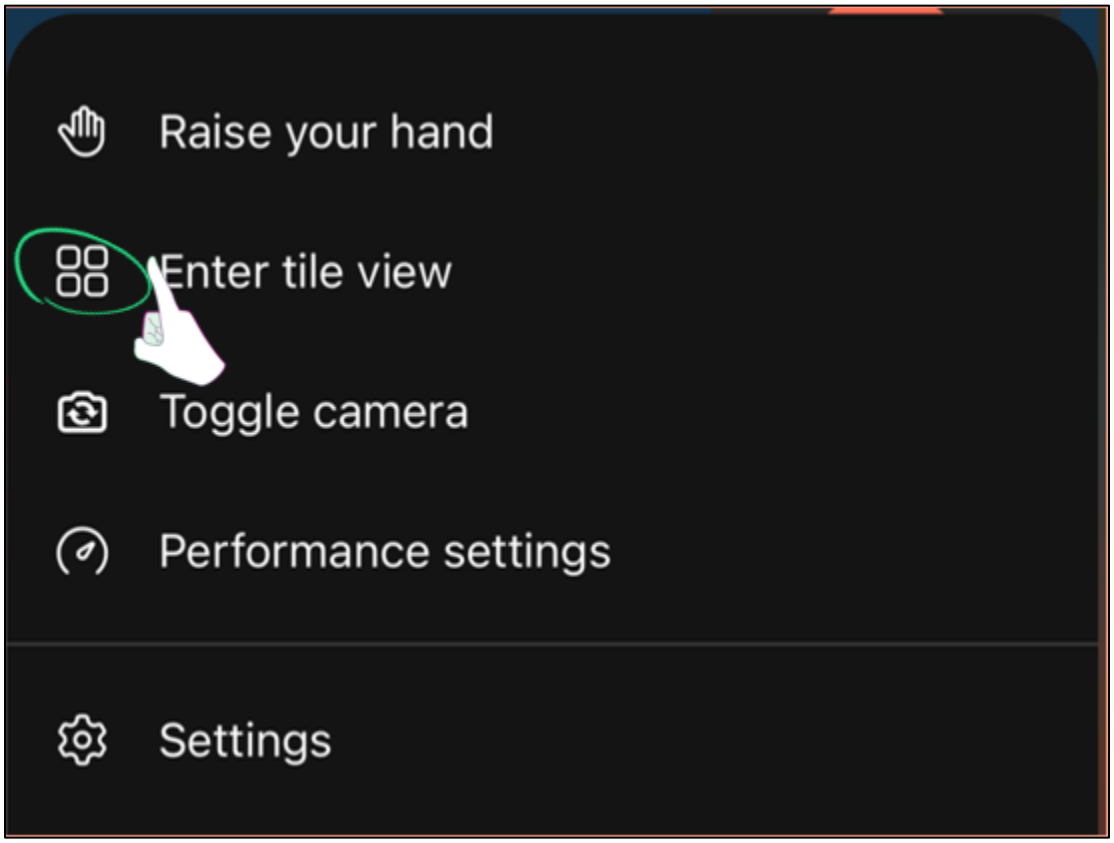


How to use the "tile view" to show more of the participants on the call.

1. Click on the **Options** button on the tool bar



2. Select **Enter Tile View**



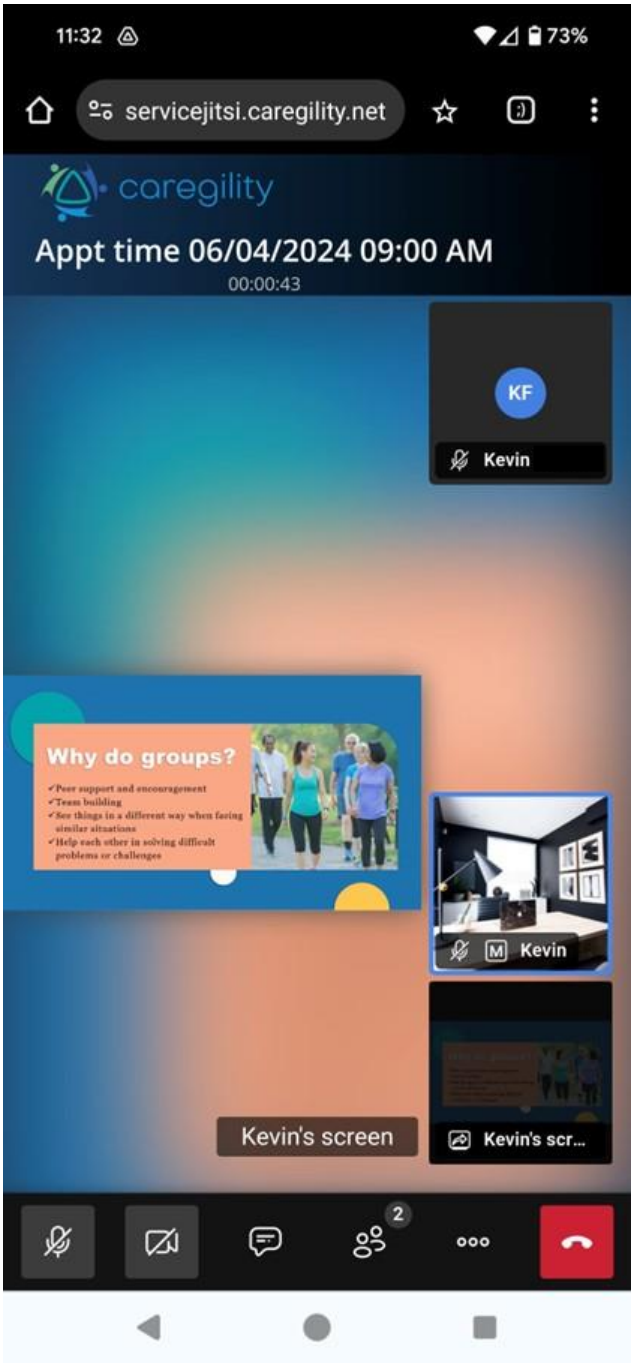
Presentation view

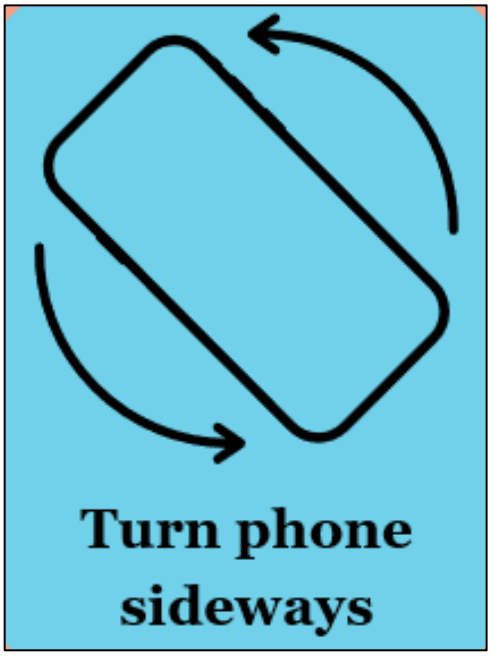
Tile view

How to make the view of the presentation bigger.

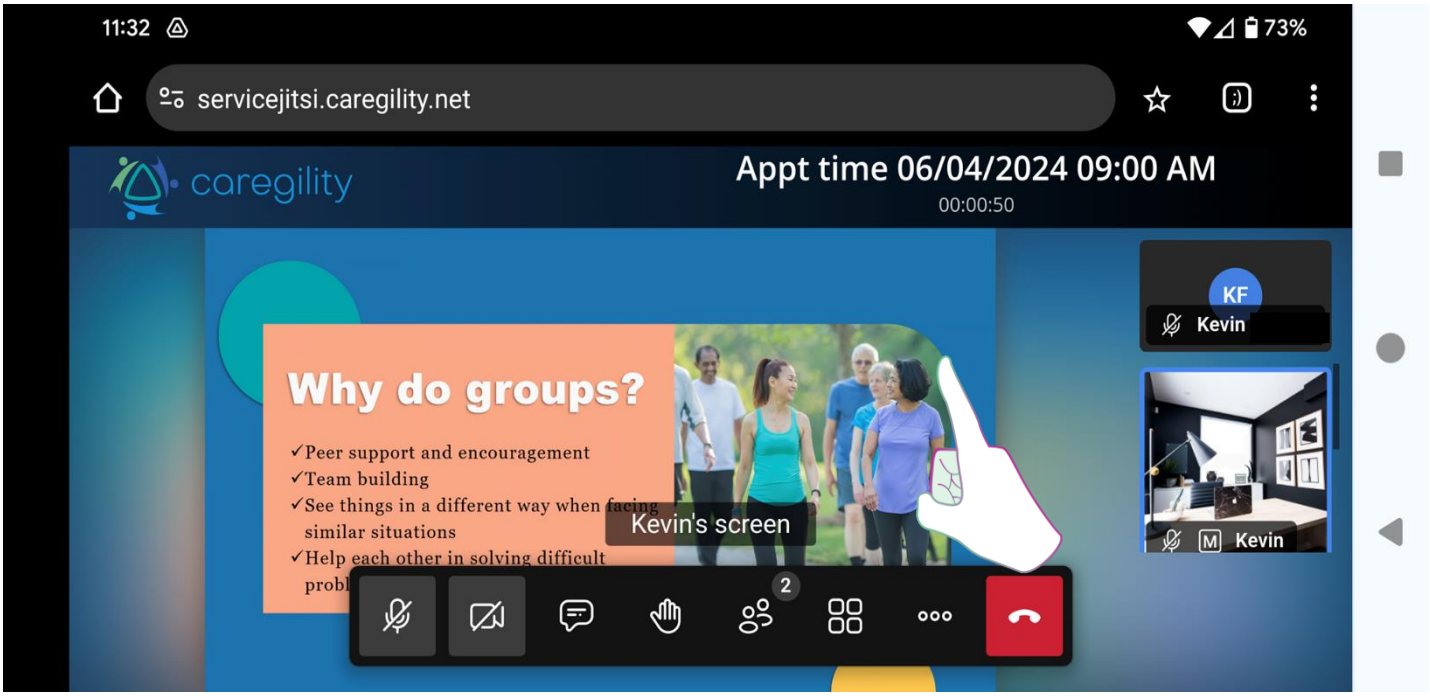
For iPhone:

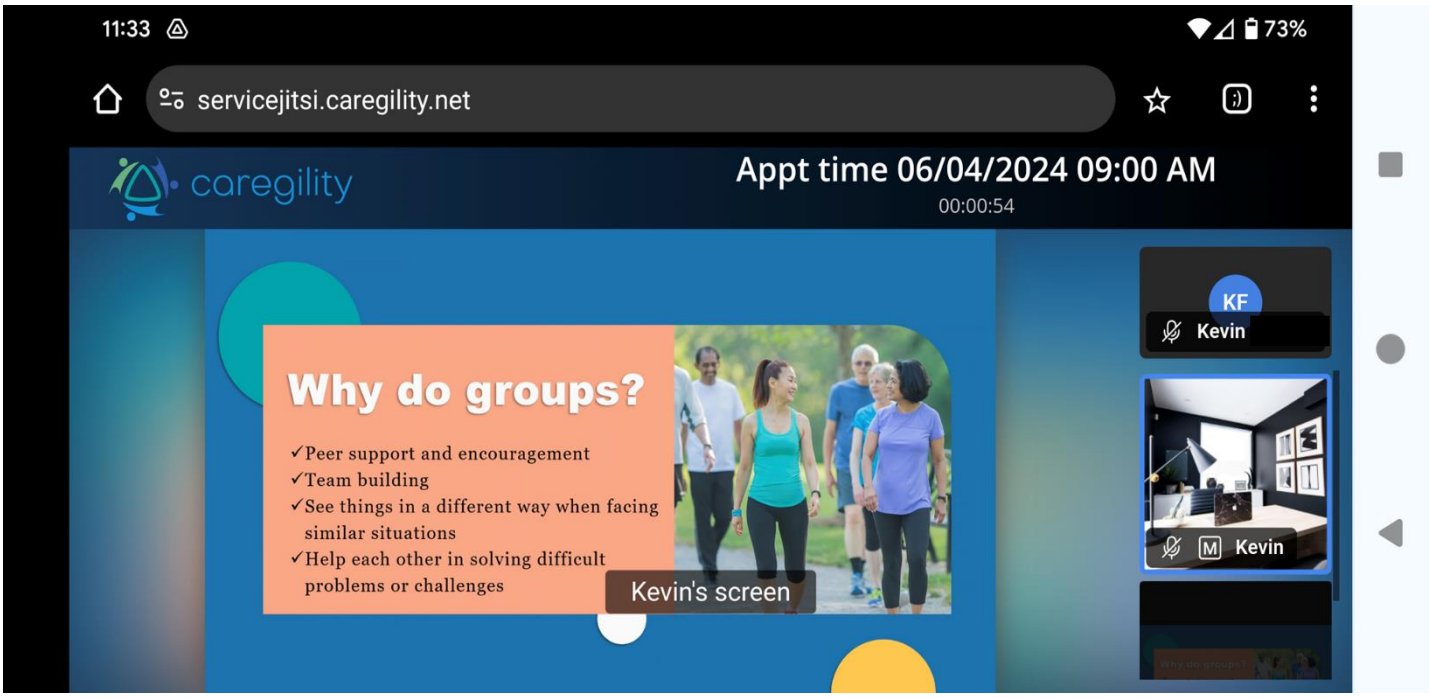
1. Turn the phone sideways.

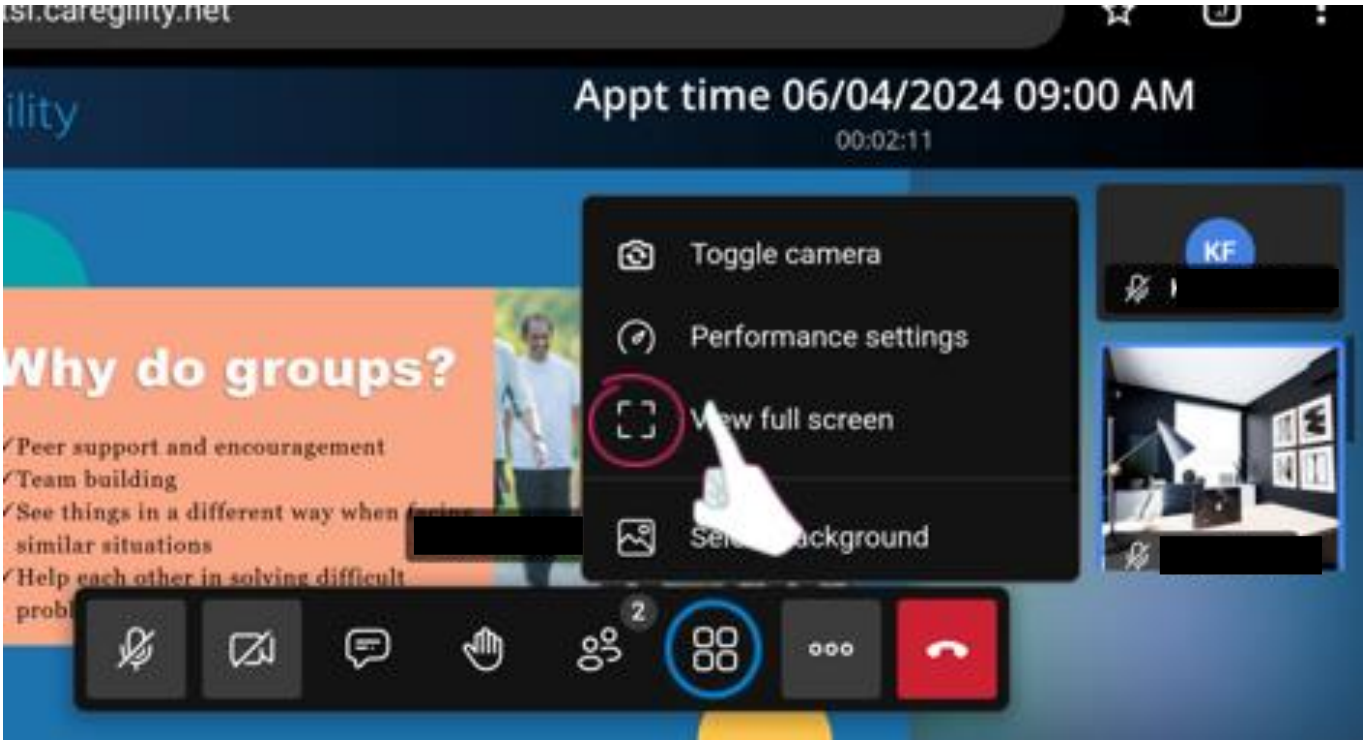




2. Tap the screen once to hide the tool bar





For Android:

1. Click the button
2. Then click **View full screen**