



## Quick Navigation:

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2. If using a **mobile device** (phone or tablet), please click [here](#)



# Technical instructions - Computer

## How to Prepare for your video visit

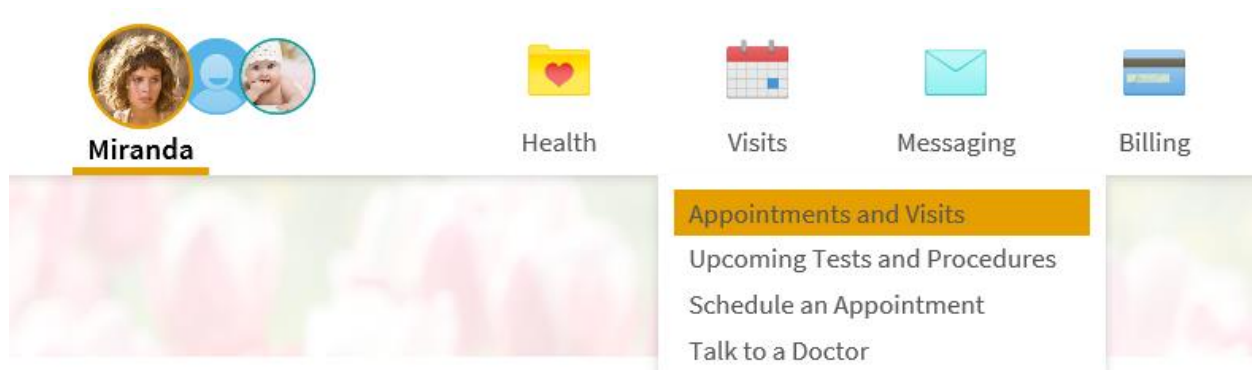
To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- Make sure you have a webcam, microphone and speaker set up. This can be a webcam that's part of a laptop or a separate USB webcam, microphone and speaker.
- Make sure you've installed Adobe Flash Player with the most recent updates.
- If you are using iOs computer, download the Zoom application

## How do I know I am ready

After you've done these things, you can test that everything is working in MyChart. We recommend that you test this < 30 minutes prior to your video visit> start time.

1. Go to **Visits > Upcoming Appointments**.
2. Locate the video visit and open the Appointment Details page.
3. Click **Test Hardware** to make sure that your camera and microphone are working. Note that this button is available <30minutes prior to the visit>.

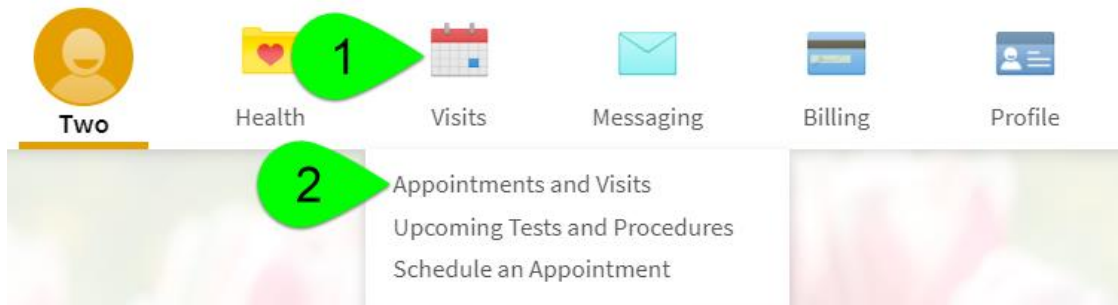




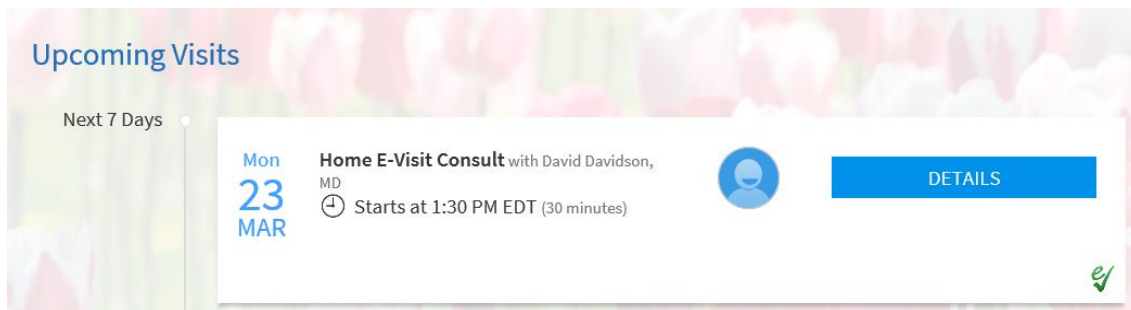
### Connect to the video visit

You can connect to the video visit any? time before your appointment start time.

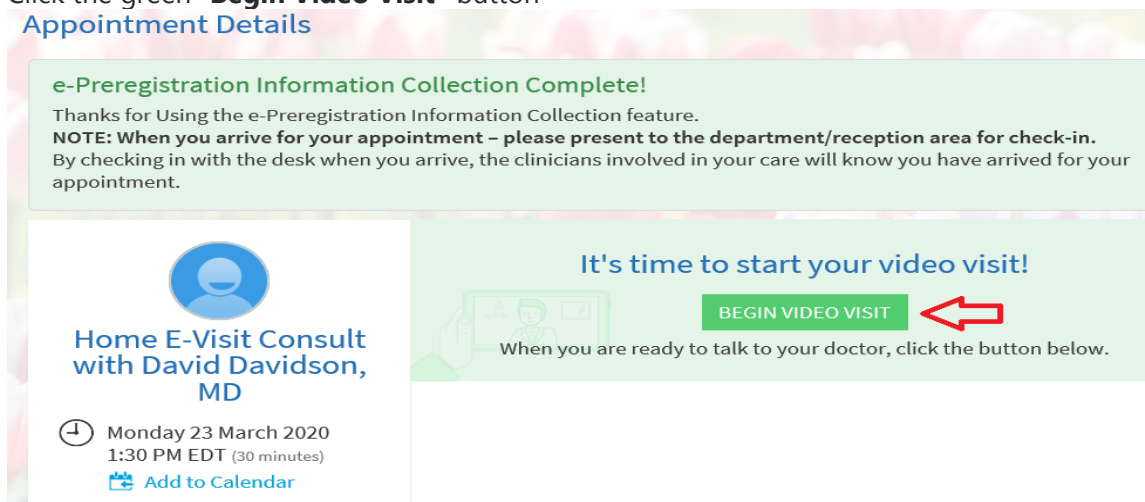
1. Go to **Visits > Upcoming Appointments.**



2. Click the blue "Details" button



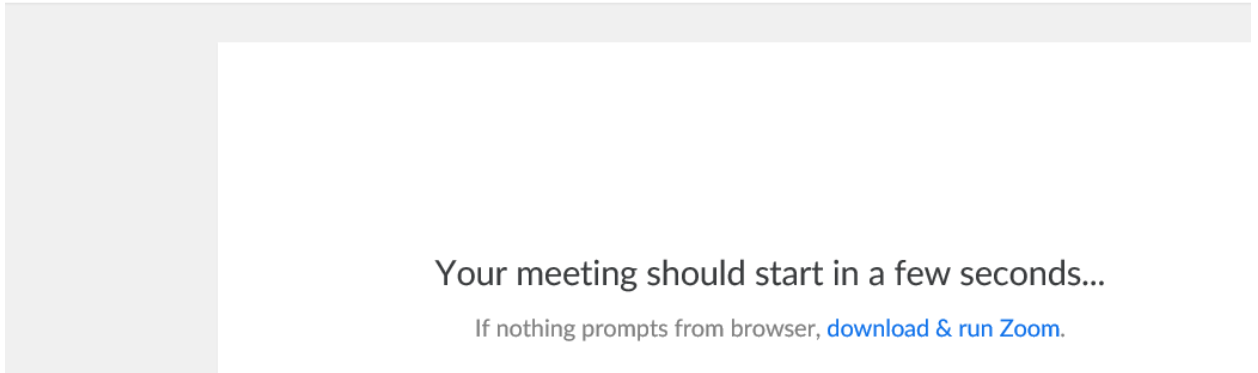
3. Click the green "**Begin Video Visit**" button  
[Appointment Details](#)



When it's time to connect to your video visit, an alert appears on the MyChart home page. You can also click the link in this alert to connect.



4. Zoom opens a new tab



After you connect to the video visit, you might need to wait for your doctor to connect.

## Control the video visit

During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting. You can also:

- Pause the visit by clicking the pause icon. Pausing the visit pauses both the video and audio so that your doctor cannot hear or see what you're doing.
- Change the picture quality by toggling between **High Quality** and **Standard Quality**. You might switch to standard quality, for example, if you are experiencing performance issues with the video visit.



# Technical instructions – iPhone/tablet

## How to Prepare for your video visit

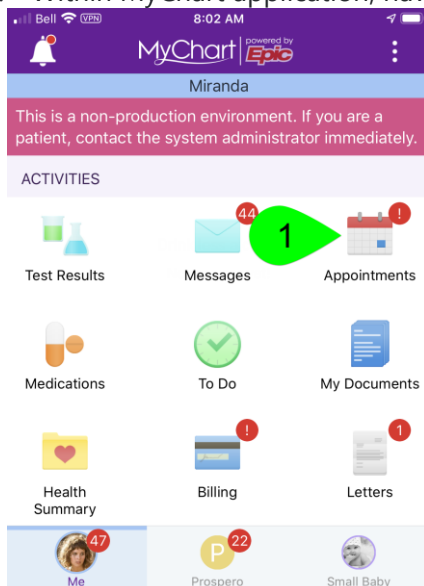
To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- Make sure the camera on your smartphone or tablet is available.
- Download the application MyChart by Epic from the App Store.
- Download the application Zoom Cloud Meetings by Zoom from App Store.

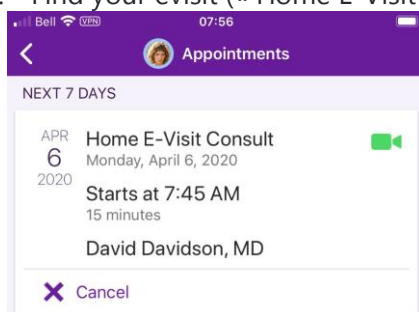
## Start the visit

You can start the visit 30 minutes before the schedule time.

1. Within MyChart application, navigate to Appointments

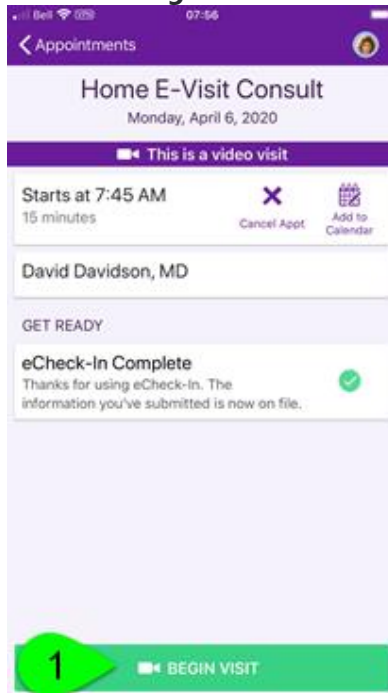


2. Find your evisit (« Home E-Visit Consult ») and click on it.

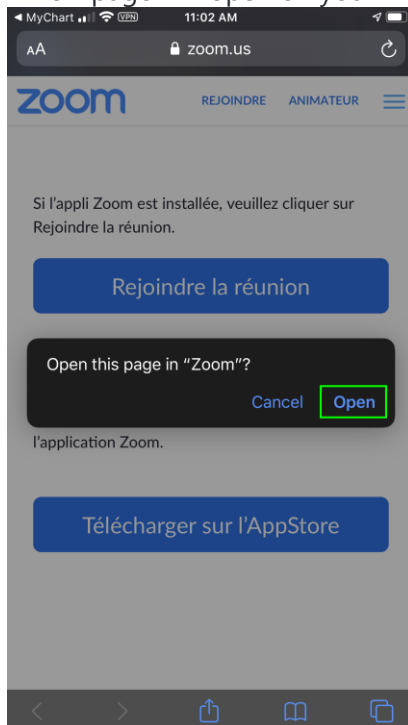




3. Click on « **Begin visit** »



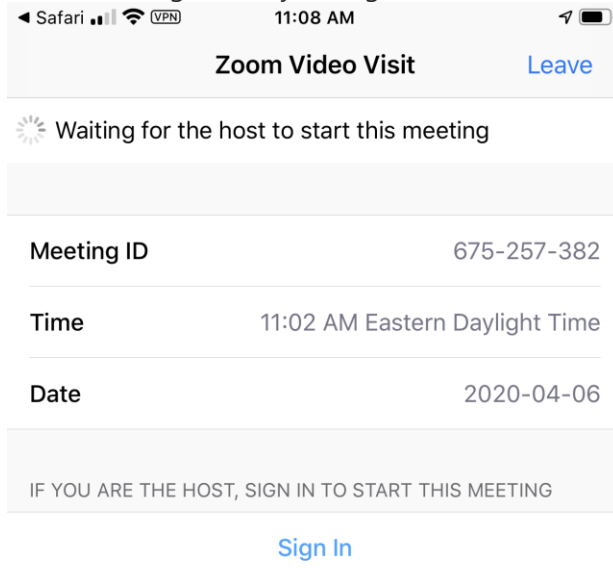
4. A new page will open on your web browser, click on « Open » the Zoom application



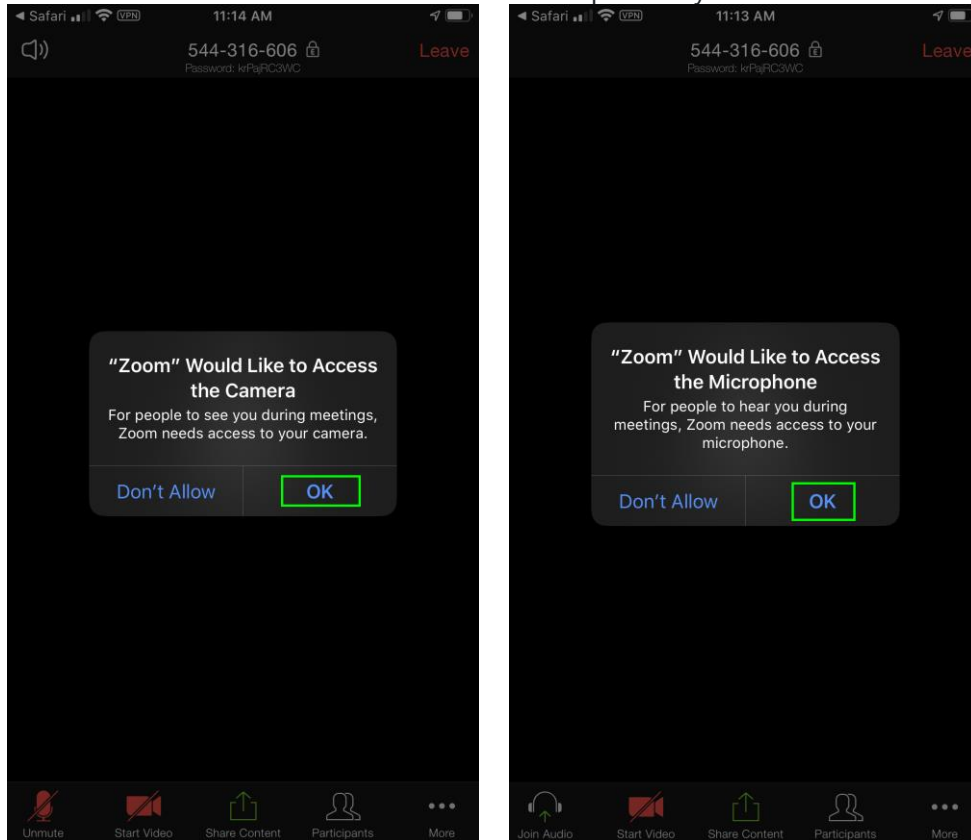


## Patient Instructions

5. Once unsing Zoom, you might have to wait if the clinician is not yet available.

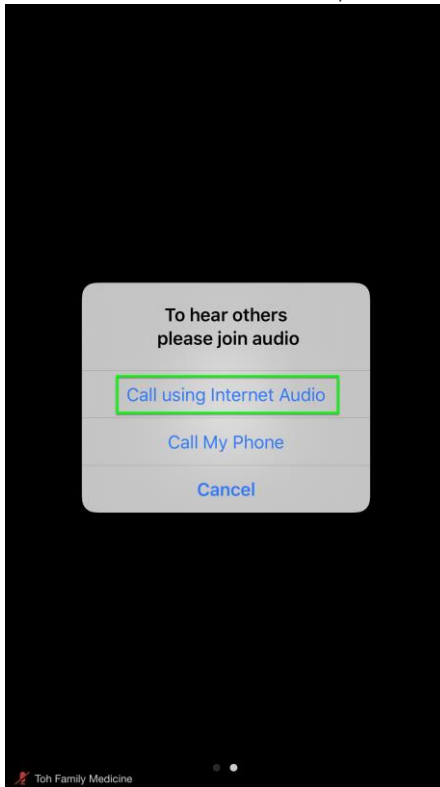


6. Allow the access of the camera and the microphone by Zoom

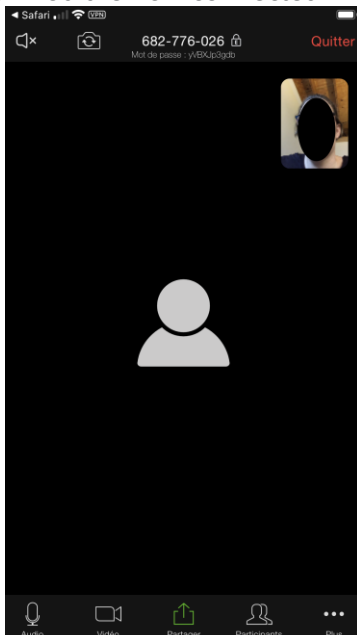




7. For the audio connection, use « Call using Internet Audio ».



8. You are now connected with your clinician.



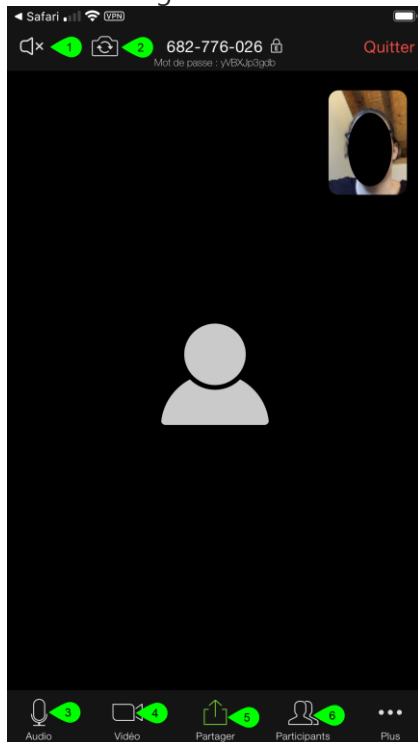




## Control parameters of the evisit

During the video visit you can :

1. Open/close the sound
2. Turnaround the camera to show something
3. Open/close your microphone
4. Open/close your video
5. Share your screen
6. Invite other guest





## You have been scheduled for a video visit with your care provider

### Supported operating systems

- macOS X with macOS 10.7 or later
- Windows 10  
**Note:** For devices running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

### Supported tablet and mobile devices

- Surface PRO 2 or higher running Win 8.1 or higher  
**Note:** For tablets running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- iOS and Android devices
- Blackberry devices

### Supported browsers

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+