Connecting to Video Visit (eVisit) Through MyChart

MOBILE DEVICE

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.

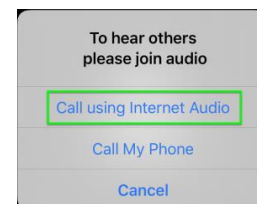- Download the application MyChart by Epic from the App Store.
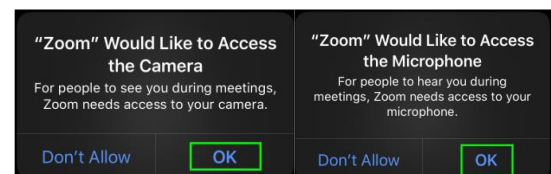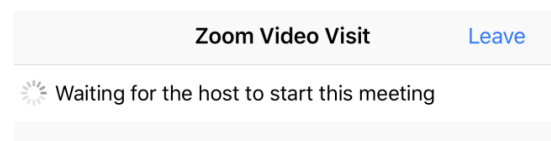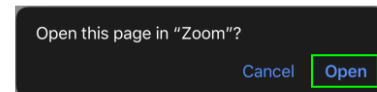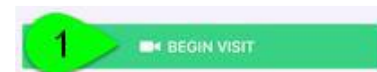
- Download the application Zoom Cloud Meetings by Zoom from App Store. Make sure you've installed the most recent updates.

Please **join the appointment** 30 minutes early to ensure your equipment is working properly.

1. Open the MyChart Application and login to your account

2. Within the MyChart application, navigate to Appointments

3. Find your eVisit appointment and click on it

4. On the bottom of the screen, select the **Begin Visit** button

5. A new page will open on your web browser, a pop up will appear, click "Open" to open the Zoom application

6. You will now be connected to the zoom appointment. We ask that you please be patient and wait for your provider as they may not be connected at the time you join.

7. Once the appointment begins, you will be prompted to allow Zoom to access your Camera and Microphone, please select "OK"

8. For the audio connection, select "Call using Internet Audio"

9. You are now connected to your appointment

COMPUTER/LAPTOP

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/iPad or a separate USB webcam, microphone and speaker.

• If you are using an Apple Computer you will need to download the Zoom application

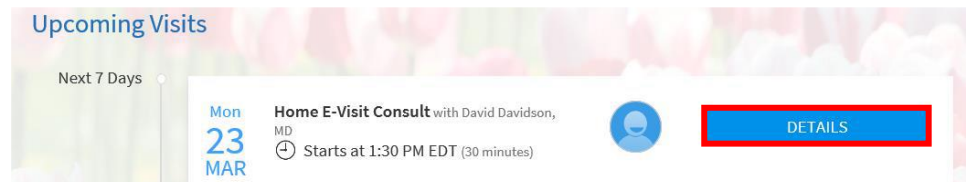• If you are using the Zoom application, make sure you have the most recent updates installed.

Please **test your equipment** at least 30 minutes prior to your eVisit by:

1. Log into your MyChart account at https://epicapps.toh.ca/mychart/

2. Go to Visits and Select Appointments and Visits.
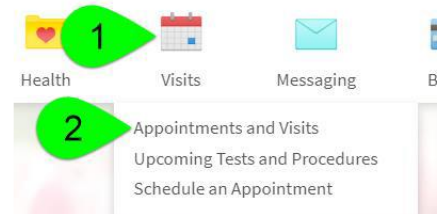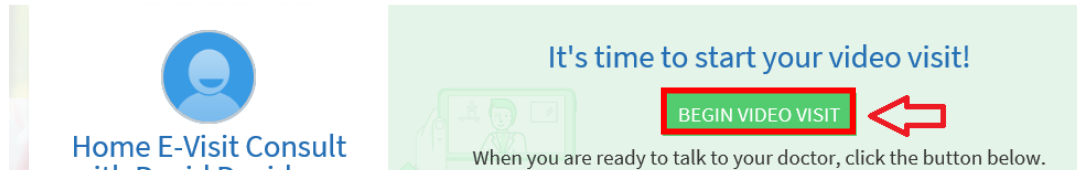
3. Click the blue "Details" button

4. Click **Test Hardware** to make sure your camera and microphone are working properly.
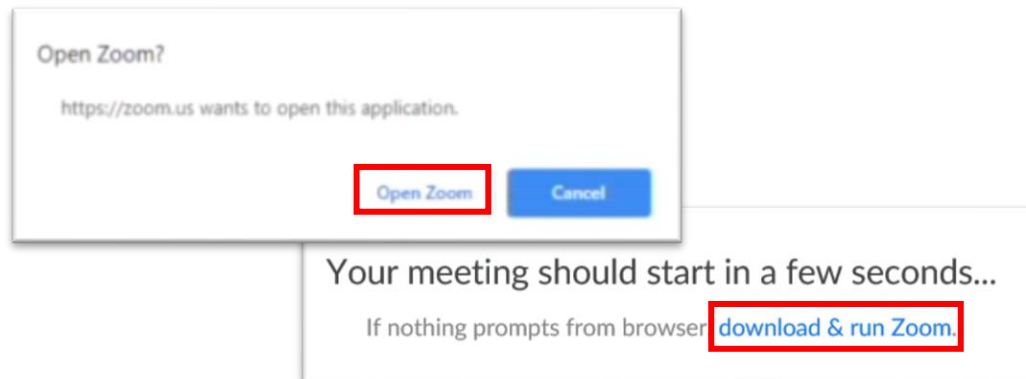
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To **Connect to the eVisit Appointment**, follow the steps above to step 3, then follow below:

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1. Click the green "**Begin Video Visit"** button

2. Zoom will open in a new tab and will prompt to open the application in a window. If the prompt below does not appear, click the "download & run zoom button.

3. You will now be connected to the zoom appointment. We ask that you please be patient and wait for your provider as they may not be connected at the time you join.

For further troubleshooting information please see the below options:

Patient Instructions

Zoom Help Center