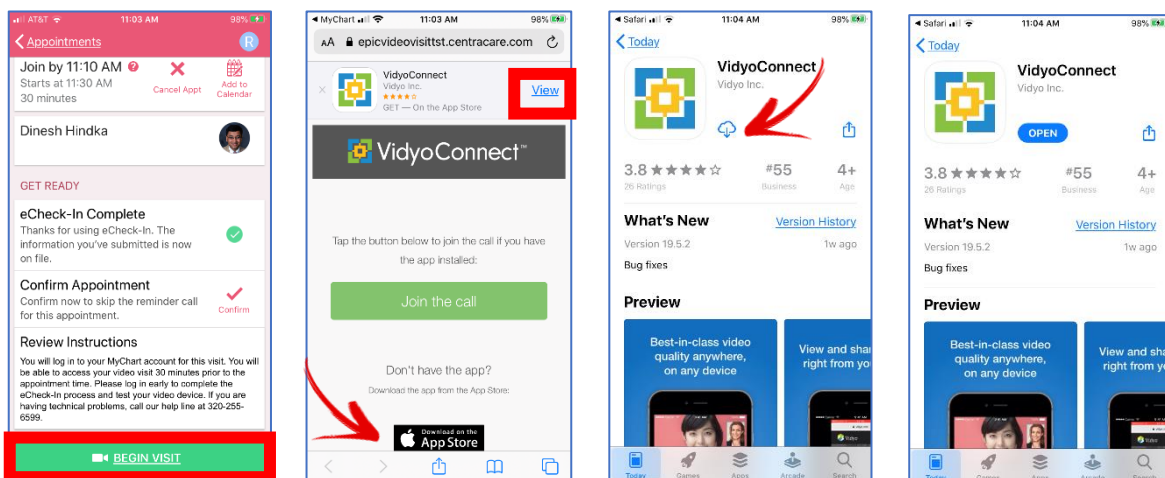# Download VidyoConnect

Users impacted: MyChart Video Visit Patients
Sites impacted: All sites

MyChart Video Visits use a third-party software to virtually connect a patient with their provider. To participate in a MyChart Video Visit, both the patient and provider must have the VidyoConnect software downloaded on their computer or mobile device.

The steps to download the VidyoConnect software are built into the MyChart Video Visit process and the first time the patient attempts to join a video visit, they will be prompted to complete the download. Based on the type of equipment being used (a computer/laptop or a mobile device), complete the following steps.

## Patient's First MyChart Video Visit using a Mobile device:

1. Using the MyChart Mobile app, log into your account.
2. Locate and tap on **Appointments**.
3. Tap on the **Video Visit** appointment.
4. If not completed, complete the required **eCheck-In**.
5. Tap the green video icon.
6. Locate and tap the **BEGIN VISIT** button.

7. On the VidyoConnect screen, tap the **AppStore** button or the option to **View**. Either one will launch you into the AppStore.
8. Locate and tap the **Download** icon. After the download completes, the download icon will display the word Open. At this time, do <u>not</u> open the VidyoConnect app and instead close the VidyoConnect window.
9. Go back to the **MyChart Video Visit** window and again, tap the option to **BEGIN VISIT**.

10. Tap the **Agree & Continue** button to accept the end user license agreement and tap **Open** to open the video visit.
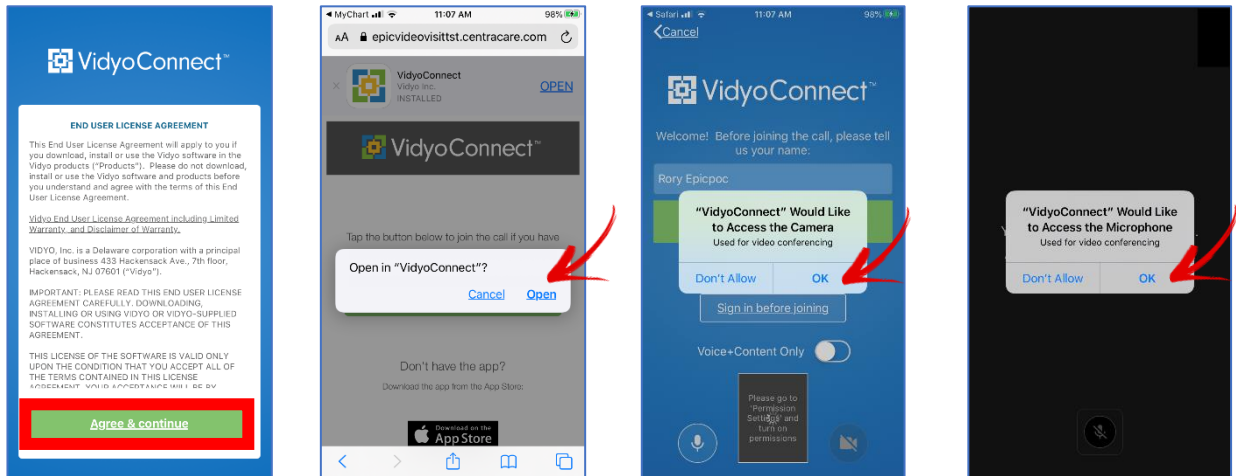
11. If prompted for permission to use the device camera and microphone, tap **OK** on each window.

12. The VidyoConnect screen should now display and you are ready to meet your health care provider. The upper right-hand corner displays a thumbnail size of the patient. This is what the provider will see on their screen.

13. During the visit, if disconnected tap the **Rejoin** button to rejoin the visit
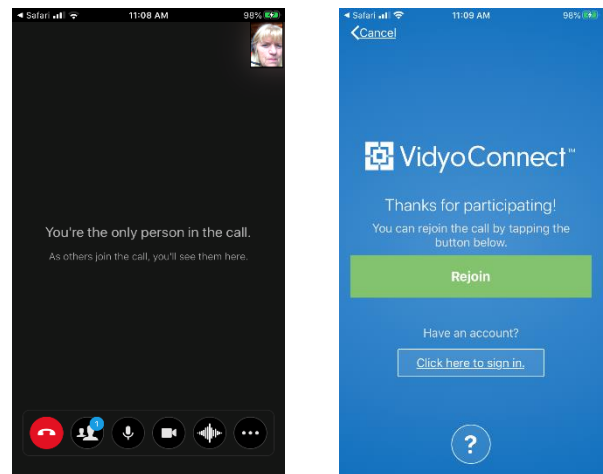

# Patient's First MyChart Video Visit using a Computer/Laptop:

1. Connect to the internet using Google Chrome. Open the MyChart website: https://mychart.centracare.com/MyChart/
2. Login into your MyChart account.
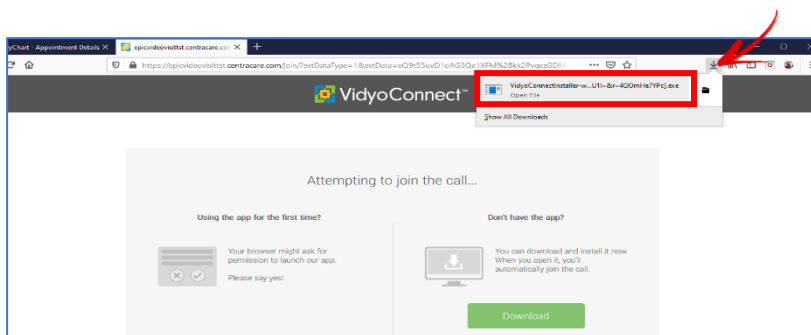3. Click the **Visits** button and select **Appointments and Visits.**
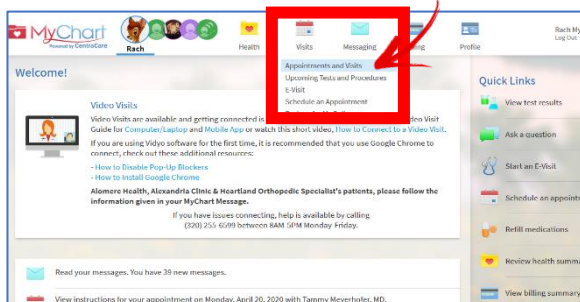
14. Locate and click to open the Video Visit.
15. If not completed, complete the required **eCheck-In**.
16. Click the **BEGIN VIDEO VISIT** button.
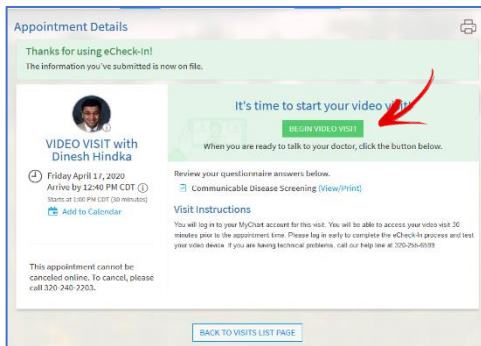
17. With the VidyoConnect window displayed, tap the DOWNLOAD button and then click the SAVE FILE button. (NOTE: If you receive a pop-up blocker notification during the download, you will need to disable the blocker.)
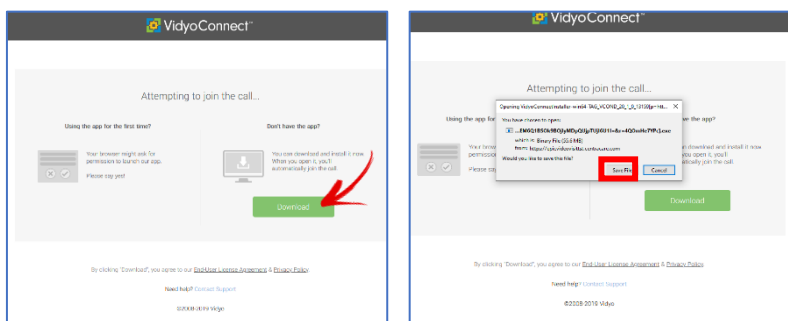
18. After the download is complete, tap the download arrow key and double-click on the VidyoConnectInstaller file to open it.
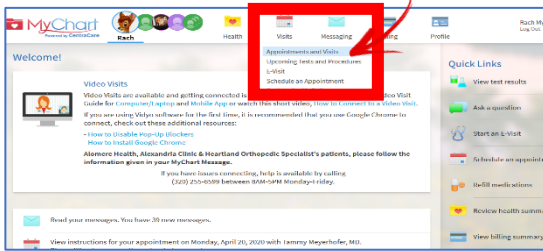

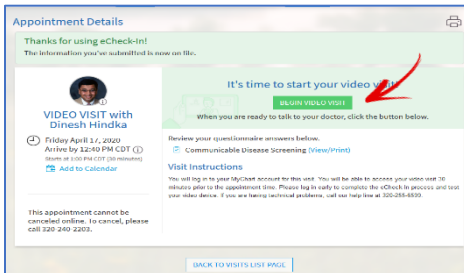19. When prompted, tap **AGREE** to accept the end user license agreement.
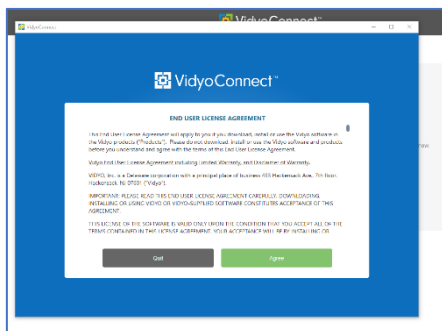
20. Click the **X** in the corner to **CLOSE** the VidyoConnect program.
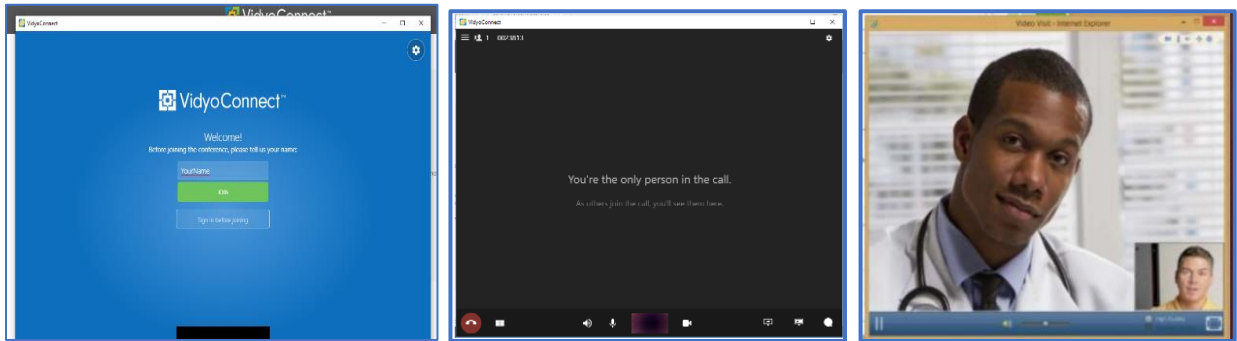21. **Log out** of your MyChart account.

22. **Log back** into your MyChart account.
23. Click the **Visits** button and select **Appointments and Visits.**

24. Locate and click to open the Video Visit.
25. Click the **BEGIN VIDEO VISIT** button.

26. At the VidyoConnect screen, the patient's name will populate into the name box. Click the **JOIN** button.

27. The VidyoConnect screen should now display and the patient is ready to meet their health care provider. In the center of the VidyoConnect toolbar, they will see a thumbnail size of themselves and this is the image that the provider will see on their screen. When arrived, the live provider video will display in the larger section of the window.