

# How to Do a MyChart® Video Visit on Your Computer

Cleveland Clinic offers scheduled video visits through your secure MyChart account. Follow the steps below to start your visit on time.

## Privacy and security

Cleveland Clinic values your privacy and security. MyChart video visits use Zoom™ for Telehealth, a HIPAA-compliant service that is integrated with Cleveland Clinic's electronic health record and MyChart. This means that your video visit will use a secure, encrypted connection that protects your private information.

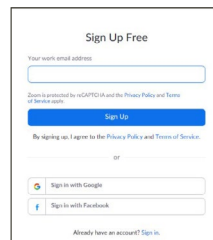
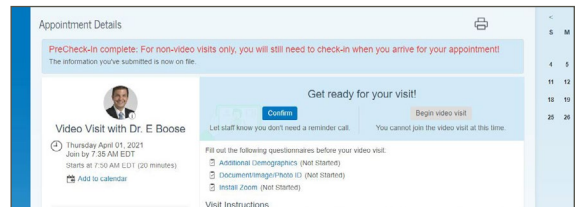
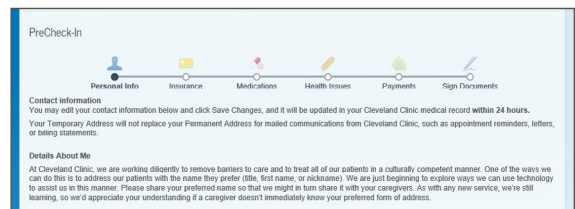
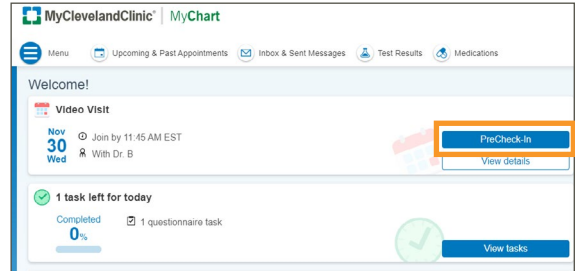
You must connect to your video visit through the MyChart website. You will not be able to connect directly from the Zoom website. For added security, be sure you are using the most up-to-date version of Zoom Cloud Meetings (4.6 or higher).

**If you need help at any time, call MyChart Support at 866.915.3383.**

## Before your video visit

Complete these steps at least one day before your video visit, if possible. For same-day appointments, allow at least 15 minutes.

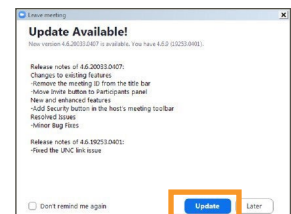
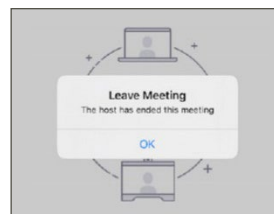
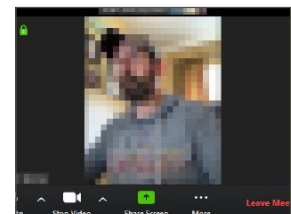
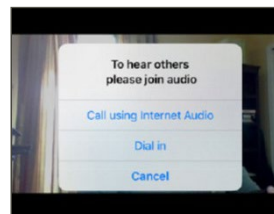
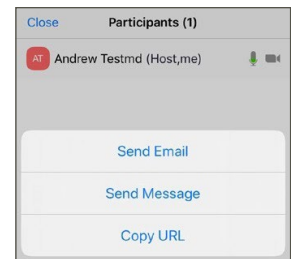
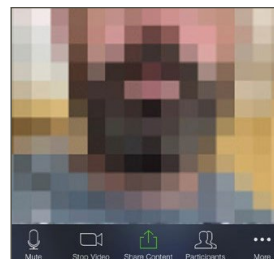
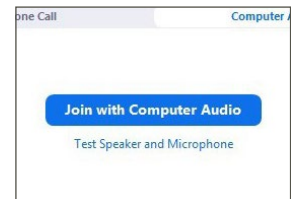
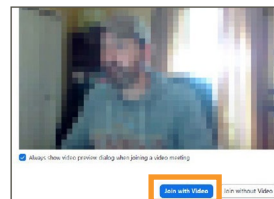
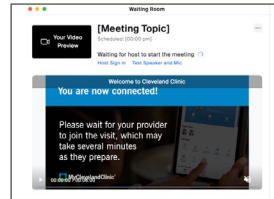
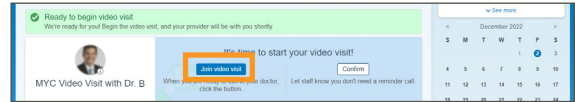
1. Log in to your MyChart account at <https://mychart.clevelandclinic.org/>.
2. On the home screen, find your appointment and click **PreCheck-In**. You must do this before starting your visit. You can do it up to seven days before your visit.
3. Make sure your information is correct. Answer all required questions.
4. On the Appointment Details screen, select and complete all pre-visit questionnaires.
5. If you want to share any images with your provider before your visit, use the **Document/Image/Photo ID** questionnaire. Follow the steps provided.
6. Install Zoom if it is not already on your computer. Click the appropriate **install Zoom here** link.  
**Note:** You will launch your video visit directly from MyChart.
7. In your internet browser settings, make sure you have **allowed pop-ups**.
8. In your internet browser settings, make sure you have **allowed pop-ups** from Zoom. See the Troubleshooting section for instructions.



## Join your video visit

You may connect up to 15 minutes before your visit time. You will not be able to connect 20 minutes after your visit time. After 20 minutes, your visit will be canceled and you will need to reschedule it.

1. If you haven't already, log in to your MyChart account at <https://mychart.clevelandclinic.org/>.
2. On the home screen, find your appointment. Click **Join video visit**.
  - It may take up to one minute to load the screen.
  - A video screen will display, advising you to wait until your provider connects and starts your appointment.
  - You can test your computer audio from the Zoom wait screen.
  - There is no need to log in to Zoom.
3. Your appointment will launch when your provider joins.
  - You will be asked to either Join with Video or Join without Video. Select **Join with Video**.
  - You will be prompted to join audio. Click **Join with Computer Audio**.
4. During your video visit, you can invite a guest to join you and your provider.
  - Click the **Participants** icon on the menu bar at the bottom of your screen.
  - The Participants page will display. Click the **Invite** button in the bottom left corner.
  - Click **Email**, then select your email provider.
  - A new message will launch with the link. Add your guest's address and send the email. Your guest can join your video visit by clicking the link in the invitation.
  - Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they click the link.
5. When your visit is complete, your provider will end the visit.
  - A Leave Meeting window will display. Click **OK** to exit.
  - An Update Available message from Zoom may display. Click the **Update** button to ensure that you have the latest, most secure version of Zoom for future calls.



**Please note:** You will not be able to connect to your video visit 20 minutes after your scheduled time, and you must complete PreCheck-In before you connect. If you are still completing PreCheck-In 20 minutes after your visit time, you will see a Connection Problem message. Your visit will be canceled. Contact your provider's office to reschedule it.



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# Troubleshooting

## Connection Issues

- Make sure you have launched Zoom from your appointment in MyChart.
- Check your internet browser settings and make sure pop-ups are allowed:

**Apple Safari:**

<https://support.apple.com/en-us/HT203987>

**Google Chrome:**

<https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en>

**Microsoft Edge:**

<https://support.microsoft.com/en-us/help/4026392/microsoft-edge-block-pop-ups>

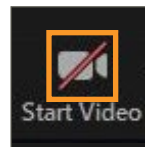
**Mozilla Firefox:**

<https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

- If the connection is lost, go back to MyChart and restart the video for your appointment.

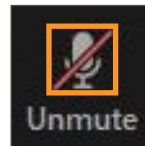
## Video Issues

- At the bottom of the screen, if the video icon is crossed out, click it to start the video.



## Audio Issues

- At the bottom of the screen, if the microphone icon is crossed out, click it to unmute.
- If you cannot hear your provider, check the volume settings on your computer.



## Video visits for children and loved ones

To start a video visit for your child or an adult you care for, access their MyChart account from yours. [Here's how.](#) In MyChart, select their account and follow the steps above.