![Texas Children's MYCHART]

Virtual Visits Instructional Guide

Virtual visits can be scheduled through the MyChart, and you can use a web browser on your computer or an app on a mobile device to start a virtual visit. Mobile devices are preferred, because the MyChart app makes it easy to access your visit and most mobile devices already have the appropriate camera and microphone setup for video visits.

How to start a MyChart virtual visit
Using a Mobile Device (iPhone, iPad or Android)

Complete the following step as soon as your virtual visit is scheduled

- **Download MyChart App** – Visit the app store on the device you will use for your virtual visit. First download the MyChart app (Apple App Store or Google Play for Android). Select Texas Children's as the health care provider.

Get started about 30 minutes before your appointment

- **Log in to MyChart** – Navigate to "Visits" and select your upcoming virtual visit appointment.

- **Complete PreCheck-In** – PreCheck-In must be completed before you will be allowed to access your virtual visit. If you have not completed PreCheck-In, please do so as soon as possible.

- **Prep for Your Appointment** – Find a quiet, well-lit room for you and your child. Your child must be present for the virtual visit.

Start your virtual appointment

- **Click "Join Video Visit"** – Once PreCheck-In is completed in MyChart, the video icon will turn green. Click "Join Video Visit" at the bottom of your screen.

- **Complete Hardware Test** – You will be prompted to complete a hardware test that will open in a new browser. This hardware test needs to be completed prior to your visit. Enable access to your microphone and camera. Then, type the patient's name if it is not already populated. Once the hardware test is completed, you will see a green "Join Call" bar. The bar will be yellow if your camera is turned off. If you are seeing a red "Join Call" bar, you will need to revisit your camera and microphone connection and ensure that you have allowed the browser access to your camera and microphone.

- **Click "Join Call"** – Once you click the "Join Call" bar, you will be entered into a waiting room and your provider will be notified that you are ready for your visit.

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Using a Computer

Complete the following step as soon as your virtual visit is scheduled

- **Up to Date** – If you will be utilizing a personal computer for your visit, please ensure the browser you are using is Chrome 98 or later, Safari 15.2 or later OR Microsoft Edge 89 or later.

Get started about 15 minutes before your appointment

- **Log in to MyChart** – Visit mychart.texaschildrens.org to log in to MyChart.
- **Navigate to Your Appointment** – Select "Visits" from the main menu and then navigate to your upcoming virtual visit appointment.
- **Complete PreCheck-In** – PreCheck-In must be completed before you will be allowed to access your virtual visit. If you have not completed PreCheck-In, please do so as soon as possible.
- **Prep for Your Appointment** – Find a quiet, well-lit room for you and your child. Your child must be present for the virtual visit.

Start your virtual appointment

- **Click "Join Video Visit"** – Once PreCheck-In is completed in MyChart, the video icon will turn green. Click "Join Video Visit" at the bottom of your screen.
- **Complete Hardware Test** – You will be prompted to complete a hardware test that will open in a new browser. This hardware test needs to be completed prior to your visit. Enable access to your microphone and camera. Then, type the patient's name if it is not already populated. Once the hardware test is completed, you will see a green "Join Call" bar. The bar will be yellow if your camera is turned off. If you are seeing a red "Join Call" bar, you will need to revisit your camera and microphone connection and ensure that you have allowed the browser access to your camera and microphone.
- **Click "Join Call"** – Once you click the "Join Call" bar, you will be entered into a waiting room and your provider will be notified that you are ready for your visit.

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Helpful Tips

- Disable pop-up blockers on your mobile device or computer if prompts do not appear.

Android Users

1. Open Settings app from your home screen
2. Select Site Settings
3. Select Pop ups and Redirects
4. Toggle to "Allowed"

iPhone Users

1. Open Settings App in iOS
2. Select Safari
3. Toggle the switch next to "Block Pop-ups" to the OFF position

- Use your fastest data connection for best results. This could be your cellular data or Wi-Fi. *Standard data rates apply.*

- Have the patient with you when joining the call.

- Make sure you are in a well-lit room that is quiet. Please do not connect to a video appointment while in a moving vehicle.

- If you already have the MyChart app on your mobile device, please make sure that you have the most current version by checking for app updates.

- Your mobile device or computer must have a video camera connected to or built in camera on the device you are using for your virtual visit.

- You can join your virtual visit up to 30 minutes before your appointment start time.

Need further assistance?

If you require further assistance or are unable to connect to your appointment, please contact your provider, or call **877-361-0111** 8 a.m. to 5 p.m., Monday through Friday.