## Initiating Video Visits on MyChart Website - Computer

Step 1: Go to: mychart.jefferson.edu

**Step 2:** Log in. If you encounter issues, call the MyChart Helpline at 215-503-5700 or, if applicable, click on "Forgot Password?".

MYCHART
🔍 Jefferson Health.
Password
SIGN IN
Forgot Usamame? Forgot Pasaword?
New User?
PAY AS GUEST
what's New in MyChart • Fast Pass • Open Scheduling

Step 3: Select "Visits" and click on "Upcoming Appointments" in the dropdown.

MYCHART Lefferson Health.	Patient Name	My Health	Visits	Messaging	Billing	Referrals	More
			Future Appoint	ments	Visit History		
			Upcoming Appt	s	Visit Summaries		
			Cancel Appoint	ment			
	-		Schedule an Ap	pointment			

Step 4: Select "Details" for your upcoming appointment. Ignore "ECheck-In".

	Upcoming Visits							
	Next7Days JAN 9 Thu	Telemed Simulation ④ Starts at 7:00 AM EST (	imulation at 7:00 AM EST (Jaminutes)			ECHECK-IN DETAILS		
Step 5: Click "Start Je	ffConnect Visit".							
	MYCHART Sefferson Health.	medicine My Health	Visits	Messaging	Billing	Referrals	More	
	Appointment Details						Ē	
	Contemporation of the second	n with lect need	It's CONFIRM ff know you don't a reminder call.	time to star ECHE Save time b eCheck-In a	t your video	START JEFFCO When you are re your doctor, cli belo	NNECT VISIT ady to talk to ck the button w.	
		es) Want an o Fill out th Com Gene	Want an earlier time? Get on the Wait List Fill out the following questionnaires before your video visit: Communicable Disease Screening (Not Started) General History (Not Started)					
	This appointment cannot be car online. To cancel, please call <u>215-955-6760</u> .	Anceled Visit Ins This apport App store MyChart	Review of Systems - List (Not Started)     Visit Instructions     This appointment is a JeffConnect MyChart video visit, available via the MyChart app on the Apple     App store or Google Play Store. DO NOT use the JeffConnect App. Reference the JeffErson     MyChart FAQ website for technical standards for using the mobile app or a computer. Please     remember you will initiate the appointment by clicking begin visit prior to your appointment time.					

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Step 6: Follow the Browser Instructions if you are using	a below Internet Browser; other browsers also work
Google Chrome browser	Microsoft Edge browser 🛛 🦳
<ul> <li>Click "Allow" in the interactive pop-up.</li> </ul>	<ol> <li>Click "Always allow" in the banner at the bottom that says Microsoft Edge blocked a popup from mychart.jefferson.edu</li> </ol>
	MYCHART 😔 🖬 🖬 🗹 📰 Kenedicie D
×	Appointment Details
Ipqa4.statdoctorsapp.com wants to	It's time to start your video visit!
Use your microphone	CONFIRM ECHECK IN START JEFFCONNECT VISIT Telemed Simulation with Let staff know your dwn't Siner time by completing I Tatent Connect
Use your camera	Jeff Zztes CONNect need a reminister cas, ecunece in anesd of time, your doctdy, dock the button before.      Jack Standay April 05, 2020     Arrive by 1145 AMEDT Want are and/er time? Cut on the With Link      29 27
	Terrar at 2100 MK 071 00 minuted Terrar and an extension of the Control of the C
Allow Block	Cleanal History (Ref Started)  Review of Systems -List (Net Started)  This appointment cannot be canceled
	online, To cancel, please call 215.655-6760. This appointment is a JatiConnect MyChart wildo visit, waliable visit the MyChart app on the Apple App stm or Groups Pay Stern. Do INOT see the JAtiConnect App. References the Jathenon MyChart FAQ seehale the schema standards for sump Terroristic approx. Please
	instandary you will initiate the approximate by cicking begin will prior to your appointment time. Should you inquire assistance call <u>215 505-7875</u> and select option 4 for healmoath.
	RACK TO VESTTS LEST MOR
	↓ ↓ ↓
	Site Kap Microsoft Edge Microsoft Ed
For Internet	Explorer 11 browser
	•
1. Download the plug-in	3. Allow access for the camera and microphone.
×	× This app requires real-time communication
This app requires real-time communication	coccept end-user locense agreement
accept end-user license agreement	Download plugin
Download plugin	concel
cancel	
2. Click "Run" at the bottom of the page to run	
the program, then refresh the browser.	
× To enable audio & video chat on this website, run	This welpage werds to non the following add on "Installer for OpenSub Roger" from "Sublex, Incl. What is the entit? (Berrow 1) × (Berrow 1)
the installer and then refresh your browser window.	
You will then be oble to continue using this application in Internet Explane.	Would you like to share your camera and microphone with "loga4 statdactorsapp com"2
Refresh browser	
	BCC950 ConferenceCam
	Microphones
	Microphone (HD Pro Webcam C920)
	Don't share Yes, allow access
Do you want to run or save OpenToldPluginMain_x32.msi (4.98 M8) from enterprise.opentok.com? Bun Save 🔹 Sancel 🗴	

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**Step 8:** You will see the below screen. Wait until your provider joins. If there are audio or video issues, **refresh** the browser. The refresh button appears at the top of the screen, on the right or left of the website address (depending on the browser used).

