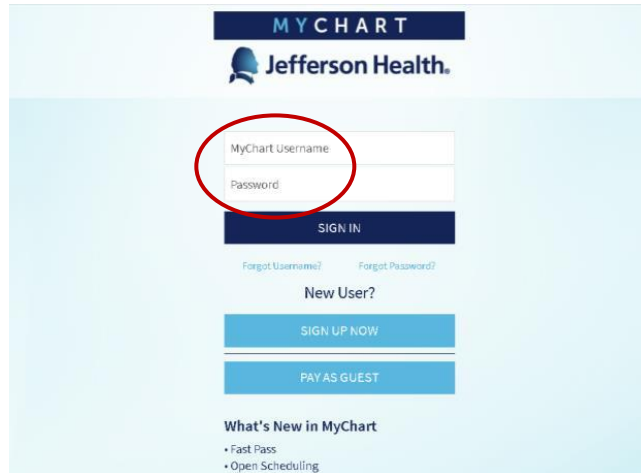


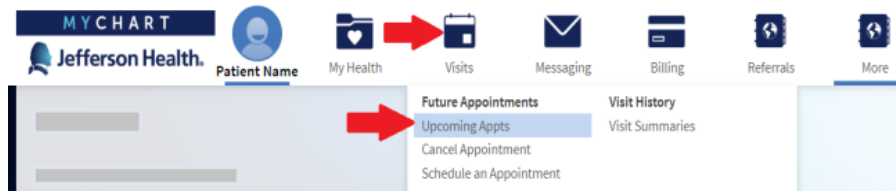
Initiating Video Visits on MyChart Website - Computer

Step 1: Go to: mychart.jefferson.edu

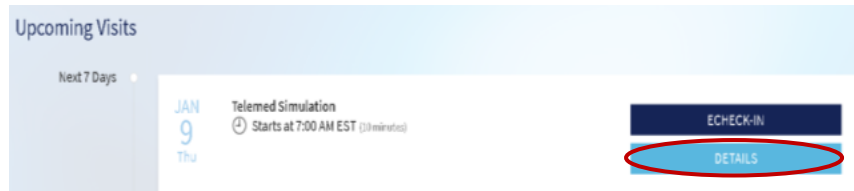
Step 2: Log in. If you encounter issues, call the MyChart Helpline at 215-503-5700 or, if applicable, click on “Forgot Password?”.

The image shows the MyChart Jefferson Health login page. The 'MyChart Username' and 'Password' input fields are circled in red. Below these fields are buttons for 'SIGN IN', 'Forgot Username?', 'Forgot Password?', 'New User?', 'SIGN UP NOW', and 'PAY AS GUEST'. At the bottom, there is a section titled 'What's New in MyChart' with links for 'Fast Pass' and 'Open Scheduling'.

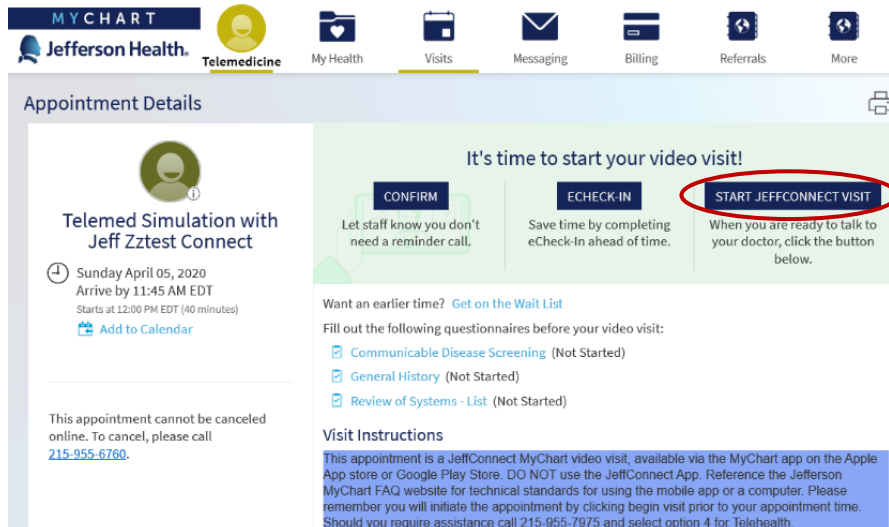
Step 3: Select “Visits” and click on “Upcoming Appointments” in the dropdown.



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



Step 5: Click “Start JeffConnect Visit”.



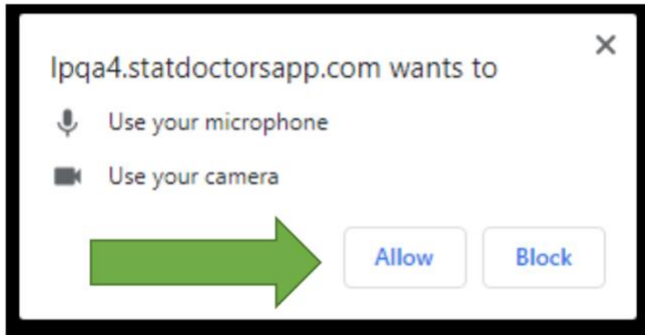
Initiating Video Visits on MyChart Website - Computer

Step 6: Follow the Browser Instructions if you are using a below Internet Browser; other browsers also work



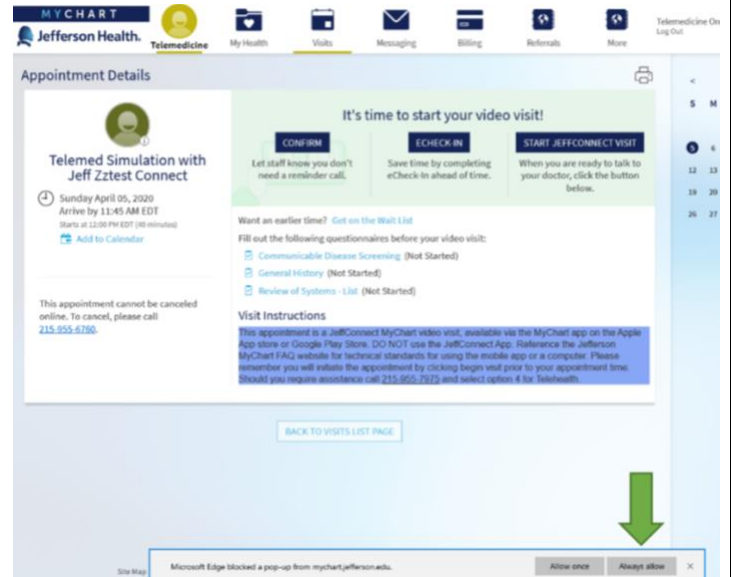
Google Chrome browser

1. Click "Allow" in the interactive pop-up.



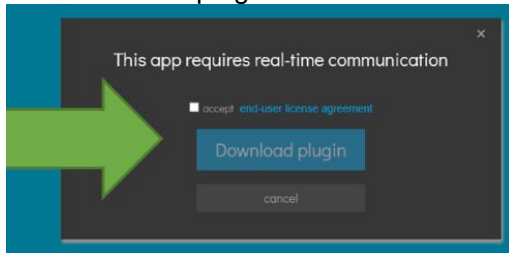
Microsoft Edge browser

1. Click "Always allow" in the banner at the bottom that says Microsoft Edge blocked a popup from mychart.jefferson.edu

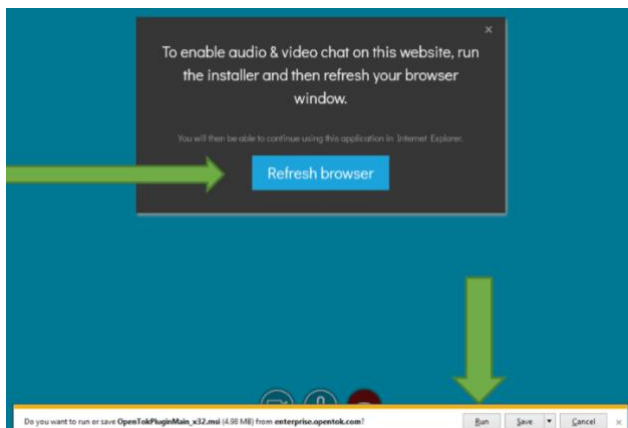


For Internet Explorer 11 browser

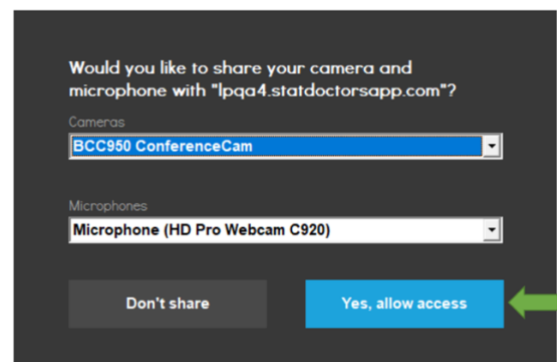
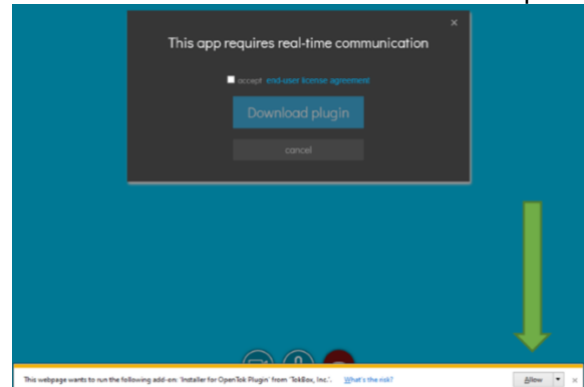
1. Download the plug-in



2. Click "Run" at the bottom of the page to run the program, **then** refresh the browser.



3. Allow access for the camera and microphone.



Initiating Video Visits on MyChart Website - Computer

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).

Refresh button:

