## Join a MyChart Video Visit from a Computer

If you're a patient at Jefferson, you can use your myChart account to join a video visit with your provider from any of the following desktop browsers:

- Join a MyChart Video Visit from Google Chrome
- Join a MyChart Video Visit from Microsoft Edge
- Join a MyChart Visit from Internet Explorer

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	If you experience audio or video issues during your visit, click <b>Refresh</b>

To join a MyChart video visit:

- 1. Open a browser, and then navigate to mychart.jefferson.edu.
- 2. Enter your MyChart Username and Password. Click Sign In.

MYCHART
Jefferson Health.
MyChart Username
Password
SIGN IN
Forgot Username? Forgot Password? New User?
SIGN UP NOW
PAY AS GUEST
What's New in MyChart
Fast Pass     Open Scheduling

Click Forgot Password? if you forgot your password or Forgot Username? if you forgot your username.

Having trouble logging in? Call the MyChart Helpline at (215) 503-5700.

3. From the Visits drop-down menu, select Upcoming Appointments.

Visits	Messaging	Billing
15105	Messaging	Ditting
Future Appointm	ents	Visit History
Upcoming Appts		Visit Summaries
Cancel Appointm	ent	
Schedule an Appo	ointment	

4. On the Upcoming Visits screen, select Details.

MYCHART	Telemedicine	My Health	Visits	Messaging	Billing	Referrals	More
Appointments a	nd Visits				SCHEDULI	E AN APPOINTME	ENT
Organization: All		✓ Show:	Upcoming an	d Past 🛩			
Upcoming Visits							
Next / Days	JUN Telemed	Simulation ; at 8:00 AM EDT	(10 minutes)		E	CHECK-IN DETAILS	5

5. Click Start JeffConnect Visit.

MYCHART Jefferson Health, Telemedicine	My Health	Visits	Messaging	Billing	Referrals	More
Appointment Details						G
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This appointment cannot be canceled online. To cancel, please call <u>215-955-6760</u> .	Review of Visit Instruct This appointm App store or G MyChart FAQ remember you Should you read	f Systems - List ctions ent is a JeffCon Google Play Stor website for tech a will initiate the quire assistance	(Not Started) nect MyChart vide e. DO NOT use th nical standards fo appointment by cl call <u>215-955-797</u>	o visit, available e JeffConnect Ap r using the mobile icking begin visit 5 and select optic	via the MyChart ap op. Reference the J e app or a compute prior to your appoir on 4 for Telehealth.	p on the Apple efferson rr. Please htment time.

6. Allow MyChart access to your camera and microphone. If you are using:

• Google Chrome, click Allow.



• Microsoft Edge, click Always allow.



- Internet Explorer:
  - a. Click Download plugin.



b. Click Run. Then, click Refresh browser.

× To enable audio & video chat on this website, run the installer and then refresh your browser window.
You will then be oble to continue using this application in Internet Explorer. Refresh browser
Do you want to run or save OpenTok/RoginMain,x32.msi (4.98 M8) from enterprise.opentok.com? Ban Save 🔻 Cancel 🛪

c. Click Yes, allow access.

Would you like to share your camera and microphone with "loga4 statdoctorsapp.com"?	
Cameras	
Integrated Webcam	
Microphones Microphone Array (Postak Audia)	
Don't share Yes, allow access	
	Would you like to share your camera and incrophone with "Ipqa4.statdoctorsapp.com"?     Comeras   Integrated Webcam   Incrophone Array (Realtek Audio)   Ion't share   Yes, allow access

 $\boldsymbol{d}.$  The following screen displays when you join the visit. Your provider will join when they are ready.

