

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](#)



If you experience audio or video issues during your visit, click **Refresh**



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**.

MY CHART
Jefferson Health.

MyChart Username
Password

SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

New User?

SIGN UP NOW

PAY AS GUEST

What's New in MyChart

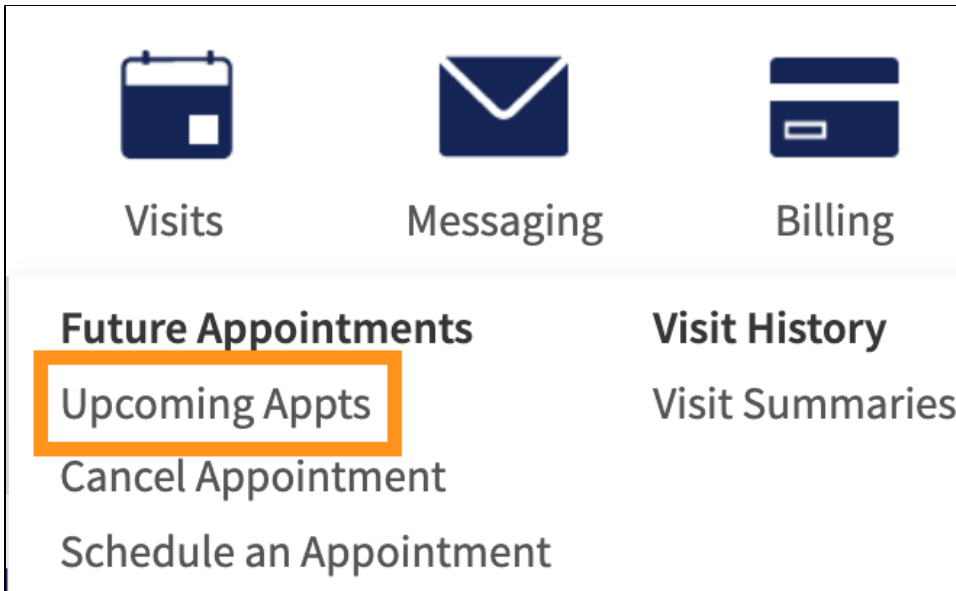
- Fast Pass
- Open Scheduling



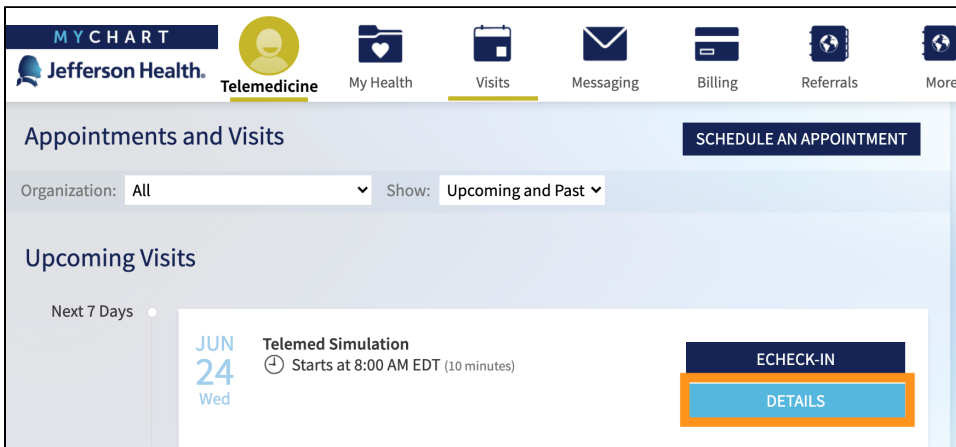
Click **Forgot Password?** if you forgot your password or **Forgot Username?** if you forgot your username.

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

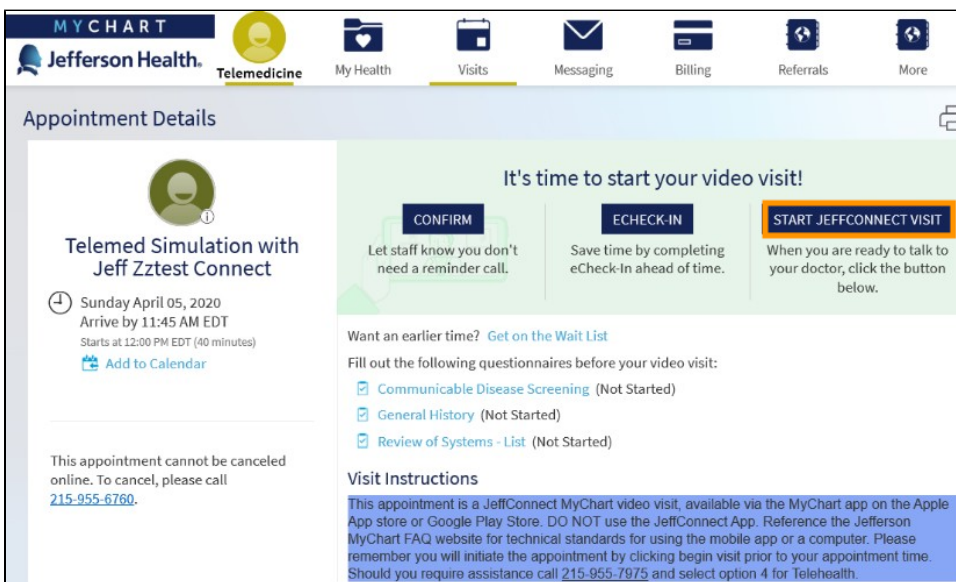
3. From the **Visits** drop-down menu, select **Upcoming Appointments**.



4. On the **Upcoming Visits** screen, select **Details**.

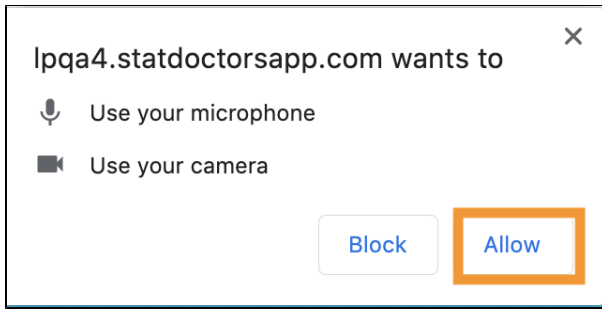


5. Click **Start JeffConnect Visit**.

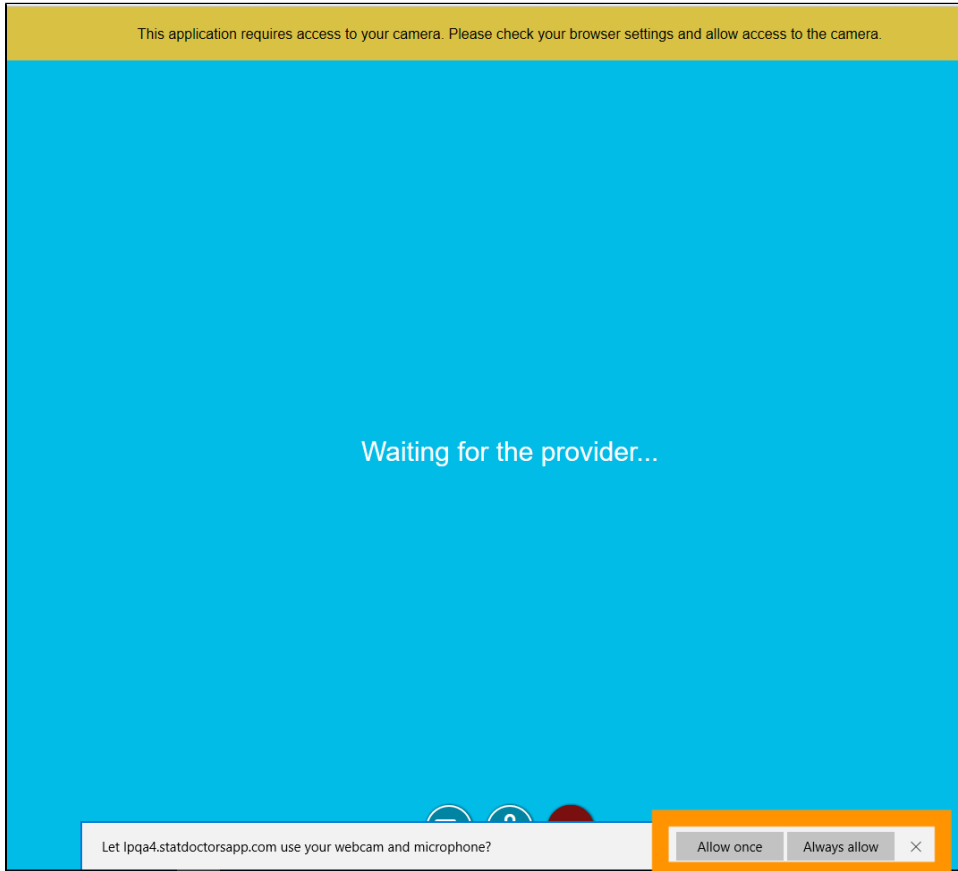


6. Allow MyChart access to your camera and microphone. If you are using:

- Google Chrome, click **Allow**.

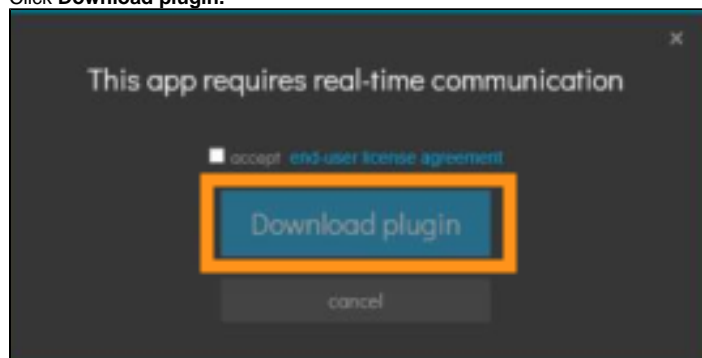


- Microsoft Edge, click **Always allow**.

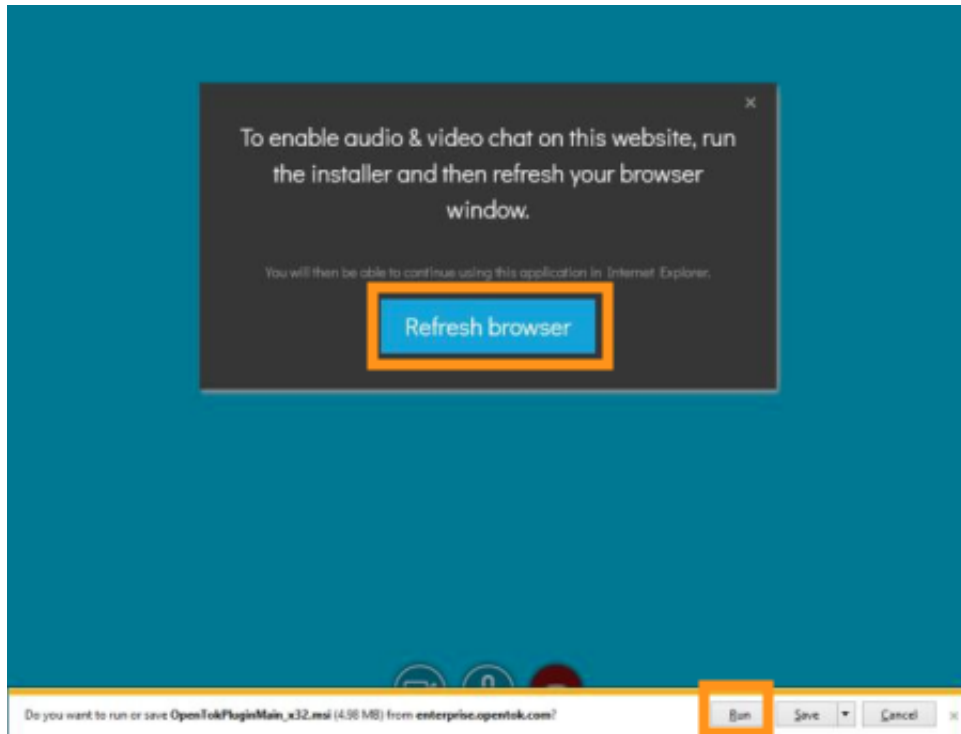


- Internet Explorer:

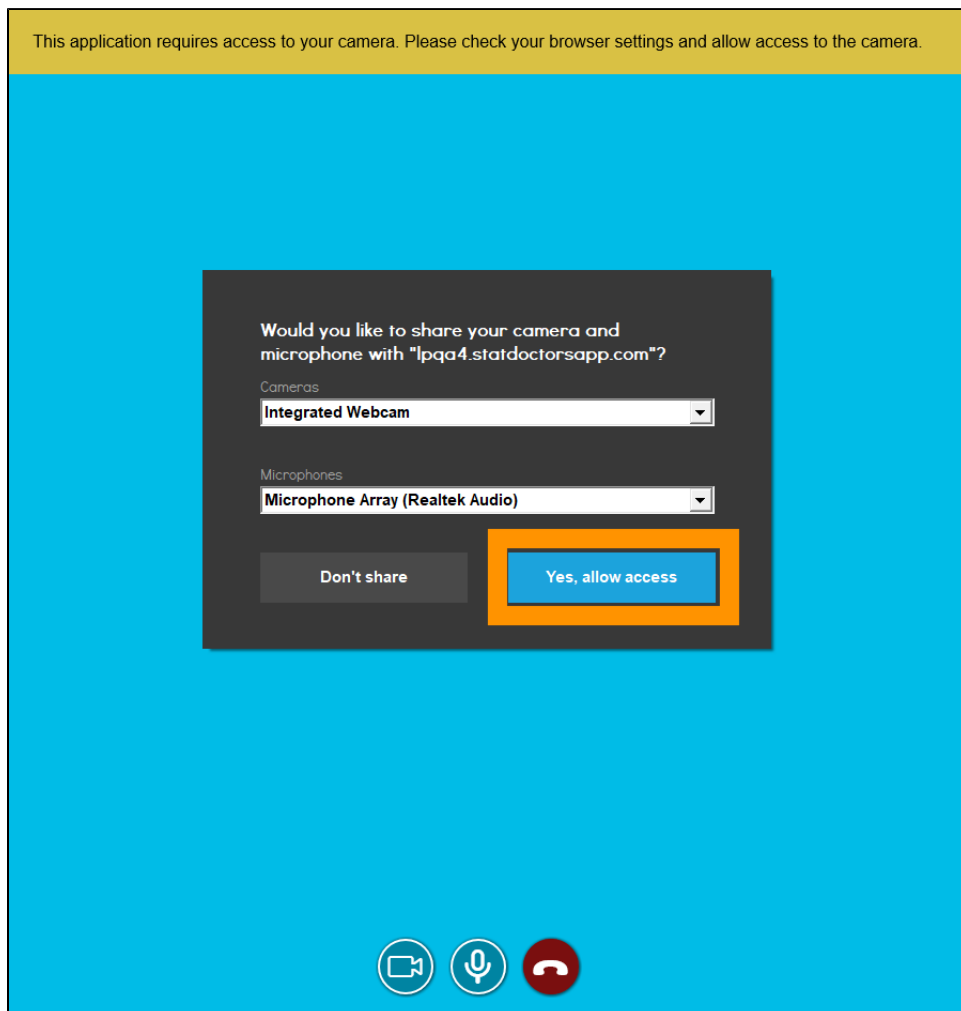
- a. Click **Download plugin**.



- b. Click **Run**. Then, click **Refresh browser**.



c. Click **Yes, allow access**.



d. The following screen displays when you join the visit. Your provider will join when they are ready.

Waiting for the provider...

