

Step-by-step instructions

Important notes

- Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.
- You must have an active MyChart account to participate in a video visit.
 - If you do not have a MyChart account, please sign up for one by visiting [MyNovant.org](https://www.mynovant.org) and requesting an activation code.
- In general, video visits require an internet connection. Mobile video visits require a connection to either the internet or a 3G/4G network.
- If you are joining via your mobile device, you will need to download the MyChart app to your handheld device before your appointment.
 - Download the MyChart app from the App Store (Apple) or the Google Play Store (Android).
 - Open the MyChart app, and click **Accept** to accept the license agreement.
 - Enter Novant in the search field at the top of your screen.
 - Log in with your MyChart username and password.
- If you are joining via your smartphone or tablet, you will also need to download the Zoom app from your app store. Zoom enables face-to-face video conferencing.
- When you first use your MyChart account for a video visit, the device you are using may ask if you want to allow the MyChart program to use the camera and the microphone – you must click **Yes** or **Allow** for the video visit service to work.

Scheduling your video visit through MyChart

Step 1: Go to [MyNovant.org](https://www.mynovant.org) (or open the MyChart app) and enter your MyChart username and password.

Step 2: Click on the “Start a video visit” button or (“Talk to a Doctor” in the mobile app) and complete the eCheck-In process.

Step 3: Select the country and state where you are located. (Note: You must be located in North Carolina at the time of your visit to proceed.)

Step 4: Select the reason for your video visit from the list of provided symptoms. (Note: You may only be seen for the symptoms listed.)

Step 5: Click on “Put me in line” to confirm your appointment.

Step 6: Provide detailed information about your medical issue in the comment box. The estimated cost for your video visit will appear in left column beneath the estimated wait time.

Please be sure the correct email address is displayed for you to be notified when it's time to begin your video visit.

Step 7: Click the "Put me in line" button. Make sure you frequently check your email and have push notifications turned on. You will be alerted by email when the provider is ready. Once you receive your email notification, follow the steps below.

Beginning your video visit

By computer

- Fifteen minutes before your scheduled appointment time, visit [MyNovant.org](https://www.mynovant.org).
- Enter your MyChart username and password.
- Click **Sign In**.
- From the homepage, click "**View instructions for your appointment...**"
- You will be able to click the **Test Hardware** button to ensure your webcam and microphone are functioning correctly before meeting with your provider.
- When you are ready to begin your video visit, review the Terms and Conditions of Use, and click **Begin Video Visit**. This notifies the provider that you are ready for your appointment. The provider will begin the visit with you as close as possible to your scheduled video visit appointment time.
- You may receive a pop-up message when you first connect that requests permission to access your camera and microphone. Click **Allow**.
- When you are connected to the video visit, your screen will appear as shown below. The main screen will read "Connected, waiting for provider" until your provider signs in to the video visit.

By mobile device

- Five to 10 minutes before your scheduled appointment time, open the MyChart mobile app.
- Enter your MyChart username and password.
- Click **Sign In**.
- Click **Appointments**.
- Select your video visit appointment from the **Upcoming Appointments** screen.
- Click **Begin Visit**.
- If the provider has not joined the video visit yet, you will see their video stream on the bottom and a message that says, "Waiting for provider." Once the provider joins the video visit, you will see him or her at the top of the screen.