Completing a video visit on a mobile device (i.e., iPhone, iPad, Android)
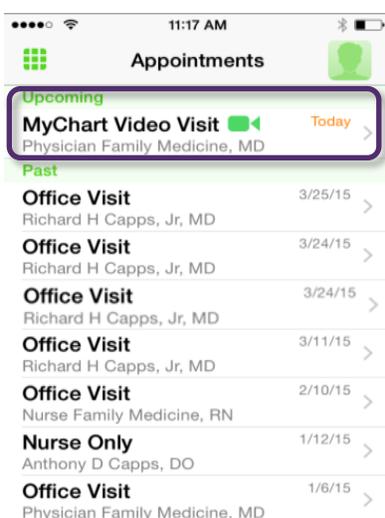
Important notes

- You must have an active MyChart account to participate in a video visit.
    - If you do not have a MyChart account, please visit www.MyNovant.org to sign up.
    - If you have an activation code, click the **I have an activation code** button under the sign-in box. The activation code used to complete the registration process may be found on the After Visit Summary papers given to you at your most recent office visit. Please note that this code expires three months after it is issued.
    - If you do not have an activation code, click the **I need an activation code** button.
- Mobile video visits require a connection to either the Internet or a 3G/4G network.
- You will need to download the MyChart app to your handheld device before your appointment.
    1. Download the MyChart app from the App Store (Apple) or the Google Play Store (Android).
    2. Open the MyChart app, and click **Accept** to accept the license agreement.
    3. Enter Novant in the search field at the top of your screen.
    4. Log in with your MyChart username and password.
- 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 service to work.

Scheduling a video visit

If your provider offers video visits, contact his or her office to schedule an appointment.

Beginning your video visit

1. Five to ten minutes before your scheduled appointment time, open the MyChart mobile app.
2. Enter your MyChart username and password.
3. Click **Sign In**.
4. Click **Appointments**.
5. Select your video visit appointment from the **Upcoming Appointments** screen.

6. Click **Begin Visit**.

7. If the provider has not joined the video visit yet, the patient will see their video stream on the bottom and a message that says, "Waiting for provider." Once the provider joins the video visit, the patient will see the provider at the top of the screen.