

Completing a video visit on a computer

Important notes

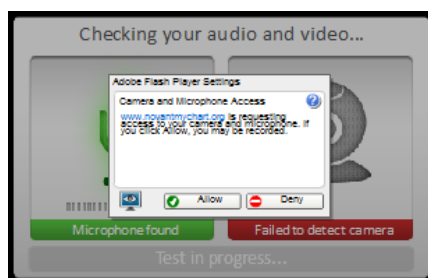
- You must have an active MyChart account to participate in a video visit.
 - If you do not have a MyChart account and would like to sign up for one, please visit www.MyNovant.org.
 - Click the **I have an activation code** button under the sign-in box if you have an activation code. The activation code 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 activation code expires three months after it is issued.
 - If you do not have an activation code, click the **I need an activation code** button under the sign-in box.
- Video visits require an Internet connection.
- 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 a video visit

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

Beginning your video visit

1. Fifteen minutes before your scheduled appointment time, visit www.MyNovant.org.
2. Enter your MyChart username and password.
3. Click **Sign In**.
4. From the homepage, click **“View instructions for your appointment...”**
5. You will be able to click the **Test Hardware** button to ensure your webcam and microphone are functioning correctly before meeting with your provider.
6. 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.
7. The following message may appear when you first connect to the video visit. Click **Allow**.



8. 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.

