Before You Begin
A Video Visit is accessed through your MyChart account. This is a secure online portal to your healthcare information. Our staff are available to assist you with setting up your MyChart account.
- Install the MyChart app onto your mobile device (smartphone or tablet). You will need your MyChart login and password information to complete this step.
- Call your provider’s office to schedule the Video Visit.

Step 1: 3 Days Before Your Visit
Three days prior to your appointment, we advise that you test the app to make sure everything is set up correctly.
- Test the app in the same location that you plan to have a Video Visit.
- This is done by following the set-up instructions above.
- Click Video Visit. A box will appear that says, “You’re all set!”

Step 2: Appointment Day
- At the time of your Video Visit, open the MyChart app.
- You’ll see the Video Visit within the “Appointments” section of the app.
- Click on the scheduled Video Visit, then click on the green bar at the bottom that says, “Begin Visit.”
- This will bring you to the screen with the image from your camera on display. Once your Smilow provider is set up, you will see him/her on your screen and he/she will be able to see you.

Helpful Hints
- Turn on your microphone and speakers
- Turn off your Bluetooth
- Turn off any open apps

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