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You can log in to your visit up to 15 minutes prior to the scheduled time and up to 30 minutes after their scheduled time.



If the connection is lost, you can go back into MyChart and click Begin Visit again.


## MyChart on Computer

1. Log in to MyChart via your computer.
2. Click **Download the Vidyo app**.

**Universal Masking**

We are requesting that you wear a mask - cloth or other is acceptable - to any of your in-person appointments with ProMedica. If you do not have one, you will be provided one upon entry into the facility. However, it is best to bring your own mask and put it on before leaving your vehicle.


[Learn more about universal masking](#)



**Video Visits**


If you've been scheduled for a video visit with a ProMedica Physicians provider, please [download the Vidyo app](#) before your appointment so that you are ready in time for your visit. For more information, [download our tip sheet](#) for step-by-step instructions on accessing MyChart video visits from your computer or mobile device.

3. The VidyoConnect application will open, click **Download**.




Attempting to join the call...

**Using the app for the first time?**



Your browser might ask for permission to launch our app. Please say yes!

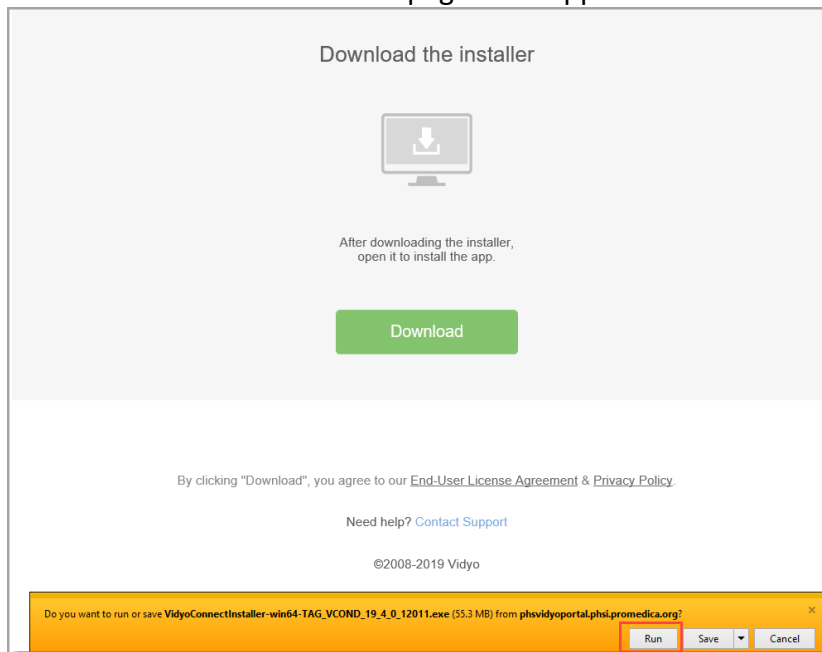
**Don't have the app?**



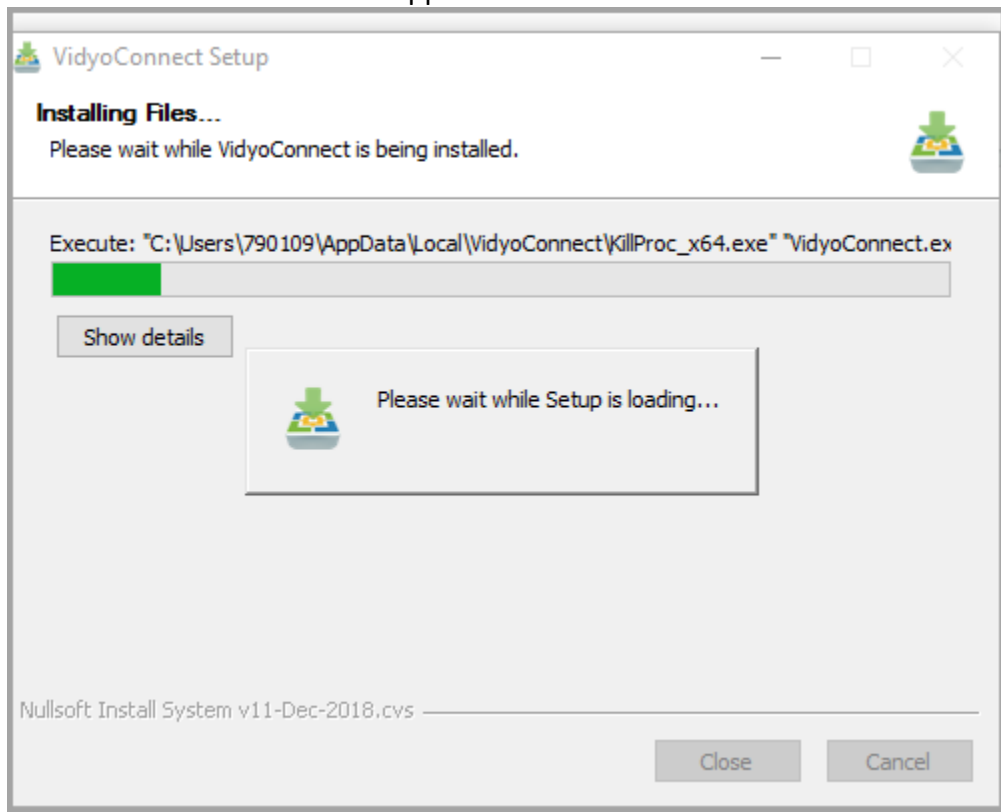
You can download and install it now. When you open it, you'll automatically join the call.

**Download**

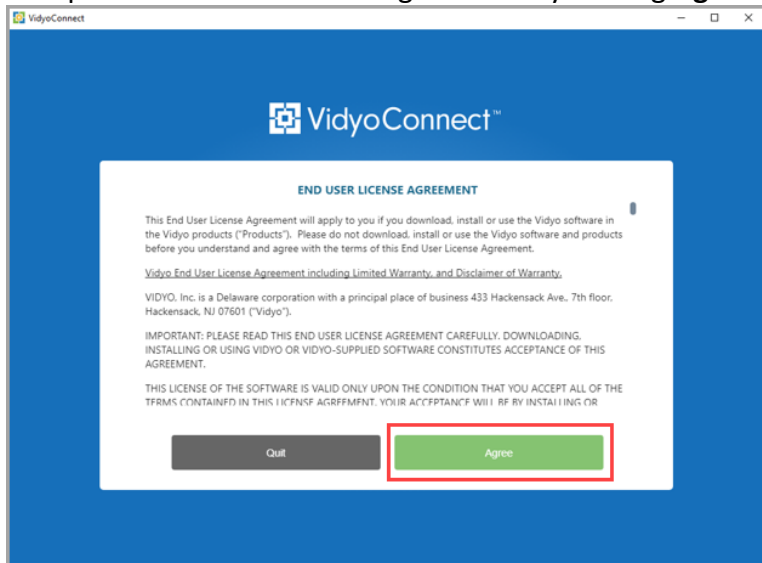
- Click **Run** at the bottom of the page. The application will download.



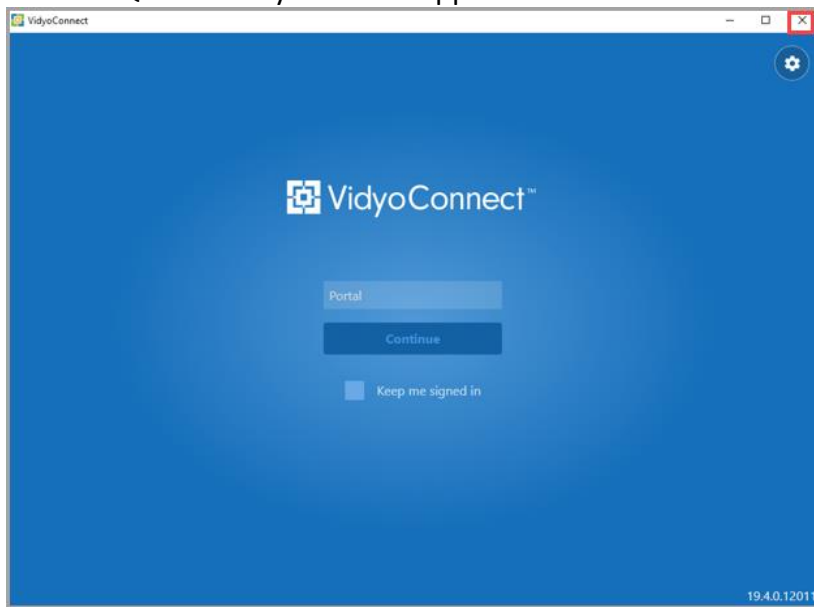
- The file download screen will appear. Allow the download to run.



6. Accept the End User License Agreement by clicking **Agree**.

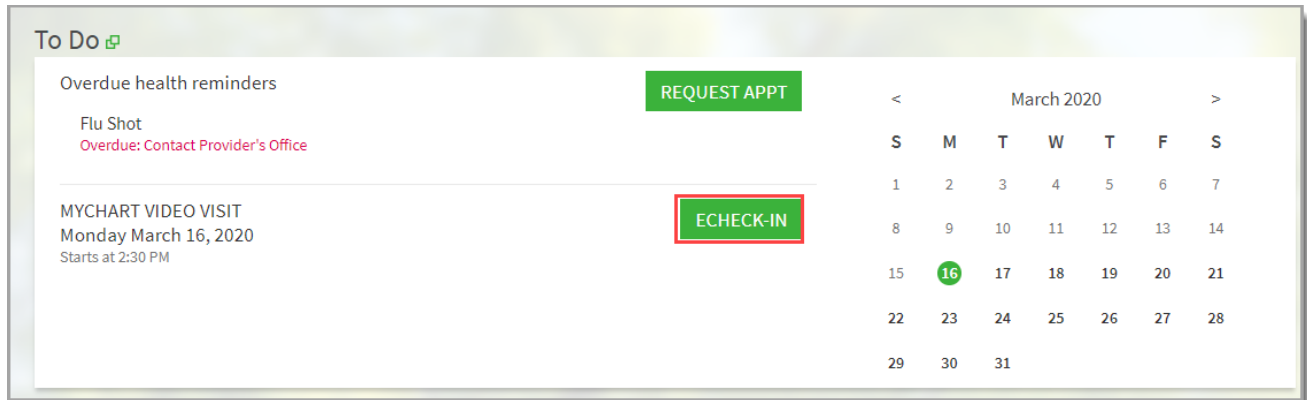


7. Exit and Quit the VidyoConnect application.



8. Navigate back to MyChart.

9. Under the To Do section, you will see your appointment list and click on **ECHECK-IN** for the MyChart Video Visit.



**To Do**

Overdue health reminders **REQUEST APPT**

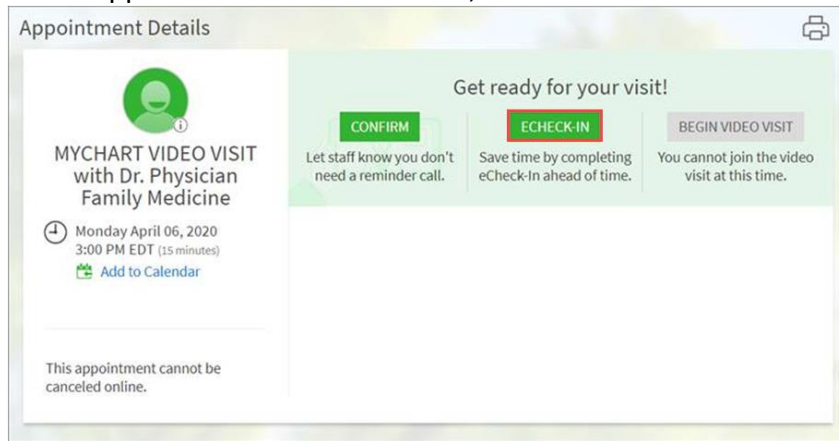
Flu Shot  
Overdue: Contact Provider's Office

MYCHART VIDEO VISIT  
Monday March 16, 2020  
Starts at 2:30 PM **ECHECK-IN**

March 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

10. In the Appointment Details window, click **ECHECK-IN**.



**Appointment Details**

MYCHART VIDEO VISIT with Dr. Physician Family Medicine

Monday April 06, 2020  
3:00 PM EDT (15 minutes)  
[Add to Calendar](#)

This appointment cannot be canceled online.

Get ready for your visit!

**CONFIRM**  
Let staff know you don't need a reminder call.

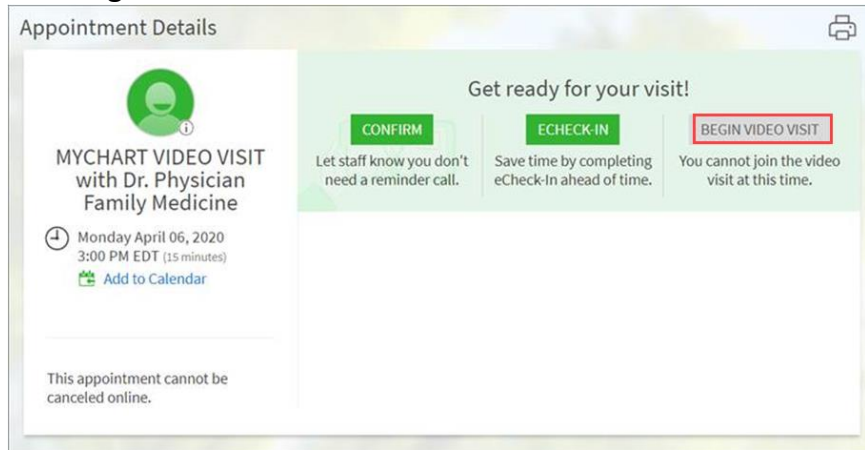
**ECHECK-IN**  
Save time by completing eCheck-In ahead of time.

BEGIN VIDEO VISIT  
You cannot join the video visit at this time.

11. After you complete registration, click **Begin Video Visit**.

 You can log in to your visit up to 15 minutes prior to the scheduled time. If you try to register too early, the Begin Video Visit button will be grayed out.

12. Click **Begin Video Visit**.



**Appointment Details**

MYCHART VIDEO VISIT with Dr. Physician Family Medicine

Monday April 06, 2020  
3:00 PM EDT (15 minutes)  
[Add to Calendar](#)

This appointment cannot be canceled online.

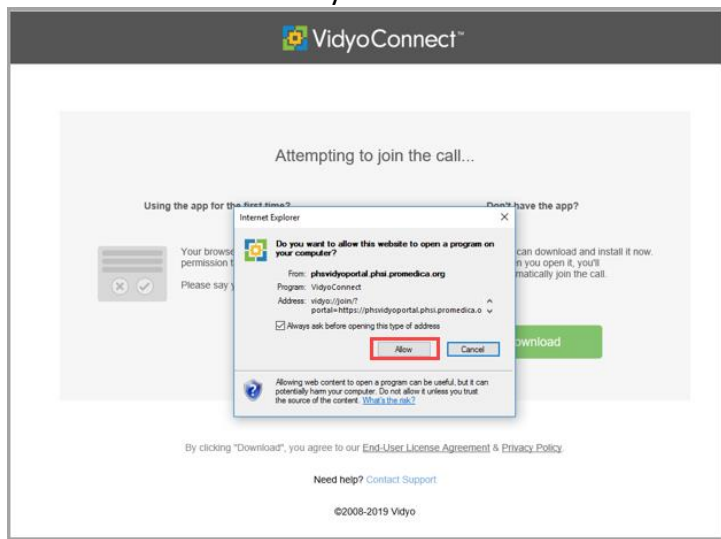
Get ready for your visit!

**CONFIRM**  
Let staff know you don't need a reminder call.

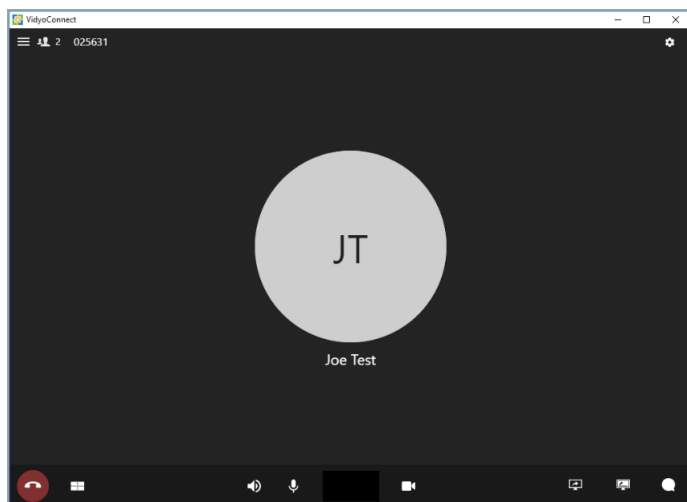
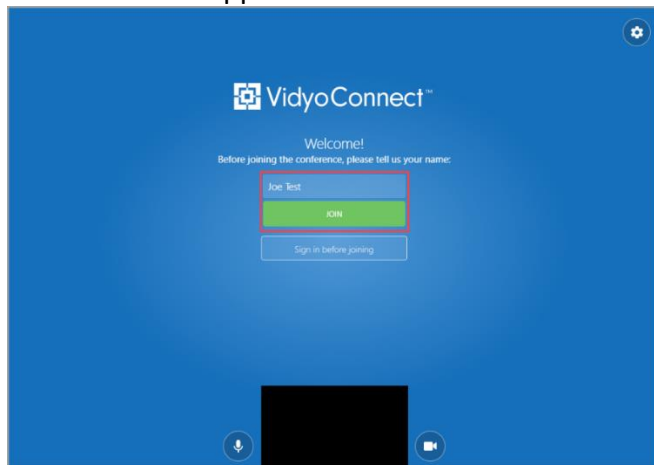
**ECHECK-IN**  
Save time by completing eCheck-In ahead of time.

**BEGIN VIDEO VISIT**  
You cannot join the video visit at this time.

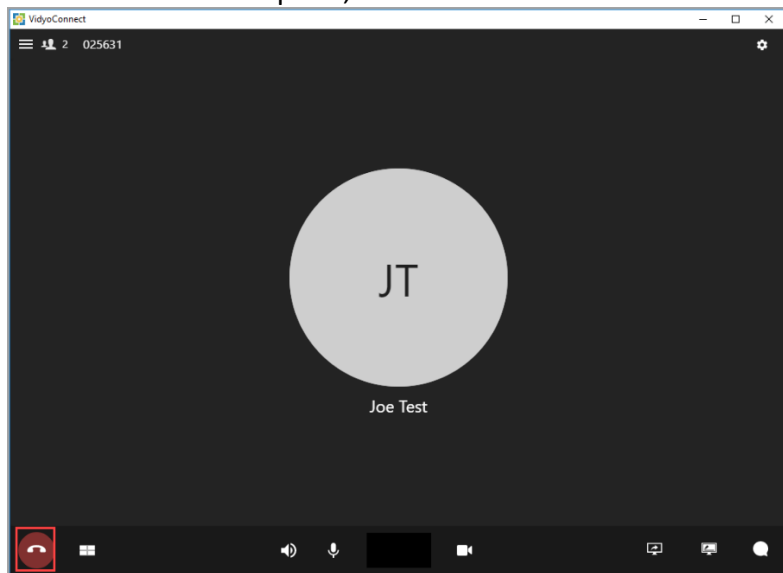
13. Click **Allow** to launch VidyoConnect.



14. Your name will appear. Click **Join** to connect to the provider.



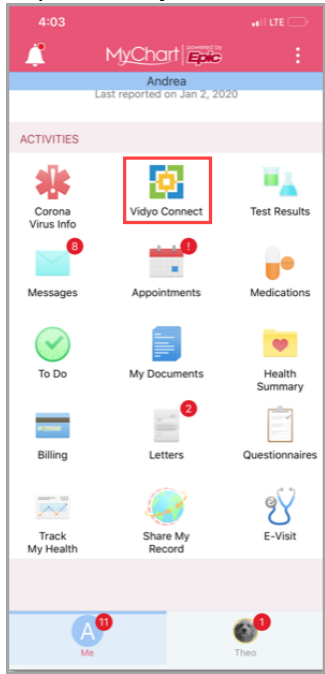
15. When the call is complete, click the leave the call button.



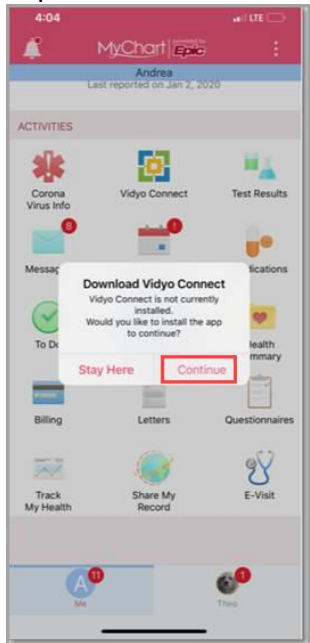
## MyChart on Mobile Apps

### Apple Mobile App

1. Download MyChart from the App Store.
2. Log in to MyChart.
3. Tap the **Vidyo Connect** icon to download the Vidyo Connect app.

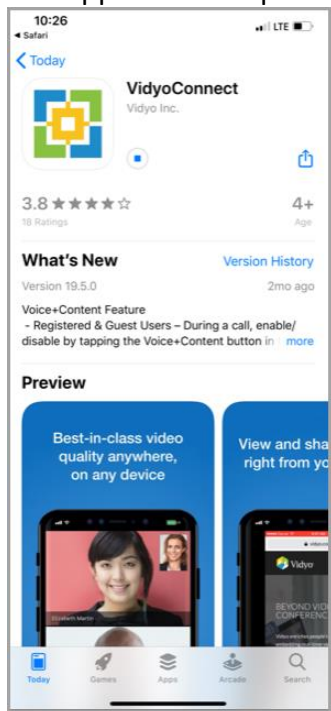


4. Tap **Continue** to download the app.

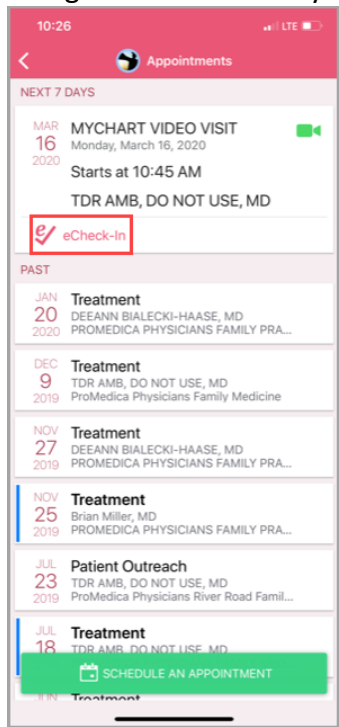




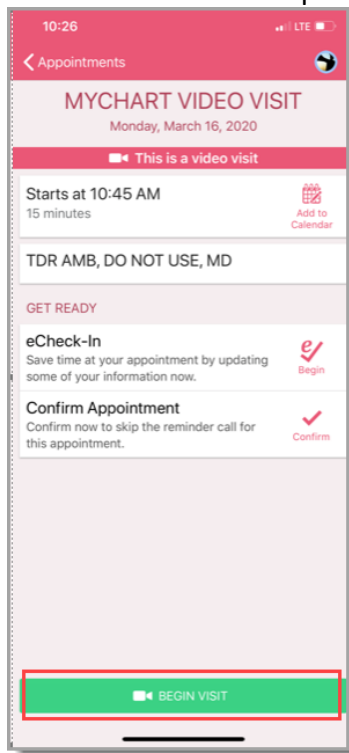
- The AppStore will open and you will need to download the VidyoConnect app.



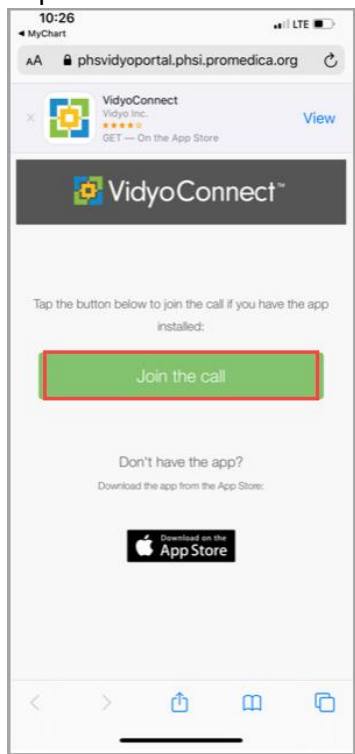
- Navigate back to the MyChart app and tap **eCheck-In**.



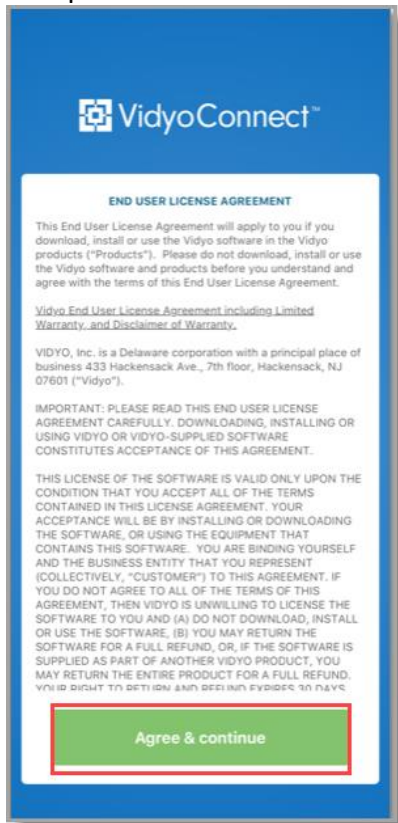
7. Once eCheck-In is complete, tap **Begin Visit**.



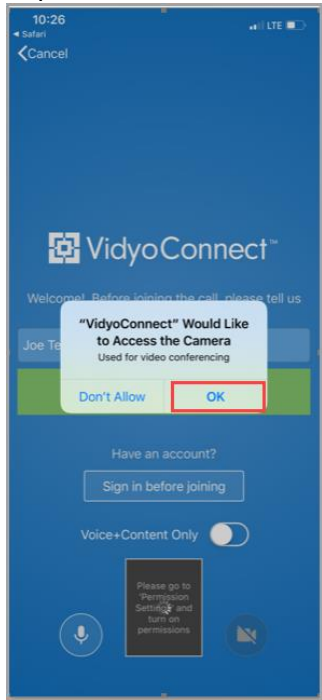
8. Tap **Join the Call**.



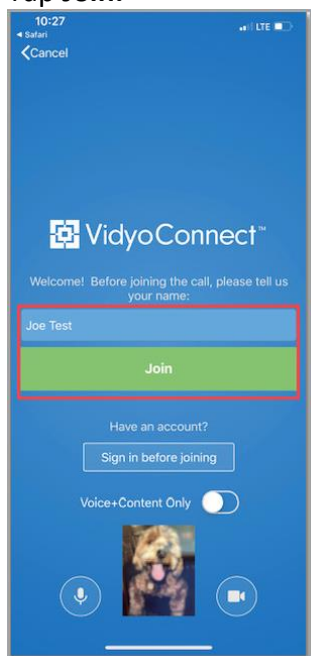
- Accept the End User License Agreement by tapping the **Agree & continue** button.



- Tap **OK** on all the access request screens.

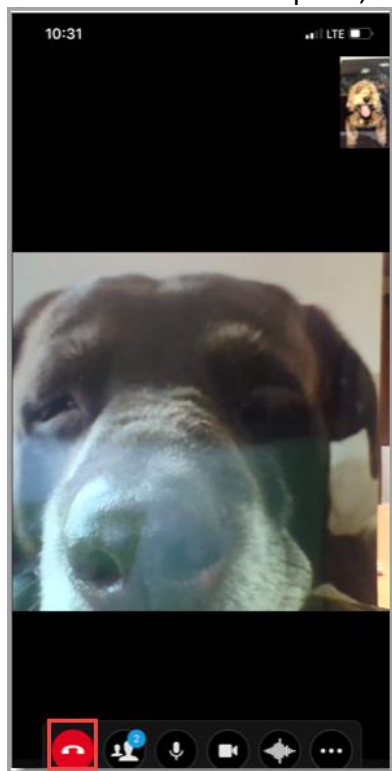


11. Tap **Join**.



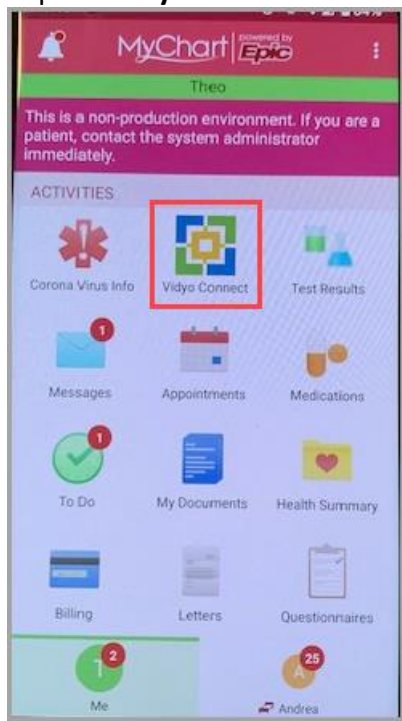
12. If any other access requests appear, the patient will need to tap **OK**.

13. When the visit is complete, tap the end call button.

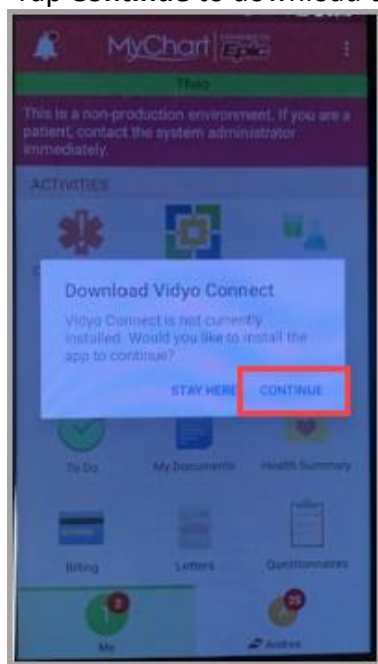


## Android Mobile App

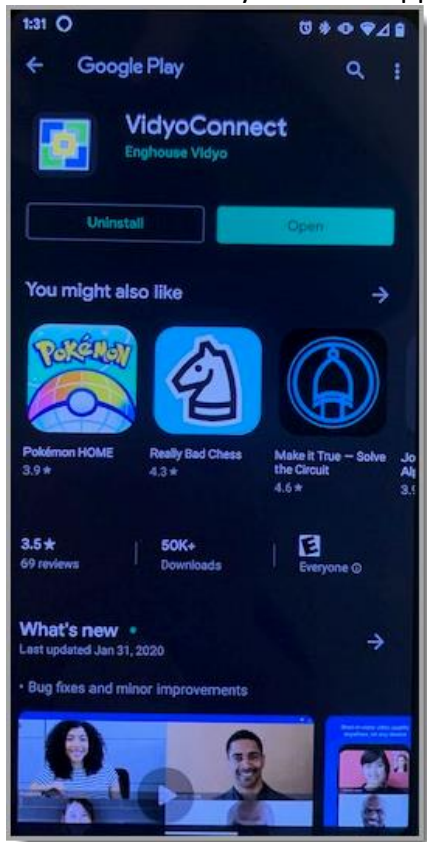
1. Download MyChart from the Play Store.
2. Log in to MyChart.
3. Tap the **Vidyo Connect** icon to download the app.



4. Tap **Continue** to download the app.



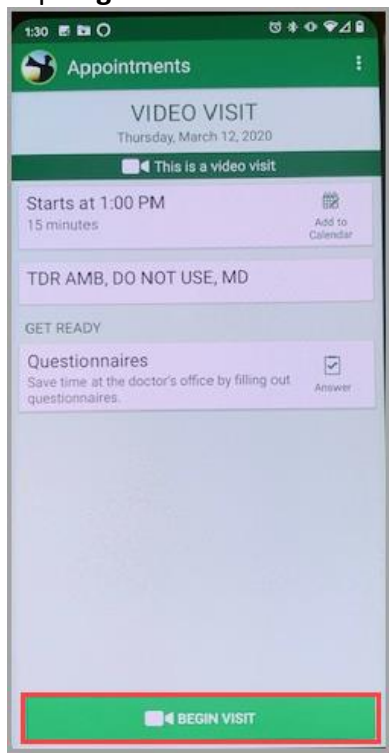
- Download the VidyoConnect app from Google Play.



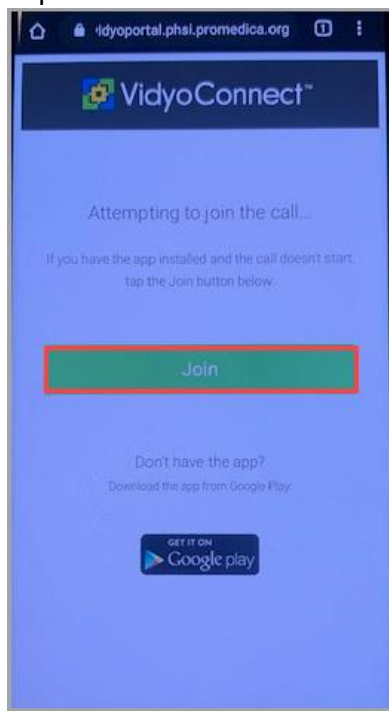
- Navigate back to the MyChart app and tap the **Video Visit**.



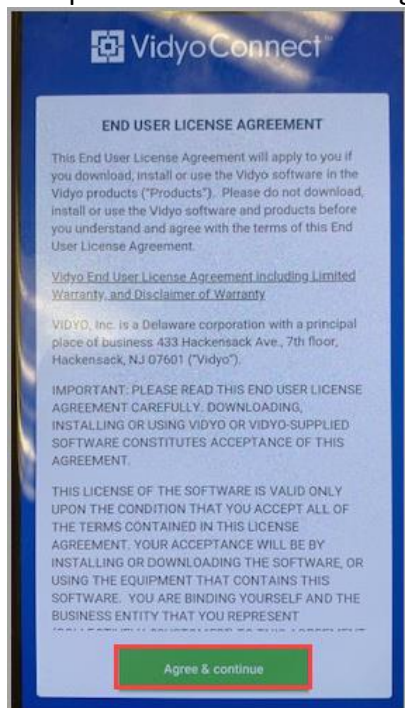
7. Tap **Begin Visit**.



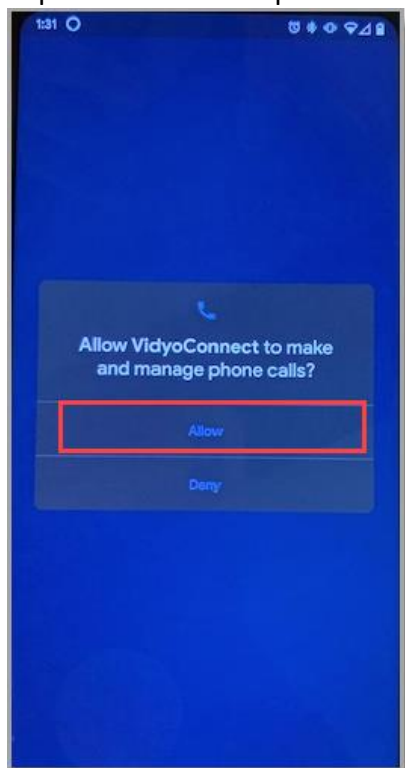
8. Tap **Join**.



9. Accept the End User License Agreement by tapping **Agree & continue**.

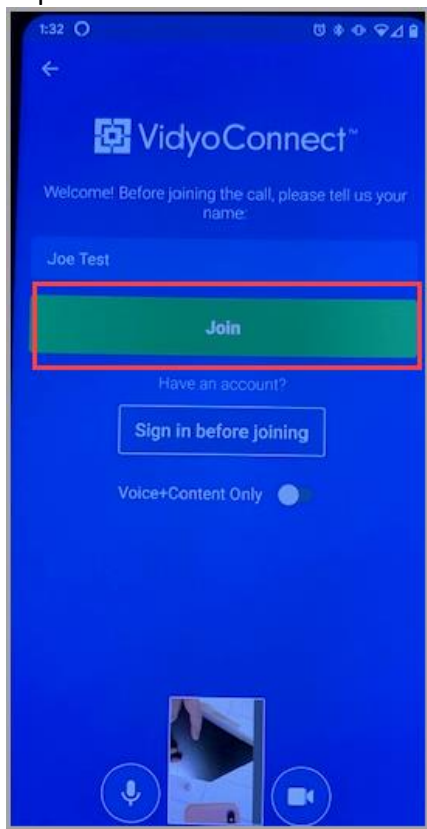


10. Tap **Allow** on all the permission screens.



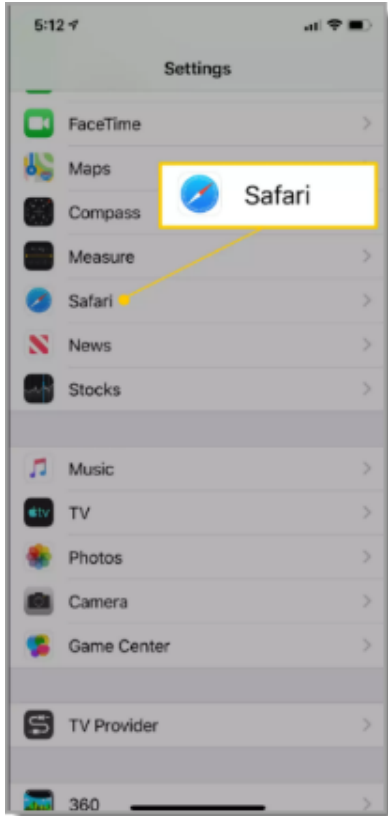


11. Tap **Join**.

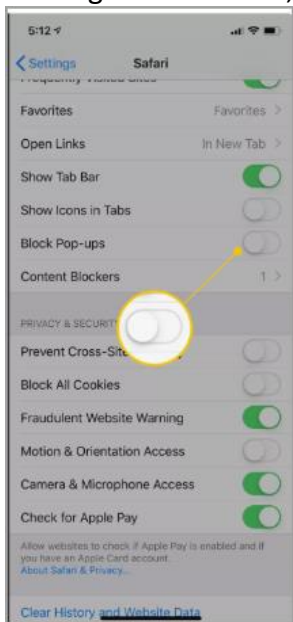


## Troubleshooting

1. Pop-up blocker needs disabled on iPhone or iPad.
  - a. Go to **Settings** and tap **Safari**.



- b. In the general section, toggle off **Block Pop-ups**.

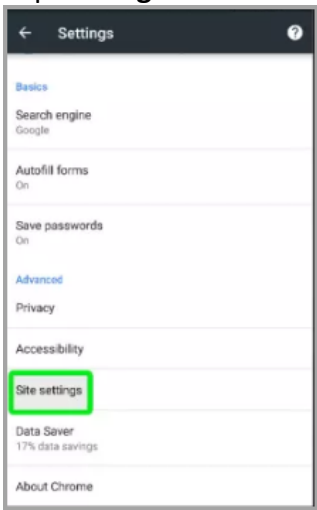


## 2. Pop-up blocker needs disabled on Android.

- a. Navigate to **Chrome** and tap the 3 vertical dots in the top right corner.



- b. Tap **Settings** and scroll to **Site Settings**.

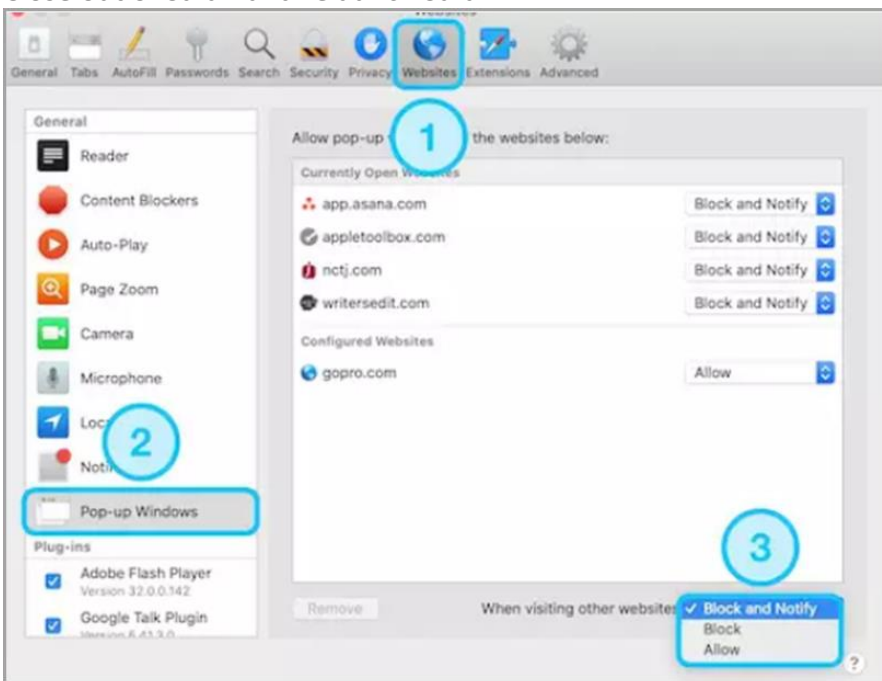


- c. Tap **Pop-ups** and toggle off **Pop-ups**.



### 3. Pop-up blocker needs disabled on MAC computer.

- Launch **Safari**.
- In the menu bar, go to **Safari > Preferences** or use the key command: **⌘**.
- Go to the **Websites** tab and select **Pop-up Windows** from the sidebar.
- Choose the pop-up settings for any currently open or previously edited websites.
- Choose Safari's default pop-up where it says: **When visiting other websites**.
- Select the **Allow** option for sites you want pop-ups to appear and choose **Block and Notify** for all others (you can change this setting later for sites you want to allow).
- Close out of Safari and relaunch Safari.



**4. The video quality is poor.**

- a. Are devices that are being used connected to WIFI? If yes, are there several other devices connected to WIFI. For example, is Netflix streaming? If other devices are connected, try to disconnect them to see if that makes the video quality better.

**5. Mobile video/audio issues.**

- a. Make sure that you accept all of the permission requests that display when downloading the VidyoConnect App.

**6. Minimum OS requirements for Android and IOS.**

- a. The VidyoMobile™ for iOS app is available as a free download on the Apple App Store, and has been tested and certified on the following iOS devices:

Device	Model
iPhone®	5, 5C, 5S, 6, 6 Plus, 6S, 6S Plus, 7, 7 Plus, SE
iPod touch®	4 <sup>th</sup> and 5 <sup>th</sup> generation
iPad®	3 <sup>rd</sup> , 4 <sup>th</sup> , iPad Air®, iPad Air2, iPad mini2™, iPad mini3, iPad Pro®

All devices require iOS 7.1 or later.

**7. Download VidyoConnect prior to video visit.**

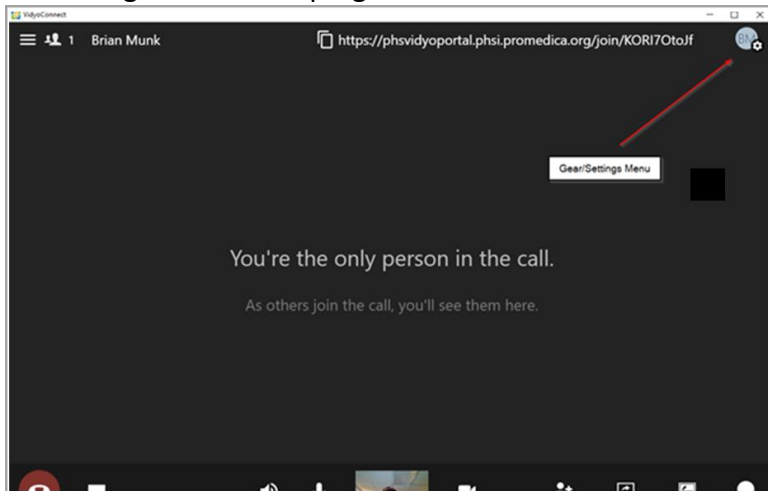
- a. You can download here: <https://phsvidyoportal.phsi.promedica.org/>.

**8. You receive a window asking your for the portal address.**

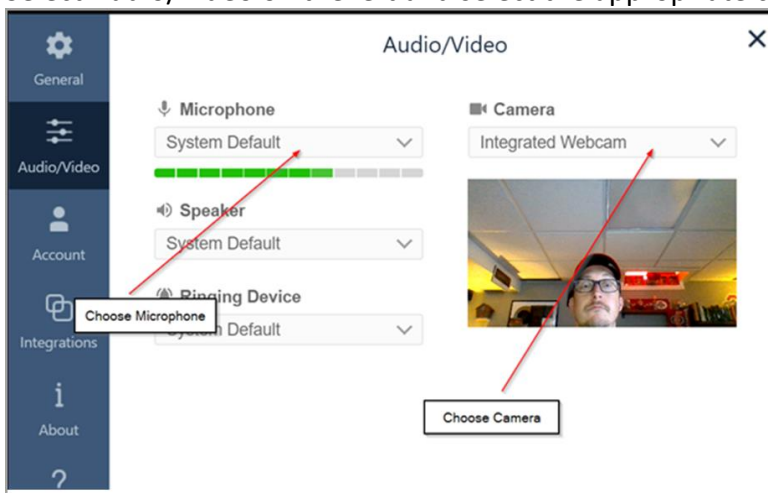
- a. Close out of the VidyoConnect app and open the MyChart app to continue the echeck-in process.

**9. How to change your camera and microphone device in VidyoConnect.**

- a. Click the gears in the top right-hand corner of the screen.



- b. Select Audio/Video on the left and select the appropriate camera and audio.



**10. One side of the VidyoConnect has video and the other side does not.**

- a. It is likely that there is a poor network connection. Are devices that are being used connected to WIFI? If yes, are there several other devices connected to WIFI. For example, is Netflix streaming? If other devices are connected, try to disconnect them to see if that makes the video quality better.

**11. For further assistance please contact 1-833-212-1586.**

