

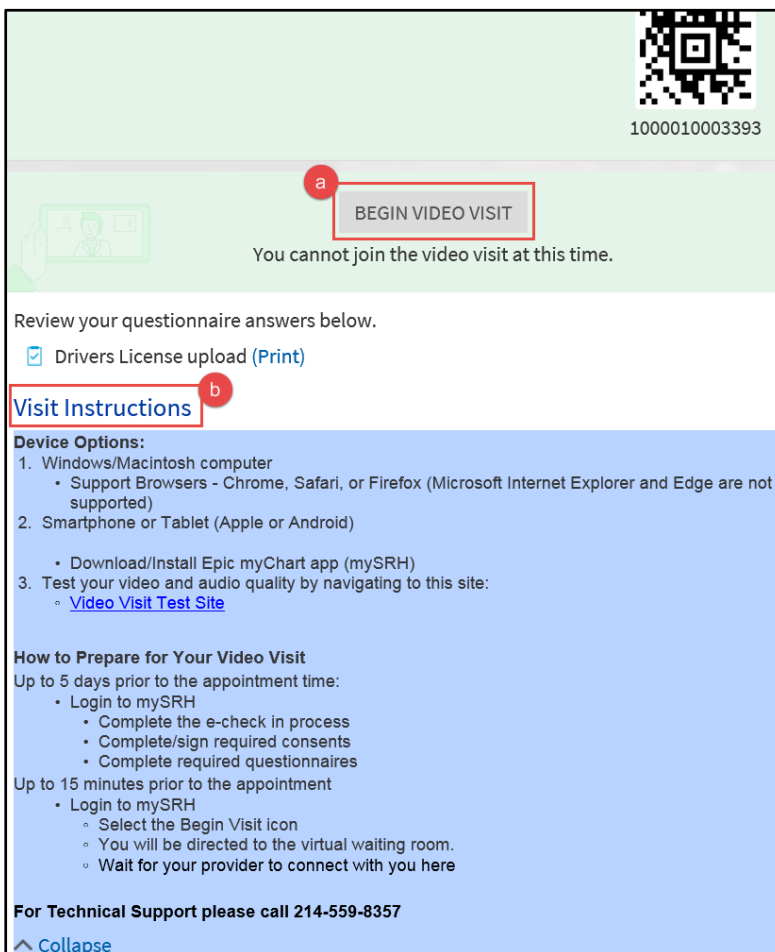
MySRH and Video Visits

Frequently Asked Questions

Q: How do I start my Video Visit?

A: You will see additional visit instructions when you complete eCheck-In for the video visit.

1. **eCheck-In is required for video visits, please complete all eCheck-In steps listed above, otherwise you will not be able to begin the video visit.**
 - a. The **Begin Video Visit** button will become available 15 minutes prior to the appointment time (button will change from a gray button to a **green** clickable button)
 - b. Visit Instructions will be available to review prior to the video visit.



1000010003393

a BEGIN VIDEO VISIT

You cannot join the video visit at this time.

Review your questionnaire answers below.

Drivers License upload ([Print](#))

b [Visit Instructions](#)

Device Options:

1. Windows/Macintosh computer
 - Support Browsers - Chrome, Safari, or Firefox (Microsoft Internet Explorer and Edge are not supported)
2. Smartphone or Tablet (Apple or Android)
 - Download/Install Epic myChart app (mySRH)
3. Test your video and audio quality by navigating to this site:
 - [Video Visit Test Site](#)

How to Prepare for Your Video Visit

Up to 5 days prior to the appointment time:

- Login to mySRH
 - Complete the e-check in process
 - Complete/sign required consents
 - Complete required questionnaires

Up to 15 minutes prior to the appointment

- Login to mySRH
 - Select the Begin Visit icon
 - You will be directed to the virtual waiting room.
 - Wait for your provider to connect with you here

For Technical Support please call 214-559-8357

[^ Collapse](#)

EID: MySRH
Revised: 6/9/2020

