



MyChart Virtual Visit

1. Start your video visit by completing the eCheck-In process (green button in the top right corner).

a. The Join Visit button will initially be read only (designated by the gray color). After the eCheck-in process is complete, the button will become clickable (now a green color) 15-minutes prior to your appointment time.

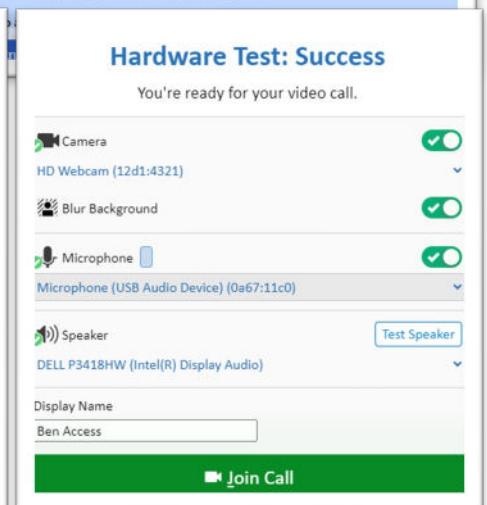
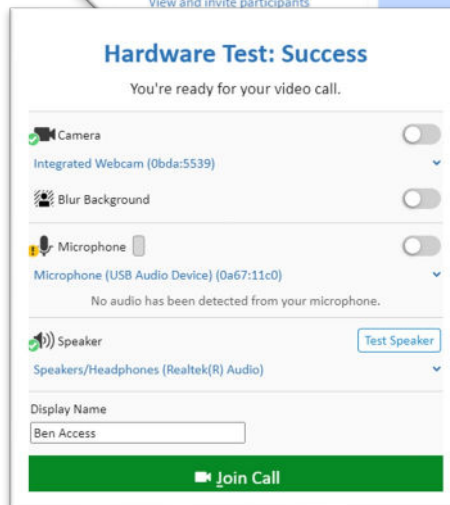
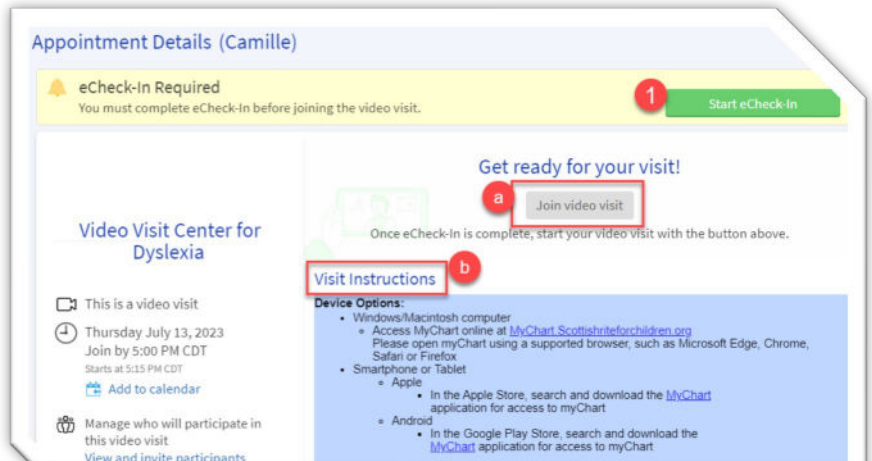
b. The Visit Instructions will be available for review prior to the video visit.

2. To join the Video Visit, you will be asked to test your equipment to ensure your visit is successful.

a. Toggle on your microphone and camera.

b. Test your speakers.

c. Ensure you have green indicators and checkmarks next to the Camera, Microphone, and Speaker.



IMPORTANT NOTES

To best participate in your visit, please:

- Utilize a laptop or desktop
- Ensure you have access to a strong internet connection
- Meet in a private environment with limited to no distractions [not driving, for your safety]
- Be within the state of Texas

Feel free to call the MyChart Help Desk at 214-559-5020 for technical assistance.

