

MYCHART VIRTUAL VISIT INSTRUCTIONS

COMPLETE YOUR PRE-VISIT CHECKLIST

It's easiest to complete your checklist on a desktop computer. Please complete it as early as possible; it's available seven days prior to your appointment..

- + Log in to your MyChart account at healthcare.utah.edu/mychart
- + Hover over the **Visits** icon and select **Appointments/Admissions**
- + Find your virtual visit, click **Pre-Visit Checklist** and complete it

If your checklist is incomplete, you won't be able to join the virtual visit

GET THE APP

Download the MyChart app to your smartphone or tablet



- + If you DO NOT have the app, install it now (you can download the app up to one hour before your appointment, but it's better not to wait)
- + If you ALREADY have the app, update it to the most current version

JOIN YOUR APPOINTMENT

15 minutes before your appointment, open and log in to the MyChart app on your smartphone or tablet

- + Tap on **Appointments & Scheduling**
- + Select your appointment
- + Tap **Begin Visit**
- + Someone will see you as close to your scheduled appointment as possible

PROBLEMS JOINING YOUR VISIT

Call MyChart support at 801-213-5555

or visit [MyChart Support Online](#)

MYCHART VIRTUAL VISIT PRO TIPS

- + Log in to your appointment early in case you need to make any last-minute technical adjustments
- + Do not join your visit while driving, on the go, or anywhere unsafe
- + Find a private, quiet area for your visit
- + Choose an appropriate background, avoiding windows or a strong light behind you
- + Minimize distractions
- + Dress appropriately
- + Connect to WiFi, not cellular data, to avoid data charges from your carrier
- + During your visit, turn off other devices that use the internet to avoid interference
- + Test your internet speed at speedtest.net, a speed of 5Mbps or more is adequate for your visit