How to Join Your Telehealth Appointment on a PC

1. On your computer, navigate to MyCHArt from the CHA website in a Chrome browser.

   *Chrome browser preferred. Mozilla Firefox, Microsoft Edge, and Apple Safari compatible.

2. Find scheduled appointment in your Visits section.

3. Click BEGIN VIDEO VISIT to launch a new window.

Need Help?
Call Health Information Management (HIM) at (617) 381-7266 from 8:00 AM - 4:30 PM ET Monday - Friday
Email us at mycharthelp@challiance.org
Use our online form: https://www.challiance.org/help-center/mychart-contact-us-form
How to Join Your Telehealth Appointment Using MyCHArt mobile app on an iOS or Android Device

1. Prior to your first Telehealth appointment, please install the **Google Meet** app from the Apple Store on your iOS or from Google Play for your Android device.

Then, on the day of your appointment, open the MyCHArt mobile app and select **Appointments**.

2. Find the appropriate scheduled televisist appointment labeled as **TELEVISIT** with the icon

3. Click **BEGIN VISIT**

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Once logged in either through your Browser or MyCHArt mobile app:

4. Select your language and click to enter the virtual waiting room.

5. Please remain in the virtual waiting room until your appointment begins.

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Once the provider has joined the meeting, you will see the message below. Select **JOIN APPOINTMENT**.

After selecting **JOIN APPOINTMENT**, Google Meet will display. Click **Join now** to start your visit!

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First Time Joining a Google Meet Visit

1. Click **Allow** to enable your camera and microphone.

   If you have not used Google Meet before, you will get two notifications asking you to allow Google Meet to access your computer’s camera and microphone.

   If you do not have a working camera on your device, you can still continue into the Telehealth visit using the device’s microphone.

2. If prompted, enter your name.

   You may also see a note asking for you to wait until your provider has admitted you to the visit.

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Your Telehealth Visit Begins
Once you join the video meet, it may take a few moments for you to see or hear your provider - please be patient.

1. At the bottom of your screen you should see the white menu bar. If you don’t see this bar, simply click on the screen or move your cursor in the Google Meet.

   - **Turn off/on microphone**
     Mute or unmute yourself. If the microphone icon is red, you are muted.

   - **Leave call**
     Click here when you are ready to exit your appointment.

   - **Turn off/on camera**
     If the camera icon is red, your video is off.

   - **Turn on captions**
     Text will display at the bottom of your screen. (English only)

2. In the white menu bar, click on the icon to change your layout.

   - **Change layout**
     Full screen, Turn on captions, Settings, Use a phone for audio,

Sidbar   Spotlight

Tiled

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Add Another Person to your Appointment from your PC

1. Provide your guest’s email address (for video) or phone number (audio only) when you schedule your appointment to invite them in advance.

   If your appointment has already begun, you can add them to Google Meet.

   a. In the top right corner of your screen, click on the icon.

   b. Click Add people

2. To invite them to join via video, on the Invite tab:

   a. Enter your guest’s email address

   b. Click Send email

   c. Your guest can join the visit from the Google Meet link included in the email

3. To invite them to join via phone (audio only), click the Call tab:

   a. Enter your guest’s phone number

   b. Click the icon to call them directly

   c. Your guest can join the visit from the Google Meet link included in the email

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What to do if you are having trouble with your audio

If you are having trouble with your audio or your computer does not have a microphone, there are a few options for you to participate in your visit.

1. In the white menu bar, click on the ☰ icon in the lower right corner

2. Select Use a phone for audio from the list

3. To call yourself from Google Meet, from the Call me tab:
   a. Enter your phone number (US and Canada only)
   b. Click Call me in the lower right corner to dial your number
   c. After you answer the phone, press ‘1’ on your phone’s dial pad to connect your audio to the visit

3. To call into the visit from your phone, from the Dial in tab:
   a. Dial the number listed from your phone
   b. When prompted, enter the PIN using your phone’s dial pad

   Note: You will receive a unique phone number and PIN. The example below is illustrative.

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What to do if you are having trouble with your video

If you are having trouble with your video on the call, you can lower the quality of the video to help with your connection.

1. In the white menu bar, click on the icon in the lower right corner

2. Select Settings from the list

3. Click Video

4. A menu appears with two dropdown menus: **Send Resolution** and **Receive Resolution**

   - **Send resolution (maximum)**
     - High definition (720p)
   - **Receive resolution (maximum)**
     - High definition (720p)

   Click on High Definition then change the setting to Standard Definition

   - **Send resolution (maximum)**
     - High definition (720p)
     - Standard definition (360p)
   - **Receive resolution (maximum)**
     - High definition (720p)
     - Standard definition (360p)
     - Standard definition (360p), one video at a time
     - Audio only

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How to Log in to Chrome

If you have a Google Account, you can use it to log in to your Chrome browser. You do not need to Log In to your Chrome browser for your telehealth visit. Signing in to your Google account in Chrome will allow you to avoid manually typing your name in before joining the Meet.

1. Open up Chrome on your computer

2. Sign in to your Google account at mail.google.com

3. In the upper right hand corner of the screen, click on the circle icon that has a picture or initial in it.

4. Click the Turn on sync... button

4. When prompted, click Yes, I'm in

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