



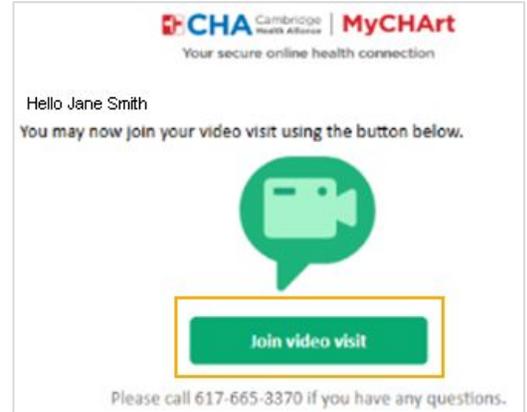
# Patient User Guide

## How to Connect with Your Provider for a Video Visit on a Computer

Video visits are recommended on the following browsers:



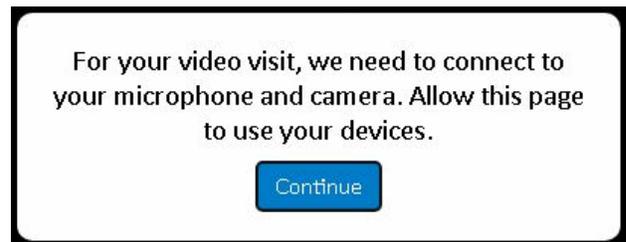
- 1 30 minutes before your visit, you will receive an email notification to Join Video Visit. Click 



- 2 At the top of page, the browser will ask to use your camera and microphone. It is recommended to **Allow while visiting the site**.



- 3 You may get a prompt asking to use your camera and microphone. Please select 



### 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](mailto:mycharthelp@challiance.org)

Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>



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**4** You are now in the Welcome screen of the televisit where you can ensure your microphone, speakers and camera are turned on.

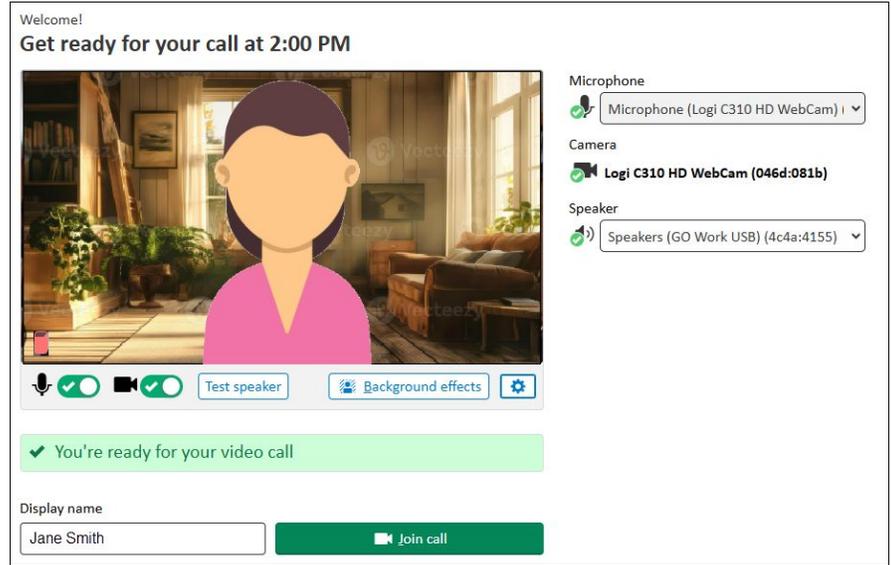
- Toggle microphone on/off. Green indicates On

- Toggle camera on/off. Green indicates On

- Allows you to ensure your speakers are working properly

- Allows you to blur your background if desired

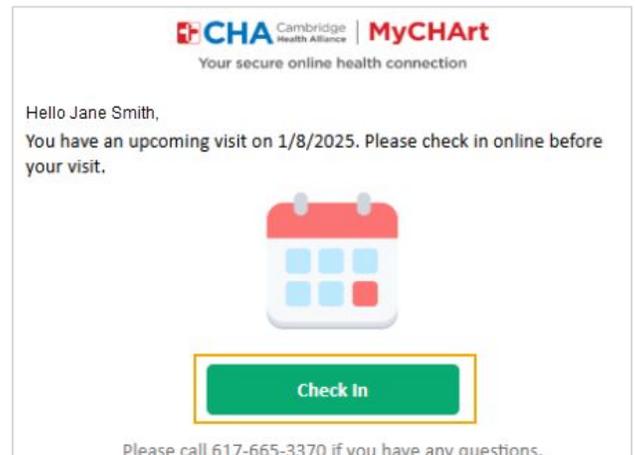
- How your name will appear in the visit with your provider



**5** When ready, click and wait for your provider to join at your scheduled time!

**Please Note that 24 hours prior to your scheduled visit, you will get an email reminder message that will allow you to eCheck In via MyCHART but this is not required. If you wish to do this, follow the steps below.**

**1** Click from within the appointment reminder message



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- 2** From the home page, locate your scheduled visit and click **eCheck-In**

## While in MyCHArt, if you wish to invite a guest to your session (like a family member):

- a** From your scheduled visit, click **View and invite participants**

- b** Enter in the required information, pick if notification should be an email or text message and then click **Send invitation** button

*Please note that your provider can also send invitations to guests at the time of the video visit*

## You can also test your hardware before your video visit while in MyCHArt.

- 1** From your scheduled visit, click **Test hardware**

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**2** At the top of page, the browser will ask to use your camera and microphone. It is recommended to **Allow while visiting the site**.



**3** You may get a prompt asking to use your camera and microphone. Please select

[Continue](#)

For your video visit, we need to connect to your microphone and camera. Allow this page to use your devices.

[Continue](#)

**4** You are now the hardware test screen of the televisit where you can ensure your microphone, speakers and camera are turned on.



[Test again](#)

- Allows you to run through another full test for the speakers, camera and microphone

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## Basic Video Visit Functions

At the top of the screen, you will see the following buttons in your video visit



### Mute Microphone

The Mute Microphone icon will silence the audio coming from your video feed. When enabled, your provider will not be able to hear you

### Turn Off Camera

The Turn Off Camera icon will pause your video feed by temporarily turning off your camera

### Screen Sharing

Will allow you to share your browser or app screen with your provider

### Chat

The Chat will open a window to type and receive messages to/from your provider

### Leave Call

The Leave call icon will disconnect you from the Video Visit.

You may rejoin the visit any time until the provider leaves the call.

You may also disconnect by closing your app or browser window.

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### Before Your Televisit Appointment

Before your appointment, you'll want to prepare a few things:

- Check your notifications!

You should received at least one (if not more) notifications by email or SMS text message containing a button or link to join your visit.

- Try to join a few minutes early and select to **Test Hardware**. This process will test your internet connection, camera, microphone, and speakers on the device you will be using for your visit

We recommend using a strong Wifi connection, but cellular data can work too

- Find a quiet, comfortable place where you can speak with your provider without interference.

Since Epic is web-based, you can connect from anywhere with a consistent internet connection.

We recommend picking a private location where you can close a door, like an office or a bedroom.

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## Device Information

### Internet Browser

Epic Video works through an internet browser. Please see the table below for supported browsers

	iOS	Android	Windows	MacOS
<b>Chrome</b> 	Recommended	Recommended	Recommended	Recommended
<b>Edge</b> 	Not supported	Not recommended	Recommended	Recommended
<b>Safari</b> 	Recommended	N/A	N/A	Recommended
<b>Firefox</b> 	Not recommended	Not recommended	Not recommended	Not recommended
<b>Opera</b> 	Not supported	Not recommended	Not recommended	Not recommended
<b>Samsung Internet</b> 	N/A	Not recommended	N/A	N/A

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