

# Virtual Office Visits

*How to connect on your  
mobile device*



  
**COVENANT**  
VirtualCare

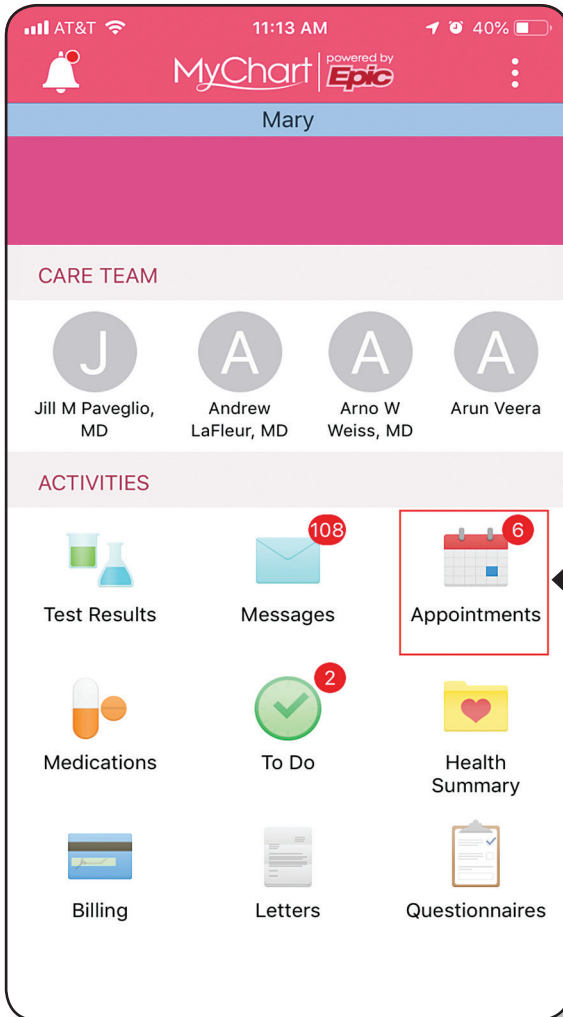
## How to Schedule Your Virtual Office Visit


- Call your healthcare provider's office and tell them you would like to schedule a virtual office visit.
- Once your appointment is scheduled, download the MyChart app in preparation of your visit.
- Do this at least one day before your scheduled visit and log in to your account to make sure you have access.
- If you have any difficulties, please call your provider's office.

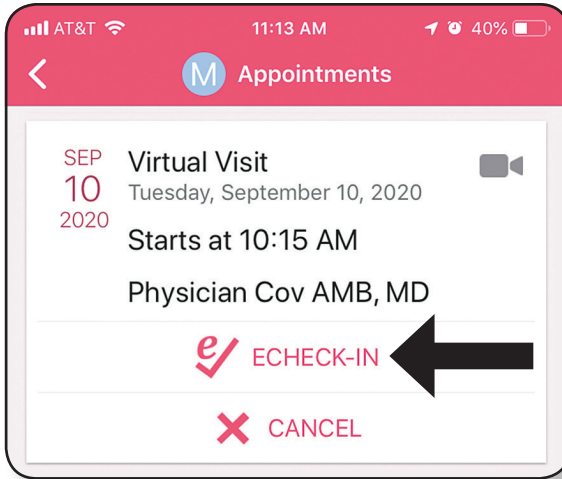



# How to Access VirtualCare from Your Mobile App

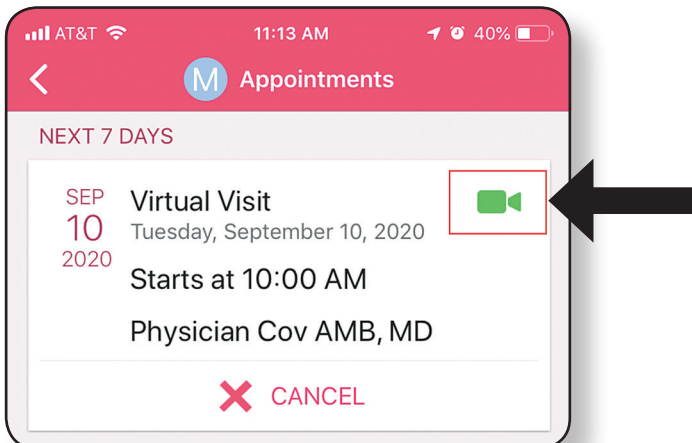
- Open your MyChart mobile app.
- Log into your MyChart account 15 minutes before your scheduled appointment.
- Click *appointments* to start the electronic check-in process for your virtual visit.





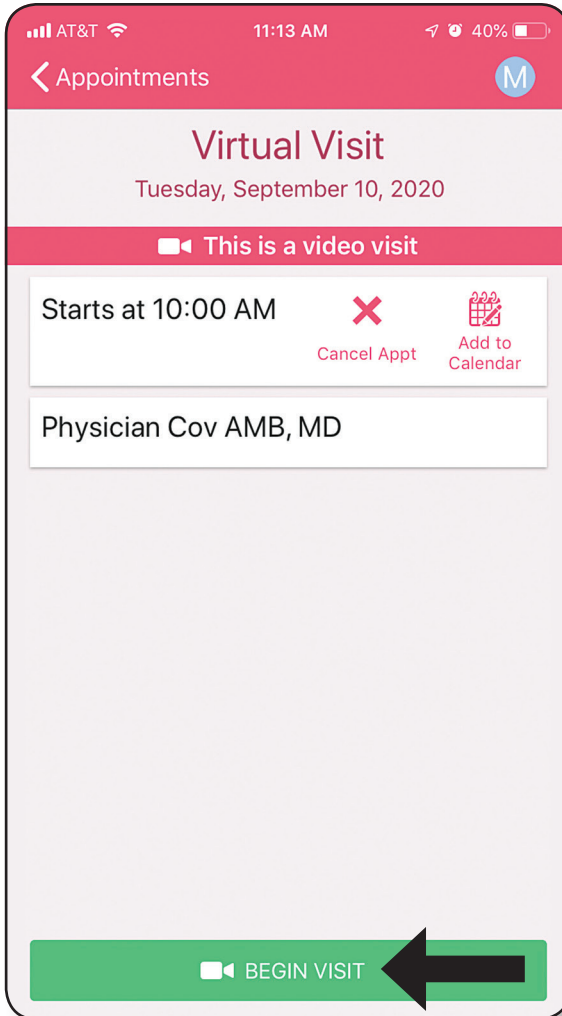
- After you click *appointments*, you will be prompted to check-in.
- Check-in by clicking  **E**CHECK-IN.



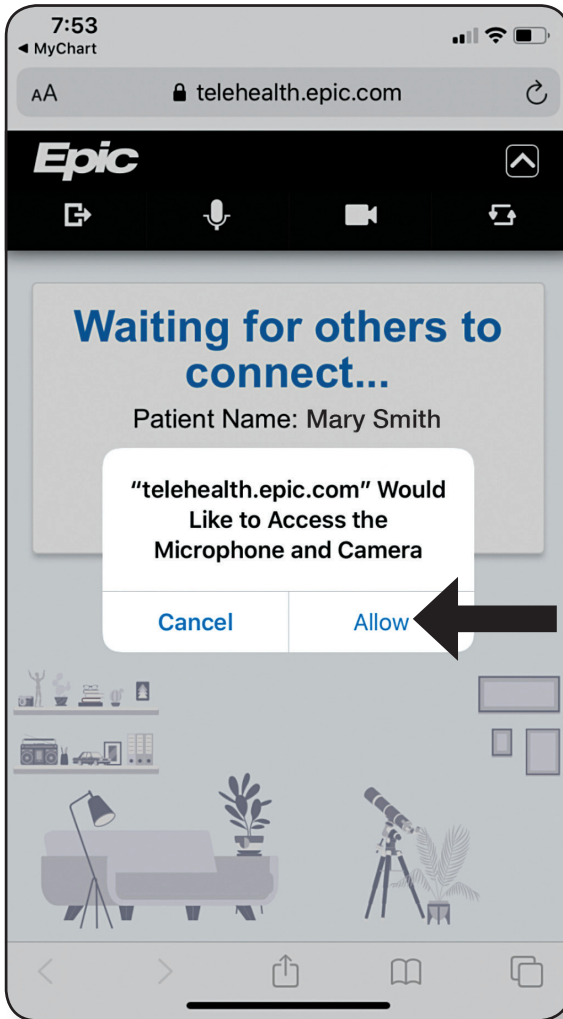
- When check-in is complete, the video icon on your screen will turn green. This lets your provider know that you have checked in and are ready for your appointment.
- Click the green video icon  to continue.



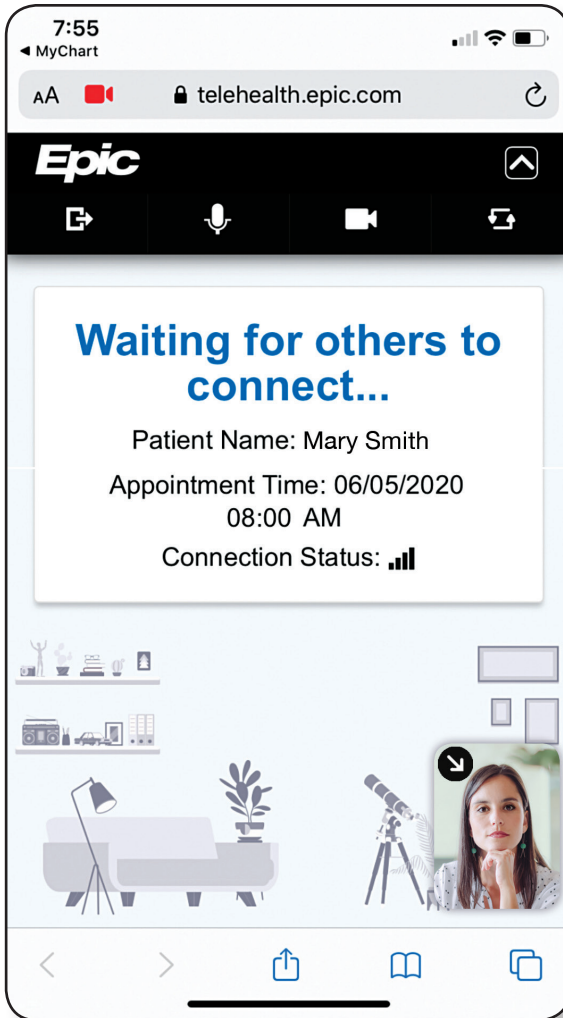
- Then click the green  bar at the bottom of your screen.
- *Please note: If check-in is not complete, the  bar will be gray.*



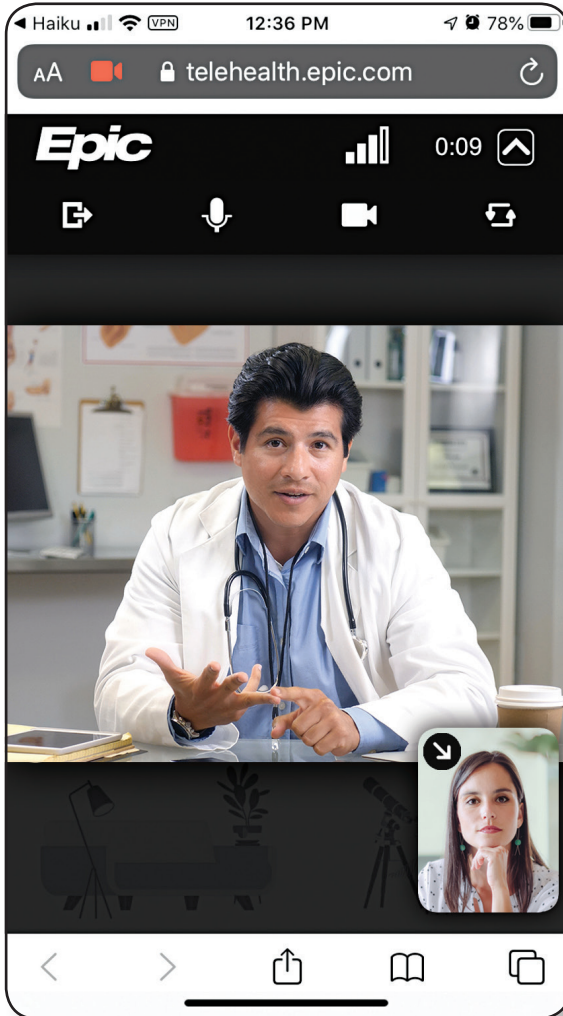
- After you click the green **BEGIN VISIT** bar, a new window will open asking for access to your microphone and camera.
- Please press [Allow](#).



- After you click [Allow](#), you will enter the virtual waiting room.
- You will wait there for your provider to join you.



- Your provider will be notified that you are in the waiting room and will review your information before joining your visit.
- When your provider appears in the large window on your screen you can proceed with your virtual office visit.





If you are having issues logging in or completing any of the check-in process, please call your provider's officer for further instruction.



*Thank you for your visit. It is our goal for you to have a positive and productive virtual visit experience.*



Extraordinary care for every generation.

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