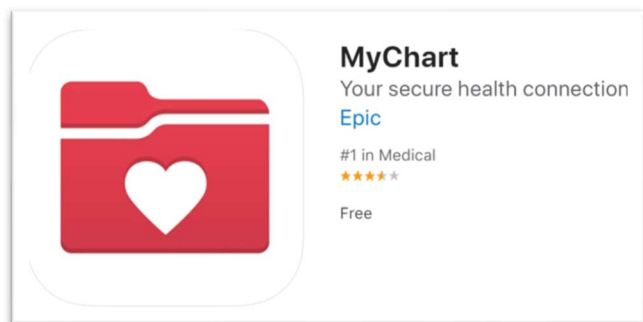


# Video Visit - MyCHOP Mobile User Guide

This guide will help you prepare for and attend a video visit with your CHOP provider. Please make sure you have an active MyCHOP account.

## Step 1

Download the **MyChart** mobile app from the App Store or Google Play Store. Open the app, search and select MyCHOP.

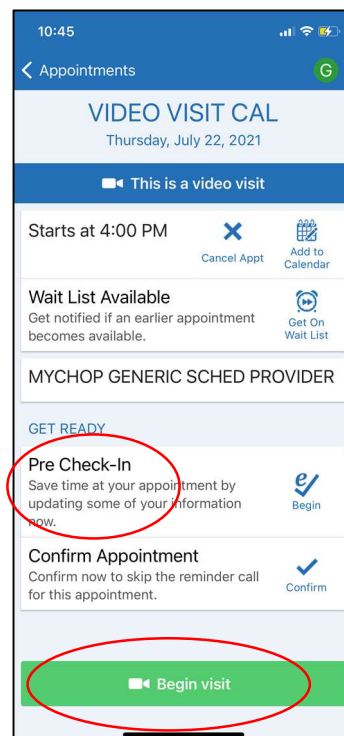
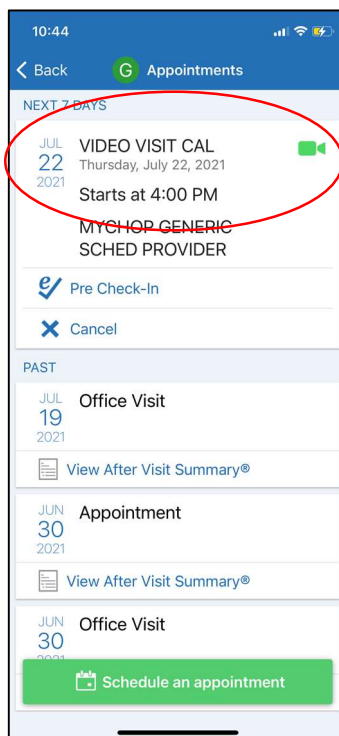
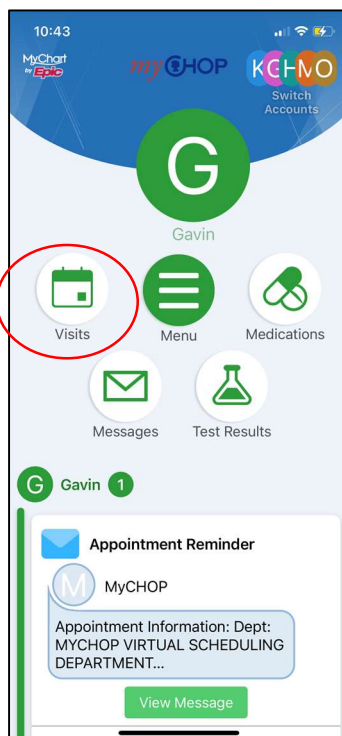
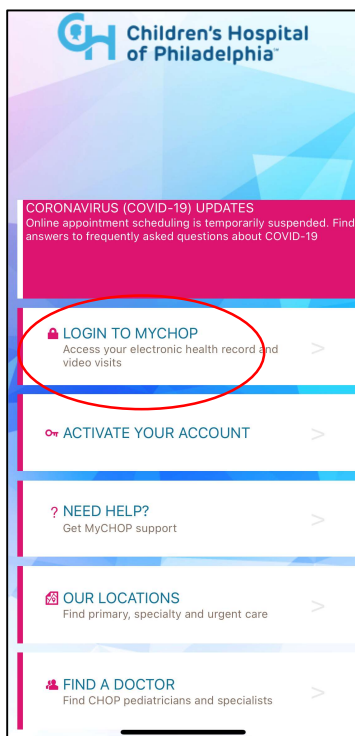


## Step 2

Login to MyCHOP using your MyCHOP user name and password. The first time logging in, parents/guardians are required to review the proxy access disclaimer in order to be able to view your child's medical information.

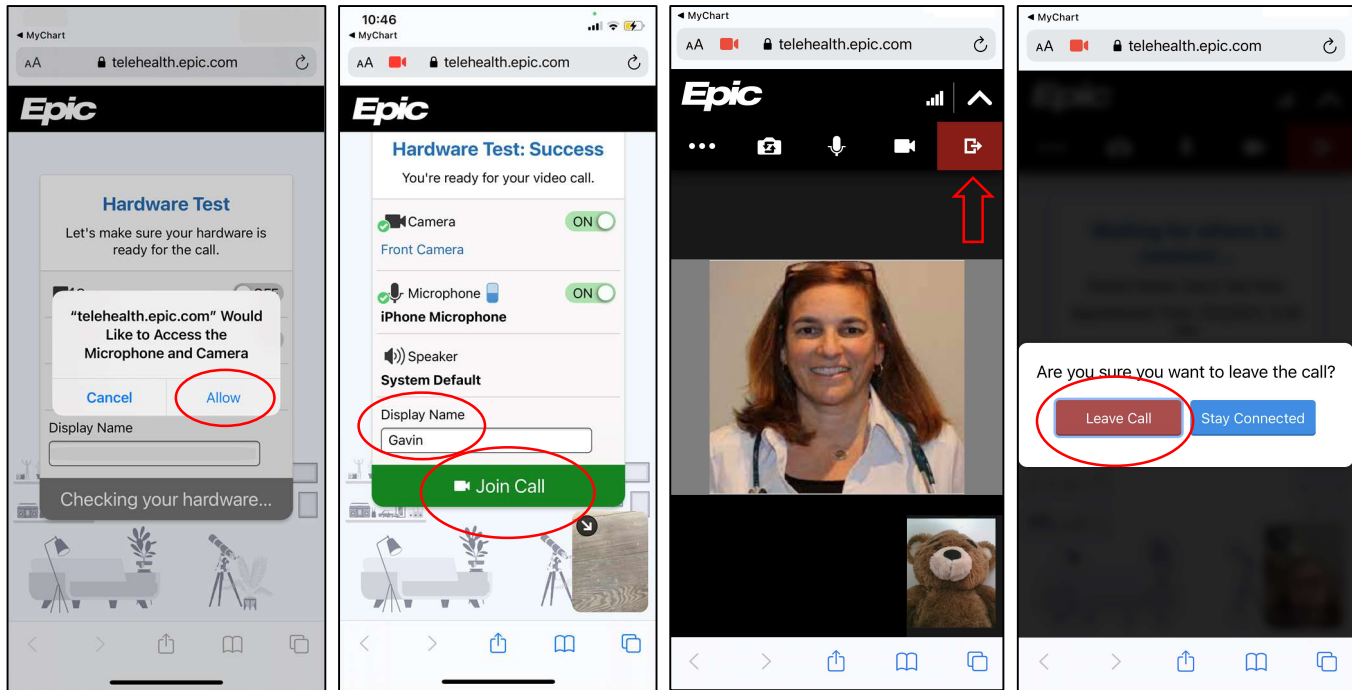
## Step 3

Select the patient who is having the video visit. Tap **Visits** and select the scheduled appointment to view the details. Tap **Pre Check-in** and follow the prompts (you can complete the Pre Check-In up to 3 days prior to your appointment). Tap **Begin Visit** at the bottom to start the video visit.



#### Step 4

A new web browser window will open (Chrome or Firefox). Tap **Allow** to enable access to your Microphone and Camera. Type the patient's name and tap **Join Call**. You will enter the virtual room and wait until the provider joins you. Once the visit has started, you can tap the camera icon to use the back camera and the red **Leave Call** button to end the visit.



#### Additional tips for your video visit:

- Sign in early in case you have trouble logging in or beginning your video visit
- Try to have a strong internet connection, either WiFi or cellular (may have data charges)
- Find a quiet space with lots of light
- Have the patient with you when you join the video visit
- Have your questions ready and any medications available that you want to discuss
- Call your provider's office if you need to reschedule or cancel your video visit
- If you are having trouble with your MyCHOP account, use your phone camera to scan this QR code or go to <https://mychop.chop.edu> and tap on the button **Need Help with MyCHOP or Video Visits? Chat Now**

