

MYCHOP MOBILE - VIDEO VISIT USER GUIDE

Follow these steps in order to prepare for and attend a scheduled video visit with your Children's Hospital of Philadelphia provider. Please make sure you have an active MyCHOP account and the MyCHOP app on your mobile device and follow the steps below 10 minutes before your scheduled video visit appointment.

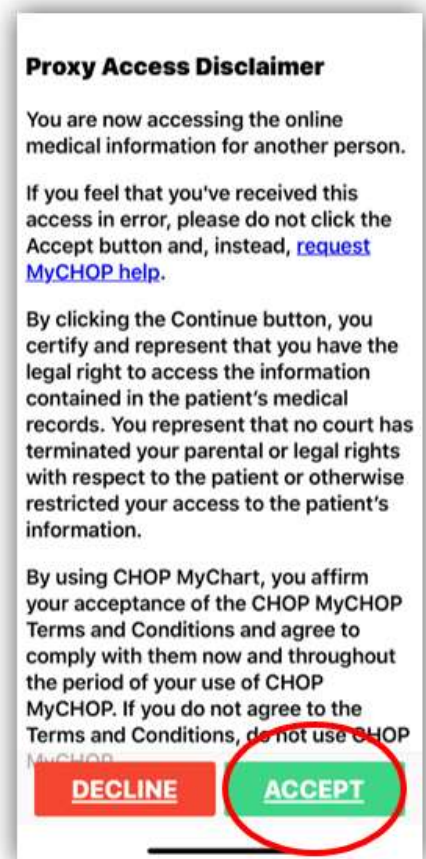
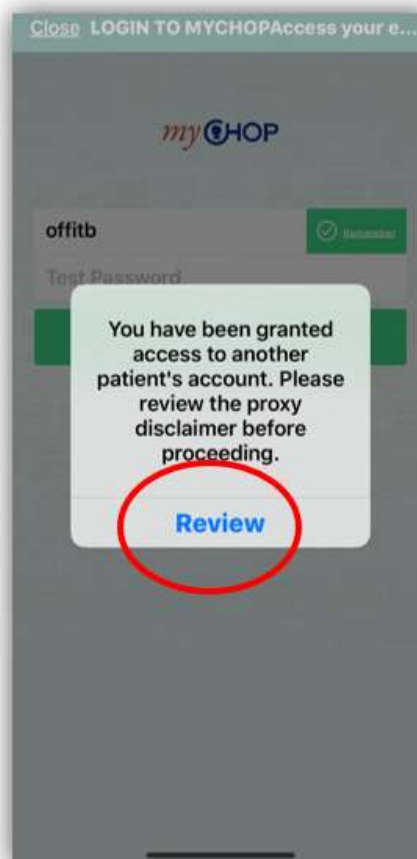
Step 1

Download the MyCHOP application from the Apple Store or Google Play and open the app.



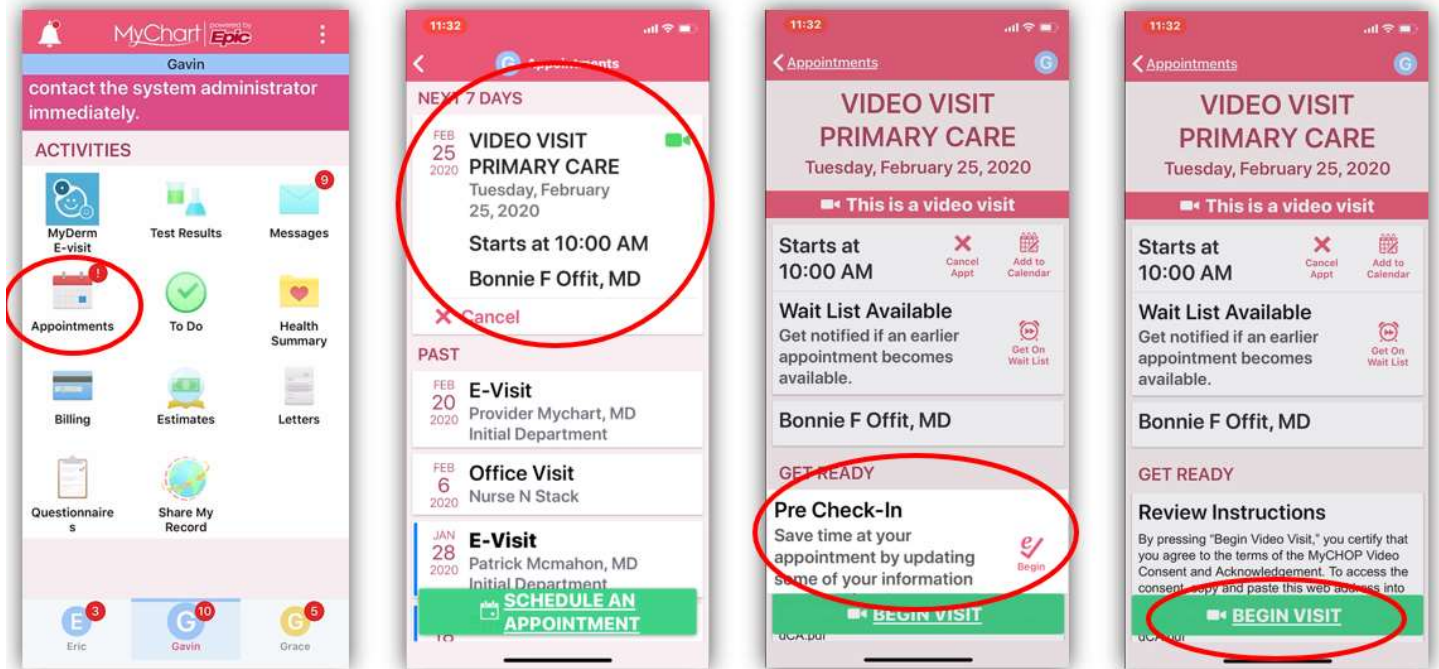
Step 2

Login to MyCHOP using your MyCHOP user name and password. If it is your first time logging in, it will require you to review the proxy access disclaimer in order to be able to view your child's medical information.



Step 3

Tap “**Appointments**” and select the scheduled appointment to view the details. If you have more than one child, you must select the correct child first and then tap appointments. After opening the Video Visit appointment details, tap “**Pre Check-in**” and follow the prompts for check-in. Then tap “**Begin Visit**” at the bottom to start the video visit.



Step 4

Tap to allow MyCHOP to access the Microphone and Camera. You will see your provider on half of the screen and yourself on the other half. To leave the video visit, tap the red circle icon in the bottom middle.

