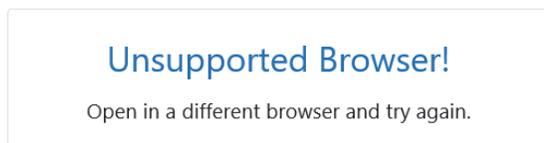


MyChart Video FAQ

I'm getting a "browser not supported" error.

MyChart Video Visits are not compatible with Internet Explorer or older version of Microsoft Edge. If you have access to Chrome you should update that as the default browser. Then, access MyChart and attempt to launch the video visit again. Otherwise, try connecting using a smartphone through the MyChart Mobile App.

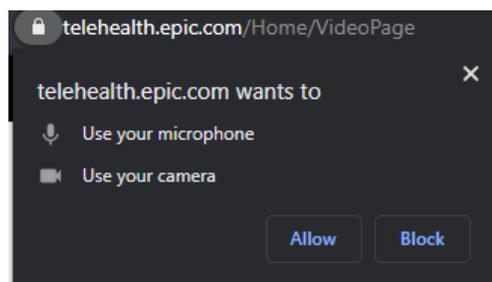


I'm clicking the "Begin Visit" button on mobile, but it doesn't launch the visit.

If Safari is set to block popups, it may stop you from launching the video visit. Turn off the popup blocker temporarily in the Safari settings. This could be applicable to other browsers as well.

I accidentally denied the browser microphone and camera permissions or have them blocked.

Patients will be asked if they want to allow access to the microphone and camera. Ensure that you are clicking "Allow" when prompted, or updating the settings to allow camera and microphone access. you can always change this setting later by clicking the camera icon in the browser:



I'm using multiple screens and having trouble finding video.

Look for open browsers in your application bar and open one. The tab should have a speaker on it if you are connected to the visit already.

I'm having audio and/or video issues

Try refreshing your browser. If that doesn't work, close any applications that could be using the microphone or camera. You won't be able to use audio/video if another application is actively using the device's microphone/camera.

If the video feed is delayed or choppy, make sure there aren't too many applications running on your system. Video visits require a certain amount of processing power based on the device's specification, and closing other applications will free some resources and improve streaming quality.

eCheck-In Related Issues

I don't have the option to eCheck-In.

You may have attempted to access eCheck-In when it wasn't allowed and the status doesn't update after eCheck-In becomes available. Patients can eCheck-in 3 days prior to their appointment.

eCheck-In is required before joining a video visit. If a patient tries to access "Begin Visit" button before eCheck-in is complete, it remains gray and cannot be accessed. Complete eCheck-In anytime from 3 days before appointment to 30 minutes before appointment start time.