

Step by Step Instructions for Altru's Express Video Visits:

Important Notes:

- Video visits are intended for providing care for acute illnesses and minor injuries. Age appropriate care may be determined by the provider for each condition. If you have a serious injury or illness that needs immediate attention, call 911 for transport to the nearest ER.
- You must have an active MyChart account to request a video visit. Patients will use their MyChart account to start a video visit.
 - If you do not have a MyChart account, please click [here](#) to create one.
- Video visits require connection to either the internet or 3G/4G/5G network.
- For best possible experience, we ask that you use the MyChart app on your mobile device/tablet when requesting a video visit.
- If you are requesting a video visit on your mobile device/tablet, you will need to download the MyChart app to your device before request.
 - Download the MyChart app from the App Store (Apple devices) or Google Play Store (Android devices)
 - When you first request a video visit through your MyChart app on your mobile device/tablet, the device may ask if you want to allow MyChart to have access to your camera and microphone – you must click yes or allow to continue with a video visit.

Requesting an Express Video Visit in MyChart:

Step 1: Go to altru.org/mychart (or open your MyChart app on mobile device/tablet) and enter your username and password.

Step 2: Click on the "Request a Video Visit" button (or icon in the MyChart app) and follow the prompt.

Step 3: Select the country and state you are located. (Note: You must be located in North Dakota or Minnesota to request a video visit.)

Step 4: Click on the white box named "Video Visit" to continue.

Step 5: Select whether you will be using your computer or a mobile device/tablet for your video visit. Read the instructions in the white box to test your hardware to ensure best possible experience. You may test your hardware at this step or continue and test later.

Step 6: Select whether you would like to be put in line for the next available appointment or schedule an appointment with one of the listed providers.

Step 7: Provide detailed information about the reason for the video visit. The estimated cost for your video visit will appear in the left column.

Step 8: Select how you would like to be notified when your provider is ready (only if you have selected that you would like to be put in line). Please be sure the correct email address and phone number is displayed for you to be notified. Click the "Put Me in Line" button.

Step 9: Click the "Visit Pre-Check" button to complete an online questionnaire and pay for your video visit. Once you have completed your Pre-Check work, you are ready for your video visit.