MyChart — Video Visits

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person. You can use a web browser on your desktop or a mobile app to start a video visit. *Mobile devices are preferred*, because most already have the appropriate camera and microphone setup for video visits.

Getting Started

1. Mobile: Download the **MyChart** app from the Apple App Store or Google Play store and select Altru as the organization.
2. Mobile: Download **VidyoConnect** app.
   a. Review the VidyoConnect agreement, select Accept. You are now all set. If prompted for a portal address you can close out and return to MyChart to begin your video visit.
3. Mobile and PC: When prompted assure that you **Allow** access to your device's microphone and camera, this is required.

Using MyChart Video Visits

Join a Scheduled Video Visit

1. At least fifteen minutes (up to 30 minutes) prior to your video visit appointment, log in to the MyChart app on your mobile device and select the **Visits** menu on the main tool bar or within the **Menu**.
2. Your scheduled video visit appears in this list, select it to view the details.
3. **eCheck-In** must be completed prior to beginning your visit.
4. After you've completed eCheck-In, select **Begin Visit**.
5. You will be redirected to VidyoConnect, select **Join Call.**
6. If the connection is successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!
7. When the visit is complete, select the call hang up button.

MyChart Customer Support & Additional Details

- If you need assistance, please contact MyChart Customer Support at 701.780.6500.
- If you need to cancel or reschedule your visit, please contact the providers office.

Common Issues and Solutions

Issue	Android Solution	iPhone Solution
Audio (paient and/or provider unable to hear)	• Adjust headphone cord • Adjust the phone volume • Is the mic muted • Is the mic allowed (Settings > Apps & Notifications > MyChart app > Permissions > enable Mic, Camera)	• Adjust headphone cord • Adjust the phone volume • Is the mic muted • Is the mic allowed (Settings > Mychart app > enable Mic, Camera) • Is Noise Cancellation enabled (Settings > Accessibility > Audio/Visual > disable Phone Noise Cancellation)
Video (patient and/or provider unable to see)	• Is the camera on and front facing • Is the camera allowed (Settings > Apps & Notifications > MyChart app > Permissions > enable Mic, Camera)	• Is the camera on and front facing • Is the camera allowed (Settings > Mychart app > enable Mic, Camera)
General	• Assure you have the newest version of MyChart app installed • Restart device	• Assure you have the newest version of MyChart app installed • Restart device