

Before logging in for your video visit with your mobile device (preferred method):

1. Make sure you have a good connection to internet or 3G/4G network.
2. Download the MyChart app from the App Store (Apple) or the Google Play Store (Android).
3. Enter West Virginia, Pennsylvania, or Maryland in the search field at the top of your screen, or allow the MyChart app to access your device's location.
4. Select WVU Medicine when prompted to "Select an Organization."
5. Login using your MyWVUChart username and password. See MyChart account setup section, if you do not have an account.
6. For your first video visit, the device you are using may ask if you want to allow the MyChart program to use the camera and the microphone. You must select Yes or Allow for the video visit service to work.

Joining the video visit through mobile device (preferred method):

1. Enter your MyWVUChart username and password.
2. Select Sign In.
3. Select Appointments.
4. Select your video visit appointment from the Upcoming Appointments screen.
5. Complete the E-Check in process by reviewing and, if needed, updating your personal and contact information, allergies, medication(s), symptoms, or other concerns.
6. Select Review and Sign to open the consent.
7. Read and sign the consent, then select Continue.
8. The Video Visit Questionnaire should appear.
9. Answer your questionnaire, check it for accuracy, then select Submit.
10. If you have completed this process 20 minutes prior to your visit, you will see the Details tab. This will allow you to test your connection prior to your visit.
11. If you are within 20 minutes of your appointment time, you can select Begin Video Visit tab.

Joining the video visit through the MyWVUChart Website:

1. Visit MyWVUChart.com and enter your username and password.
2. Hover over the Visits tab, then select Appointments and Visits.
3. Select the ECHECK-IN button next to your appointment.
4. Enter or edit any personal or contact information, allergies, medication(s), or problems. Then, select Continue.

5. Select Review and Sign to open the consent for a pop-up window.
 6. Read the consent and scroll to the bottom of the document. Click in the box to add your signature and then select Continue.
 7. Select Continue to bring up the Video Visit Questionnaire.
 8. Answer your questionnaire, check it for accuracy, then select Submit.
 9. If you completed the ECHECK-IN process 20 minutes prior to your appointment time, you will see the Details tab. Select Details to test your connection.
 10. If you are completing the ECHECK-IN within the 20 minutes window before or after your visit, you will see the Begin Video Visit tab. Select this tab to begin your appointment.
- ✓ If you are joining the video visit for a child or family member, please make sure you are logged into their profile in MyWVUChart.
 - ✓ You will need to accept the proxy disclaimer and then follow Steps 2-10 above.

MyChart account setup, if you do not already have an account:

- ✓ Download the MyChart app and designate West Virginia, Pennsylvania, or Maryland as your location (as described in the first section).
- ✓ After selecting WVU Medicine as the Organization where you receive care, select 'Sign Up Now' at the bottom of the next screen and follow the prompts.
- ✓ Login with your MyChart username and password.
- ✓ For your first video visit, the device you are using may ask if you want to allow the MyChart program to use the camera and the microphone. You must select Yes or Allow for the video visit service to work.

General Video Visit Information

- ✓ You will have a 20 minute window before and after your scheduled appointment time to join your telemedicine appointment.
- ✓ If you attempt to join the appointment before the 20 minute window, you will be prompted to test your device and connection (webcam, microphone, etc.).
- ✓ If you have not joined the telemedicine appointment within 20 minutes after your scheduled appointment time, you will not be able to join the appointment.

****If you experience any issues, please contact us at 866-982-4278**