

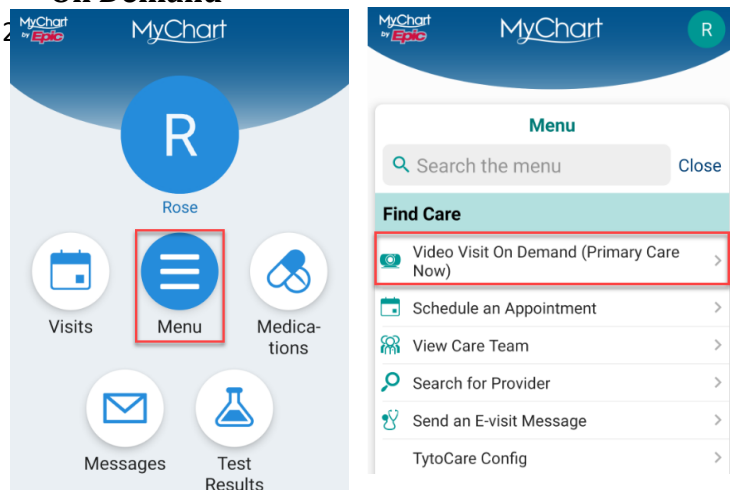
Follow the steps below to conduct an OnDemand Video Visit using the MyChart and VidyoConnect

### Mobile Apps. **Always remember:**

- Do not join your visit while driving, on the go, or anywhere unsafe.
- Select a quiet, private, well-lit location with access to a strong internet connection to ensure the privacy and quality of your visit.
- Minimize distractions.
- Dress appropriately.

## Try it Out

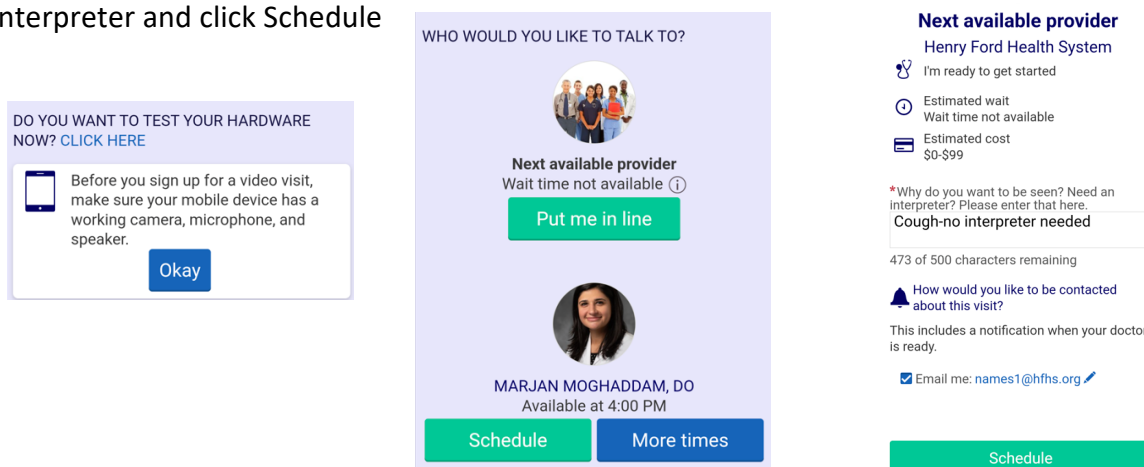
1. Log into your Henry Ford MyChart account and click **Menu** and choose **Video Visit On Demand**



2. Confirm your location, review the list of appropriate conditions and click **I'm ready to get started**.



3. Test your hardware if desired, choose to be put in line to see the next available provider or a specific time with a provider listed then add why you would like to be seen and if you need an interpreter and click **Schedule**

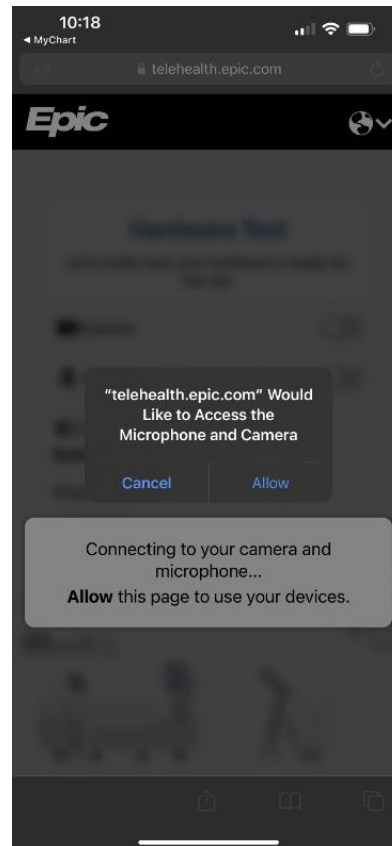
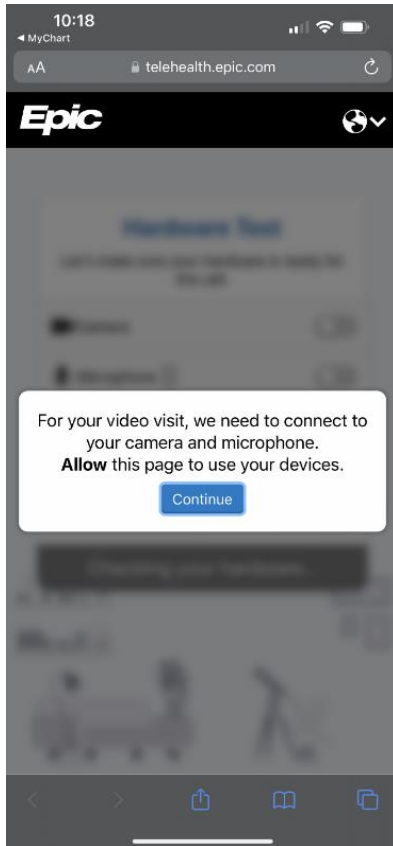


4. Complete eCheck-In to verify your information such as personal information, insurance, medications/pharmacy, allergies, health issues and payment information. You may need to scroll down to see all information and put a check mark in the box to verify that your information is correct.

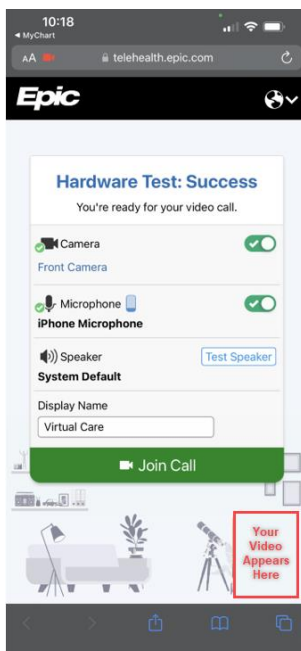
5. Close eCheck in using the X at the top right and then click **Join Visit**.

6. Your default web browser will launch automatically. Complete the hardware test to make sure the microphone, speaker, and camera work.

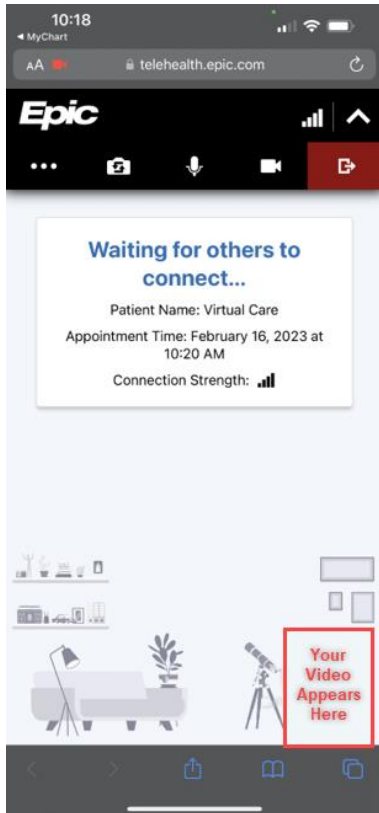
- Click allow access to these if prompted



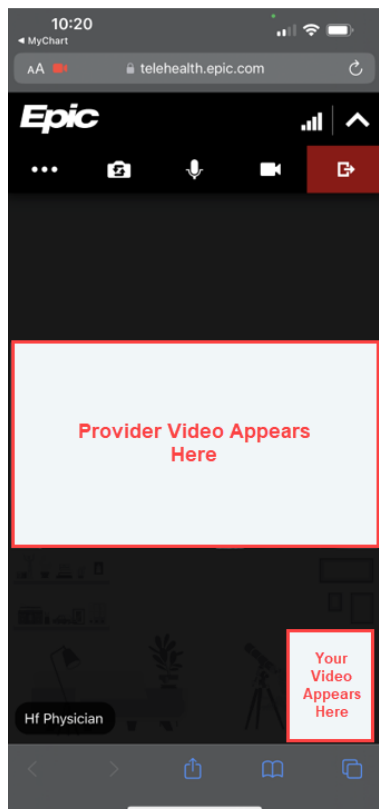
7. Once a successful hardware test is done, you will see your video in the lower-right corner of your screen. Click **Join Call** when you are ready to join.



8. You will be put in the Virtual Waiting Room until your doctor joins the visit.

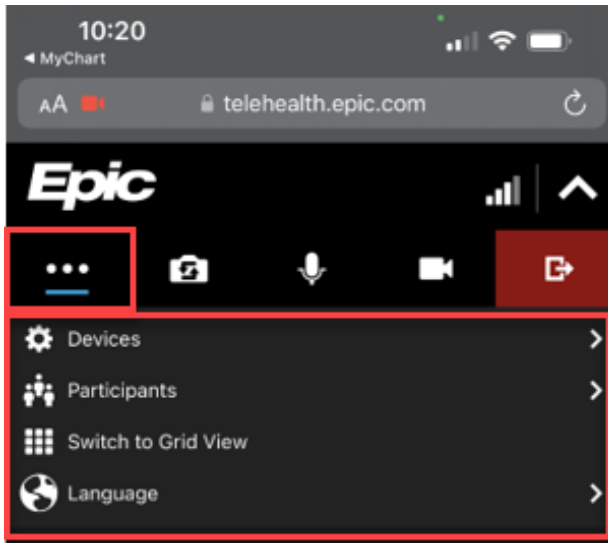


9. Once your doctor joins, their video will fill the screen and the video visit will begin.

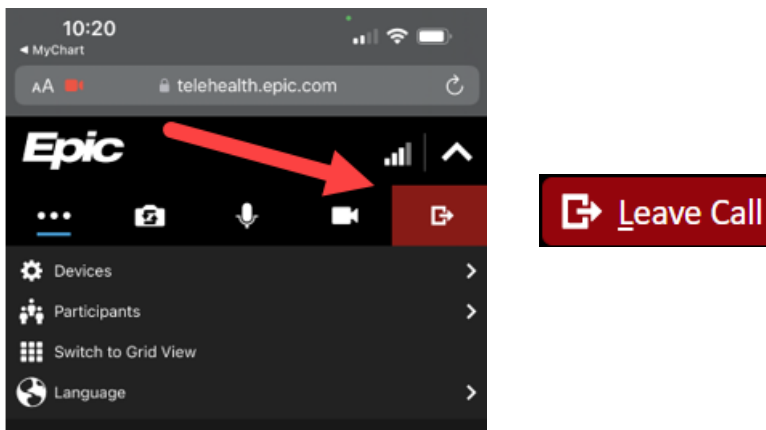


10. Click the 3 dots (...) at the top of the screen for more features such as:

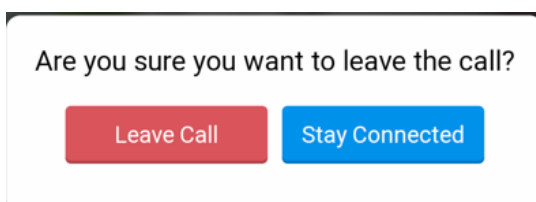
- To change devices (microphone, speaker, camera)
- Switch to full screen mode
- Switch to grid view (only applicable if there are more than 2 participants) -Change the language seen on the screen



11. Once your visit is done, click the red door icon at the top right to leave the call.



12. Then click Leave Call again to disconnect from the visit.



For questions about MyChart call (313) 876-7951 to talk to a MyChart advocate.