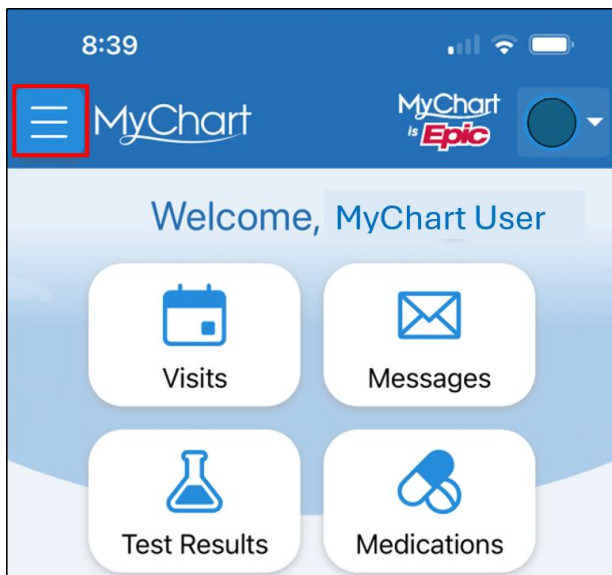


## MyChart – Device Testing Steps

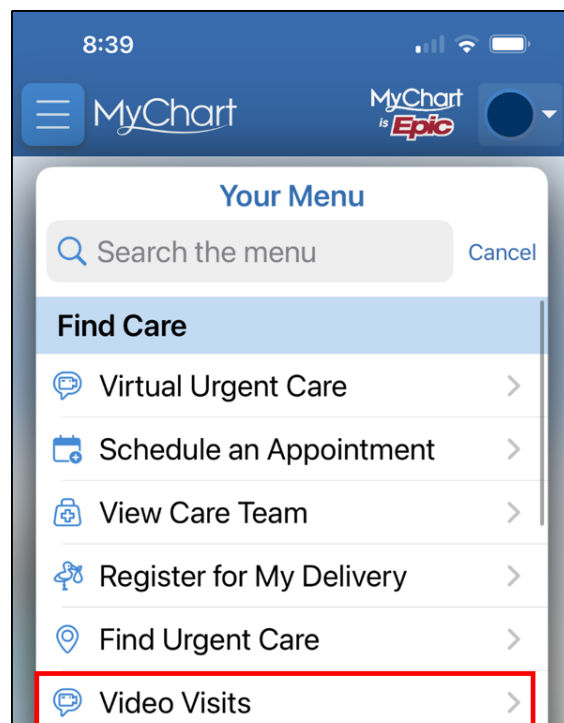
Testing your device prior to your visit will help the telehealth appointment run smoothly. To test your device, follow the steps below:

### From your MyChart Account

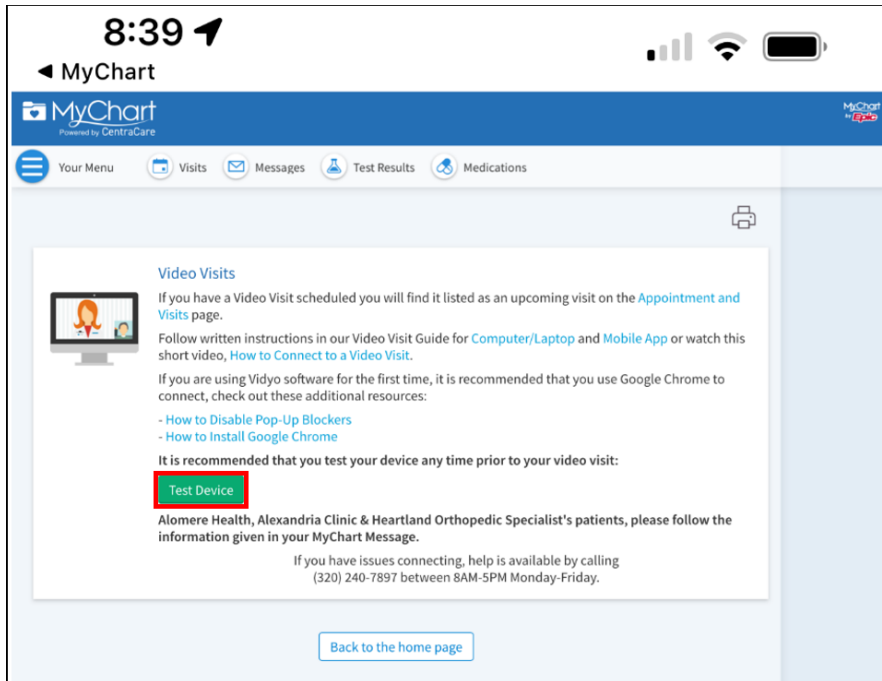
1. Select the **3 lines** on your MyChart Account Screen



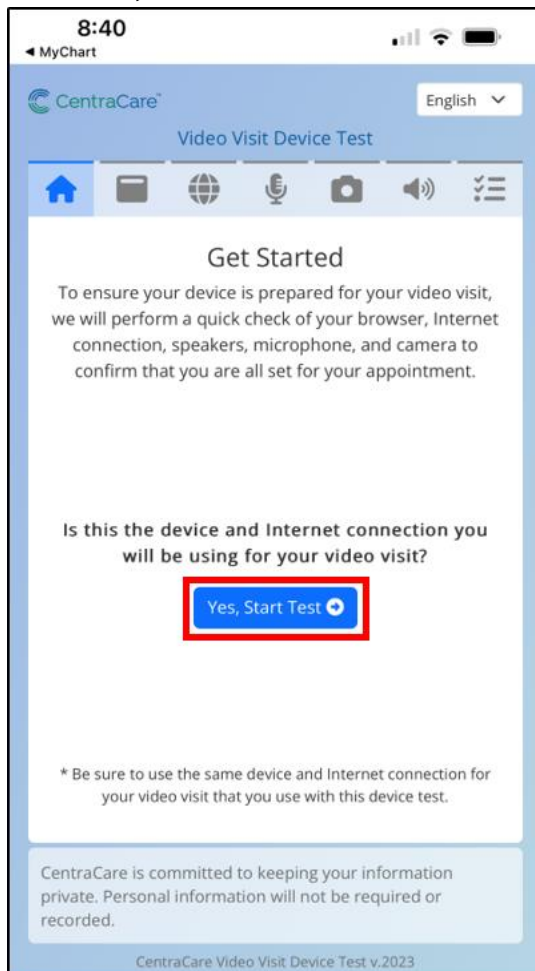
2. Select **Video Visits**



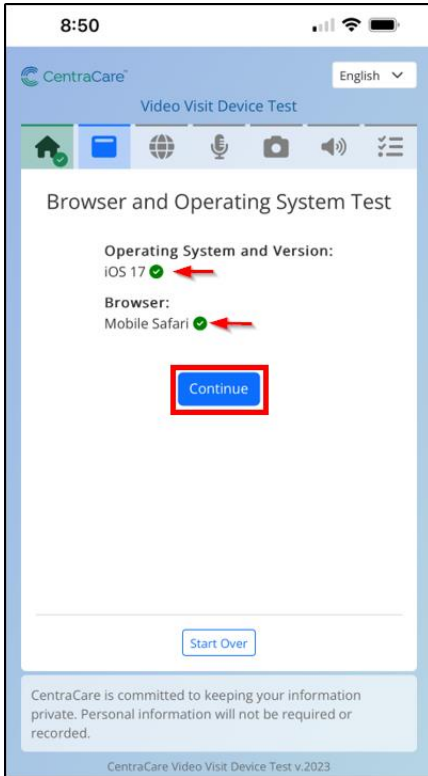
### 3. Select Test Device



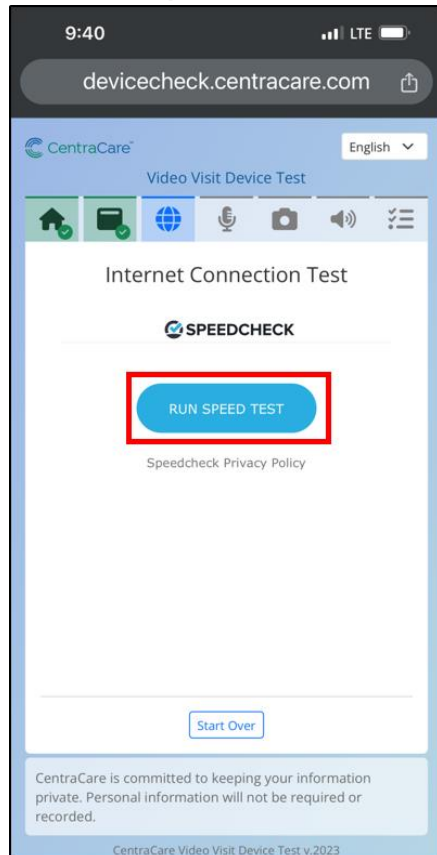
### 4. Select Yes, Start Test



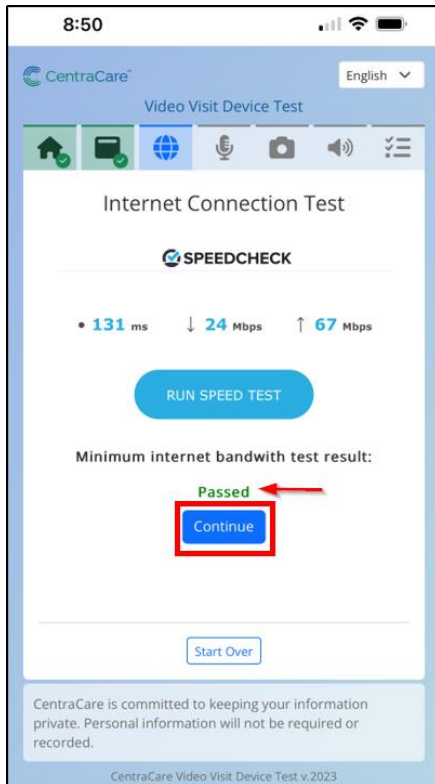
5. Select **Continue** if both the Operating System and Browser Tests pass



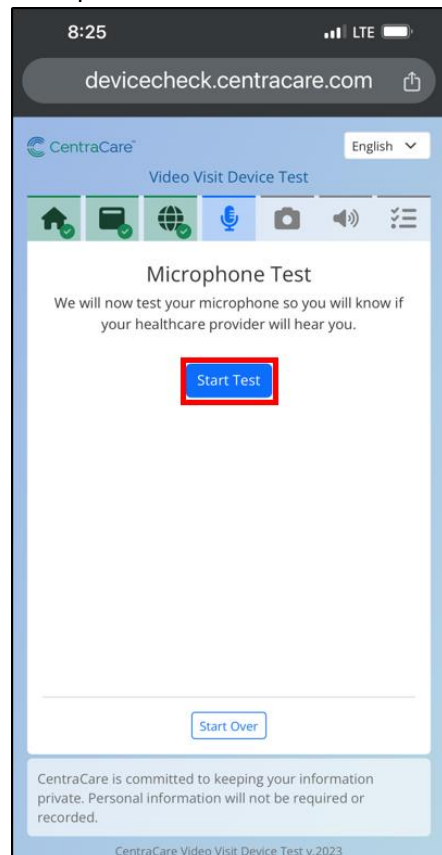
6. Select **Run Speed Test**



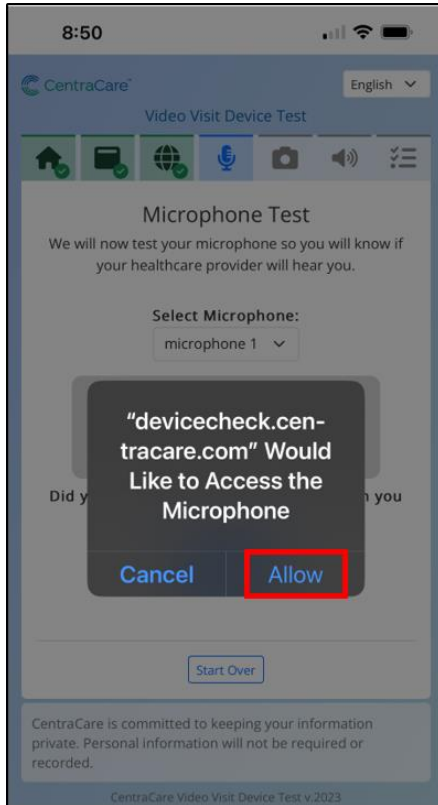
7. Select **Continue** if it states Passed



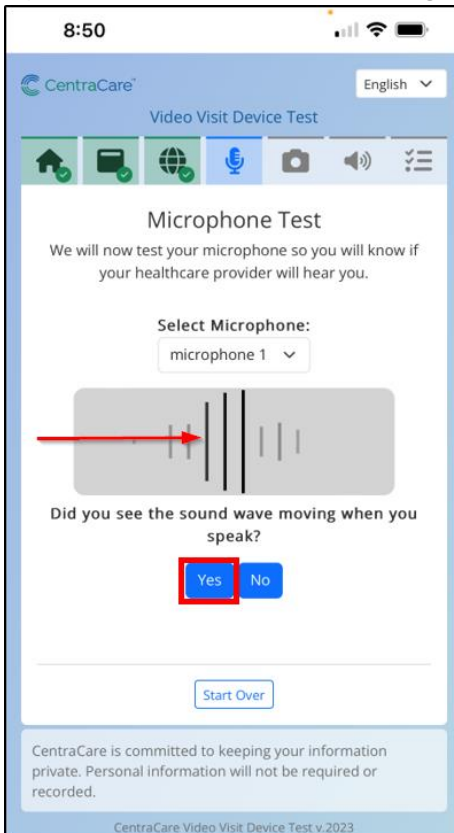
8. Microphone Test – Select **Start Test**



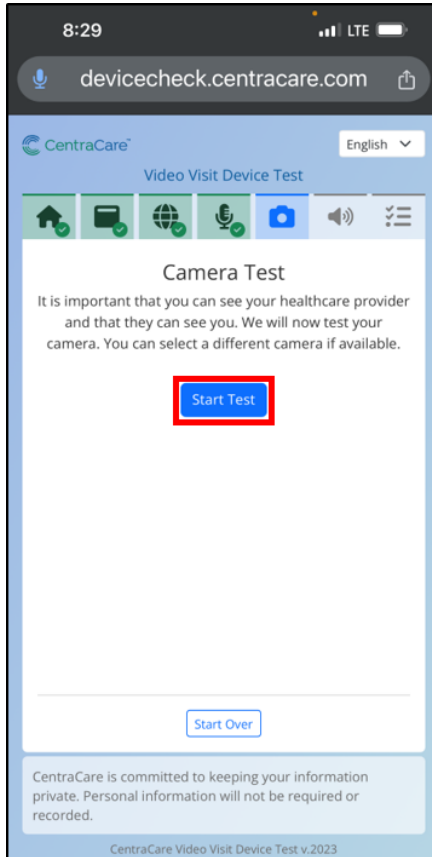
9. Select Allow to allow your phone/device to access your microphone



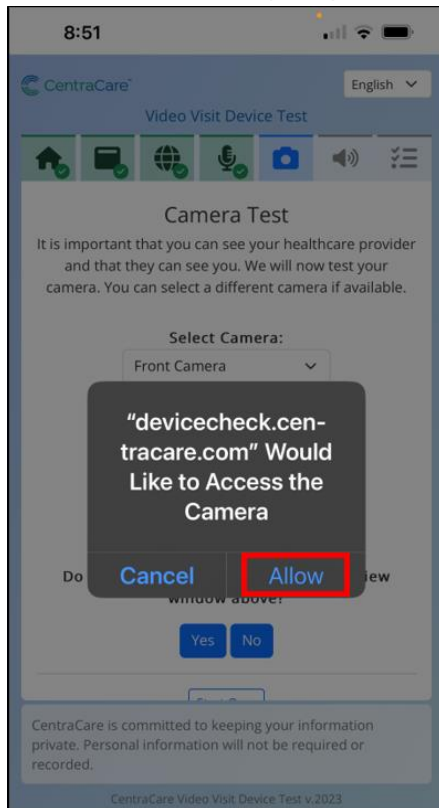
10. If you see the sound waves moving, select **Yes**.



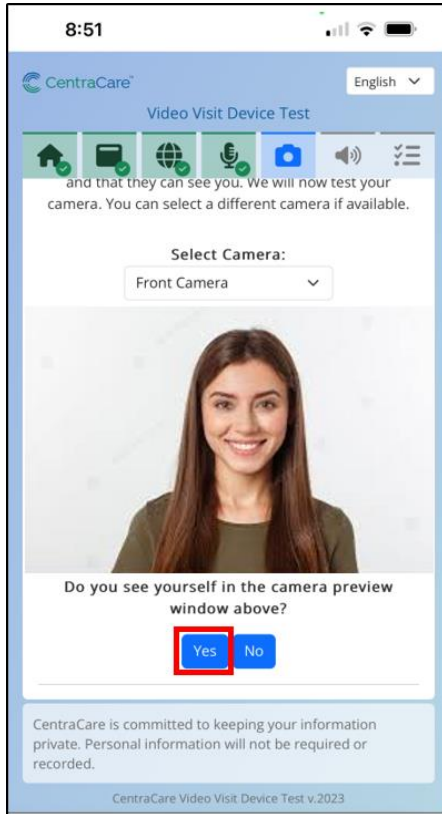
11. Camera Test – Select **Start Test**



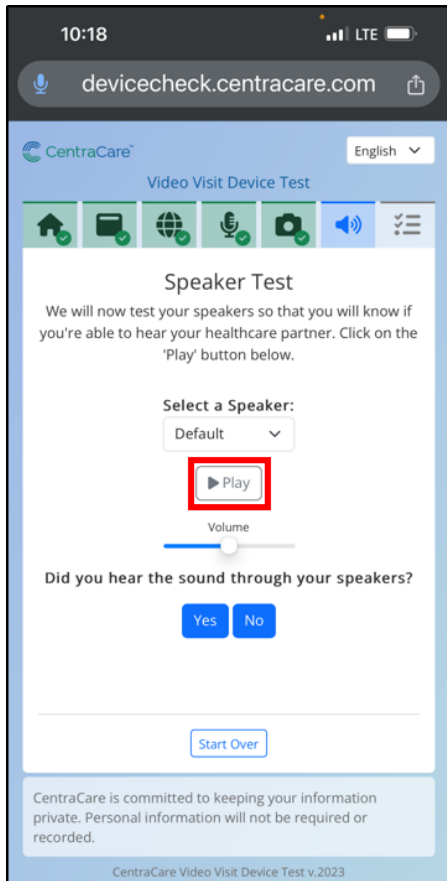
12. Select Allow to allow your phone/device to access your camera



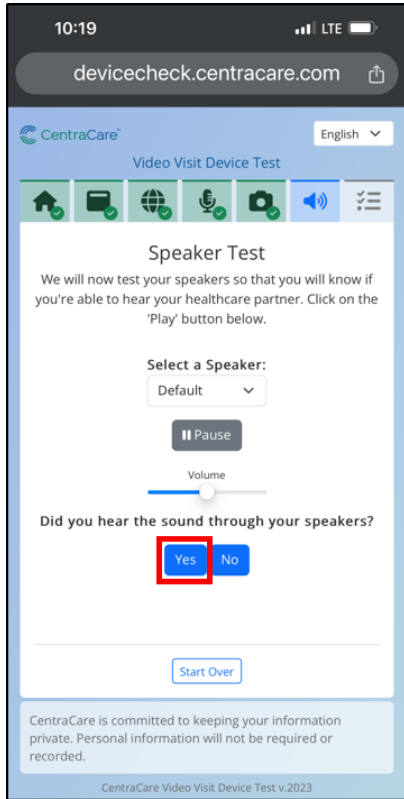
13. If you see yourself in the camera window, select **Yes**.



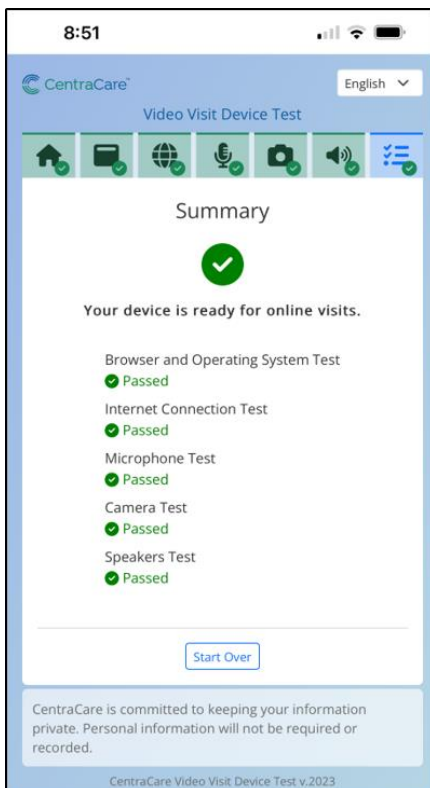
14. Speaker Test – Select **Play**



15. If you hear the sound, select **Yes**.



16. If all sections of the device testing pass, you will see the following screen:





## Troubleshooting Tips

1. Speed Test
  - a. If the Speed Test **Failed** please do the following:
    - i. Check your internet connection
    - ii. Turn WiFi on or off
    - iii. Relocate to a different environment, ie. Another room, closer to windows, etc.
2. Microphone
  - a. Make sure your microphone is not blocked
3. Camera
  - a. Make sure your camera is not running in a different application
  - b. Check to see if you have selected the correct camera
4. Speakers
  - a. Make sure you have your volume turned up

### Logging into a Computer/Laptop

You must be using **Windows, version 10 or higher or Mac OS 10.14 or later** and you must have access to a webcam. This can be a webcam that is part of a laptop or a separate USB connected webcam.

In MyChart, when you click the button to **BEGIN VIDEO**, the VidyoConnect window should open into your web browser.

If using a Windows computer, use Google Chrome 83 or higher as your web browser. If using a Mac computer, please use Safari 13.1.1 or later.

If the web browser is not able to launch the video visit, you will be prompted to join using the Vidyo software instead. If this is your first time using the software on this computer, you will be prompted to download VidyoConnect. If you have already downloaded the software, always click the option to download. This will ensure you have the most up-to-date version.

1. Step through the install screens as prompted. (NOTE: during the install process, if you receive a pop-up blocker notification, you will need to disable the blocker.)
2. Once the download is completed, Exit/Close out of the VidyoConnect app.
3. Log out of your MyChart account.
4. Now log back into your MyChart account.
5. Go back into your MyChart Appointment details page.

### Logging in with Mobile Device

**Android device (version 8 or later)**, you will need to use Google Chrome version 85 or later as your web browser.

**Apple iOS/iPad (version 14 or later)**, you will need to use Safari as your web browser.

All mobile devices have a set default browser. If you need to change your default browser, please reference the tipsheet posted on our MyChart website. In MyChart, when you click the button to **BEGIN VIDEO**, the VidyoConnect window should open into your web browser. If the web browser is not able to connect to the video visit, you will be prompted to join using the Vidyo app instead. If this is your first time using the app on this device, you will be prompted to download the VidyoConnect app:

1. Step through the install screens as prompted.
2. Once the download is completed, Exit/Close out of the VidyoConnect app.
3. Log out of your MyChart account.
4. Now log back into your MyChart account.
5. Go back into your MyChart Appointment details page.
6. Click the Begin Video Visit again. g) If prompted to Open VidyoConnect click Open.

**If you have trouble connecting to your video visit, please contact CCM Health at 320-269-8877.**