

# How to Install Google Chrome for MyChart Video Visits

## Introduction

### Computer or laptop:

If using a Windows computer to participate in a video visit with your care team, you must be using Windows Version 10 or higher and Google Chrome as your web browser. If using a Mac computer, MAC OS 10.14 or higher is required. You must also be connected to a webcam. This can be a webcam that is part of a laptop or a separate USB connected webcam.

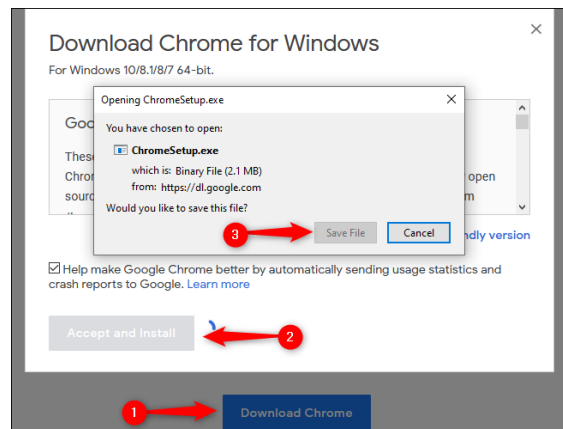
In MyChart, when you click the button to BEGIN VIDEO, the VidyoConnect window should open into your web browser. If using a Windows computer, use Google Chrome 83 or higher as your web browser. If using a Mac computer, please use Safari 13.1.1 or later. (If you need help downloading a browser, please see additional download instructions below.)

### Mobile device (Apple or Android)

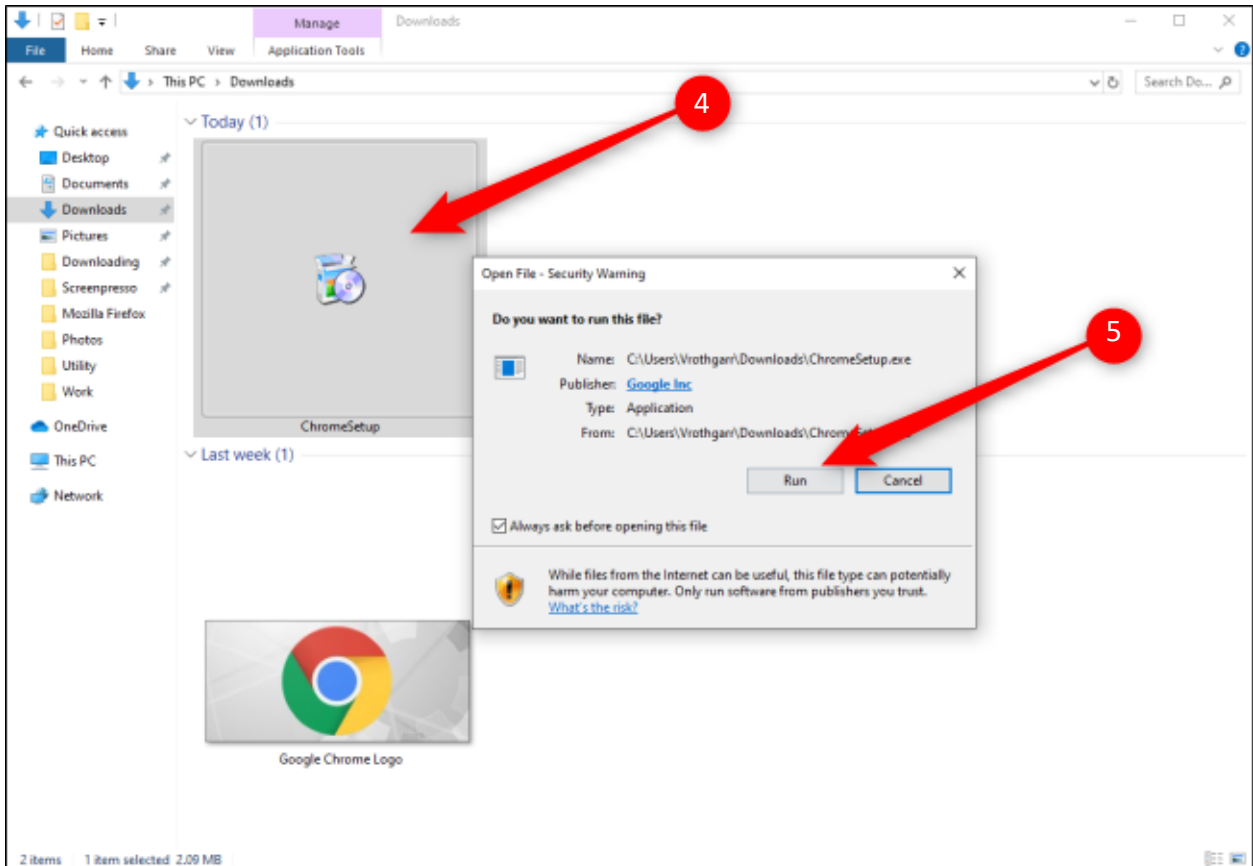
If using a **mobile device** to participate in a video visit, Google Chrome is also required. Safari or other mobile web browsers are often set as the default browser on mobile devices. If you do not have Google Chrome on your device, download it and set it as your default browser. This document also details instructions to download Chrome to your mobile device and set as the default browser.

## How to Install Google Chrome on Windows 10

1. Open any web browser such as Microsoft Edge, type “google.com/chrome” into the address bar, and then press the ENTER key.
2. Click **Download Chrome > Accept and Install**
3. **Save File.**



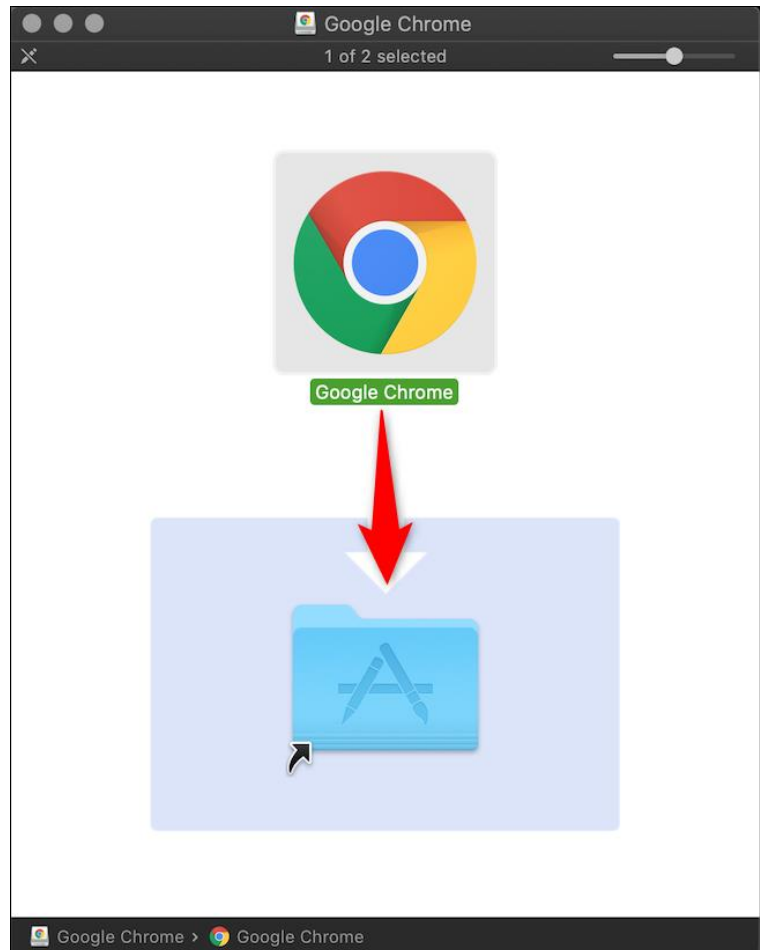
4. By default, the installer will be placed in your Downloads folder (unless you've directed your current web browser to download files elsewhere). Navigate to the appropriate folder in File Explorer, **double-click ChromeSetup** to open the file.
5. Click the **Run** button.



6. When prompted to allow this app to make changes to your device, click **Yes**.
7. Google Chrome will begin the installation and open the browser automatically upon completion. You can now start using Chrome.

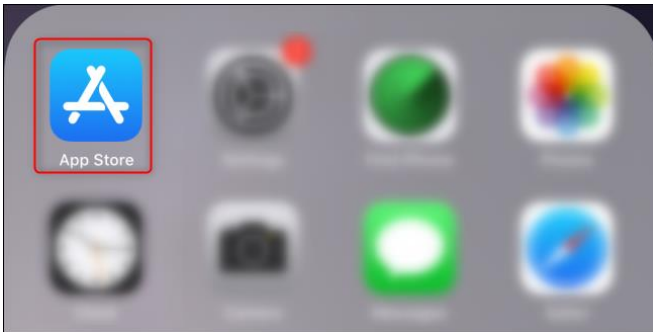
# How to Install Google Chrome on MAC

1. Start by downloading the Chrome installer. Open any web browser, type “google.com/chrome” into the address bar, and then press the **enter** button.
2. Now, click **Download Chrome for Mac > Save File > OK**.
3. Open your downloads folder and double-click the **googlechrome.dmg** file.
4. In the pop-up window, click and drag the **Google Chrome icon** into the **Applications folder** directly below it.
5. You can now open Google Chrome from your Applications folder or by using Apple’s Spotlight Search.

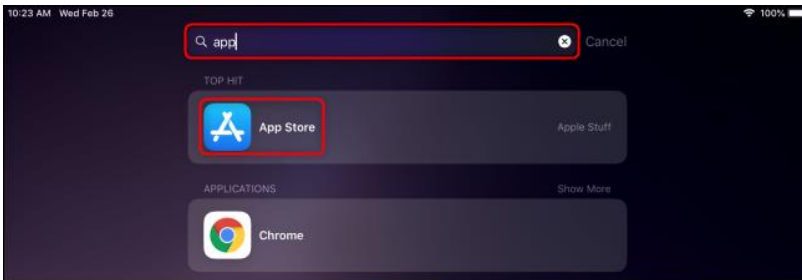


# How to Install Google Chrome on iPhone and iPad

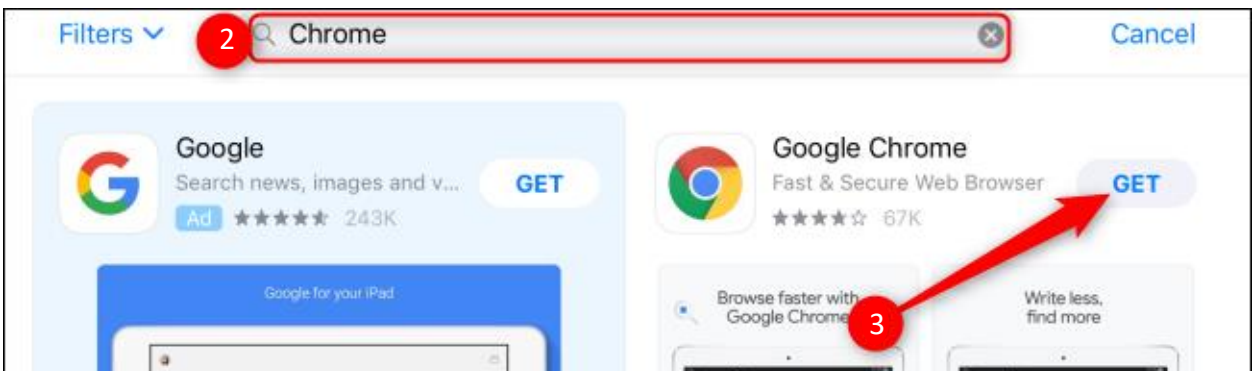
1. Open your iPhone's or iPad's App Store by selecting the **App Store** icon.



Alternatively, you can use Spotlight Search to search for “App Store” and then click the icon when it appears.



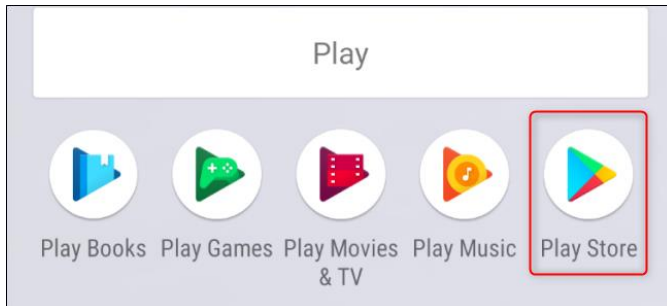
2. Select the **Search** tab in the bottom-right corner, and **type Chrome** into the search bar at the top.
3. Touch the “Get” button next to Google Chrome, and then tap “Install.”



4. Enter your Apple ID password and then tap “Sign In,” or confirm your identity through Touch ID or Face ID. Chrome will begin to install, and the icon will appear on your home screen upon completion.

## How to Install Google Chrome on Android

1. Google Chrome comes preinstalled on most Android devices. If it’s not installed, **open the Play Store icon** in your apps list by swiping up from the bottom of your screen to open your apps list. Scroll down to select Play Store or search for it in the search bar at the top of your apps list.



2. **Touch the search bar** at the top and **type in Chrome**, and then tap **Install > Accept**.

## How to Set Google Chrome as you Default Browser

### Android:

1. On your Android, find Google settings in one of these places (depending on your device):
  - Open your device's Settings app. Scroll down and select Google.
  - Open a separate app called Google Settings ⚙️.
2. Tap Apps.
3. Open your default apps:
  - In the top-right, tap Settings ⚙️. Under 'Default', tap Browser app.
  - Tap Advanced > Default apps > Browser app.
4. Tap Chrome 🌐.

### iPhone or iPad:



1. Make sure that you have Google Chrome downloaded and installed on your iPhone or iPad.
2. On your iPhone or iPad, open the Chrome app 🌐.
3. Tap More \*\*\* > Settings.
4. Tap Default browser.
5. Tap Open Chrome settings > Default browser app.

6. Set Chrome as your Default browser app.

## Computer:

If you do not yet have Google Chrome on your computer, first download and install Chrome.


### Windows 10

1. On your computer, click the Start menu .
2. Click Settings .
3. Open your default apps:
  - Original version: Click System > Default apps.
  - Creators Update: Apps > Default apps.
4. At the bottom, under 'Web browser', click your current browser (typically Microsoft Edge).
5. In the 'Choose an app' window, click Google Chrome.

To easily open Chrome later, add a shortcut to your taskbar:

1. On your computer, open Chrome.
2. In the Windows taskbar at the bottom, right-click on Chrome.
3. Click Pin to taskbar.

### Windows 8 and below

1. On your computer, click the Start menu .
2. Click Control Panel.
3. Click Programs > Default Programs > Set your default programs.
4. On the left, select Google Chrome.
5. Click Set this program as default.
6. Click OK.

### Mac

1. On your computer, open Chrome.
2. In the top-right, click More .
3. Click Settings.
4. In the 'Default browser' section, click Make Google Chrome the default browser.
  - If you do not see the button, Google Chrome is already your default browser.