

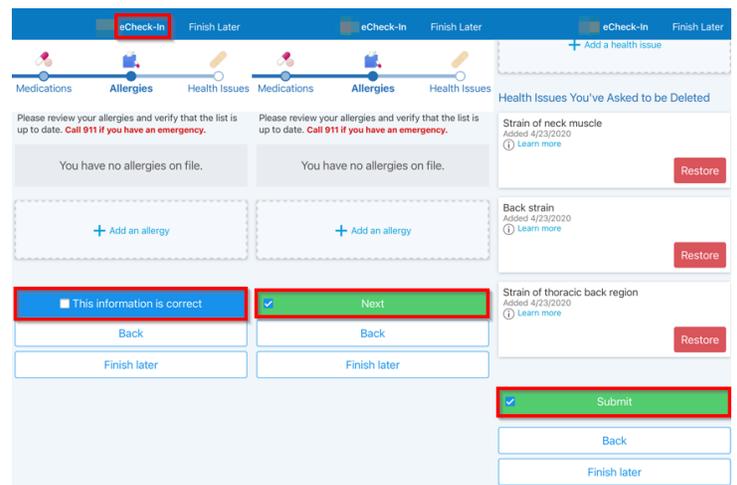
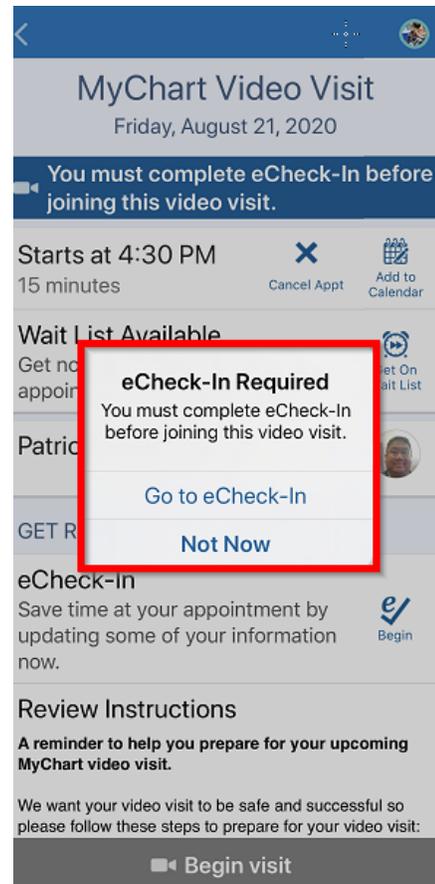
MyChart - How to prepare for your MyChart Video Visit on Your Device

We now offer video visits for scheduled appointments through MyChart. This Tip Sheet will help you prepare to see your provider using MyChart (mychart.svmh.com). You will need to review the settings on your device(s) to ensure a successful visit with your provider.

Prior to your Appointment

You can complete these steps 7 days prior to your scheduled appointment.

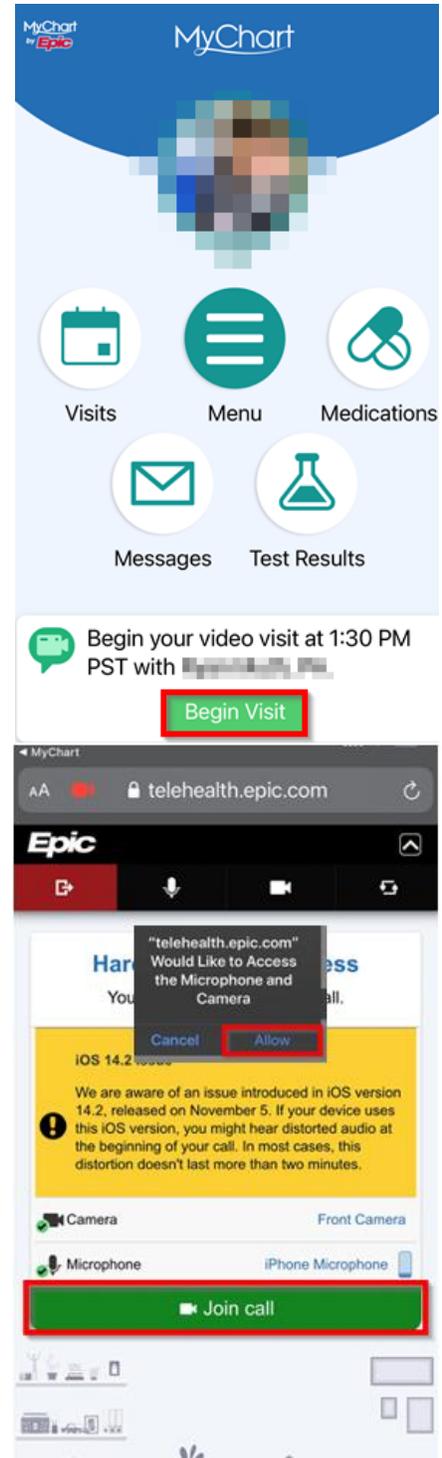
1. Download the MyChart mobile app from the App Store or Google Play store.
2. Or use MyChart online at mychart.svmh.com
Be sure to select **Salinas Valley Memorial Hospital** as your provider prior to logging in for the first time.
3. Login to your MyChart and select **Appointments**.
4. Tap your upcoming video visit appointment
5. Tap **eCheck-In**. You must complete this step in order to begin your visit.
6. Verify your information and answer all required questions.
7. In your mobile device, check the settings to allow pop-ups. See last page of this Tip Sheet for **“How to Allow MyChart Pop-Ups.”**
8. In your internet browser settings, make sure you have allowed pop-ups. See the last page of this Tip Sheet for **“How to Allow MyChart Pop-Ups”**



Start Your Appointment - MyChart App

You will get a reminder on your mobile device 15 minutes prior to your appointment.

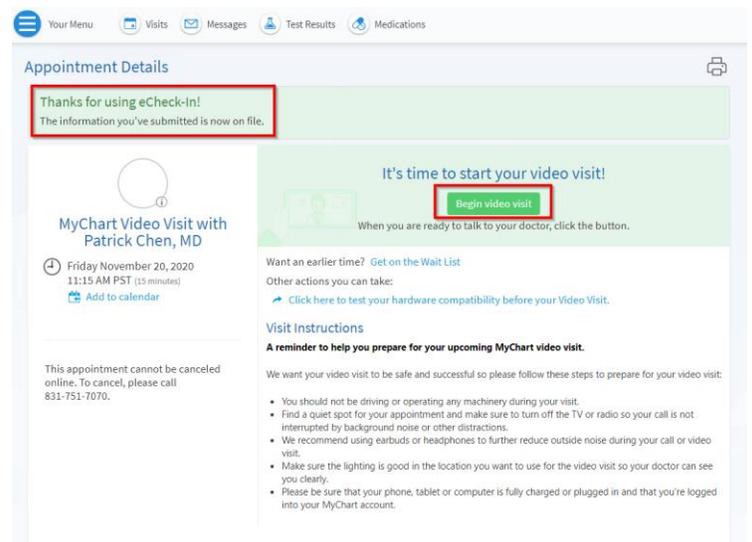
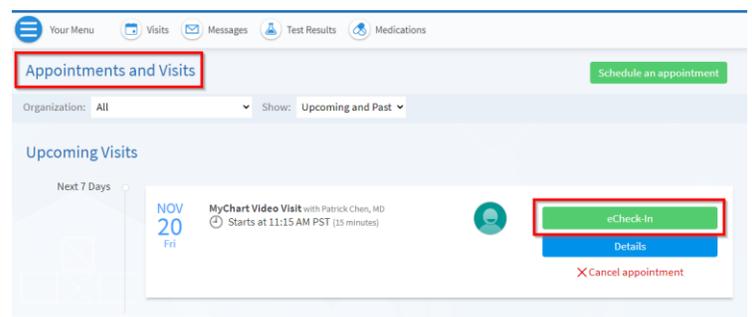
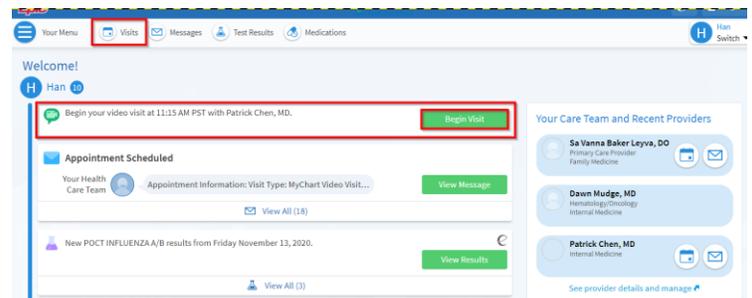
1. Log in to your MyChart account and select Appointments.
2. Tap your video visit appointment.
3. Tap the green **Begin Visit** button.
4. Your device will perform a hardware check. If your microphone or camera is not working, you will receive a notification. See the last page of this Tip Sheet for **“How to Allow MyChart Pop-Ups.”**
5. Once your hardware checks out, you will enter a virtual waiting room and your provider will join when ready.



Start Your Appointment - MyChart Website

You will get a reminder on your account 15 minutes prior to your appointment.

1. Log in to your MyChart account (mychart.svmh.com) and select Appointments/Visits Page.
2. Click your video visit appointment.
3. Complete eCheck-In registration.
4. Verify your information and answer all required questions if you have not done so already.
5. Click the green **Begin Visit** button.
6. Your laptop/computer will perform a hardware check. If your microphone or camera is not working, you will receive a notification. See the last page of this Tip Sheet for **“How to Allow MyChart Pop-Ups.”**
7. Once your hardware checks out, you will enter a virtual waiting room and your provider will join when ready.



MyChart Video Visits: How to Allow MyChart Pop-Ups

Chrome Browser:

1. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
2. Select **Settings**.
3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
4. Click **Popups and redirects**. Click **Add** button to the right of **Allow** (not Block!).
5. Type **mychart.svmh.com** and then click **Add**

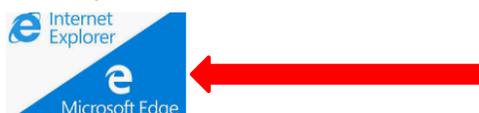
Safari Browser on MAC:

1. Click the Safari drop down menu
2. Select **Preferences** from the drop-down. Then click **Websites**
3. Click **Pop-up Windows** located on the left side, Ensure the **Block Pop-up** window option is **NOT** checked. This **ALLOWS** pop-ups
4. Click the drop-down to allow <your organization's website>
5. Close and reopen Safari for changes to take affect

Firefox Browser:

1. Click the Open menu button (three bars) in the upper-right corner. Then click **Options**
2. Select **Privacy & Security**
3. Scroll down to **Permissions**
4. If **Block Pop-up windows** is not checked, you're done. If it is checked, click **Exceptions...** to the right of it and type **mychart.svmh.com** and then click **Allow** and **Save Changes**
5. Close and relaunch the Firefox browser for changes to take affect

Microsoft Edge Browser (Use this **NOT** Internet Explorer):



1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
2. In the search box at the top of the Windows Setting window, type "pop" and press Enter
3. Click on **Block or allow pop-ups**

4. If Turn on Pop-up Blocker is not checked, you are done. If it is checked, click **Settings** to the right of it and type **mychart.svmh.com** and then click **Add** and **Close** and **OK**
5. Close and relaunch Edge for changes to take affect

iPhone or iPad iOS:

1. Open the **Settings** app in iOS and go to Safari browser
2. Under **General** on right side, toggle the switch **Block Pop-ups** to the OFF position

Android phone or tablet:

1. Open the Chrome app. To the right of the address bar, tap the 3 dots and the click **Settings**.
2. Tap **Site settings**. Click **Pop-ups and redirects**. Make sure they are **Allowed**.

Connection Issues:

- If the connection is lost, go back to MyChart and restart the video for your appointment.
- If the video quality is poor, try switching from Wifi to data, or, vice versa.
- Check your internet browser in your settings device and make sure pop-ups are allowed.
- If unable to connect, call your provider office or the **MyChart Support Line: 831-771-3885**.

Helpful Links:

YouTube Instructional Video – MyChart Mobile App and Features

https://www.youtube.com/watch?v=XQ_9oJsgvA&feature=youtu.be

Safari or iPhone® devices, see step-by-step instructions at:

<https://support.apple.com/en-us/HT203987> \

Google Chrome or Android™ devices, see step-by-step instructions at:

<https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DAndroid&hl=en>