

Connect to Your UAMS Video Visit

Be sure your computer
has a camera,
microphone and speakers

Always allow access if
asked

Call 501-686-8666 if you
have problems
connecting

Use Chrome, Safari, or Firefox



Do not use Internet Explorer



**Connecting through UAMS
MyChart account?**

[Click here to jump to instructions or see below](#)

**Connecting without a UAMS
MyChart account?**

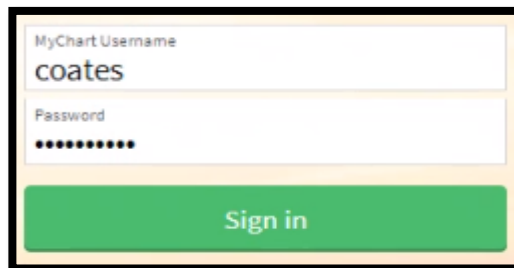
[Click here to jump to your instructions](#)

**Connecting through UAMS
MyChart account on your
mobile device?**

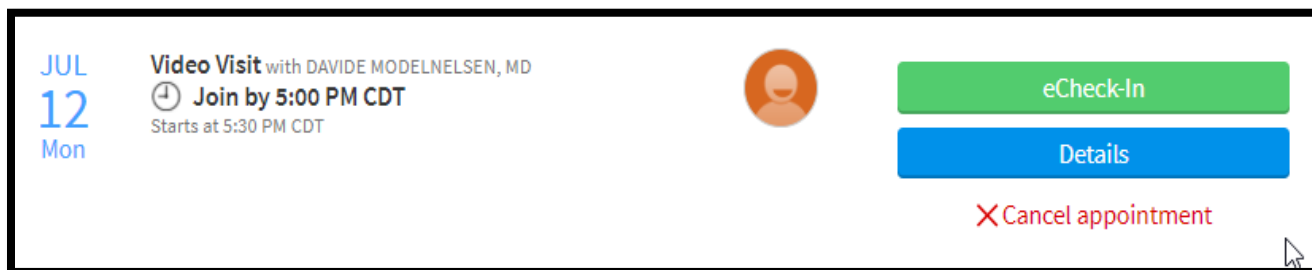
[Click here to jump to your instructions](#)

Using Your MyChart Account to Join the Video Visit

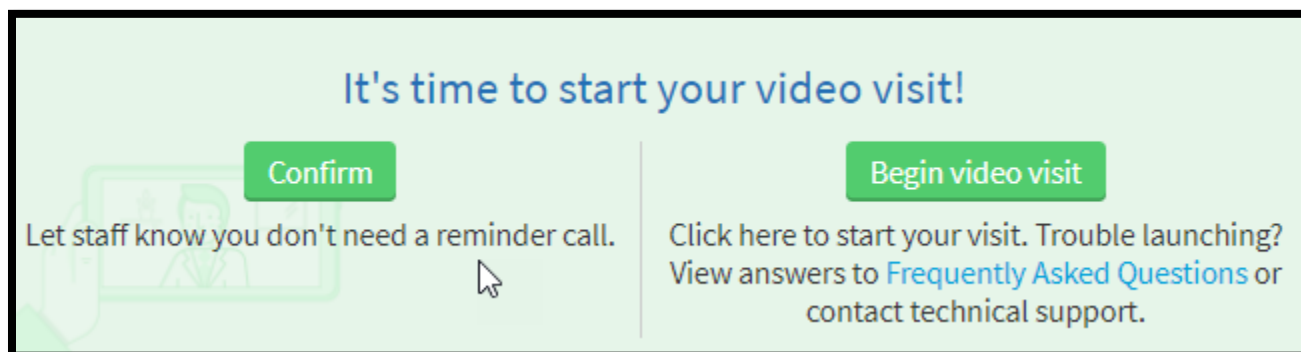
1. Log into your MyChart account at mychart.uamshealth.com

A screenshot of the MyChart login page. It features two input fields: 'MyChart Username' with the text 'coates' and 'Password' with masked characters. Below these fields is a green 'Sign in' button.

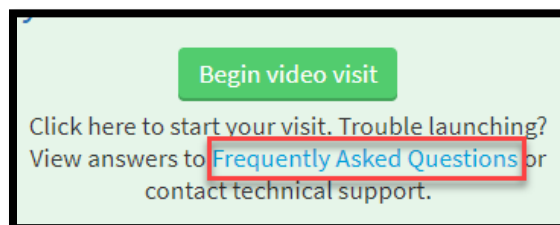
2. From your MyChart home page, click on the **Begin Visit** green button or click **Visits** in the header to go to the Appointments and Visits page. Click eCheck-In to start the pre-registration process.

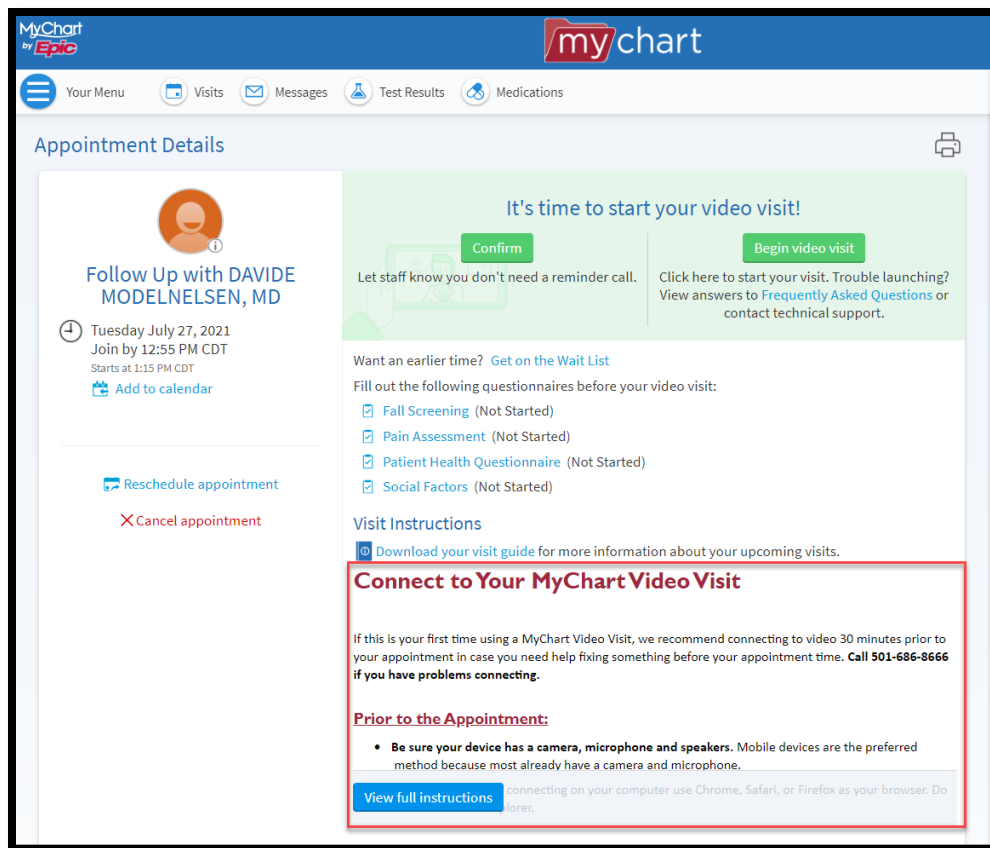
A screenshot of the MyChart appointment page. On the left, it shows the date 'JUL 12 Mon'. In the center, it says 'Video Visit with DAVIDE MODELNELSEN, MD' and 'Join by 5:00 PM CDT' with a clock icon, and 'Starts at 5:30 PM CDT'. On the right, there is a green 'eCheck-In' button, a blue 'Details' button, and a red 'Cancel appointment' link. A user profile icon is also visible.

3. After completing eCheck-In, click on the green **Begin video visit** button.

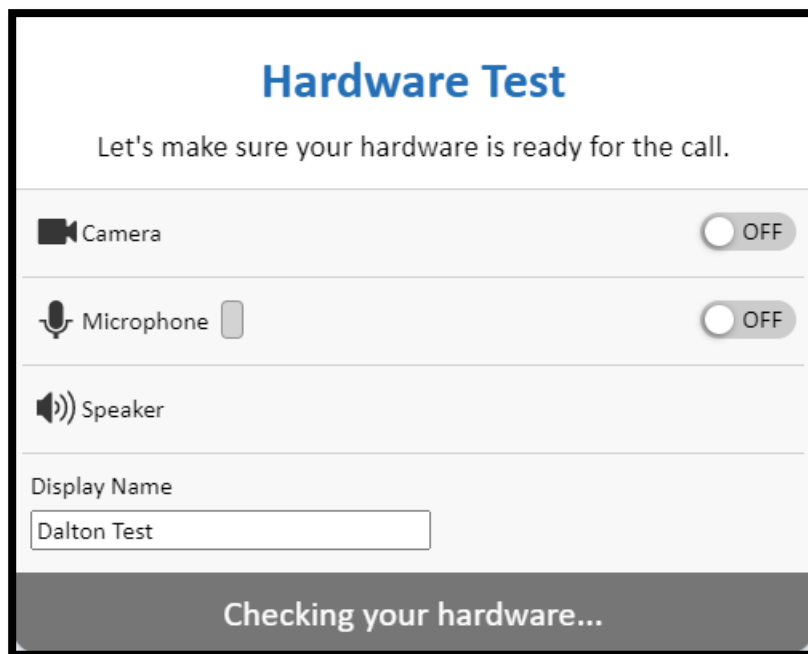
A screenshot of a confirmation screen for a video visit. The title is 'It's time to start your video visit!'. There are two main options: 'Confirm' with the text 'Let staff know you don't need a reminder call.' and 'Begin video visit' with the text 'Click here to start your visit. Trouble launching? View answers to [Frequently Asked Questions](#) or contact technical support.' A mouse cursor is pointing at the 'Confirm' button.

4. If you have questions concerning the visit you can review the **frequently asked questions** blue hyperlink or click review the instructions below the visit.

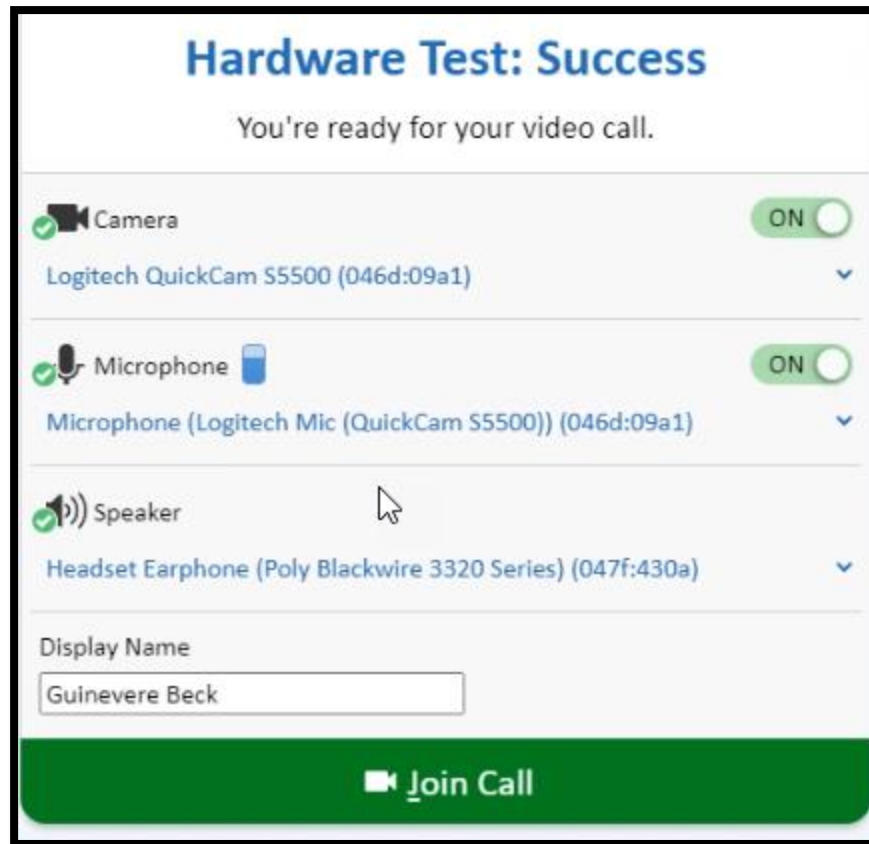
A screenshot of a button and text block. It features a green 'Begin video visit' button. Below the button, the text reads: 'Click here to start your visit. Trouble launching? View answers to [Frequently Asked Questions](#) or contact technical support.' The 'Frequently Asked Questions' link is highlighted with a red box.



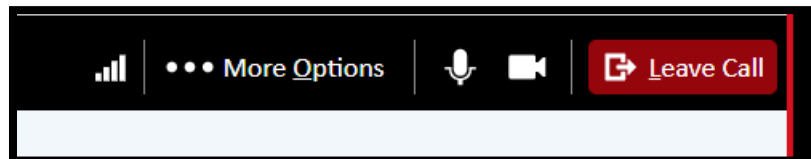
5. Your computer/phone will go through a Hardware Test automatically.



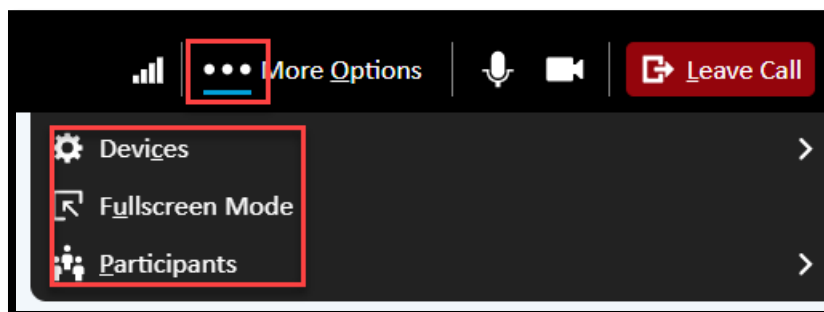
6. When it is time for you Video Visit, click the green "Join Call" button.



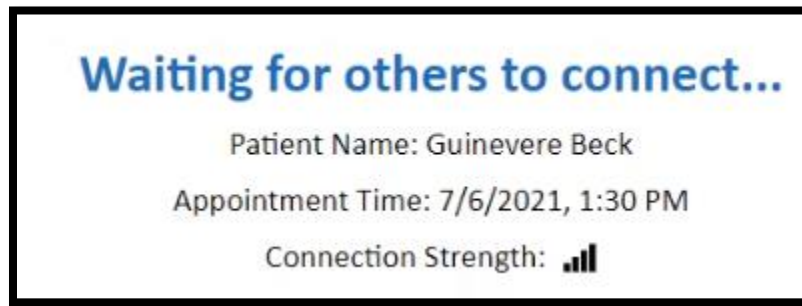
7. Once you have joined the call, you can review the settings in the upper right hand corner of the screen. You can see how your connection status is, if you are muted or unmuted, and if video is connected. When the call is complete, you can leave the call by clicking on the **Leave Call** button.



8. Click on the three dots for more options to review device settings, switch to full screen mode and view participants.

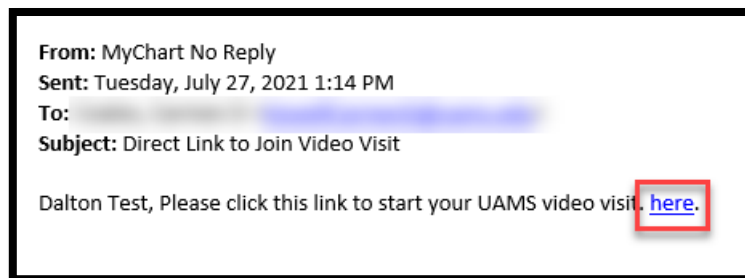


9. Wait for your provider to join the video. ****Please be patient. Your provider may be running behind.**

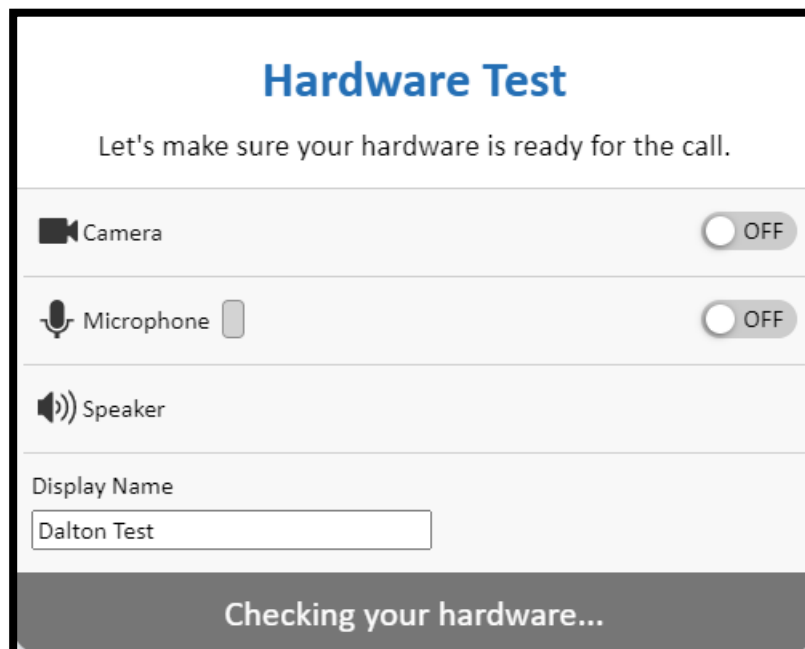


Joining the Video Visit Via Text or Email

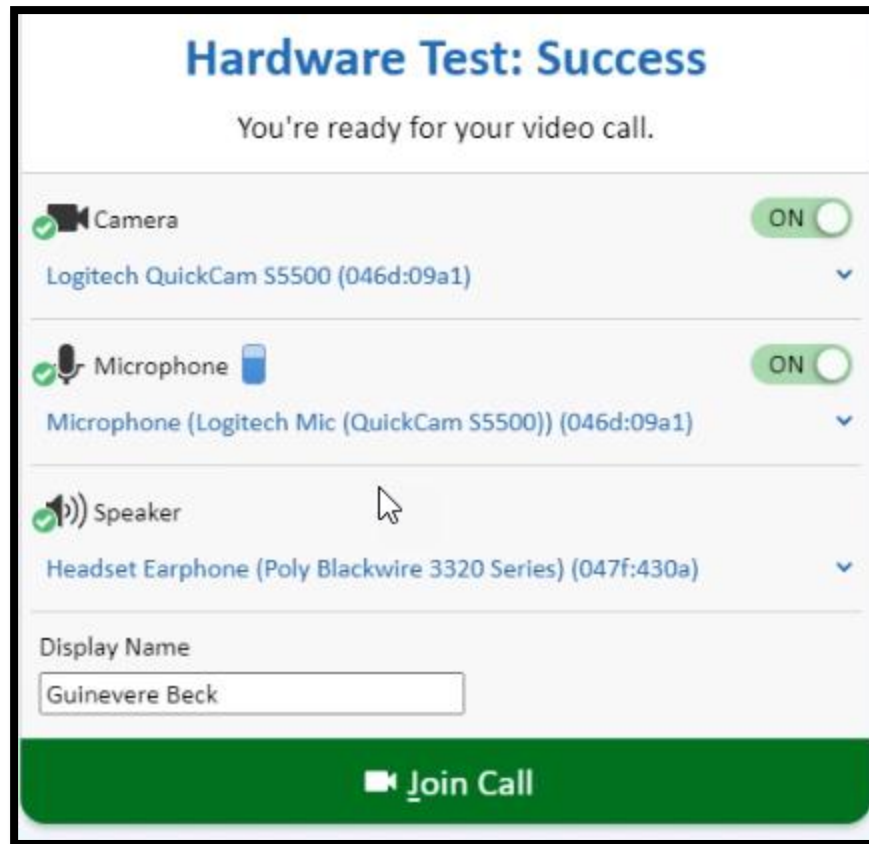
1. If you are joining the visit by text or email, your provider will send you a link. **Note: If they send you a link sooner than your appointment time, remember it may not be until your scheduled appointment time that the provider can join the visit.**
2. If you do not receive the email as expected, you might want to check your junk mail or spam folder.
3. The email or text message will contain a link. Click the link provided to open the video visit application.



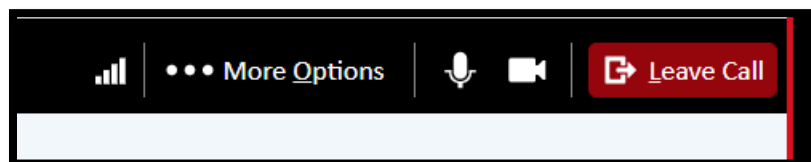
4. Your computer/phone will go through a Hardware Test automatically.



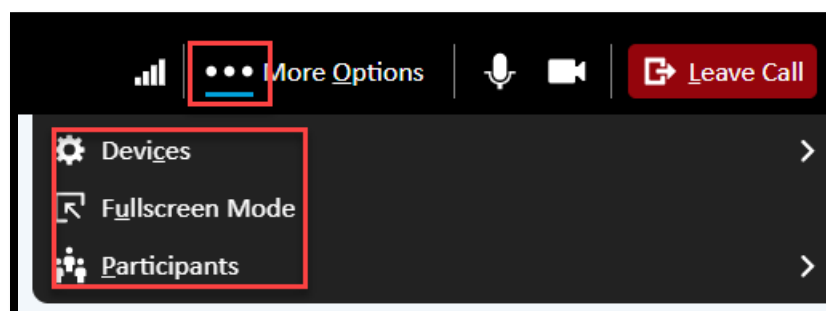
5. When it is time for you Video Visit, click the green "Join Call" button.



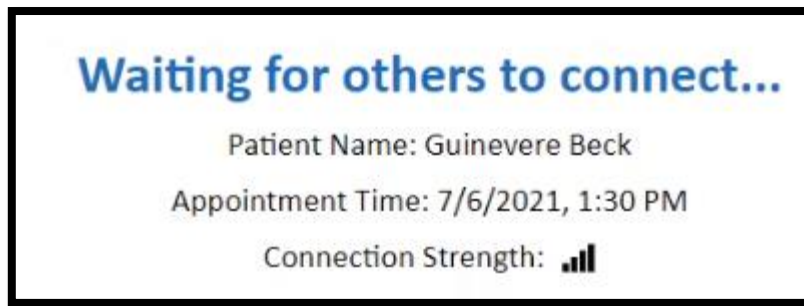
6. Once you have joined the call, you can review the settings in the upper right hand corner of the screen. You can see how your connection status is, if you are muted or unmuted, and if video is connected. When the call is complete, you can leave the call by clicking on the **Leave Call** button.



7. Click on the three dots for more options to review device settings, switch to full screen mode and view participants.

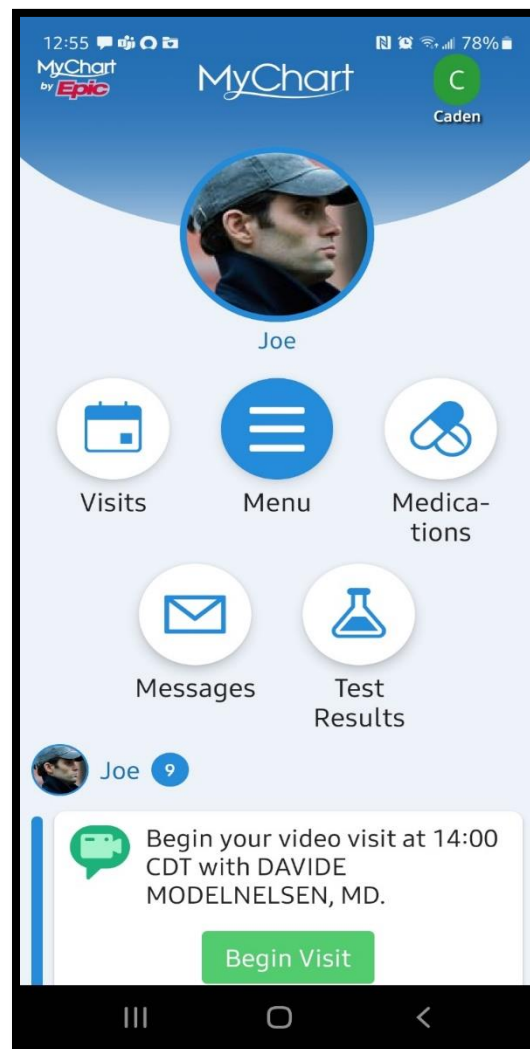


8. Wait for your provider to join the video. ****Please be patient. Your provider may be running behind.**

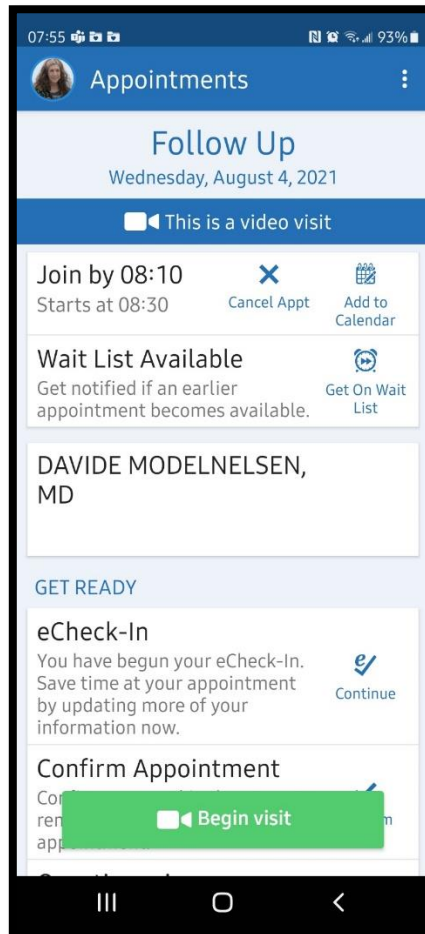


Joining the Video Visit Using Your Mobile Device Equipped With The MyChart APP

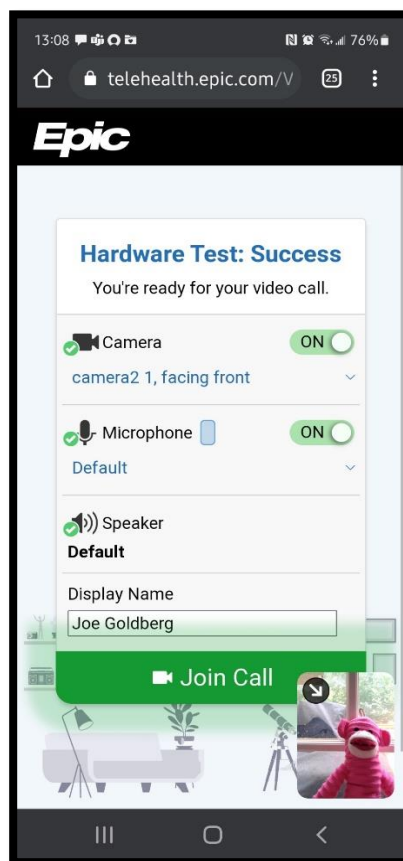
1. Open the Mobile MyChart app.
2. On the home page, scroll down to see your visit. Click on the **Begin visit** button. A pop-up will alert you to begin eCheck-in. This is required before joining the video visit. After completing eCheck-in, click the green **begin visit** button when you are ready to join the visit.



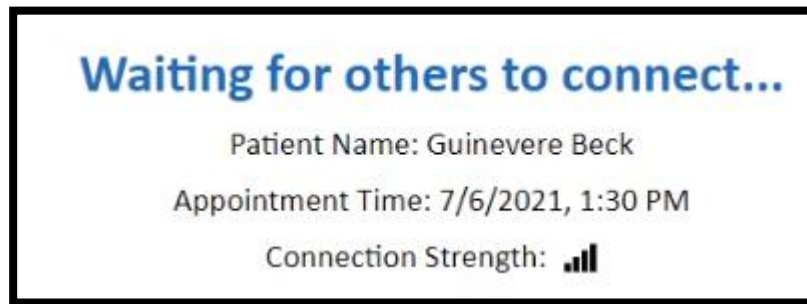
3. You can also click the green begin visit button from the Details section of the appointment. You can scroll down and see details about your appointment.



4. The system will run a hardware check. Click the green **Join the Call** button.



5. Wait for your provider to join the video. ****Please be patient. Your provider may be running behind.**



6. Once you have joined the call, you can review the settings. You can see your connection status, if you are muted or unmuted, and if video is connected. When the call is complete, you can leave the call by clicking on the red button.



7. Click on the three dots for more options to review device settings, switch to full screen mode and view participants.

