

# Video Visits on Your Desktop/Laptop

## Using Cisco Webex for MyChart Video Visits

Use this tipsheet as a guide to prepare for your video visit before your appointment and for instructions on how to join the visit on the day of your appointment. Follow all steps on pages 1-5 before your visit.



### Before You Start

Cisco Webex does not work on Internet Explorer. It is compatible with most all other browsers. Google Chrome is recommended. [Click here to download Google Chrome.](#) [Click here to learn how to change your default browser.](#)

#### Browser not supported :(

Please use one of the following latest browser:

- 1.Chrome
- 2.Firefox
- 3.Safari



### Technical Issues

Please call if we can help you prepare for your video visit.

- For technical assistance getting your device ready call: 667-208-6100
- For MyChart assistance (password reset/activation problems) call: 443-997-6225, Monday - Friday 9:00 a.m. to 5:00 p.m.



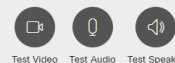
### One Time Testing Instructions

Test your computer to make sure your settings work with a Cisco Webex Video Visit.

- Go to <https://instant.webex.com/mediatest>

#### Before joining a video call

- Ensure you can see your preview using our Test Video Tool
- Test your mic to see if your audio is working
- Conduct a speed test using our connectivity tool



- You may get a pop-up message asking to use your microphone and camera. Click **Allow**.

#### instant.webex.com wants to

- Use your microphone
- Use your camera



Allow

Block



### Test Audio, Video, and Speaker





**Note:** [If any of these tests fail, see the Troubleshooting section below.](#)

1. Click  button.
2. You will see a video screen of yourself in the bottom left corner.
3. Click  button to end the video test.

#### Before joining a video call

- Ensure you can see your preview using our Test Video Tool
- Test your mic to see if your audio is working

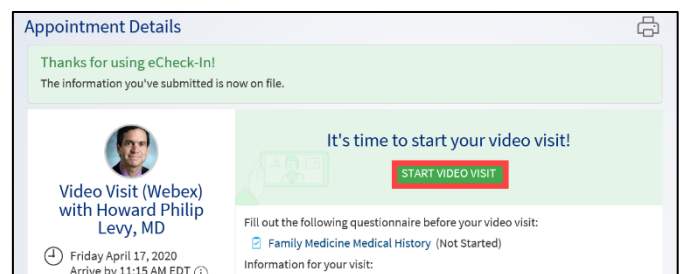
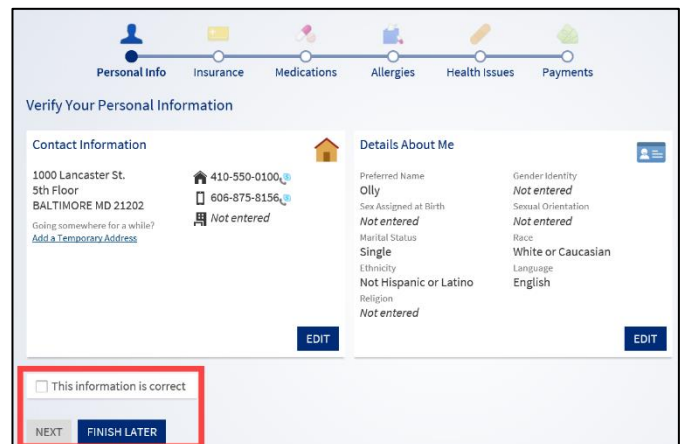
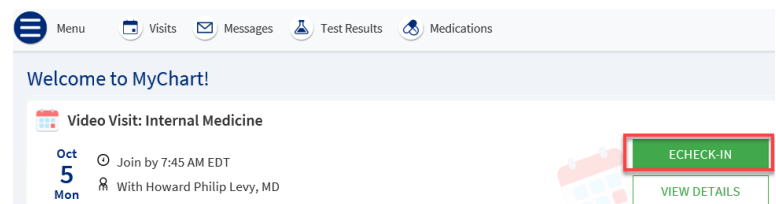


4. Click  button.
5. Say something into your microphone.
6. You will see waves. Speak louder and they will get larger.
7. Click  button to end the audio test.  
*\*If testing fails, go to the Troubleshooting section of this guide and follow steps for: I logged into the meeting room but cannot see or hear my provider.*
8. Click the  button.
9. You should hear a tone coming from your speaker.
10. Click the  button to end the test.



## eCheck-In Available Beginning 7 Days Before Your Appointment

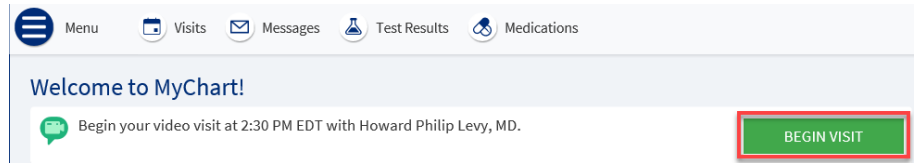
1. Go to <https://mychart.hopkinsmedicine.org/> and create a MyChart account or Login if you already have one.
2. Click on your upcoming appointment.
3. Click **ECHECK-IN**
4. The eCheck-In process will guide you through verifying your personal, insurance, and health information. You may be prompted to sign forms during your eCheck-In. Please read and if you agree, e-Sign by clicking **Click to Sign**.
  - You can change your information with the **EDIT** buttons.
5. If your information is correct, click the check-box **This Information is correct**. Click **Next**.
  - You may have to scroll down to see the Next button.
6. Once you have completed the eCheck-In process, you can close your browser.
  - The **Start Video Visit** button will appear 30 minutes before your scheduled appointment time.
  - Click the Start Video Visit button **when it is your scheduled appointment time**.





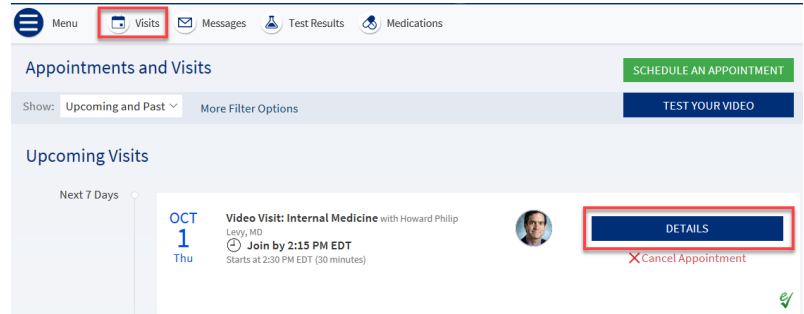
# On the Day of Your Video Visit

1. Go to <https://mychart.hopkinsmedicine.org/> and Login
2. Find your upcoming appointment and click **Begin Visit**.

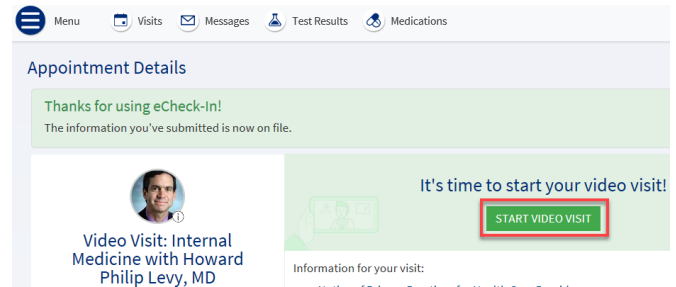


More options and directions can be found by clicking the Visits bubble and opening the Details section for your video visit appointment

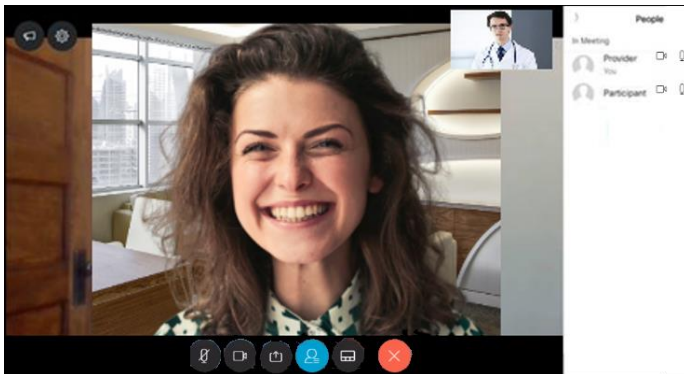
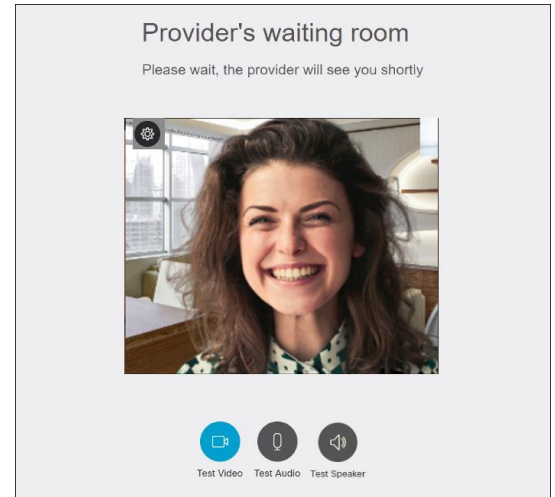
3. Click Visits and then Details



- Click **Start Video Visit**
- The green **Start Video Visit** button will appear 30 minutes before your scheduled appointment time.



4. You will now be brought to the waiting room for your video visit (right).
  - You will receive a message, "Please wait, the provider will see you shortly."
  - You do not need to test your video and audio if you did previously.
5. If your provider has joined the visit before you, you will be brought directly into the video visit (below).

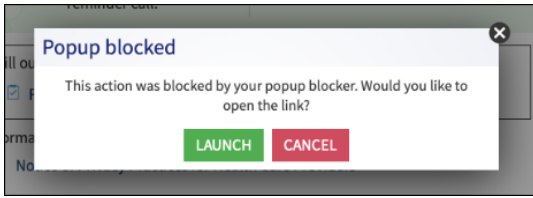




# Troubleshooting Your Video Visit

## You may see a window that tells you a pop-up has been blocked

- This occurs when you attempt to open a link to an outside site
- Click launch to continue



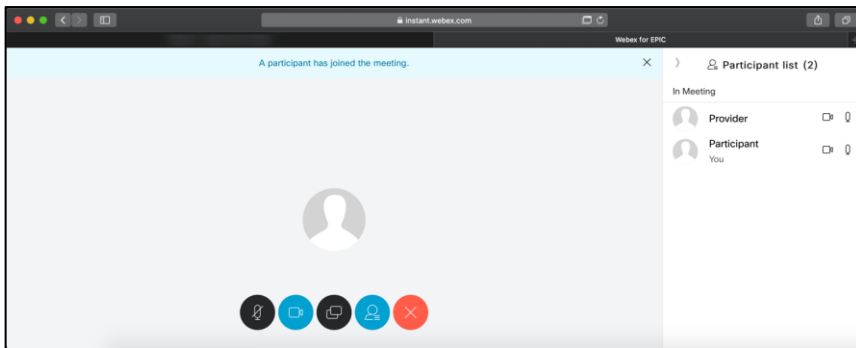
## I do not see a **START VIDEO VISIT** button.

- Be sure you have completed eCheck-In.
- Check the time to make sure you are within 30 minutes of your scheduled appointment.
- Try logging out and back in.

## I clicked **START VIDEO VISIT** and nothing happened.



- Check if a Pop-Up Blocker is enabled for the site.
- In the top of your browser you may see a banner asking you to allow pop-ups.
- Click **Yes** or **Allow** to add MyChart as a trusted website.

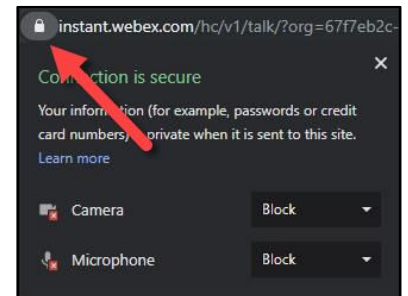
## I logged into the meeting room but cannot see or hear my provider. I see the following:



- If you cannot see or hear your provider, or if your camera or microphone does not work, check to make sure you have allowed the browser to access your camera and microphone.

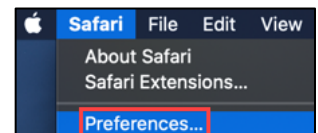
### Chrome or Browser on Windows Computer



- Click the lock next to the URL in your address bar.
- Change the camera and microphone settings to **Allow**.
- Then refresh the page with the  icon in the address bar.
  - If you cannot find where to refresh the page, click  and choose to Exit the meeting, then choose to Rejoin.

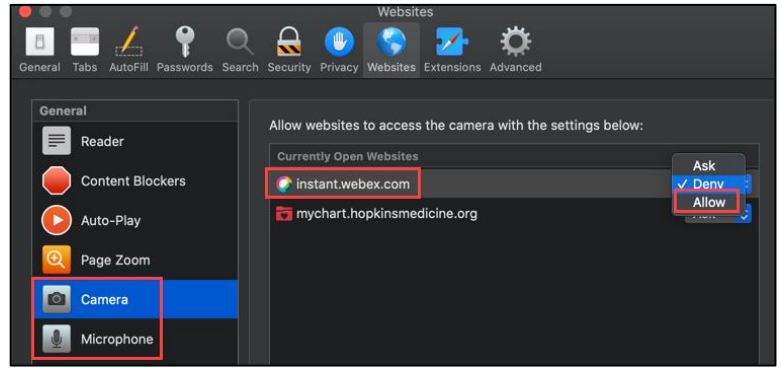
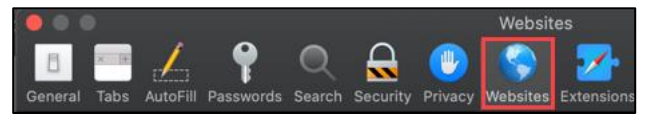


### Safari Browser on Apple Computer

- Go to your Safari menu, and click **Preferences**.
- Click on the **Websites** tab.





- On the Websites tab, under General, find the Camera and Microphone tabs. On each tab find the line for instant.webex.com and select Allow from the drop-down menu.
- Close the Preferences window.
- Then refresh the page with the  icon in the address bar.
  - If you cannot find where to refresh the page, click  and choose to Exit the meeting, then choose to Rejoin.



### My provider cannot hear me.

- If you have taken the steps above and your provider cannot hear you, your Microphone may be muted. Check the Microphone buttons:

- Red is muted  Black is on 
- Click the icon to turn Mute on or off.

### My provider cannot see me.


- If you have taken the steps above and your provider cannot see you, your Camera may be off. Check the Camera buttons.

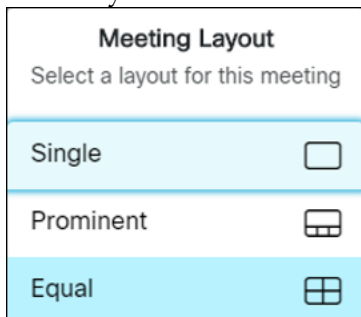
- Blue is on  Black is off 
- Click the icon to turn Camera on or off.

### Audio and Video are slow or choppy in the meeting.

- Move closer to your router if you are using a Wireless (WiFi) internet connection.
- Close all of your other open browser tabs or windows, and any applications you do not need running.

### I would like to see video for other participants in a different layout.

- You can switch to grid view by clicking the  icon in the bottom toolbar.
- This view allows you to see the images in a different arrangement.
- You may choose Prominent view or Equal view.



- Single - displays only the person speaking at the time.
- Prominent - displays the person speaking primarily on the screen, with a film strip view across the bottom displaying all attendees.
- Equal - Displays all attendees' video feed in equal sizes on the screen.

**If you are still having trouble launching the visit, make sure pop-ups are enabled in your browser.**

- See the [Allowing Pop-ups](#) tipsheet for assistance.