

## Mobile App

Copy and paste this link into a MyChart message to share this tip sheet with your patient:

<https://www.henryford.com/-/media/files/henry-ford/services/virtual-care/patients-mychart-video-visits-using-mobile-app.pdf?la=en&hash=7B68FE1EBD0F62F8550FEA5CD95ECA30>

Patients joining a MyChart Video Visit on a Mobile Device- Arabic

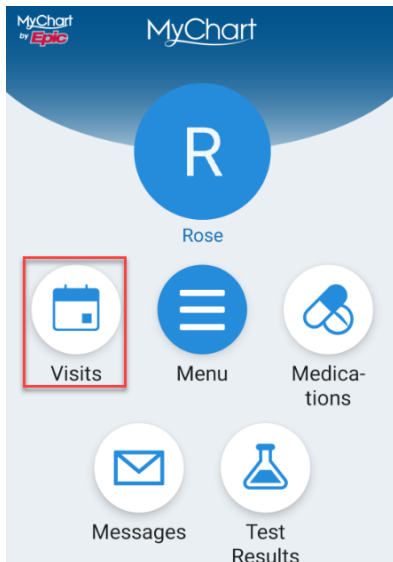
Patients joining MyChart Video Visits using a Mobile Device- Spanish

### Always remember:

- Do not join your visit while driving, on the go, or anywhere unsafe.
- Select a quiet, private, well-lit location with access to a strong internet connection to ensure the privacy and quality of your visit.
- Minimize distractions.
- Dress appropriately.

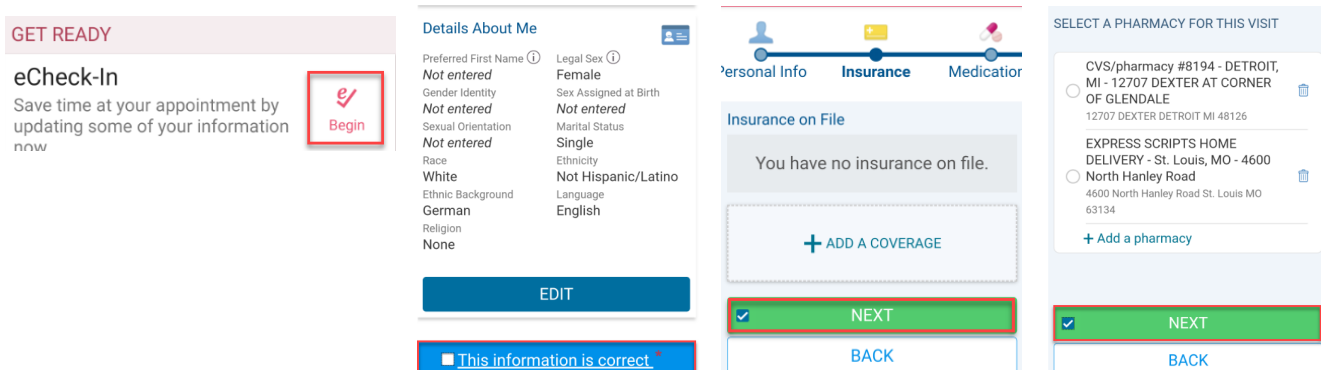
## Try it Out

1. Log into your Henry Ford MyChart account and click Visits.

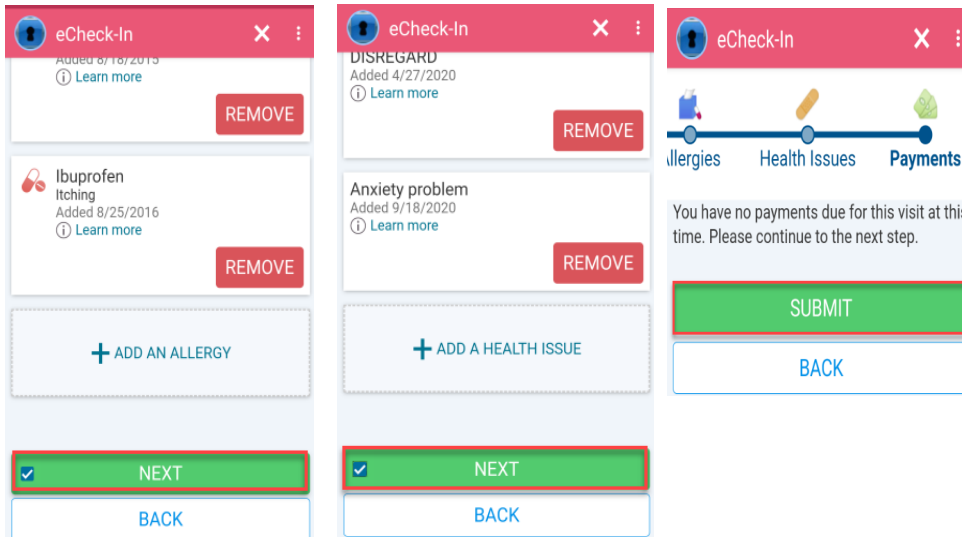


2. Select the appropriate appointment and complete eCheck-In to verify your personal information, insurance, medications/pharmacy, allergies, health issues and payment. Make any appropriate changes and scroll to the bottom of each section and click the check box to verify that the information is correct.

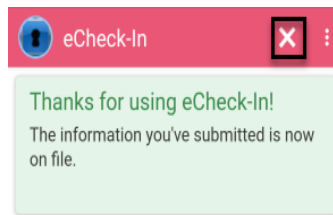
Note that adding insurance information will require insurance name, member number, group number and a picture of the front and back of the insurance card.



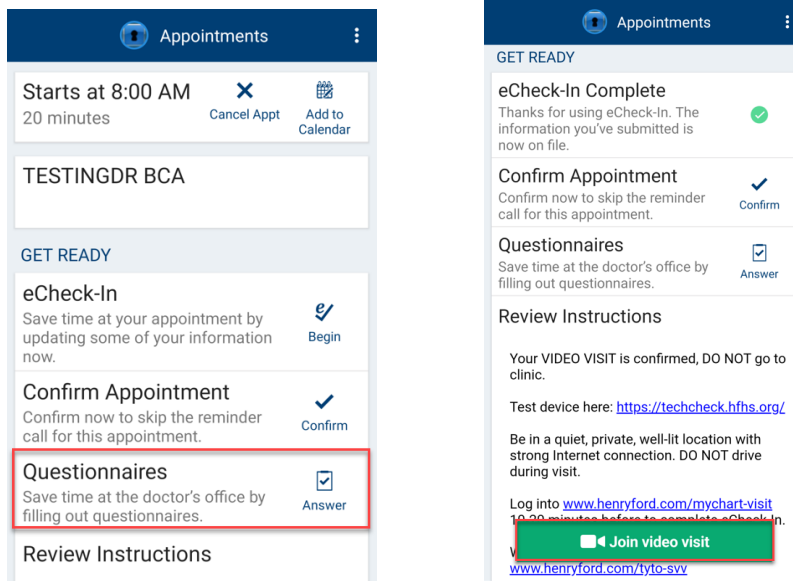
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3. Close eCheck-In once submitted using the X.



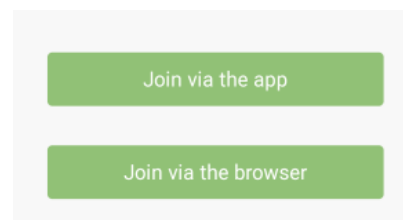
4. Scroll down to view and complete any questionnaires before clicking **Join video visit**.



5. You are now asked to join using the browser or to download the VidyoConnect App.

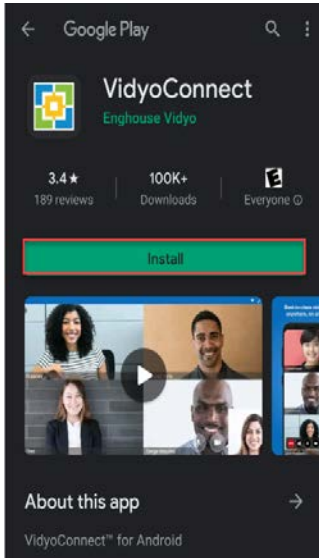
If you choose to download the app, you will be redirected to the App Store or Google Play Store to download it. Click Install (Google Play) or View and then Get (App Store) and complete the download of the VidyoConnect App. If you have already downloaded this app, please jump to step 10.

If you choose to join using the browser, accept all terms and conditions, allow access to microphone, camera and speakers, and click **Join**

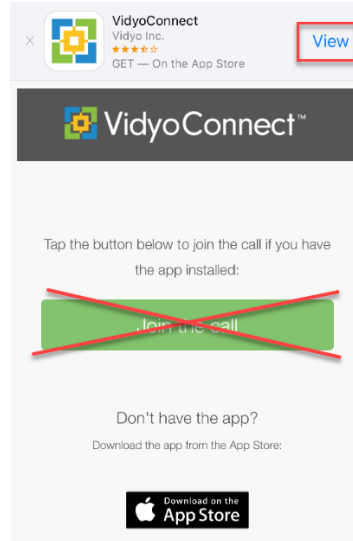


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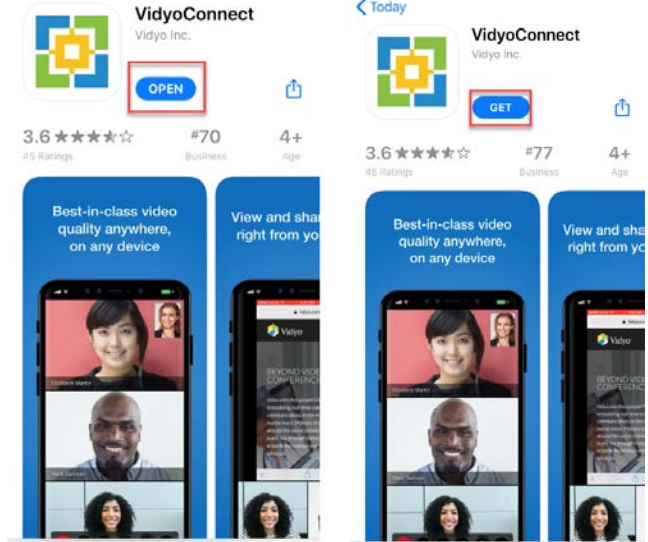
Android:



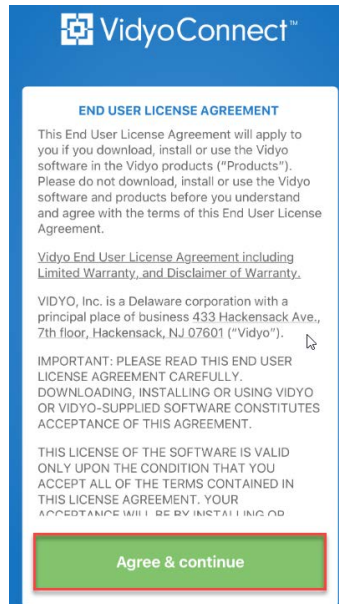
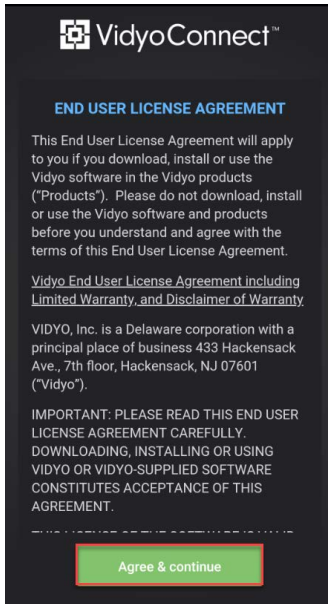
iPhone/iPad:



**DO NOT** click Join the call. Clicking Join the call will give you a Safari error message. Click **View** to connect to the App Store to download VidyoConnect.

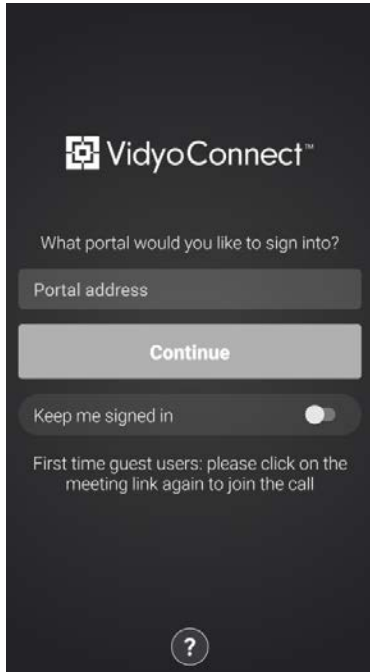


6. Click **Agree and Continue** on the End User License Agreement.

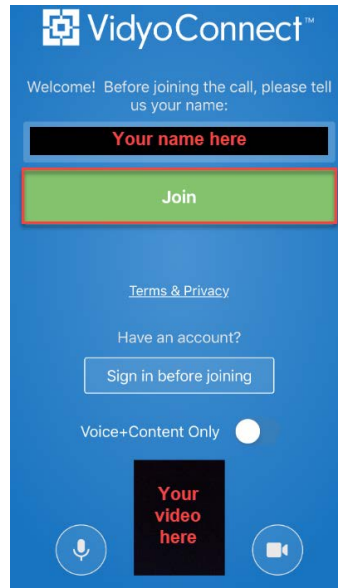
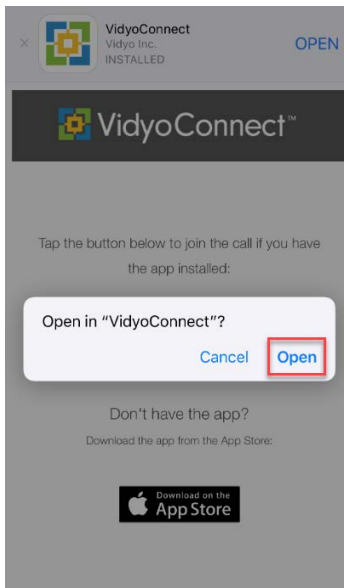


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- 7 The VidyoConnect App opens and asks for a Portal Address. **Close out of the VidyoConnect App (Do NOT enter a Portal address)** and return to your MyChart Appointment screen and click **Begin Visit**.



8. You will be redirected to the VidyoConnect App (click Open if prompted) with your name pre-populated. Click **Join**.



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9. You must agree to the Vidyo User Terms & Conditions and the Vidyo Privacy Policy. Be sure to allow access to your Microphone, Camera and Speakers when prompted.

Usage of Vidyo's cloud services is subject to Vidyo's User Terms & Conditions and Privacy Policy. Please indicate your agreement with each of these by checking below and then clicking Continue. You may return to review these agreements or change your response at any time by going to Settings.

Agree to the Vidyo [User Terms & Conditions](#)

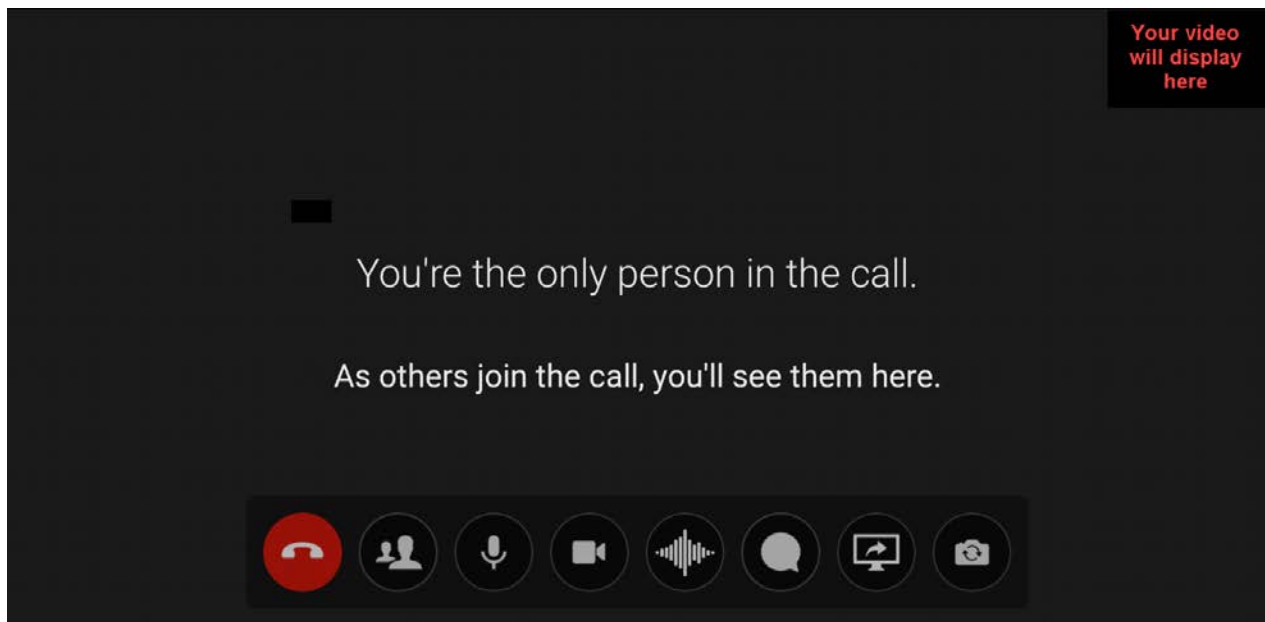
Agree to the Vidyo [Privacy Policy](#)

QUIT

**"VidyoConnect" Would Like to Access the Camera**  
Used for video conferencing

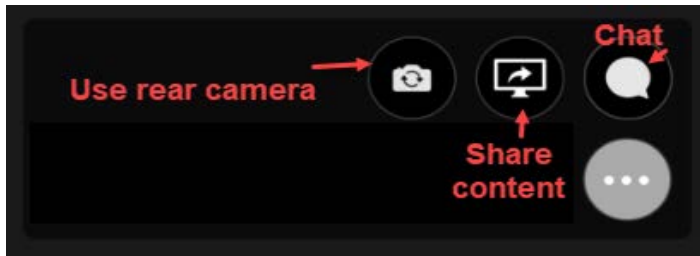
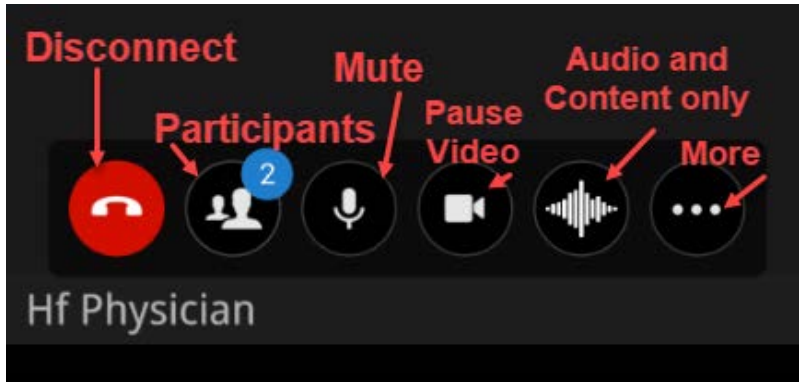
**"VidyoConnect" Would Like to Access the Microphone**  
Used for video conferencing

10. You will be placed in the Virtual Waiting Room while you wait for your provider to connect. When connecting on a mobile device, we recommend turning the device on its side (landscape view). This allows for a wider angle and help your video to not appear zoomed in. This also allows better access to the charging port on your device.

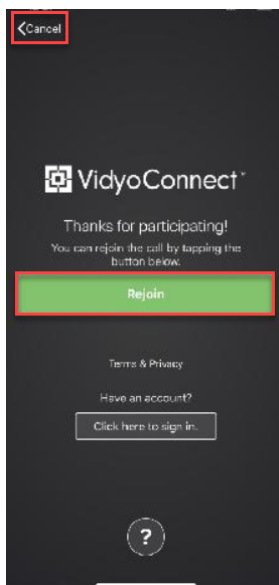


## Mobile App

11. Tapping your screen will allow you to access the toolbar shown below.



12. If you get disconnected at any time during your visit, you can reconnect in the VidyoConnect App by clicking **Rejoin** . Close the VidyoConnect app completely by clicking the Cancel button or by swiping up from the bottom of the screen when your visit is complete.



If you need further assistance, please call 1-313-876-7951 to speak to a MyChart Advocate.