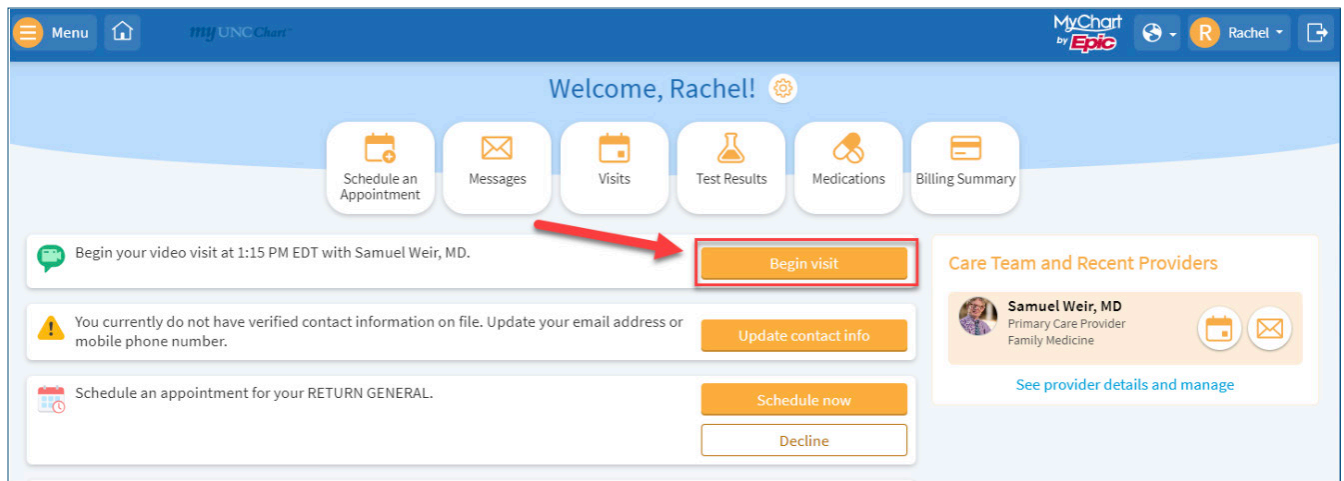


myUNC Chart™

Instructions for a scheduled Video Visit via My UNC Chart

- 1 After signing into My UNC Chart, you should see your video visit appointment on the Welcome page. Click on the **Begin visit** button on the right side of this section.



1a

If you have already completed your eCheck-In, then click **Join video visit** and go to step 5 of these instructions.

The screenshot shows the 'Appointment Details' page for a video visit. At the top, a green banner indicates 'Ready to begin video visit' with a checkmark icon and the text 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, the left sidebar contains the provider's name 'RETURN VIDEO MYCHART with Physician Family Medicine, MD', appointment details for Tuesday, June 04, 2024 at 11:00 AM EDT (15 minutes), and a 'Join video visit' button. The main content area features a large orange banner with the text 'It's time to start your video visit!' and a prominent 'Join video visit' button. Below the banner, there are instructions to review questionnaire answers and links for 'Learn more about Video Visits' and 'Video Visit Hardware Test'. A 'Visit Instructions' section provides detailed Spanish text about the video visit process and requirements. At the bottom, there is a 'View full instructions' button.

1b

If you cannot find the appointment on the Welcome page, navigate to the **Visits** icon and you will find your video visit appointment.

The screenshot shows the 'Welcome, JennyFabulous!' page on My UNC Chart. The top navigation bar includes 'Your Menu', a home icon, and the My UNC Chart logo. Below the welcome message is a row of icons for 'Schedule an Appointment', 'Messages', 'Visits', 'Test Results', 'Medications', and 'Billing Summary'. A red arrow points from the 'Visits' icon to a detailed view of the 'Appointments and Visits' section. This section shows a list of 'Upcoming visits' for the 'Next 7 days'. A specific appointment is highlighted for 'JUN 5 Wed' at '7:00 AM EDT (30 minutes)'. The appointment title is 'RETURN VIDEO MYCHART with Virtual Provider'. To the right of the appointment details are buttons for 'eCheck-In' and 'Details'. Below the appointment details are links for 'Reschedule appointment' and 'Cancel appointment'.

2

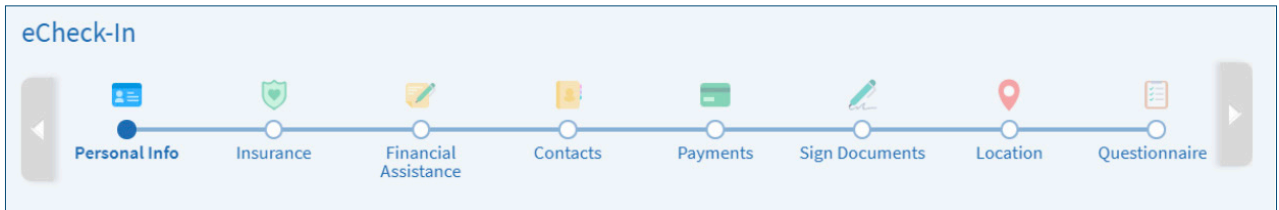
Once you have navigated to your video visit appointment, if you have not already done so, complete **eCheck-In** by clicking the **Start eCheck-In** button.

The screenshot shows the MyUNCChart interface for a video visit appointment. At the top, there is a navigation bar with 'Menu', a home icon, 'MyUNCChart', and user information 'MyChart by Epic Rachel'. The main content area is titled 'Appointment Details' and features a yellow banner with a bell icon and the text 'eCheck-In Required. You must complete eCheck-In before joining the video visit.' A red arrow points to an orange 'Start eCheck-In' button within this banner. Below the banner, the appointment is for 'RETURN VIDEO MYCHART with Samuel Weir, MD' on Tuesday, June 04, 2024, at 1:05 PM EDT. The page includes sections for 'Get ready for your visit!' with 'Join video visit' and 'Confirm' buttons, 'Other actions you can take' (Learn more about Video Visits, Video Visit Hardware Test), 'Visit Instructions' (signing in 15 minutes before, testing audio/video), and a 'View full instructions' button. A 'Back to Appointments and Visits' button is at the bottom. A right-hand sidebar contains 'Watch to Learn' and 'Video Visits' sections.

3

Within eCheck-In you will verify your background information, insurance information, verify/add your emergency contacts on file, make payments, sign your General Consent for Treatment and Notice of Privacy Practices (if necessary), verify your location, as well as acknowledge the video visit guidelines (below).

NOTE: You may also have the option to start a Financial Assistance application if you qualify.



Video Visit Questionnaire

For an upcoming appointment with **Virtual Provider** on 6/4/2024

* Indicates a required field.

* Virtual Care Guidelines

UNC Health Virtual Care – Guidelines for Patient Participation

- I acknowledge that if I am not on Wifi it may not be the best video visit experience.
- Treat virtual visits just like in person visits.
- Contact your clinic if you will be running late.
- Do not engage in any unlawful activity during your virtual visit.
- Minimize distractions (cell phones, noises, use of motor vehicles, etc.).
- Join your virtual visit in a quiet/private location to protect your privacy, as well as those of others if you are participating in a group virtual visit.
- You may only record your visit if your Provider expressly consents to the recording.

Please contact your Provider with any concerns. If you have any difficulties with the technology, please contact your clinic or MyChart Support help line at (888) 996-2767. Hours of operation are 8am - 7pm Monday-Friday.

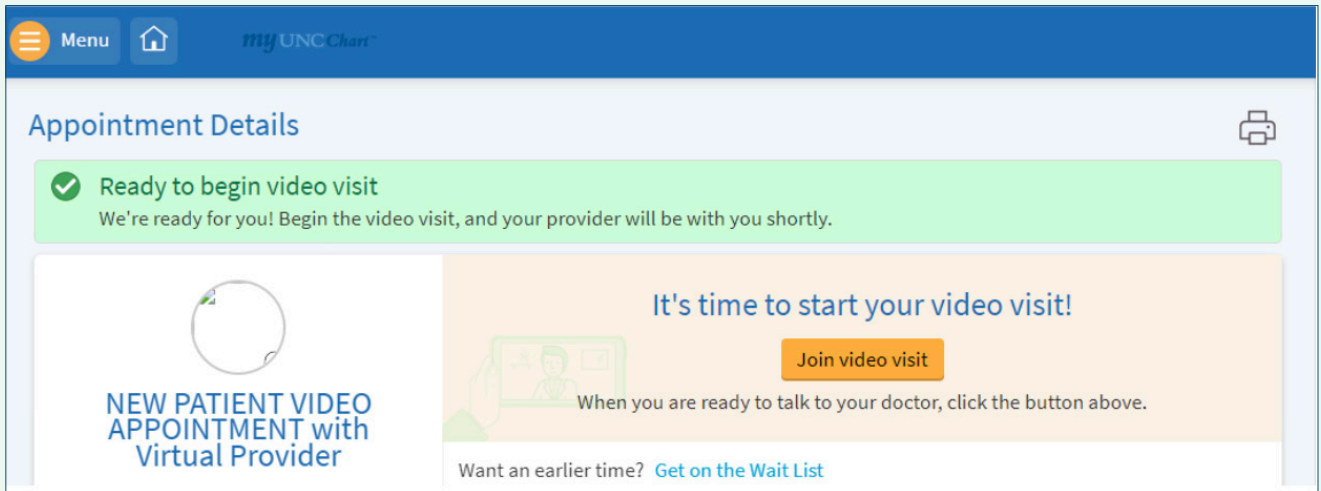
Accept

Uploading and Sending Photos for Video Visit

If your provider asks you to upload and send photos in preparation for your video visit, please [click here](#) to find instructions on how to upload and send your photos via PC or smartphone.

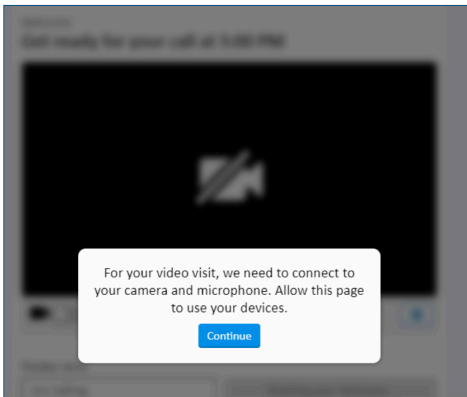
4

Once **eCheck-In** is complete, click on the large orange button that will display at the top of the screen that says **Join video visit**.

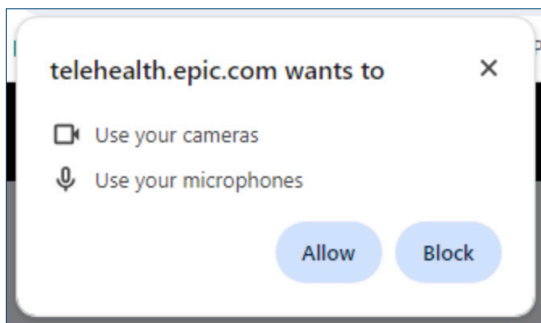


5

Once you click **Join video visit** you will be prompted to allow access to your microphone and camera. Click **Continue**.



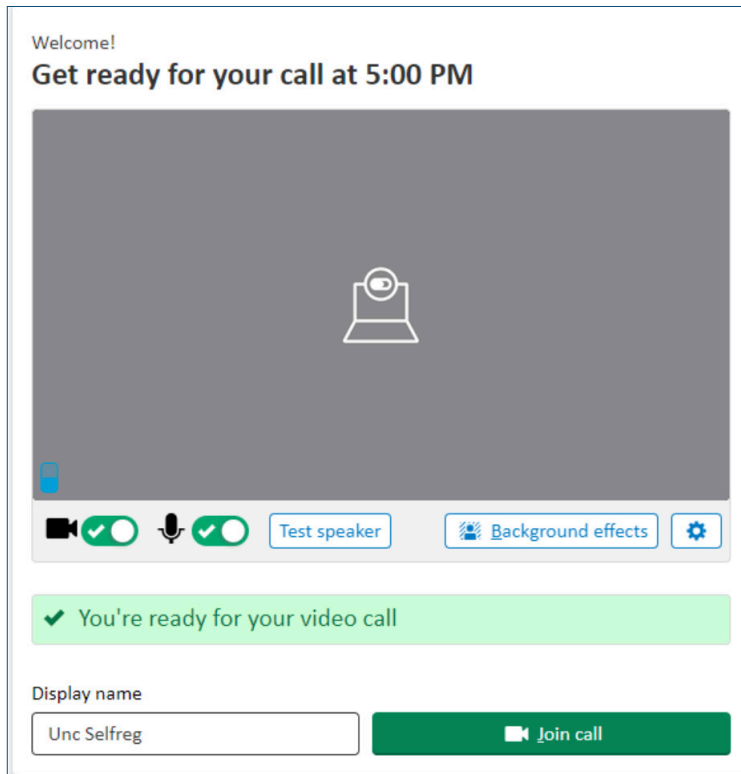
Click **Allow** to use your microphone and camera.



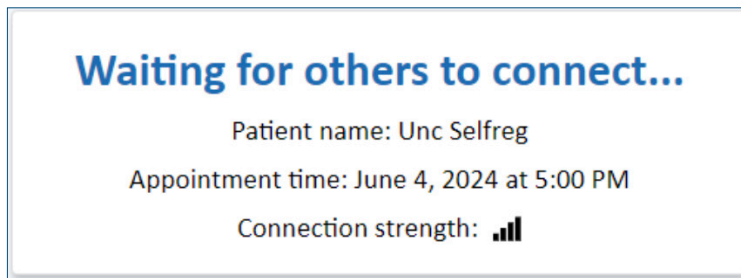
5

Continued

Click **Join Call**.



Wait for the provider to join the video session.



Troubleshooting Your Video Visit

I do not see the **Join video visit** highlighted in orange. It is still grayed out.

- Be sure you have completed eCheck-In.
- Try logging out of My UNC Chart and logging back into My UNC Chart.

Confirm you are using a supported browser.

				
	Chrome	Firefox	Safari	Edge (Chromium)
 Android				
 iOS (smartphone)				
 macOS (computer/laptop)				
 Windows (computer/laptop)				

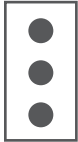
Choppy or Slow Audio and Video in the Meeting

- 1 Confirm you have a strong WiFi signal prior to joining the visit.
- 2 Move closer to your router if you are using a wireless (Wi-Fi) internet connection.
- 3 Close all your other open browser tabs or windows and any applications you do not need running.

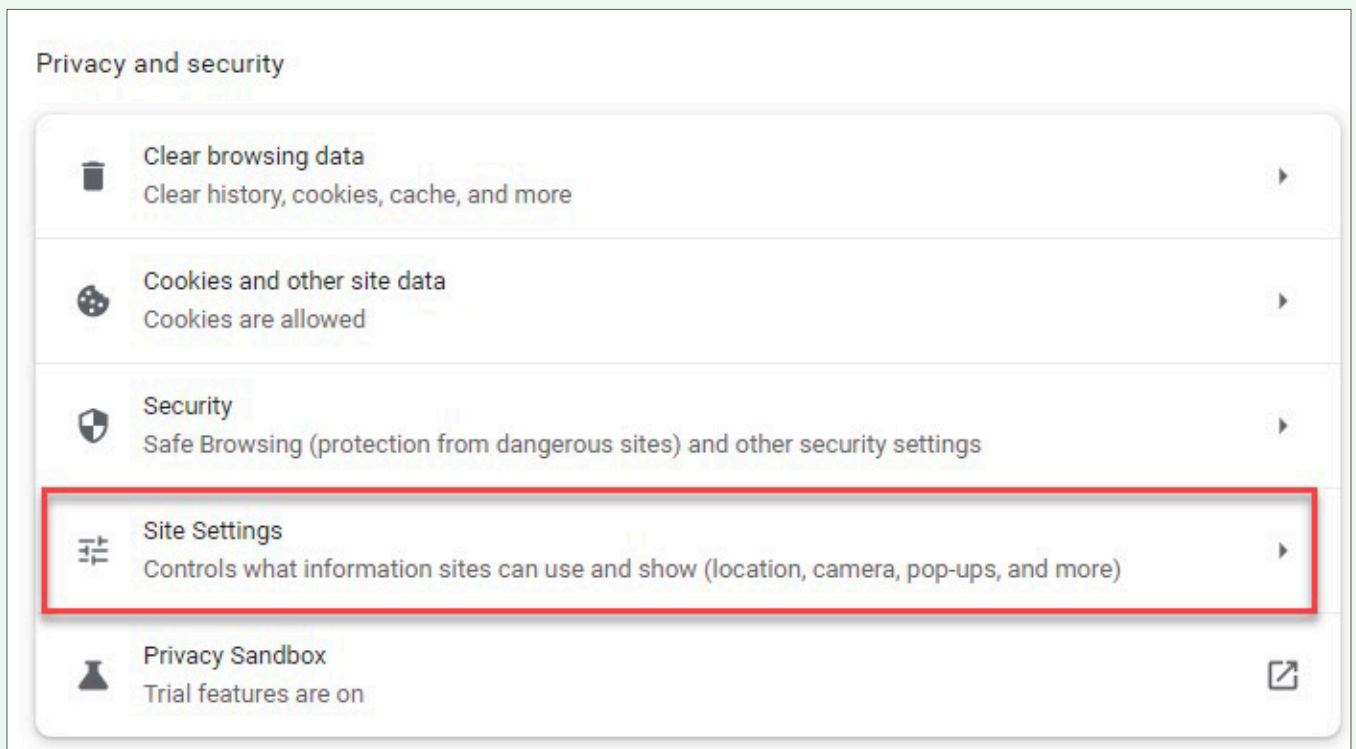
Disable Pop-Up Blockers in Chrome

I clicked on [Join video visit](#) and nothing happened.

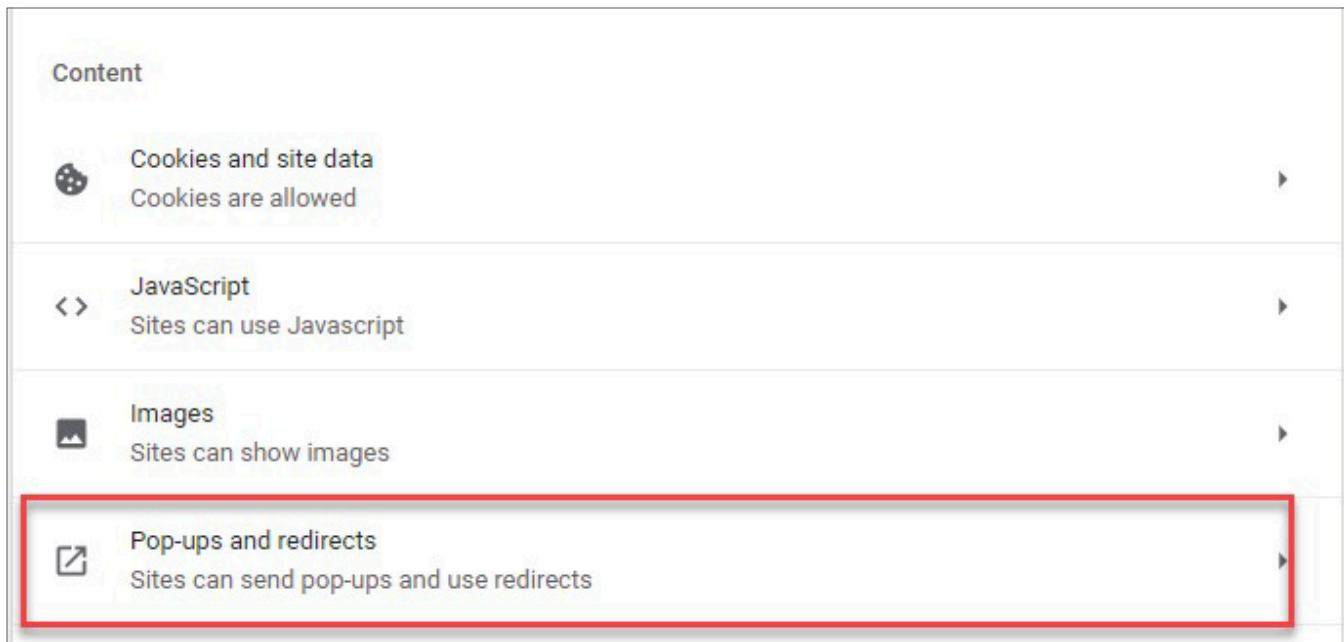
- 1 Click on Chrome's menu icon in the upper-right corner of the browser and click on **Settings**.



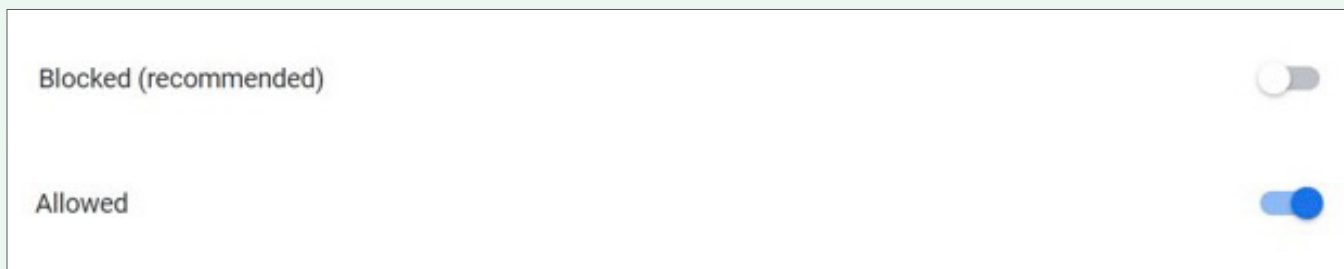
- 2 Scroll down to **Privacy and security** section and click on **Site Settings**.



3 Scroll down to the Content section and click on **Pop-ups and redirects**.



4 If it says **Blocked**, click the switch next to the word **Blocked** to change it to **Allowed**.



Disable Pop-Up Blockers in Safari

Safari on laptop or computer

- In the top of your browser you may see a banner asking you to allow pop-ups.
- Click Yes or Allow to add My UNC Chart as a trusted website.

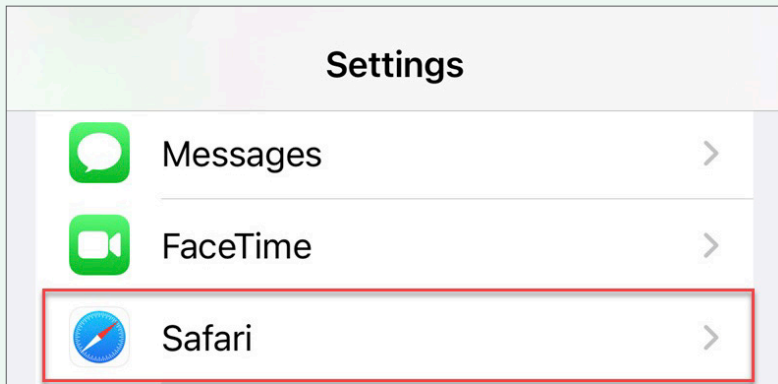
Also, pop-up blockers should be disabled. Follow the steps below to disable your pop-up blocker.

- 1** From the Safari menu, select **Preferences**.
- 2** Check Websites at the top of the window.
- 3** Select **Pop-up Windows**.
- 4** To disable the pop-up blocker, select **Allow** next to **when visiting other websites**.

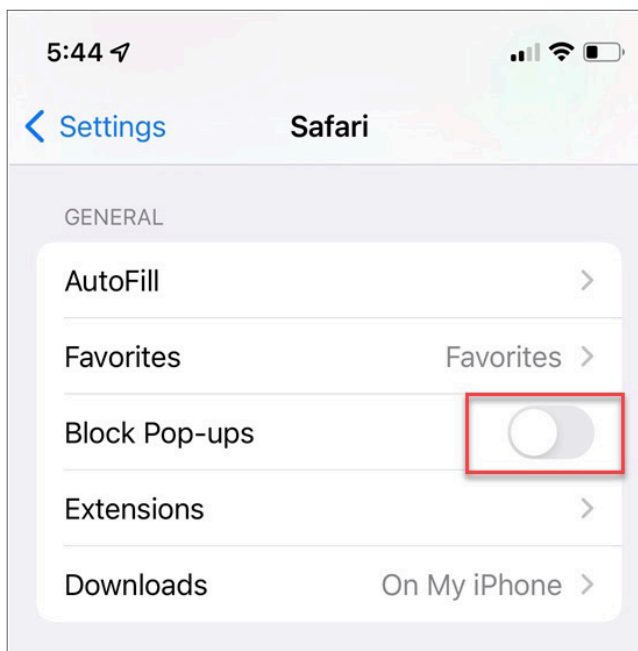
Safari on phone

1 From the home screen, select **Settings**.

2 Choose **Safari**.



3 Slide the **Block Pop-Ups** to the left (gray) to allow pop-ups.



Allow Access to Camera and Microphone

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

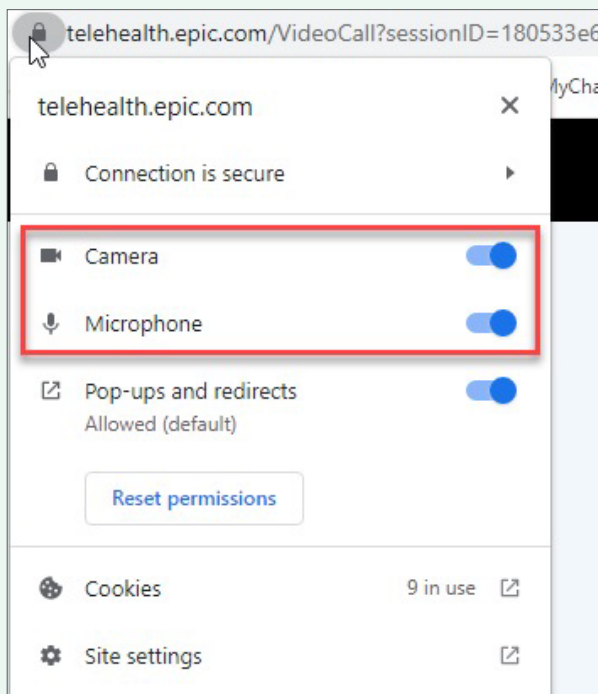
- If you cannot see or hear your provider or if your camera or microphone does not work, check to make sure you have allowed the browser to access your camera and microphone.

Camera and Microphone Access in Chrome



Chrome or Browser on Windows Computer

1 Check the lock next to the URL in your address bar.

2 Make sure the camera and microphone settings are enabled.



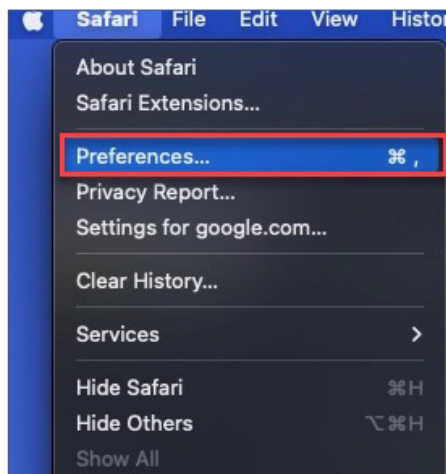
3 Then refresh the page with the icon in the address bar.

If you cannot find where to refresh the page, click  and choose Leave Call to exit the meeting. Then click  from MyChart to relaunch the video visit.

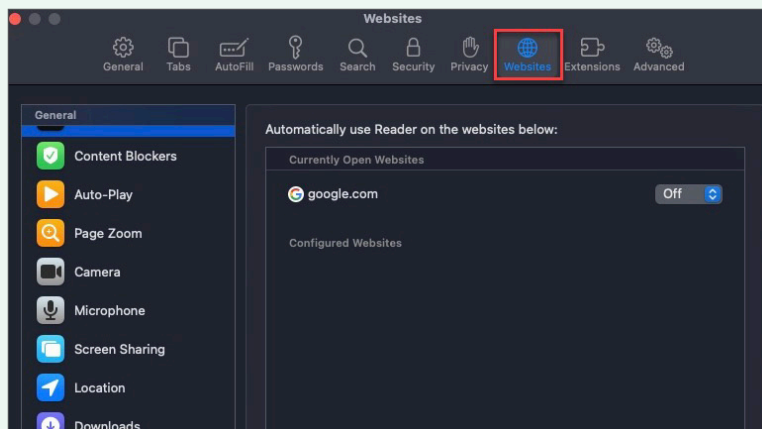
Camera and Microphone Access in Safari

Safari Browser on Apple Computer

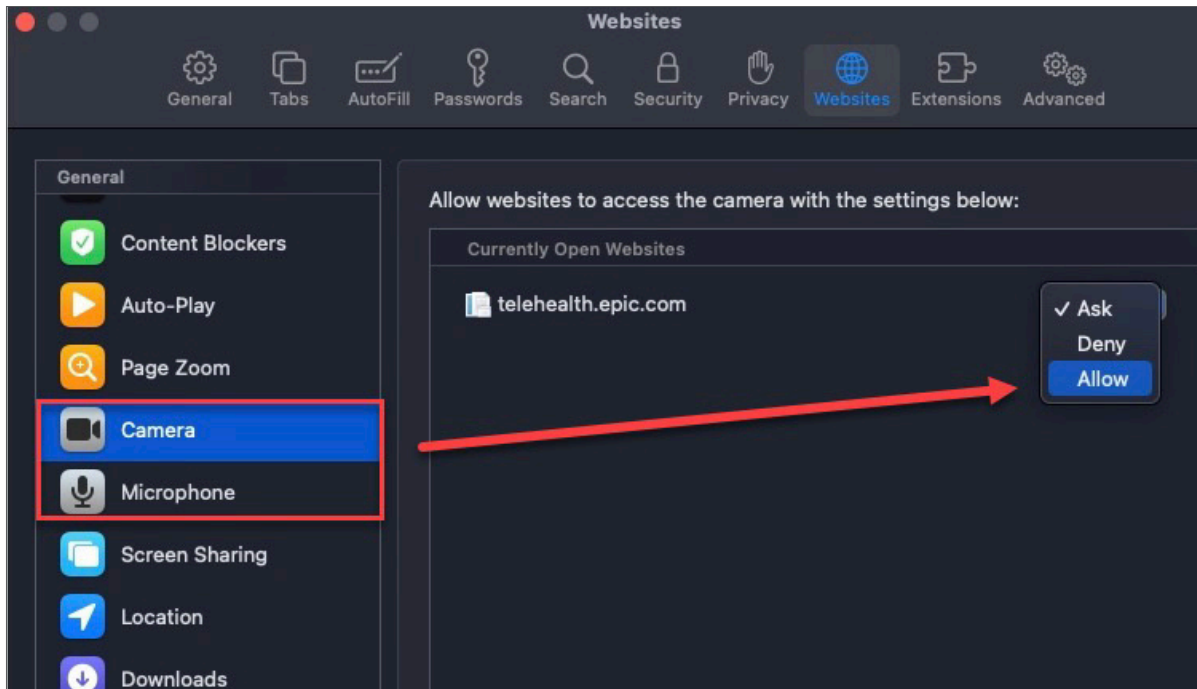
1 Go to your **Safari menu** and click **Preferences**.



2 Click on the **Websites** tab.


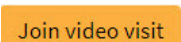


- 3** On the **Websites** tab under **General**, find the **Camera** and **Microphone** tabs. On each tab find the line for telehealth.epic.com, and select **Allow** from the drop-down menu.




- 4** Close the **Preferences** window.

- 5** Then refresh the page with the icon in the address bar.

If you cannot find where to refresh the page, click  and choose Leave Call to exit the meeting. Then click  from MyChart to relaunch the video visit.

Your Provider Cannot Hear You

- 1 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 . White is on .

Check volume settings. If using a headset, ensure it is properly connected.

- 2 Click the icon to turn Mute on or off.

Your Provider Cannot See You

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

Red is muted . White is on .

Choppy or Slow Audio and Video in the Meeting

- 1 Move closer to your router if you are using a wireless (Wi-Fi) internet connection.
- 2 Close all your other open browser tabs or windows and any applications you do not need running.