

MyChart | Your Interactive Health Record

How to Do a MyChart® Video Visit on Your Computer

Cleveland Clinic offers scheduled video visits through your secure MyChart® account. Follow the steps below to start your visit on time.

Privacy and security

Cleveland Clinic values your privacy and security. Your video visit will use a secure, encrypted connection that protects your private information.

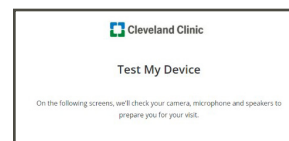
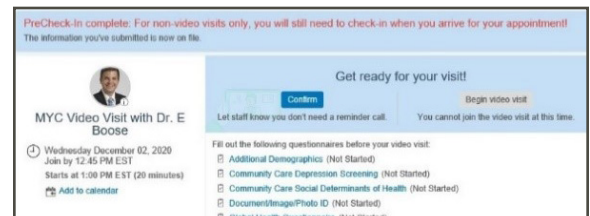
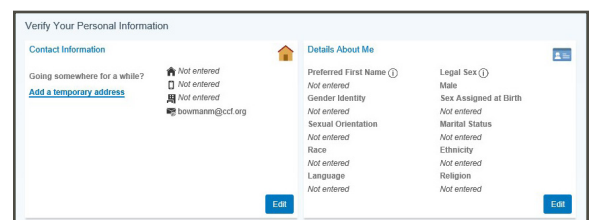
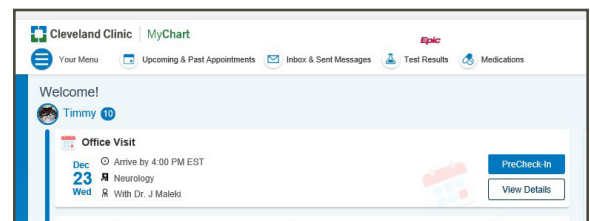
If you need help at any time, call MyChart Support at 866.915.3383.

Before your video visit

Complete these steps at least one day before your video visit, if possible. For same-day appointments, allow at least 15 minutes.

1. Log in to your MyChart account at <https://mychart.clevelandclinic.org/>.
2. On the home screen, find your appointment and click **PreCheck-In**. You must do this before starting your visit. You can do it up to seven days before your visit.
3. Make sure your information is correct. Answer all required questions.
4. Once you have finished PreCheck-In, you can choose to share images or documents with your provider before your visit. On the Appointment Details screen, select the **Document/Image/Photo ID** questionnaire.
5. Do a test visit at <https://ccf.avizia.com/#/techcheck>.

Your MyChart account is now set up for video visits.



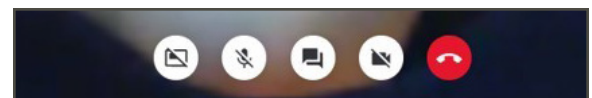
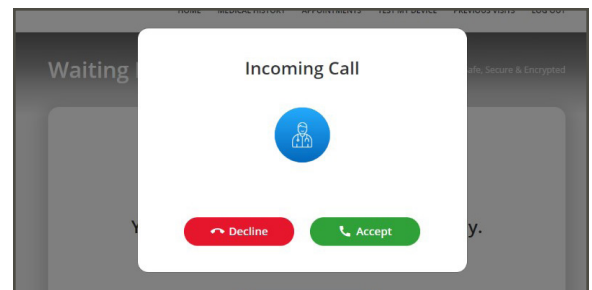
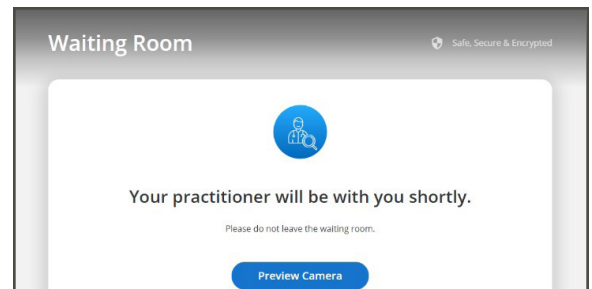
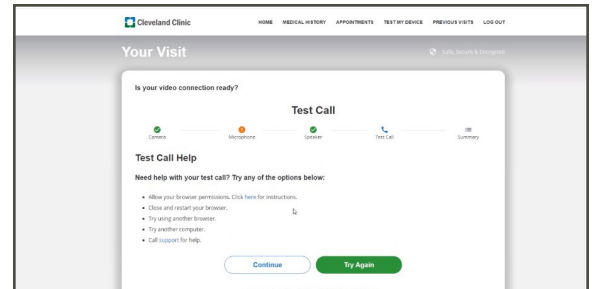
Join your video visit

You may connect up to 15 minutes before your visit time. You will not be able to connect 20 minutes after your visit time. Your visit will be canceled, and you will need to reschedule it.

1. If you haven't already, log in to your MyChart account at <https://mychart.clevelandclinic.org/>.
2. On the home screen, find your appointment. Click **Begin Visit**.
 - The system will help you check your camera, microphone and speakers to make sure they work.
 - You will see "Your practitioner will be with you shortly."
3. When your provider is ready, you will see "Incoming Call." Click **Accept**.
4. Use the icons at the bottom of your screen to turn your microphone on or off, turn your camera on or off, or send a chat message.
5. Tell your provider if you would like a guest to join the visit. Your provider can send your guest a text or email message with a secure link to join.

Please note: You will not be able to connect to your video visit 20 minutes after your scheduled time, and you must complete PreCheck-In before you connect.

If you are still completing PreCheck-In 20 minutes after your visit time, you will see an error message. Your visit will be canceled. Contact your provider's office to reschedule it.



Internet browsers

MyChart video visits work best on these internet browsers:

- Windows devices: Chrome (preferred), Edge Chromium
- Apple devices: Chrome (preferred), Safari

Note: MyChart video visits won't work on Internet Explorer.

Troubleshooting

If your video visit gets disconnected, go back to MyChart and click **Begin Visit** again. If you continue to have issues, your provider can send you a text or email message with a secure link to join the video visit.

Video visits for children and loved ones

To start a video visit for your child or an adult you care for, access their MyChart account from yours. [Here's how](#). In MyChart, select their account and follow the steps above.