

MyChart Video Visit



For your Video Visit, you can use the MyChart app or your computer. It's up to you. Here are instructions for each. Remember, Video Visits must take place in Pennsylvania.

Before your appointment

eCheck-in

Login to MyChart. Take five minutes to confirm payment, medications, allergies, and health history. Do this up to seven days before your appointment.

Confirm your appointment

Click on your appointment in MyChart and confirm. This lets the clinic staff know they can skip your reminder call.

Get ready

Check your hardware a day or two before your appointment.

Follow these steps to use MyChart Mobile app

1. Download the MyChart app from Google Play or the App Store.
2. Choose Allegheny Health Network as your provider, when prompted.
3. Login using your MyChart username and password.
4. Select **Appointments**. Click on your appointment time.
5. Click **Test Hardware**. Grant MyChart access to the microphone and camera, if prompted.

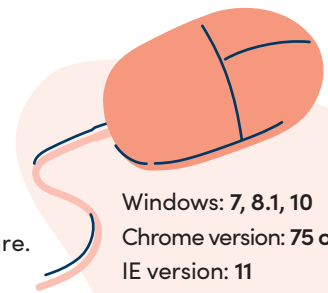


Apple devices:
iOS 7.1 or later
Android devices:
iOS 4.4.2 or later

NOTE: TEST YOUR HARDWARE AHEAD OF TIME. The Test Hardware button changes to a **Begin your Visit** button 15 minutes before your appointment time.

Follow these steps to use your computer

1. Go to MyChart.AHN.org
2. On **Your Appointment** screen, go to the **Appointment Details** page to test your hardware.
3. If prompted, install the VidoWeb plug-in.
4. If all your checks are green, you are ready to go.
5. Video visits work best when your browser is up to date. You can check this through your browser's Help feature.



Windows: 7, 8.1, 10
Chrome version: 75 or higher
IE version: 11

NOTE: Windows users can login to MyChart using either Internet Explorer or Google Chrome. Mac computers are currently incompatible.



Launch your visit

15 minutes before your appointment – but not earlier – click the **Begin Your Visit** button and your appointment will begin.

Make your call from a **quiet room** – without TV or other noise – so you and your health care provider can hear each other.

For Technical Support, please email the MyChart support team at MyChart@ahn.org or call (412-330- 5524, option 3) Monday-Friday 9 a.m. to 8 p.m., Saturday-Sunday 9 a.m. to 6 p.m.