

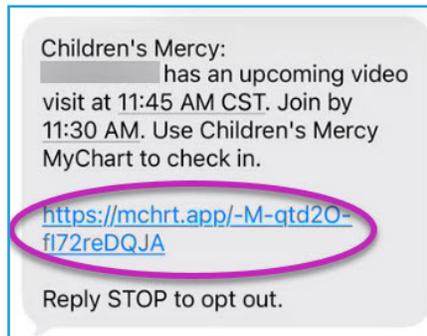
# How to Join Your Video Visit from Home



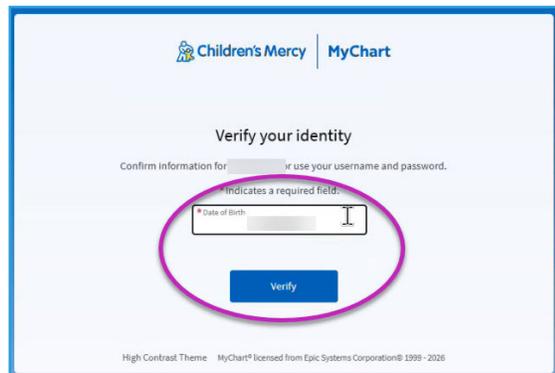
## Complete eCheck In:

Up to seven days before your visit or the day of, you can check in for your online appointment.

**1. An email and/or text should have been sent to you from Children's Mercy. Click the link. If not available, go to MyChart and choose "Find the eCheck."**



**2. Enter the patient's date of birth and click "Verify"**

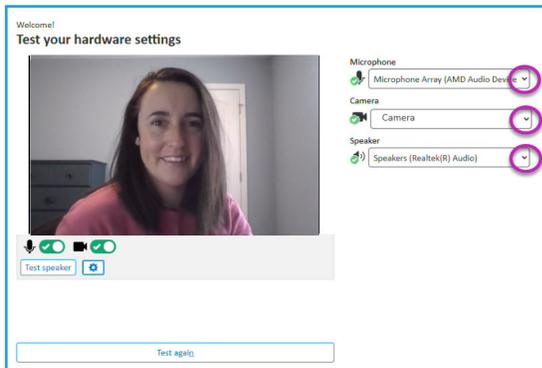


**3. Complete eCheck In by entering information for each part.**

- Where you will be during the video visit
- Insurance and payment information
- Medications that the patient takes
- The pharmacy you use
- Any allergies the patient has
- Any health issues the patient has
- Travel questions
- Any questionnaires the clinician needs

#### 4. Test your microphone, camera, speakers and connection.

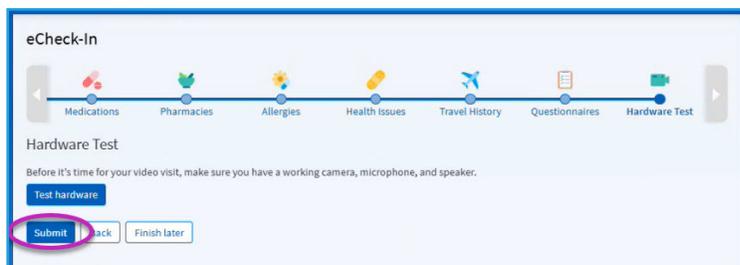
- Be in the space where you will use your device during your video visit.
- Click "Test hardware."



- Allow your camera and microphone to be used if asked.
- Use the dropdown menus to change your camera or microphone if needed.
- Look for green checkmarks that show that tests worked. 

#### 5. Click the X to exit out of the hardware test once complete.

#### 6. Click "Submit" in the eCheck In after you complete each step.



#### 7. Review the appointment details before your video visit.

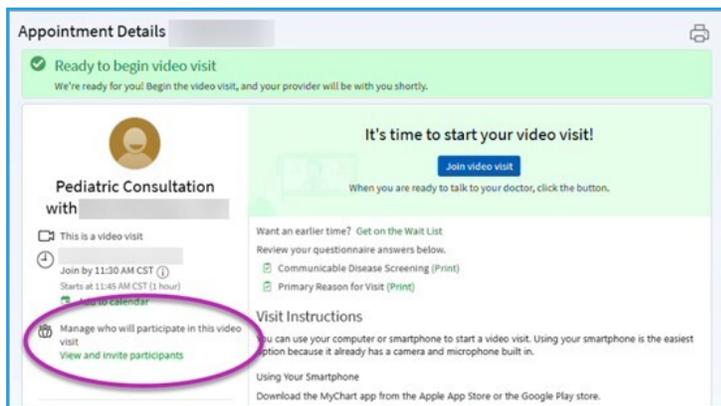
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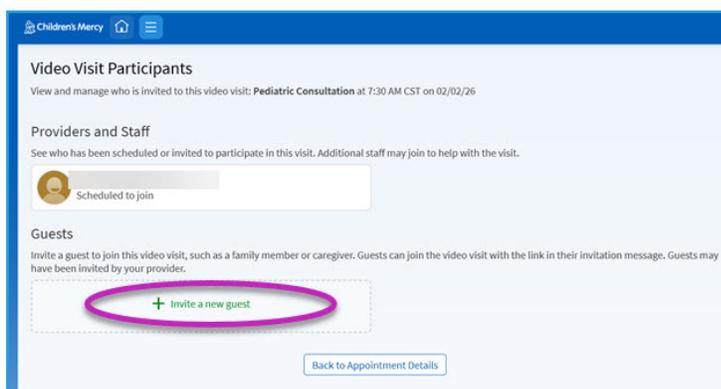
## Inviting Others to Your Video Visit:

The link you receive in your text or email can only be used by one person. If others need to join the visit, tell the clinician once the visit starts or invite them before the visit.

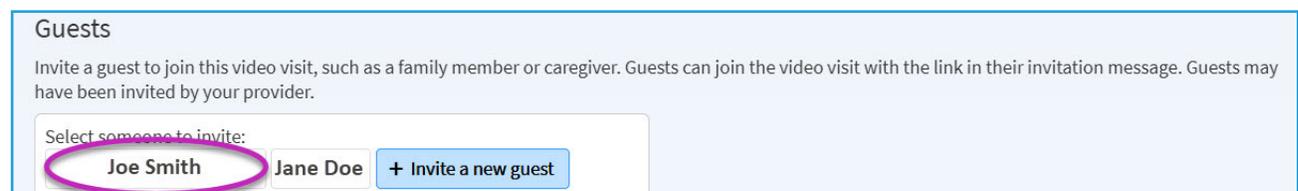
1. Go to the appointment details page for your video visit.
2. Enter the patient's date of birth and click "Verify"



3. Click "Invite a new guest".



4. Select one of your existing contacts if they are already in the system.



**5. Click “Invite a new guest” and enter their information to invite someone not listed: “Test hardware” to test your microphone, camera, speakers, and internet connection.**

- First name
- Last Name
- Relationship to the patient
- Phone number or email address to send the invitation

**Guests**

Invite a guest to join this video visit, such as a family member or caregiver. Guests can join the video visit with the link in their invitation message. Guests may have been invited by your provider.

Select someone to invite:

Joe Smith Jane Doe + Invite a new guest

\* Indicates a required field.

\* First name

\* Last name

\* Relationship

Text message  Email

\* Phone number

This person has agreed to receive a text message.

Send text message invitation Cancel

Text messages related to your relationship with Children's Mercy, including updates related to your visits, Children's Mercy MyChart account, one-time passcodes, billing notifications, prescription reminders, and rare management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text: HP, P and text 5300 to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.

[Terms and Conditions](#) [Privacy Policy](#)

**6. Click “Send text message” or “Send email invitation”.**

**7. The guest will get a notification with a link to join the visit.**

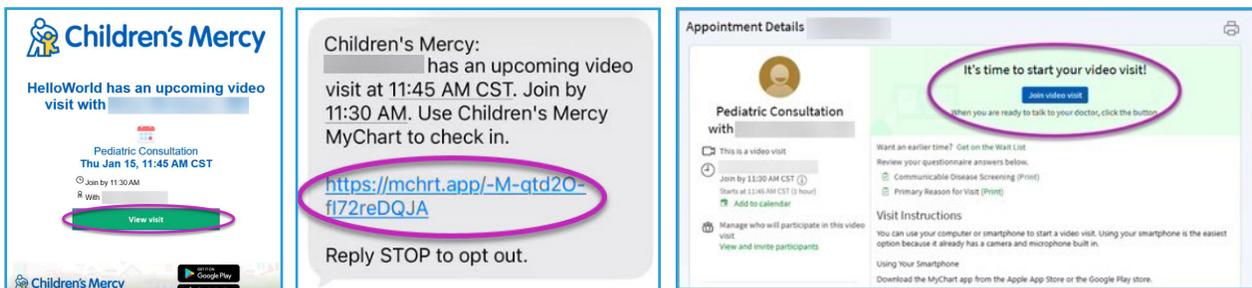
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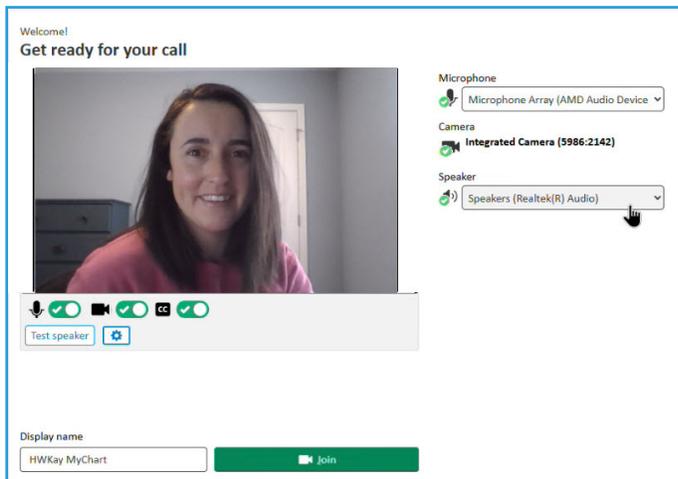
## Connect to Your Video Visit

1. 15 minutes before your video visit, click the link to the visit in the email or text notification, or in the patient's MyChart account.

- Do not share the link with others. Only 1 person can use this link.
- If others need to join the visit, tell the clinician once the visit starts or invite others before the visit.

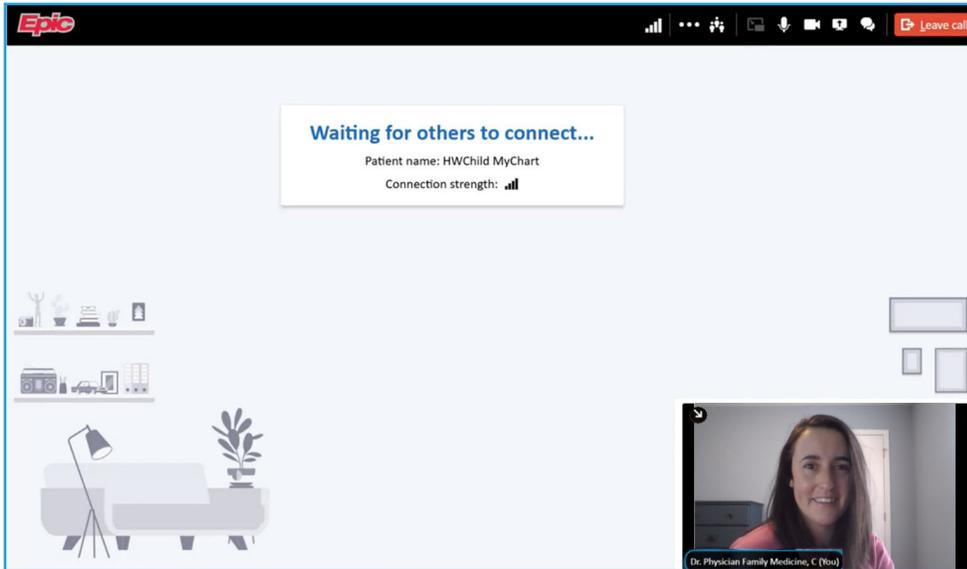


2. Test your microphone, camera, speakers, and connection.



- Allow your camera and microphone to be used if asked.
- Use the drop down menus to change your camera or microphone if needed.
- Green checkmarks show that part of the test worked. 
- Turn on Closed Captions if you want to. 
- Change your display name if you want to. 

3. You are put in a virtual waiting room. The clinician will join the visit after they review your information.



4. Do not leave or minimize the video visit screen until after your visit is complete.

# How to Join Your Video Visit from Home



## Now that the visit has started:

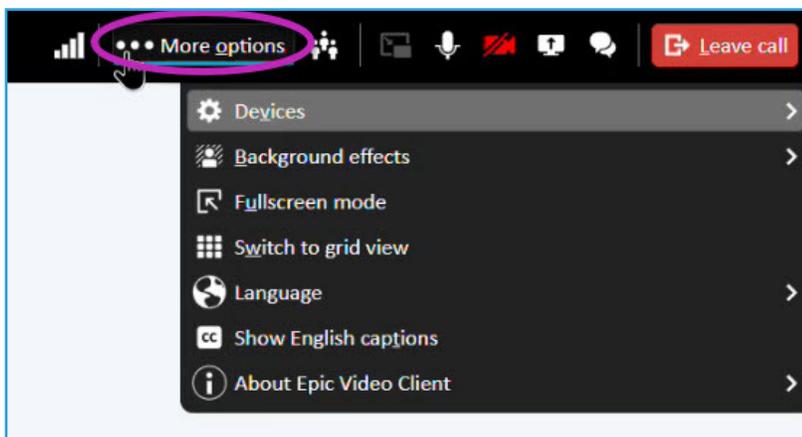
- The buttons to control the video are in the top, right corner of the video visit.



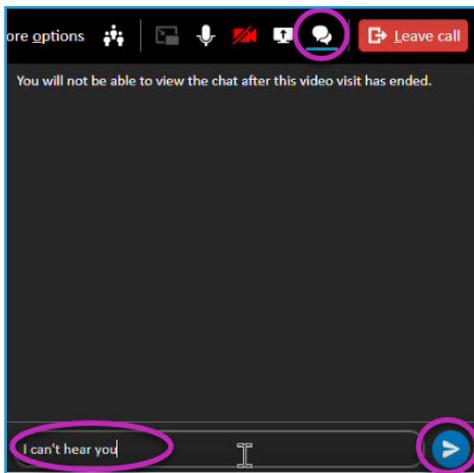
- **Connection Strength:**  This shows the strength of your internet connection. You need a strong connection to complete the video visit or your visit may need to be rescheduled.

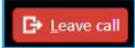
- **More options:** 

- **"Devices"** lets you change your camera, microphone, or speakers
- **"Background effects"** is where you can blur your background.
- **"Full screen mode"** and **"Switch to grid view"** changes the layout of the videos.
- **"Language"** has options to change the language of the text options in the video visit.
- **"Show English captions"** turns on captions in English for the video visit.



- **Participants:** 
  - See who all is in the video visit.
- **Camera and microphone:** 
  - Make sure your camera and microphone are turned on. Click the button to turn them on and off.
- **Share screen:** 
  - Share what is showing on your screen with your clinician. This could be used to show a saved picture. The clinician will be able to see everything showing on your screen if you share it.
- **Chat:** 
  - You can send a message to your clinician during the visit.
  - Click the Chat button to open the chat. Type your message and click "Send".
  - The chat cannot be seen after the visit is complete.



- **Leave Call:** 
  - Click "Leave call" to end the video visit.
  - If you need to rejoin the visit after you end the call, click the link from your email or text and join the visit again.

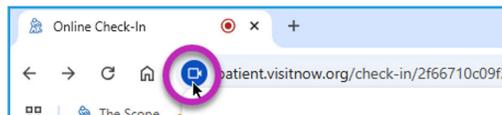
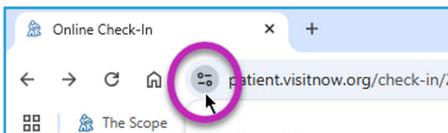
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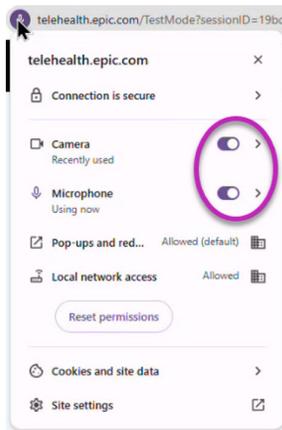
## Common Challenges and Solutions

- **I'm having camera or microphone issues.**
  - Make sure your internet browser is allowed access to your microphone and camera.
- **Using a computer:**
  - [Google Chrome permission settings:](#)

1. When you are on the video visit page, click on the permissions or camera button on the left side of the search bar.



2. Make sure that the switches are turned on for camera, microphone, and sound.

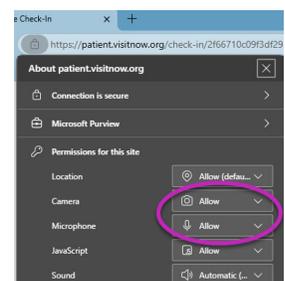


- [Microsoft Edge permission settings:](#)

1. When are on the video visit page, click on the lock button on the left side of the search bar.



2. Make sure that the switches are turned on for camera, microphone.



• **Using an iPhone:**

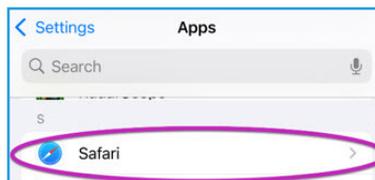
- Make sure to use Safari internet browser if using an iPhone.

1. Open settings.



2. Scroll down to Apps.

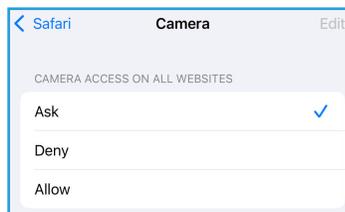
3. Click the app of the internet browser you use.



4. Click Camera.



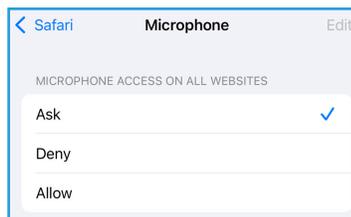
5. Make sure that permissions are set to Ask or Allow.



6. Go back and Click Microphone.



7. Make sure that permissions are set to Ask or Allow.



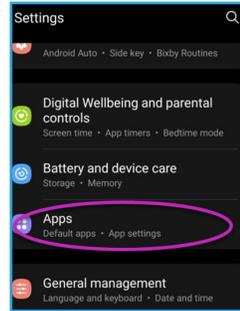
- **Using an Android phone:**

- Make sure to use Chrome internet browser if using an Android phone.

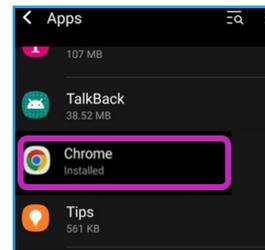
1. Open settings.



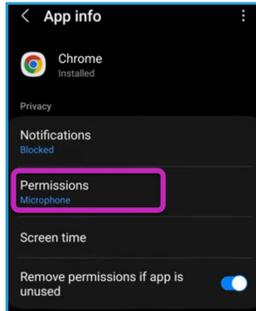
2. Scroll down and click Apps to open app settings.



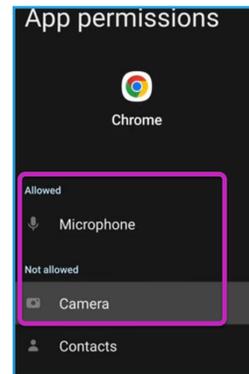
3. Find and click the app of the internet browser you use.



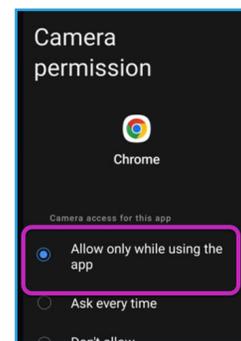
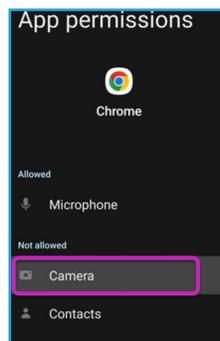
4. Click Permissions.



5. This menu shows you what has been allowed and denied.



- If the microphone or camera is under **Denied**, click it to edit the settings.
- Change the setting to allow the camera and microphone to be used.



## I can't find the link to my visit

- **The link is sent to your email and phone multiple times before your visit.**
  - At scheduling.
  - 7 days before.
  - 24 hours before.
  - 1 hour before.
  - 15 minutes before.
- **Do not share this link with others. Only 1 person can use this link. If others need to join the visit, tell the clinician once the visit starts and send them an invite on the visit details page.**
- **Make sure to check your Junk or Spam email folders.**

**For support with your video visit, call  
(816) 234-3000 and choose option 5.  
To reschedule your appointment, call (816) 234-3700**