

Step-by-Step Video Visit Guide For Patients Using a Computer

This guide will provide step-by-step directions for using your computer to connect to a MyUofMHealth Video Visit. To receive the maximum benefit of your Video Visit without delays, please review and follow these instructions to ensure you are prepared for your appointment.

You will need the following:

- A [MyUofMHealth](#) patient portal account. If you do not have a MyUofMHealth account set up, visit www.MyUofMHealth.org or contact Health Information Technology at 734-615-0872 for assistance.
- A strong internet or cellular data connection
- Zoom® Workplace installed on your computer. See below for instructions on how to install Zoom.
- OPTIONAL: A headset or earphones will make it easier to hear your provider and may improve audio quality.

To receive the maximum benefit of your Video Visit without delays, please review and follow these instructions. Failure to prepare for your Video Visit may mean you cannot connect for your appointment.

Part I: Prepare for your Video Visit 2-3 days prior to your appointment

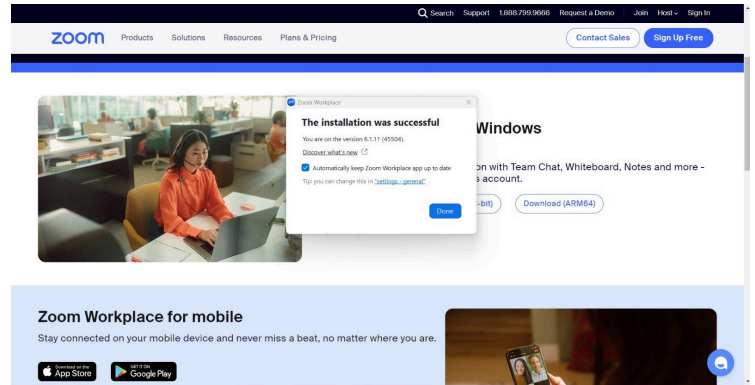
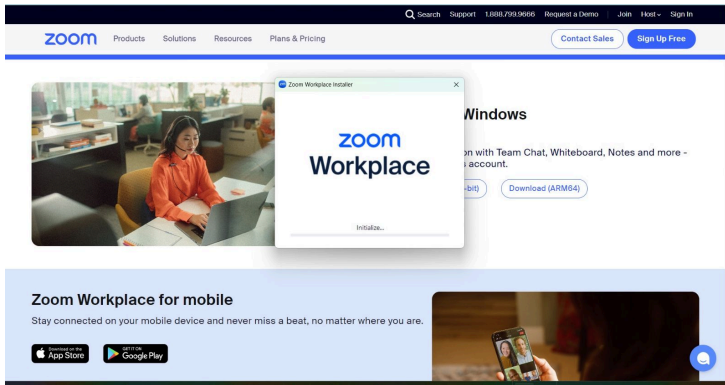
Confirm that you can log in to your MyUofMHealth account and that Zoom is installed on your computer.

To install Zoom on your computer:

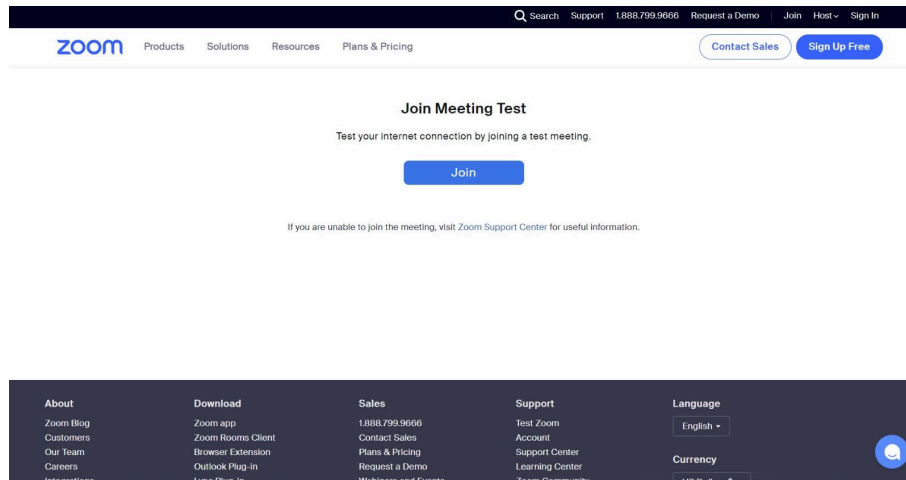
- Open your web browser and go to zoom.us/download. We recommend Google Chrome or Apple Safari web browsers, if available.
- Click on Download (64-bit).



- Follow the on-screen, prompts provided by your web browser to successfully complete the download. NOTE: You do NOT need to set up a Zoom account or sign in.



- Once Zoom has been downloaded, check your computer to ensure your webcam and microphone are working properly by visiting <https://zoom.us/test>.

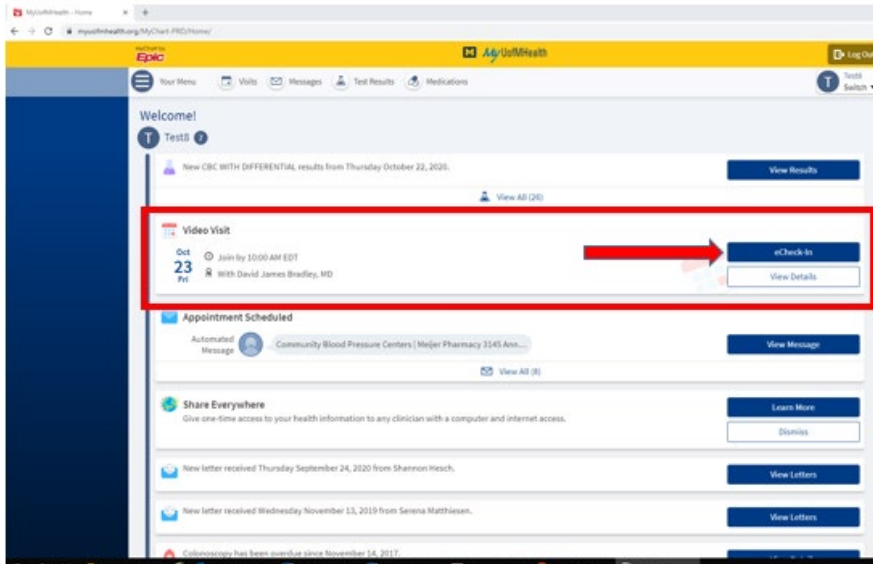


The day of your appointment

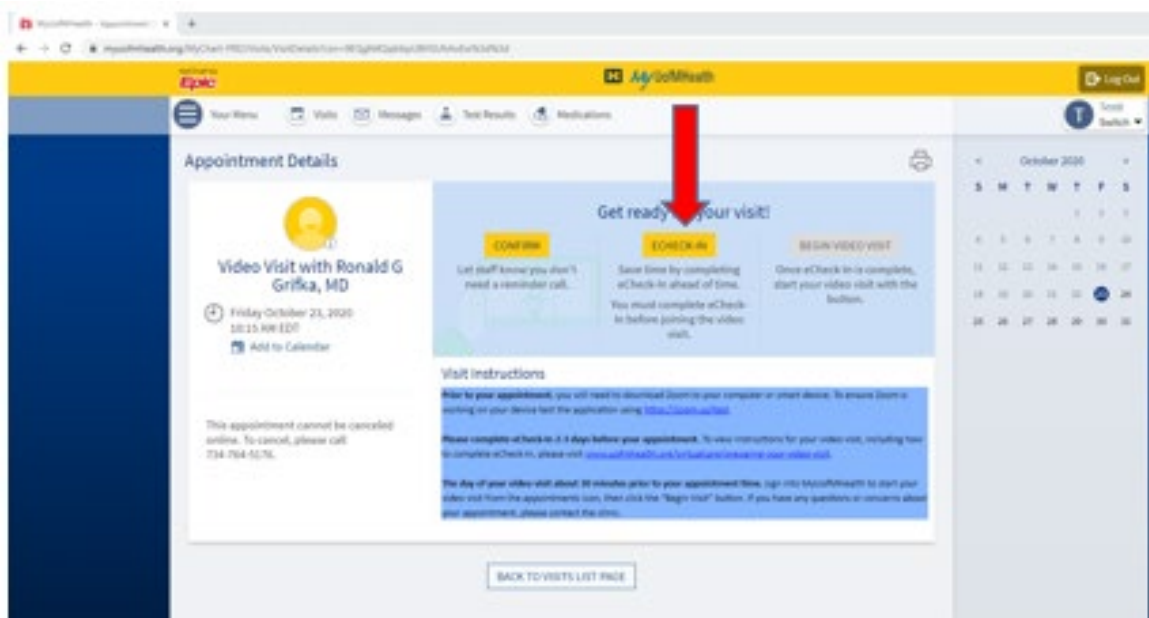
You can login into your visit 15 minutes prior to the scheduled appointment time. Please allow time to complete eCheck-In and any required clinic questionnaires in advance of your appointment.

Log in to your Video Visit using a desktop computer:

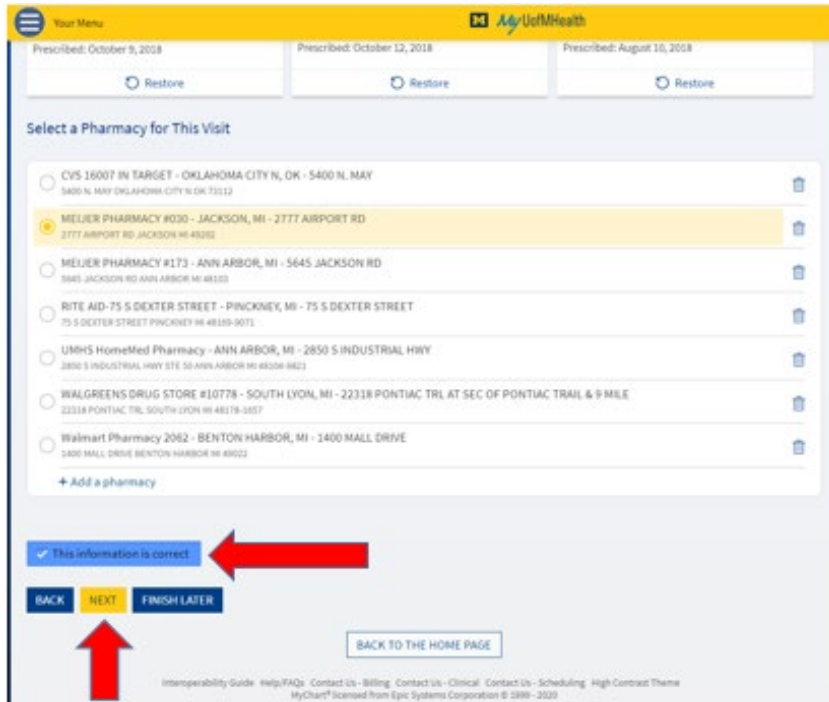
1. Go to MyUofMHealth.org to log in to your MyUofMHealth account.
2. From the home screen, locate your video visit appointment. Select the eCheck-In button.



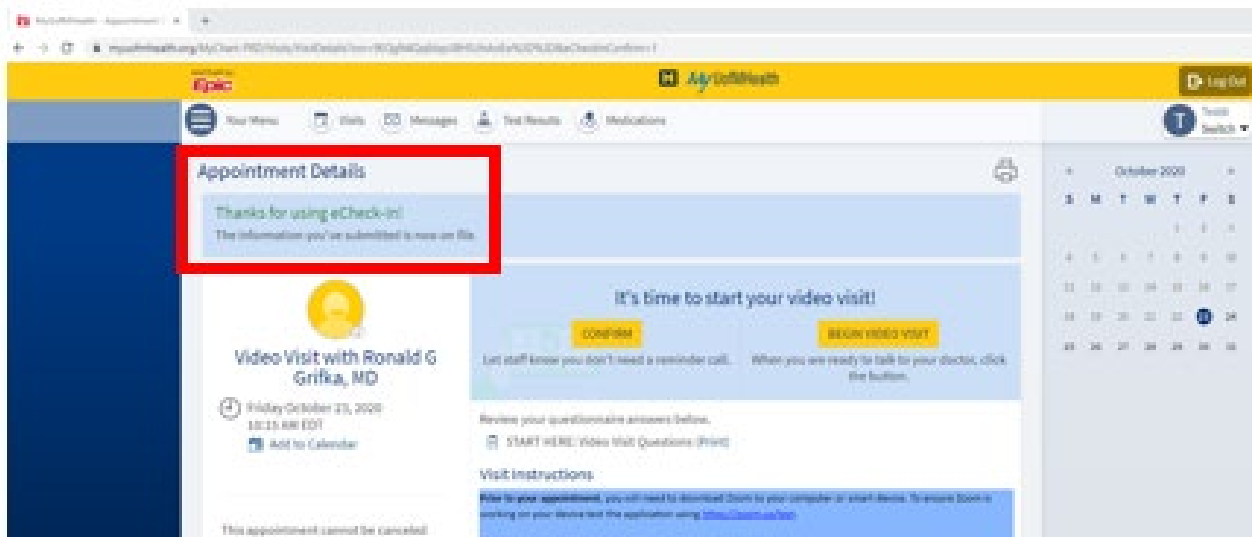
3. From this screen, select “eCheck-In.”



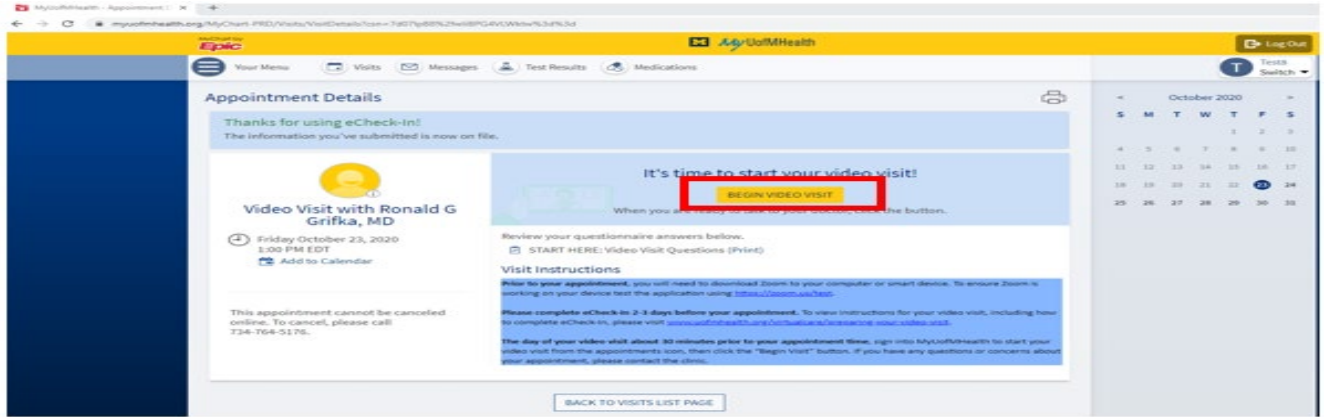
4. Review and update the information on each screen. Once the information has been updated or verified as correct, click “This information is correct,” and then click the “Next” to proceed to the next screen. When you have finished all sections, click “Submit.”



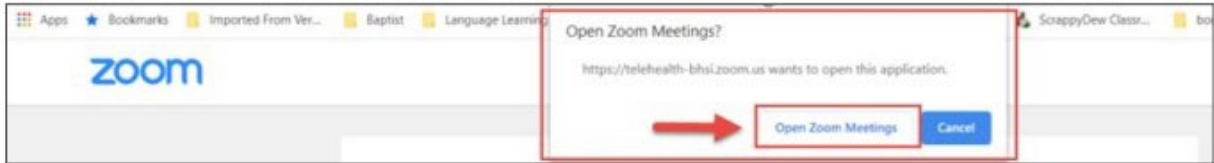
NOTE: eCheck-In must be completed before the Video Visit can begin. You should allow for extra time to complete this step before your scheduled appointment. Be sure to continue through the prompts until you receive the “Submit” option.



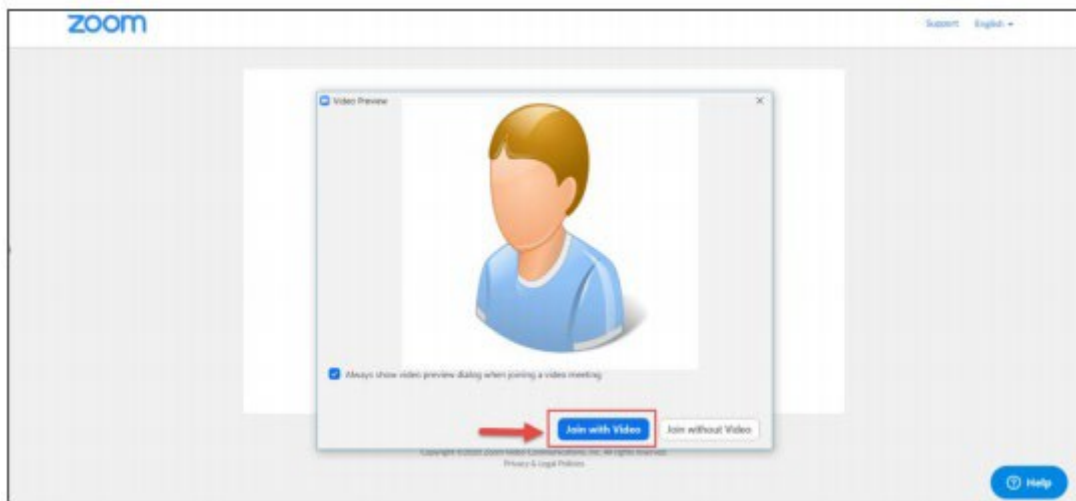
- Once eCheck-In is complete, click the “Begin Video Visit” from the Appointment Details screen as show in the image below. The option to begin the Video Visit will not be available until 15 minutes prior to the appointment



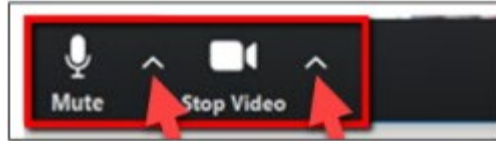
- MyUofMHealth will open Zoom to connect to the Video Visit. Be sure to click “Open Zoom Meetings” if prompted. Wait for your host (your health care provider) to join and start the meeting.



- Once the host (your health care provider) joins, select “Join with Video” to turn the camera on so you and your health care provider can see each other.



8. During the Video Visit, you can control whether your audio (sound) and video (picture) are on by clicking the up arrows next to the microphone and video camera icons at the bottom left of your screen.



9. You should now be connected with your healthcare provider. At the end of your Video Visit, select the “Leave” button in the upper right hand corner of the screen.

If you have technical troubles connecting to your Video Visit:

E-mail HIM-PatientPortal@med.umich.edu or call [\(734\) 615-0872](tel:734-615-0872), during business hours, to speak with a patient portal representative.