Step-by-Step Video Visit Guide
For Patients Using a Mobile Device

This guide will provide step-by-step directions for using a smartphone or tablet 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.
- The MyUofMHealth mobile app installed on your device, available for free on the Apple Store or Google Play.
- A strong internet or cellular data connection
- Zoom® Workplace installed on your mobile device. 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 mobile device.
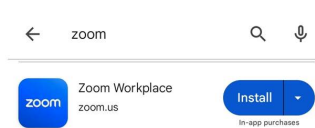
To install Zoom on your mobile device:

- From your smartphone or tablet, go to the app store (Apple Store or Google Play) and search for the "Zoom Workplace" app. Click Get (Apple devices) or Install (Android devices) and download to your device. NOTE: You do NOT need to set up a Zoom account.
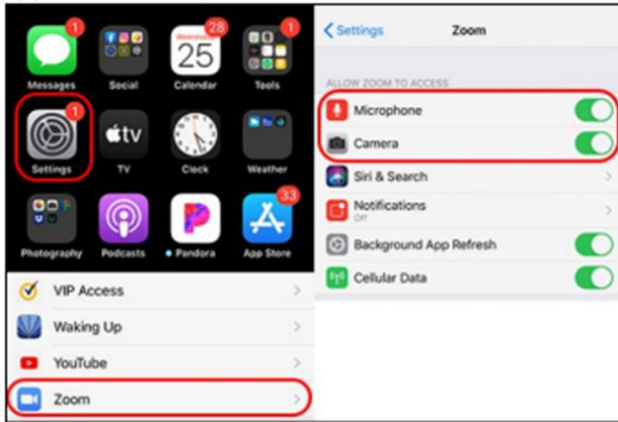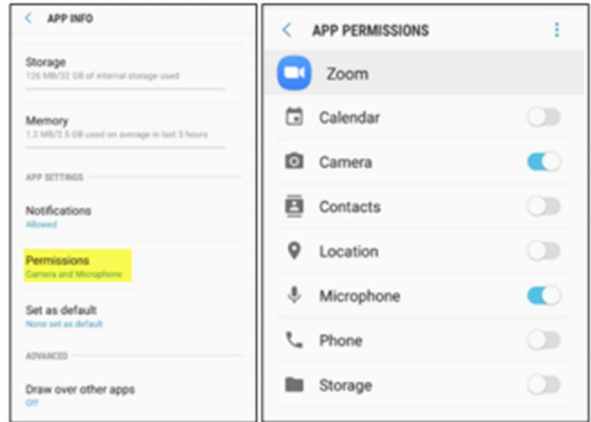
Apple   **Android**

- Once Zoom has been installed, from the home screen of your device go to Settings. Select Zoom and be sure the microphone and camera permissions are turned on.

- Check your device to ensure your webcam and microphone are functioning properly by visiting https://zoom.us/test.

The day of your appointment

You can log in 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 mobile device:

1. Open the MyUofMHealth app on your smartphone or tablet and log in.
2. From the main page, locate your Video Visit, then select the eCheck-In button.
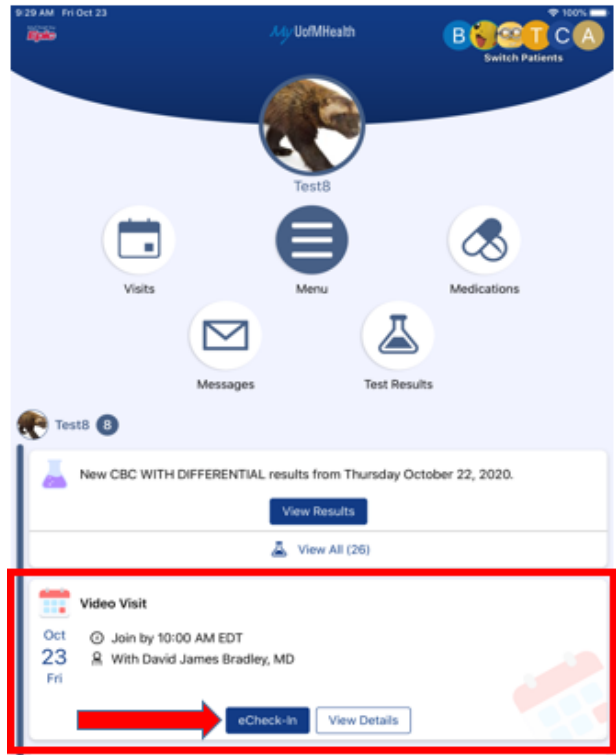
3. Review and update the information on each screen. Once the information has been updated or verified as correct, click "This information is correct" to move onto the next section. After all entries have been completed select "Submit." Then select "Close" to complete eCheck-In.
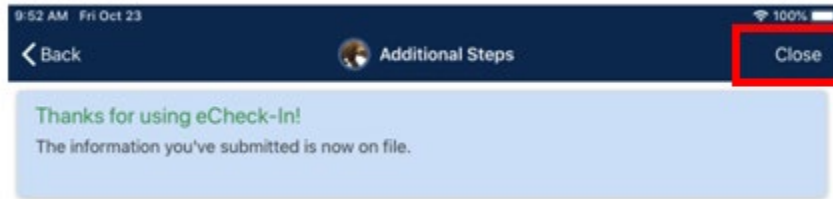

NOTE: eCheck-In must be completed before the Video Visit can begin. You should allow extra time to complete this step before your scheduled appointment. Be sure to continue through all the prompts until you receive a message thanking you for completing eCheck-in.

4. Once eCheck-In is complete, tap "Begin Visit." The option to begin the Video Visit will not be available until 15 minutes prior to the appointment. A green camera icon will display when you can sign in.
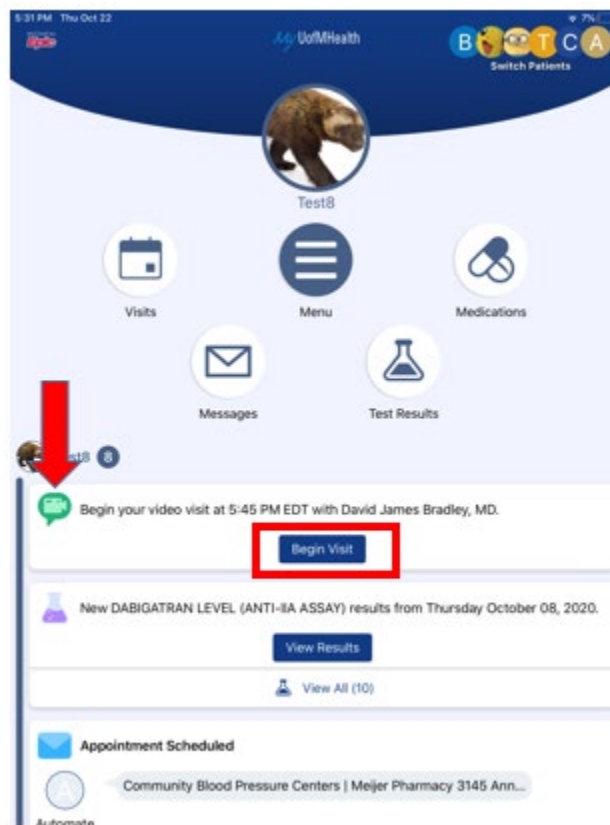
If you attempt to join the video meeting without downloading Zoom, you will be prompted to download the Zoom app. Follow the on-screen prompts to successfully complete the download.

If you already have Zoom downloaded on your device, you may still see a screen that appears to be prompting you to download the Zoom app, but below the blue download button you will see the option to select "Launch the meeting." Select "Launch the meeting."
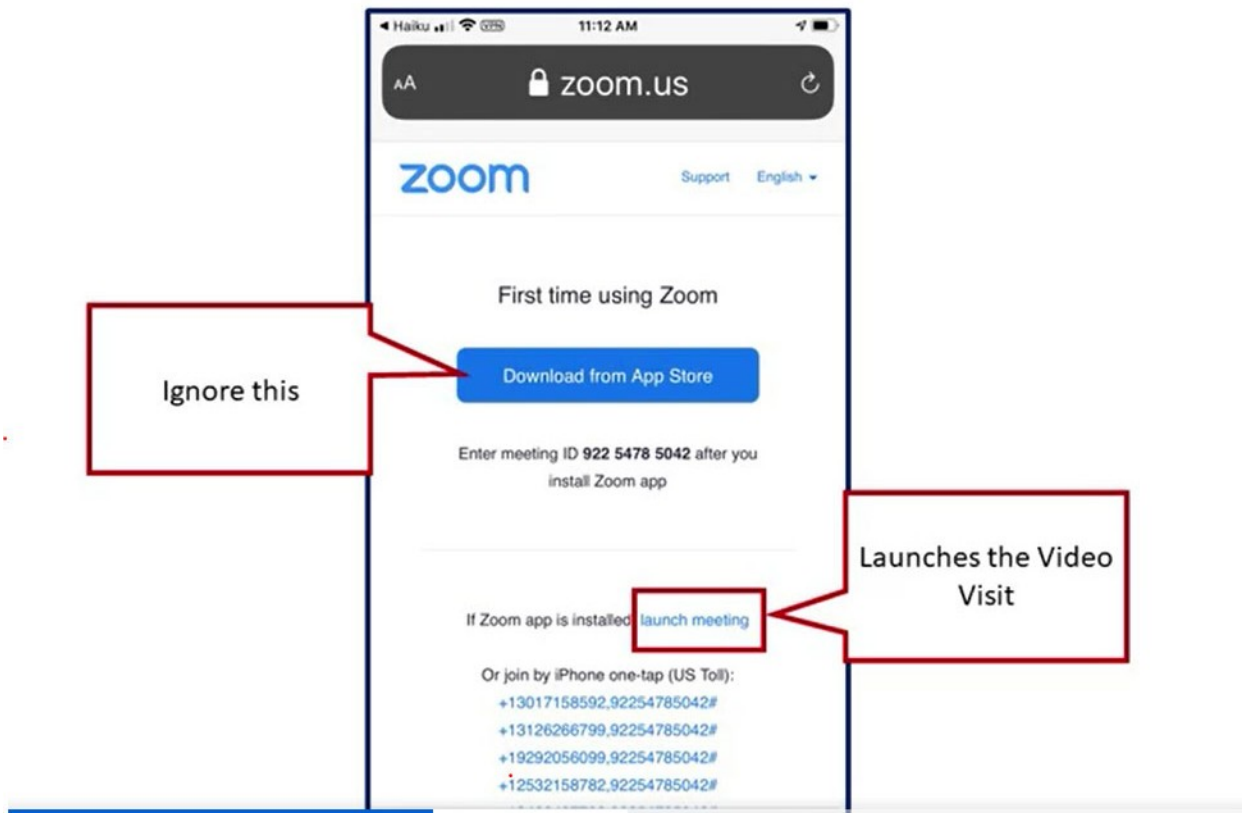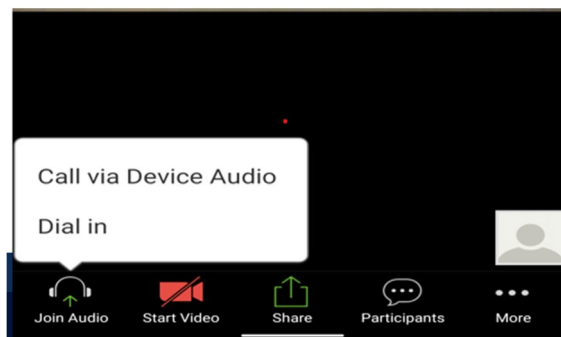

5. Once you are connected to the Video Visit, you may need to wait for the host (your health care provider) to start the meeting.
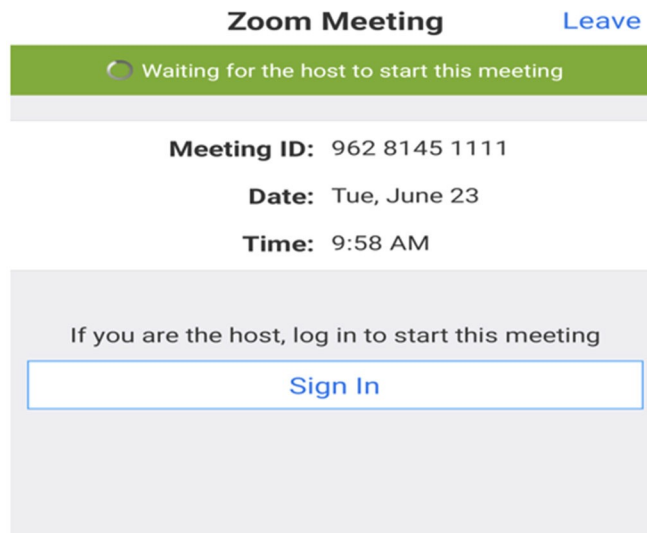
6. Once the provider joins, enter your name.
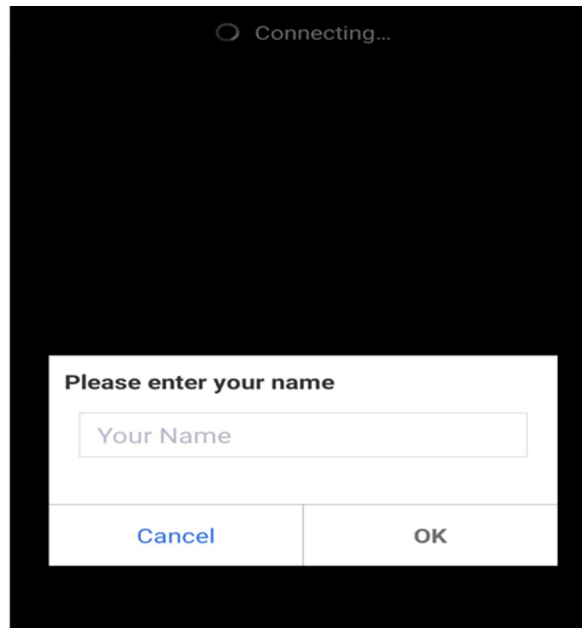
7. Select "Call via Device Audio" when prompted, and "Join with Video" to turn on the camera and start the Video Visit. If you do not have Video, click the "Start Video" button at the bottom of the screen.

NOTE: Do **NOT** select "Dial in," or you will leave the Zoom app and your health care provider will not be able to see your video.

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 health care provider. At the end of your Video Visit, select the "Leave" button in the upper right hand corner of the screen.
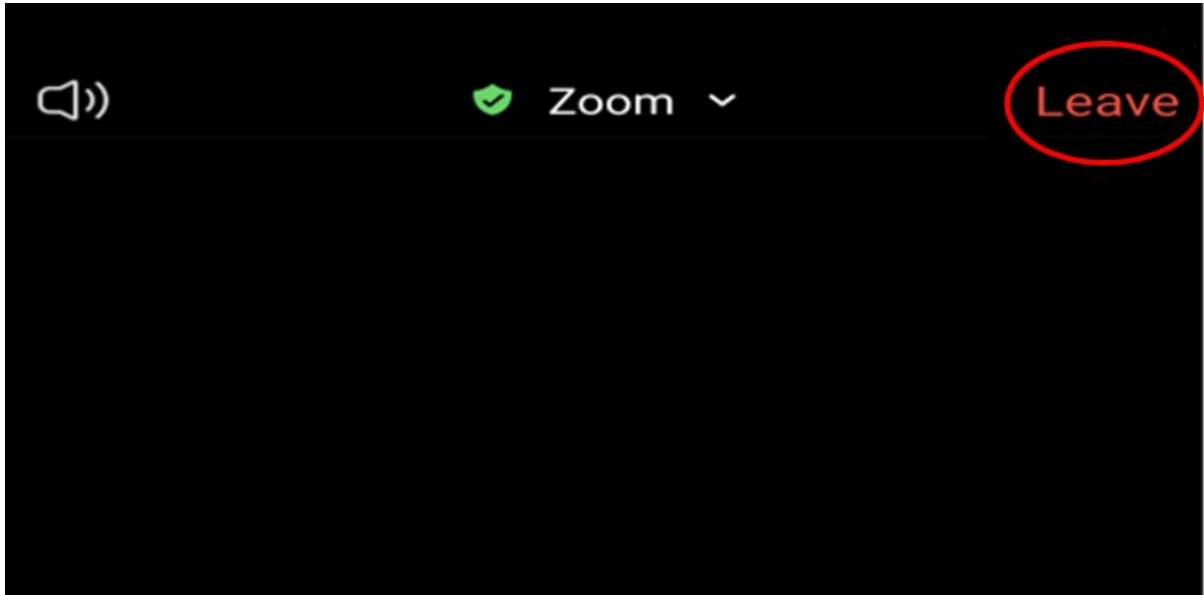
If you have technical troubles connecting to your Video Visit:
E-mail HIM-PatientPortal@med.umich.edu or call (734) 615-0872, during business hours, to speak with a patient portal representative.