

Patient Guide: MyChart Video Visits – Mobile Devices



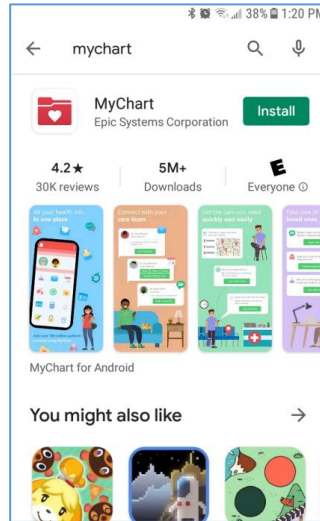
Please note: some screens may appear slightly different depending on the mobile device used

Mobile Requirements:

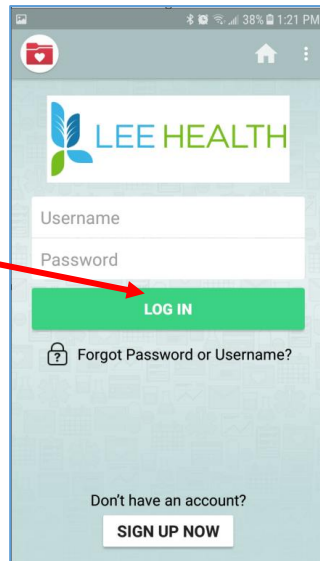
- Active MyChart Account
- Updated OS/IOS
- Active MyChart Account

Instructions: Install App and Log In

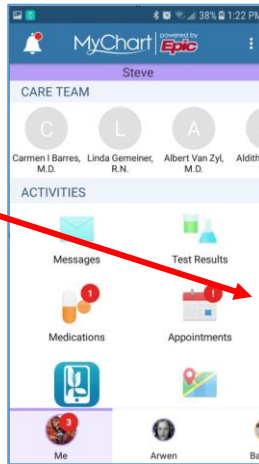
1. Update the OS/IOS if available
2. If the MyChart app is currently installed on the mobile device, check for an update and proceed to step 8. If not installed, proceed to step 3.
3. Go to the App Store
4. Search MyChart
5. Tap Install or Get
6. **Open** the MyChart App
7. Choose Lee Health as your Healthcare Provider



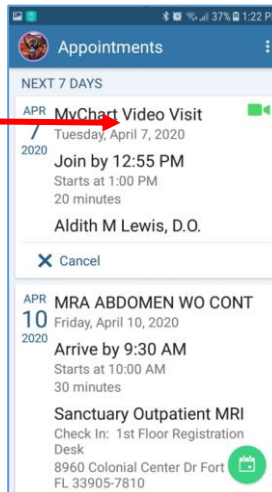
8. Enter your Username
9. Enter your Password
10. Tap Log In



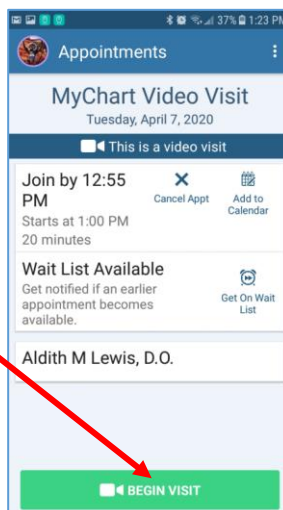
11. Tap Appointments



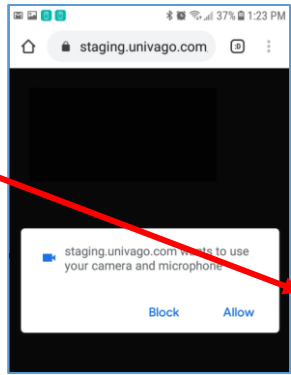
12. Tap the scheduled Video Visit



13. Tap Begin Visit



14. Tap Allow camera and microphone access



(Depending on your mobile device, you may be redirected to Univago.com)

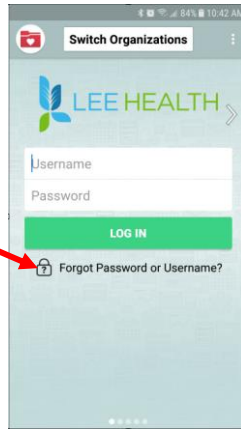
15. Wait for the doctor to connect



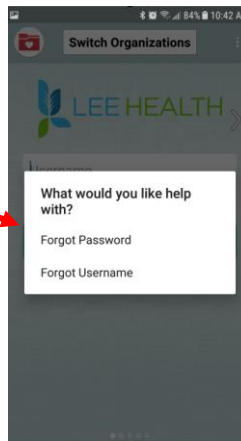
(Once the visit is over, close the window to return to MyChart.)

Forgot Username / Password? (Some screens may appear slightly different depending on the device used.)

- Tap Forgot Password or Username



- Tap the option needed



If choosing forgot username, your username will be sent to the email address we have on file.

If you do not receive your username, verify your email address with your doctor's office.

- Enter all information
- Tap Next



After tapping next, the verification code will be sent to the email address or mobile phone number we have on file.

If you do not receive the code, verify your email address or mobile phone number with your doctor's office.