

Patient Guide: MyChart Video Visits – PC / MAC



Please note: some screens may appear slightly different depending on the browser used.

PC / MAC Requirements:

- Internet Connection
- Camera (Webcam)
- Audio (Speakers)
- Microphone
- Browser
 - Chrome
 - FireFox
 - Safari
 - **Internet Explorer not supported**
- Active MyChart account
 - Forgot username or password? See page 2



Chrome



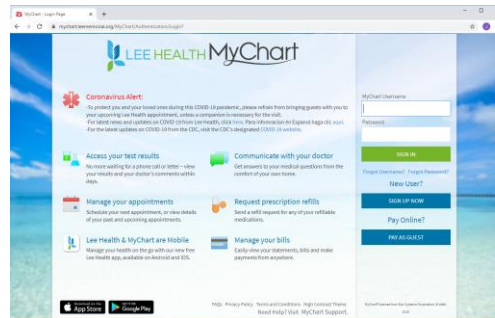
FireFox



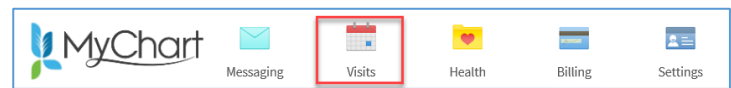
Safari

Instructions: Login and Connect to Visit

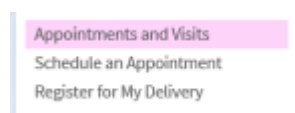
1. <https://mychart.leememorial.org>
2. Enter your Username
3. Enter your Password
4. Click Sign In



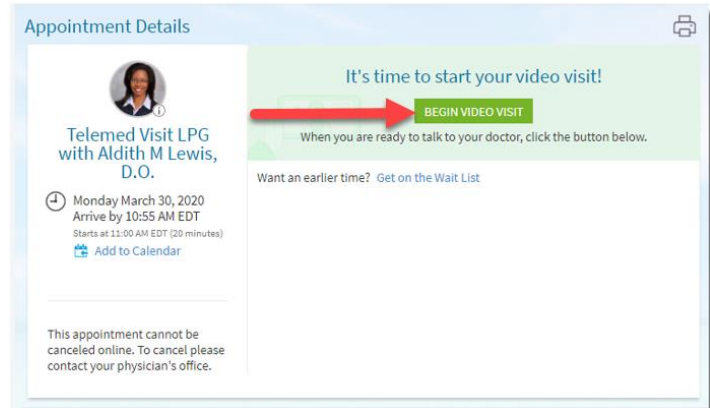
5. Click Visits



6. Click Appointments and Visits



7. Click the scheduled Video Visit
8. Click Begin Video Visit

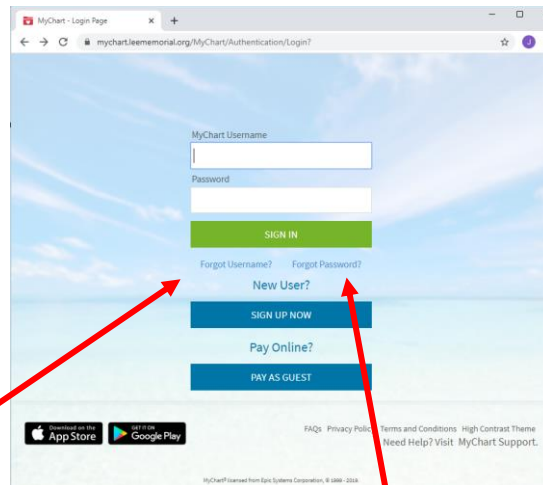


9. Wait for the doctor to connect

Pop Up Blocker Notification?

- If you receive a pop up blocker notification asking you to allow Univago.com, please click Allow. This is used for the video portion of your visit.
- If you would like, you may block the pop up blocker for this vendor after you have completed your visit. How to do this will depend on your pop up blocker options.

MyChart Login Assistance Needed?



Forgot your Username?

- Click Forgot Username to retrieve your MyChart Username.
 - Username will be sent to the email address we have on file
 - If you do not receive the username, verify your email address with your doctor's office

Forgot Password?

- Click Forgot Password to receive the verification code needed to reset the password.
 - Code will be sent to the email address we have on file or to the mobile number we have on file
 - If you do not receive the code, verify your email address and mobile phone number with your doctor's office