

This tip sheet outlines how to sign in to MyChart for Video Visits, on both mobile devices and desktop. Also see below for troubleshooting steps if you are having any issues with connecting.

Mobile Requirements

- Apple iPhone 8 (and above)
- Samsung Galaxy S8 (and above)
- Most LG phones are not compatible
- Make sure phone/tablet is updated to the **latest** operating system (Settings, General, Software Update)
- Active MyChart account (not required, but easier)

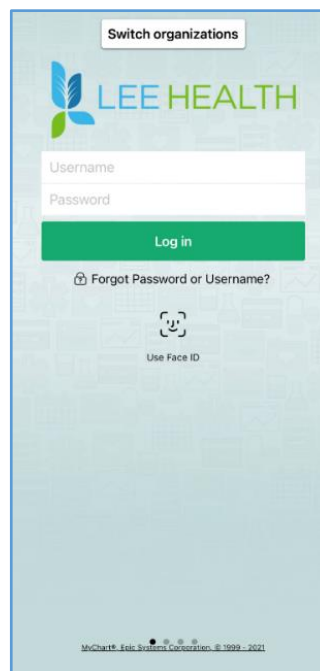
Computer Requirements

- Internet connection
- Camera (webcam)
- Audio (headset or speakers)
- Browser - Chrome  Safari  or Firefox  (**Internet Explorer not supported**)

Install MyChart App (phone or tablet)

1. Go to your app store or google play store
2. Search for **MyChart**
3. Tap **Install** or **Get**
4. Open the **MyChart** app
5. Choose **Lee Health** as your organization
6. Enter your **username** and **password**
7. Select **Log In**

*You can use face ID or touch ID to log in faster

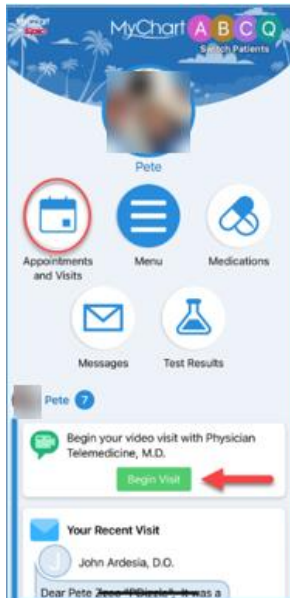


Navigate the MyChart App

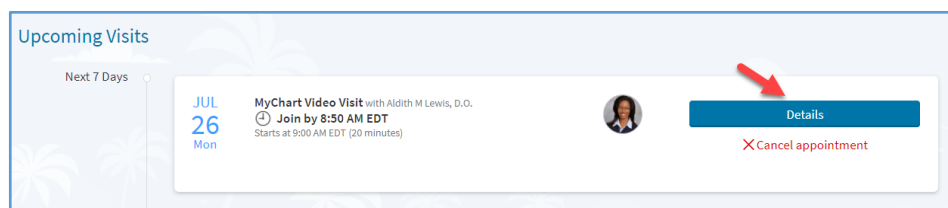
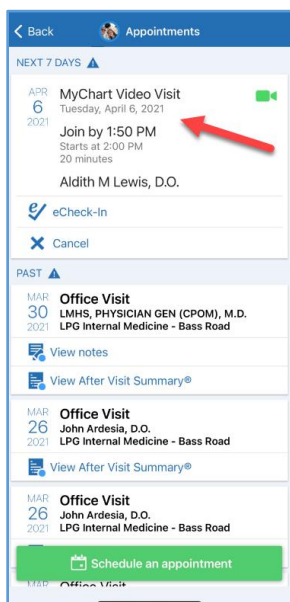
If you're using a computer, navigate to <https://mychart.leememorial.org> and sign in

MyChart looks and feels the same on phone/tablet and computer.

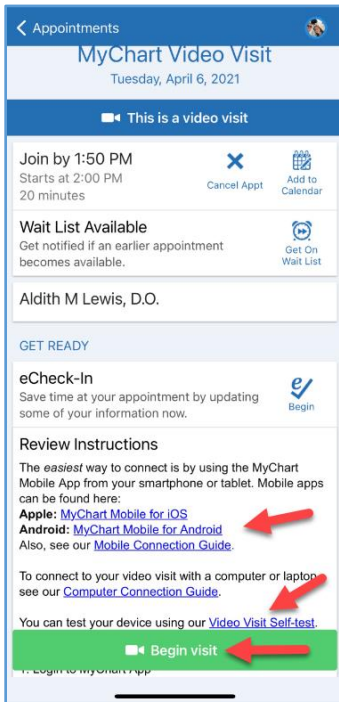
1. When you log into MyChart, you will see in your **feed** that you have a Telemedicine visit and you can click the link to begin the visit. This is the easiest way to connect.
2. You can also select **Appointments and Visits**.



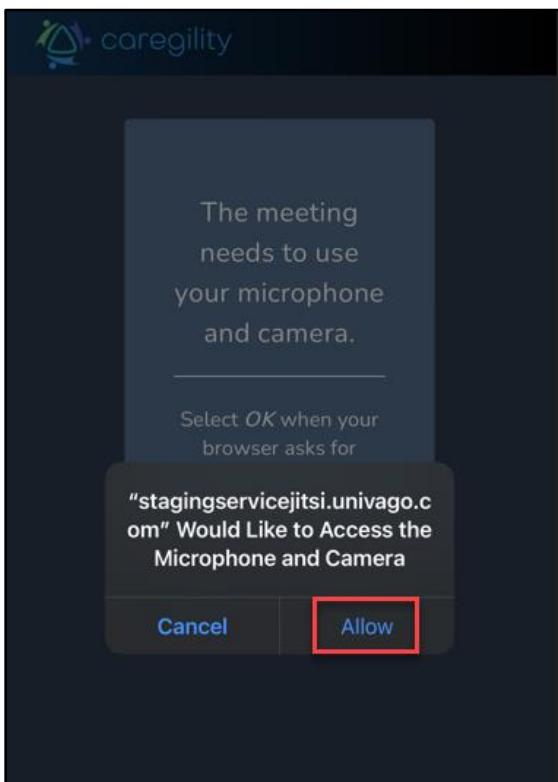
3. You will see the upcoming telemedicine appt. Tap on that visit. (If using PC/Mac, click **Details**)



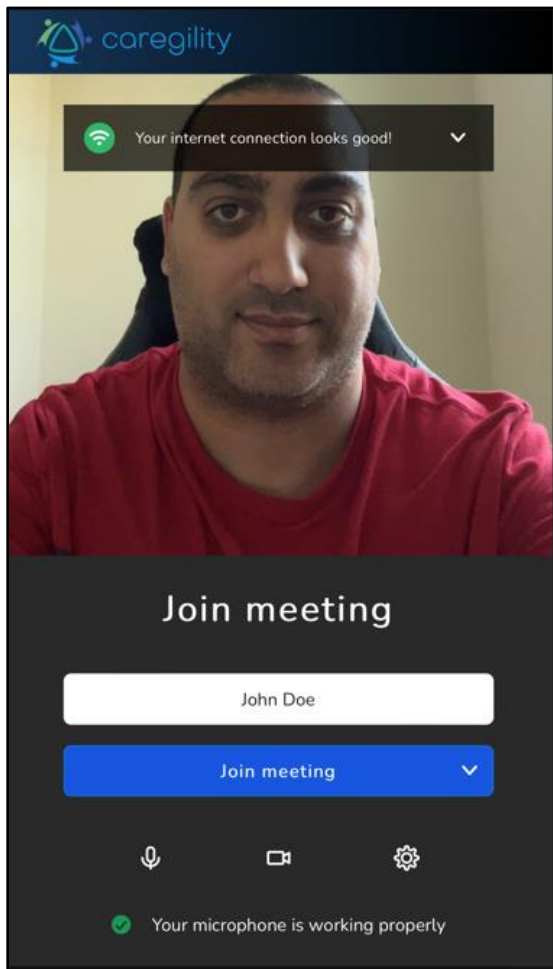
4. Inside the MyChart Video Visit section, you will see resources to help you. Links to download the MyChart app are available, mobile and computer connection guide, and a **Video Visit Self-Test**. You can use that self-test link to ensure your camera and microphone are working properly, prior to your visit. At the bottom, you can begin the video visit.



5. Once you begin the visit, be sure to allow access to Microphone and Camera.



6. You will see indicators if your internet connection looks good as well as microphone working properly. You can free text your name in the name field. You can also mute your audio and camera before you join the visit, as well as access settings if you need to change your audio source.



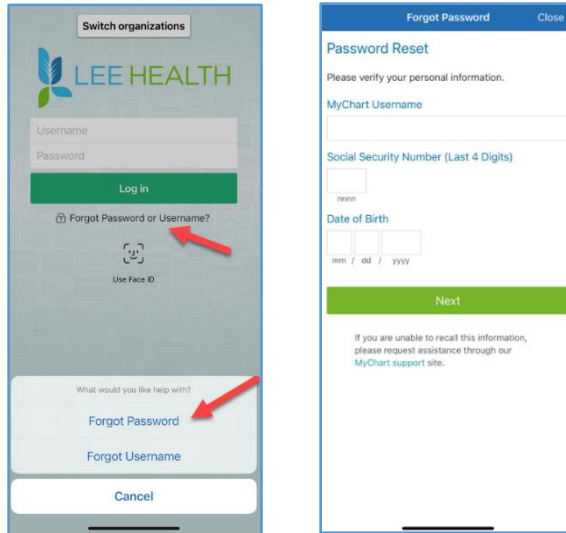
7. Once in the telemed visit, you will see a row of icons at the bottom of the screen. In order from left to right, these buttons allow you to mute your microphone/camera. You can chat with your provider, view the participants, raise your hand, and the three dots opens up additional settings, such as entering tile view, toggling the camera, and updating performance settings to maintain connection with the provider.



Troubleshooting

Forgot Username/Password?

1. On the MyChart login page, tap **Forgot Password or Username**. Follow prompts to reset.



Need to disable pop up blockers?


For iPhone/iPad:

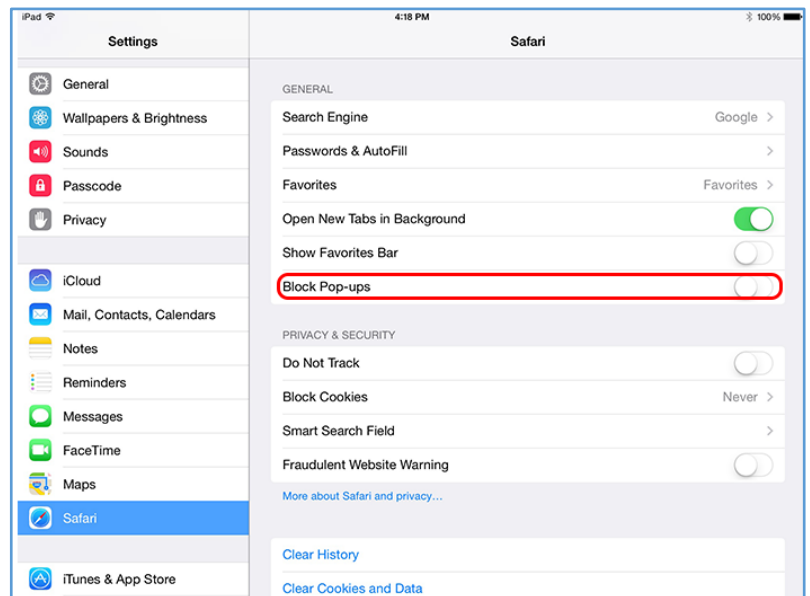
1. Go to **Settings**
2. Tap **Safari**
3. Find **Block Pop-ups** and toggle switch to **Off**

For Android and/or Chrome Browser:

1. Open **Chrome** app
2. Click the **3 vertical dots**
3. Tap **Site Settings**
4. Tap **Pop-ups and Redirects**
5. **Allow** Pop-ups

Need to check permissions for Android only:

1. On your Android device, open the **Settings** app .
2. Tap **Apps & notifications**.
3. Tap the app you want to check.
4. Tap **Permissions**.
5. Make sure permissions are allowed for **Camera** and **Phone**



MyChart/Telemedicine Support - Contact our MyChart/Telemedicine Patient Support line at 239-343-7995 with any questions related to MyChart and connecting to your video visit.