

Starting Scheduled Video Visits as a Member

Centrally-Deployed Components Help Pages

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Patient portal members can join scheduled video visits from their appointment list in the patient portal.

See [Overview of Scheduled Video Visits](#) for information about technical requirements, supported browsers, and restrictions applicable to scheduled video visits.

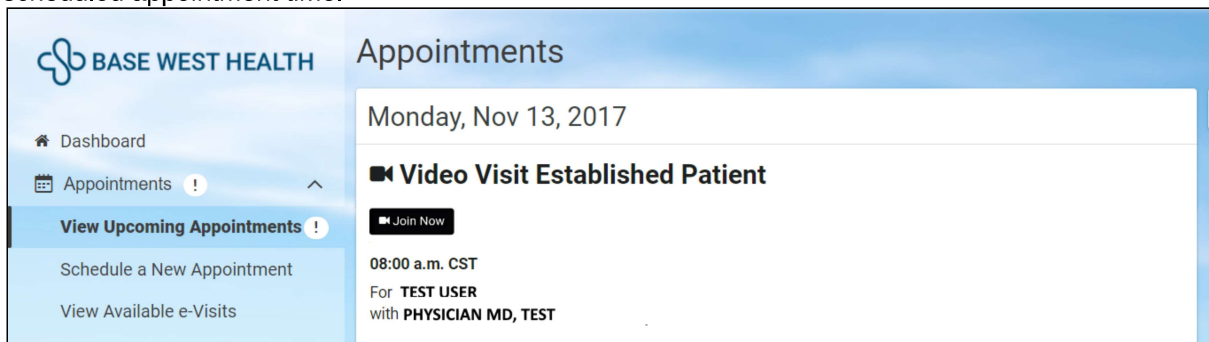
See [Toolbar in Scheduled Video Visits](#) for information about the buttons and icons available on the video visit player while you are participating in a scheduled video visit.

Complete the following steps to start and participate in a scheduled video visit in a desktop browser as a patient or patient's authorized representative:

1. Select **Join Now** on your [scheduled](#) video visit appointment in the patient portal. A video icon



is displayed next to each video visit appointment to help you identify these visits. You can join a scheduled video visit session 30 minutes before the appointment start time and up to 2 hours after the scheduled appointment time.



The System Settings page is displayed.

Note

Your browser may display a pop-up box or notification prompting you to grant the browser access to your microphone and camera. You must grant access to use the microphone and camera during the video visit. You may be prompted to grant access each time you join a video visit.

The system displays the following message if the video visit was completed or expired less than two hours ago: **This visit has ended.**

The system displays the following message if the video visit was completed or expired more than two hours ago: **The resource you are searching for does not exist. Go back and try again.**


2. Update the system settings as needed. The System Settings page allows you to update the camera, video quality, microphone, and speakers, and test the sound.

USER, TEST
40 years Female DOB: Jan 1, 1979

Video Visit with Dr. Test Physician (Active)
MRN: 1234567


System Settings


Select your audio and video peripherals prior to joining this visit. You can change your selections any time during the call.




Camera
Integrated Webcam (0bda:58f4)

☐ Join with camera disabled.


Video Quality
Medium (540p, 1400 Kbps max)


Microphone
Default - Headset Microphone (Jabra EVOLVE 20 MS) (0b0e:0300)

☐ Join with microphone disabled.


Speaker
Default - Headset Earphone (Jabra EVOLVE 20 ...)

▶ Test Sound

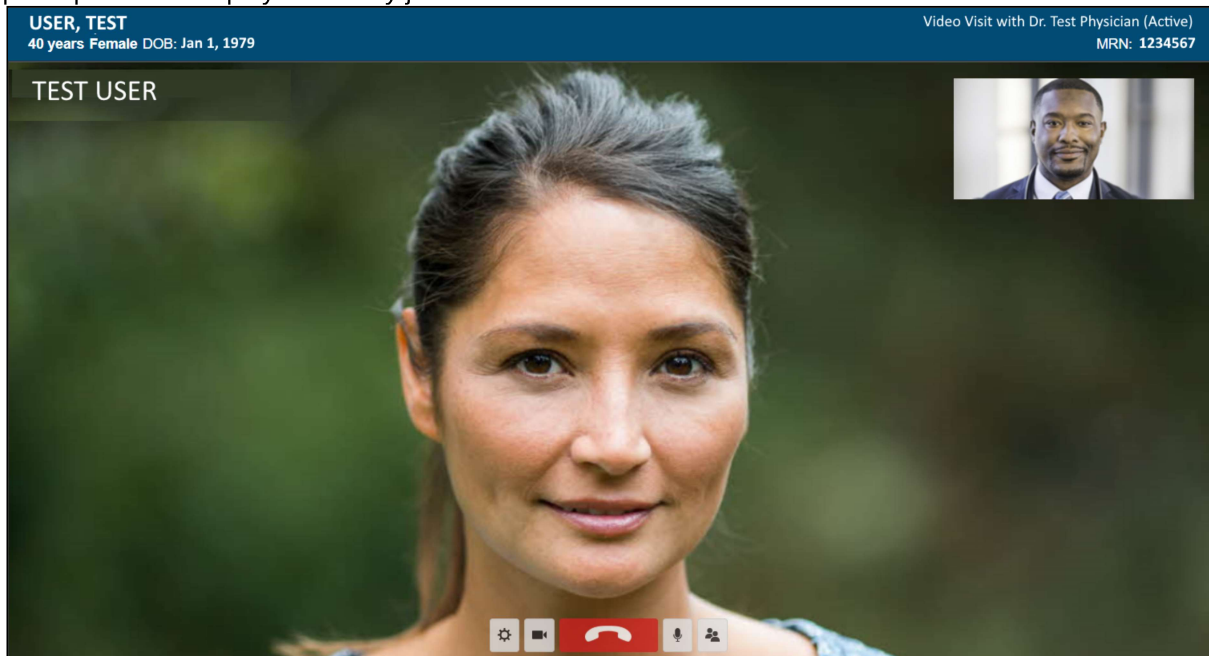
Join Meeting



Tip



You can also select **Settings** during a scheduled video visit to open the System Settings page and adjust your settings.

- After updating your settings, select **Join Meeting**. The video player opens and displays the other participants in the video visit. If you are the first person in the room, you see only yourself. Additional participants are displayed as they join.



4. Select **Participants**  to view a list of participants in the video visit. The Participants list is displayed on the right side of the window. The participant list displays the names of the four most recent speakers.
5. During the video visit, use the [buttons](#) on the video player as needed to enable or disable the video and audio, update your settings, and view the participants list. See [Toolbar in Scheduled Video Visits](#) for additional information.
6. Select **Hang Up**  when you are ready to end the video visit.

Note

If you need to rejoin a video visit after selecting Hang Up, select **Join Session** to reopen the video player. The Join Session button is available only if the scheduled appointment has not expired and the provider has not completed the visit.

7. If your organization has satisfaction surveys, a short survey is available to take after you end your video visit. Select **Take Survey** to provide feedback about the video visit experience.

Rate Your Experience ✕

Take a short survey about your recent visit. Your feedback helps us continue to improve your experience.

Take Survey Cancel