

Virtual Visit: *Direct Link*

Congratulations! You have an appointment scheduled through our Virtual Visit platform. The direct link option is provided as an option for your visit if you have technical or login issues, have another person joining your appointment, or do not have a MyChart account.

What Will You Need?



SmartPhone (Apple®, Samsung®, etc.) or Tablet or Laptop or PC with a Camera



Email Address or Cell Phone Number or MyChart Account

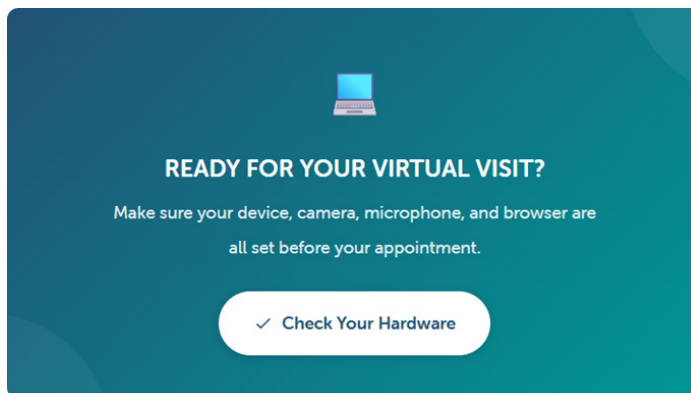


Internet Access

Checking Your Device

1. On the email you will receive regarding your appointment, you can click **Test Device**
or

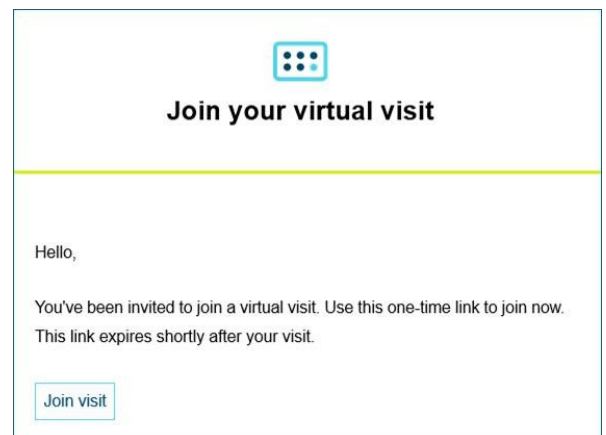
On the Virtual Visit page of our website (SaintCroixHealth.org/services/virtual-visit), you can click on the **Check your Hardware** link in the box:



Join Your Appointment

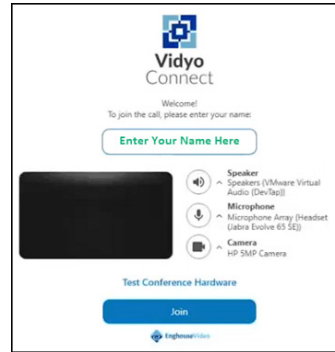
1. You can join your appointment by clicking **Join Visit** in your reminder email or clicking the link provided in your text message.

Information Continued on Other Side



Join Your Appointment *(cont.)*

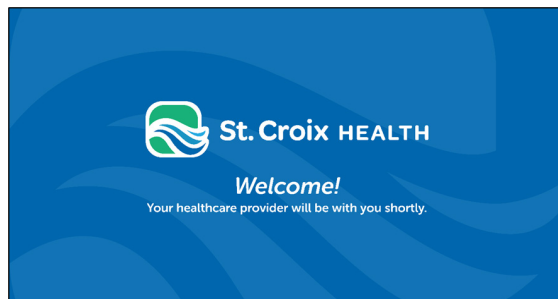
2. Enter your name in the box provided and click **Join**.



3. If prompted, allow your browser to use your webcam and microphone.



4. Once you have completed the steps, you will enter the virtual waiting room.



5. Your provider will join you to begin your appointment.

Troubleshooting

- **Restart your device:** Your device's performance will decrease if it must manage multiple applications in the background or has not been restarted in a while. We recommend that you close all applications on your device and restart it, allowing a fresh system reboot. This should speed up and let your device perform better.
- **Try another device:** Sometimes using another device can be an easy fix. If the new device doesn't fix the issue, then try troubleshooting your network.
- **Charge your device's battery:** An uncharged battery provides less power for your device to work from which may result in poor connections and system issues. Charging your battery completely before your telehealth appointment will help you avoid lower-quality calls and other device-related issues. Even if your battery is low, you can plug in your device and attend your telehealth appointment while it is charging.
- **Disconnect other devices from your network:** Ask others in your household to disconnect their devices (TVs, computers, smart devices, etc.) during your appointment so they do not limit or slow down your internet connection speed.
- **MyChart support phone number:** 1.855.551.6555