Connect to your Scheduled MyChart Video Visit

1 Log in to MyChart on your computer by using https://mychart.promedica.org/MyChart or by using the MyChart app on your smartphone or tablet.

> Download the MyChart application from the Google Play Store or the Apple App Store. iPhone/iPad users: In preparation for your visit, verify you have iOS version 14.3.

2 Tap **Begin Visit.**
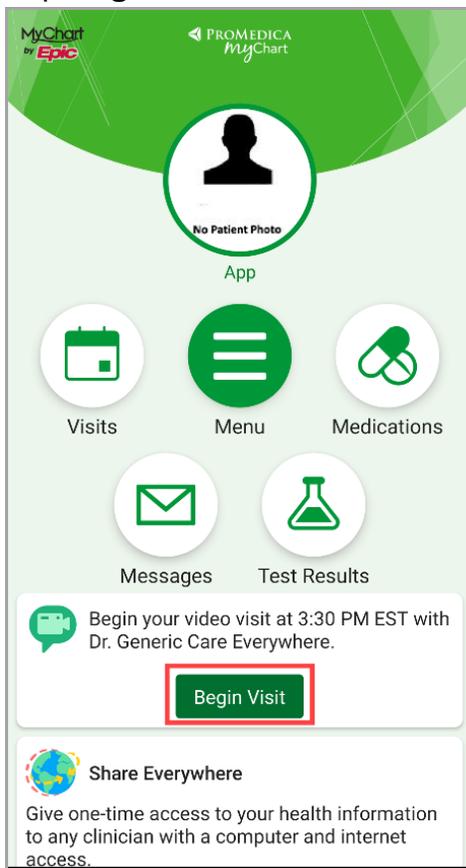
3 Tap **GO TO ECHECK-IN.**

4 Complete the **eCheck-In**:

- ✓ Verify/update your **personal information** and **insurance**
- ✓ Sign any **required documents**
- ✓ Complete any **required questionnaires**

Need MyChart Assistance? Call Us: 1-833-212-1586

PROMEDICA myChart

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5 When you receive The information you've submitted is now on file message, your eCheck-In is completed. Tap the **X** in the top right corner.

6 Tap **Begin visit**.

7 Once the hardware check is complete, tap **Join Call**.

Need assistance?
Click here to troubleshoot common issues on mobile devices or personal computers.
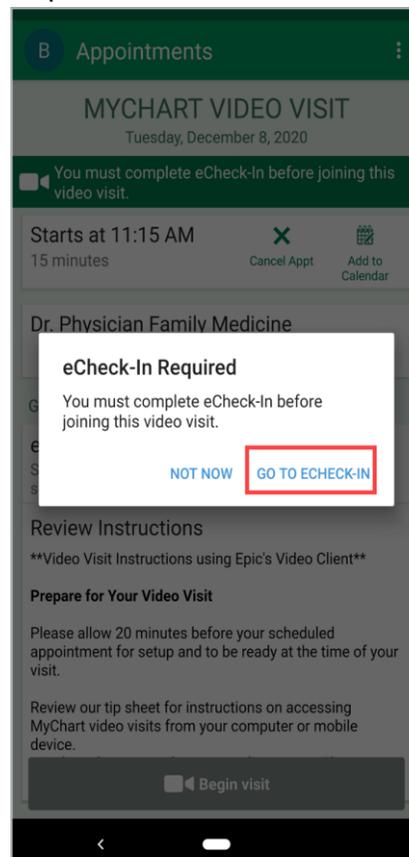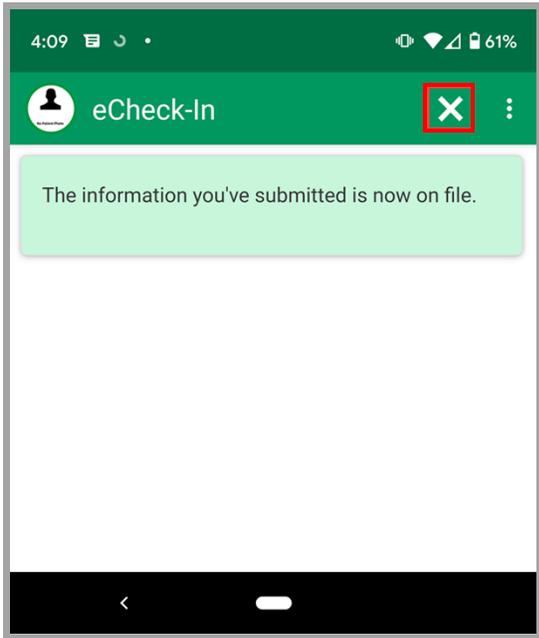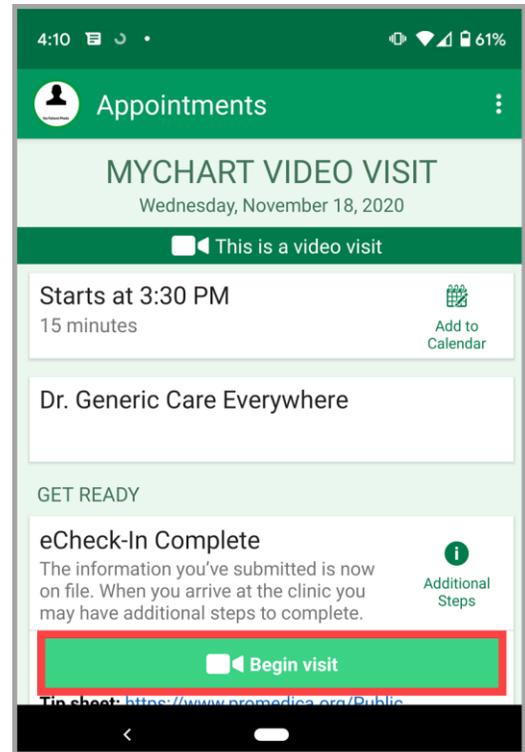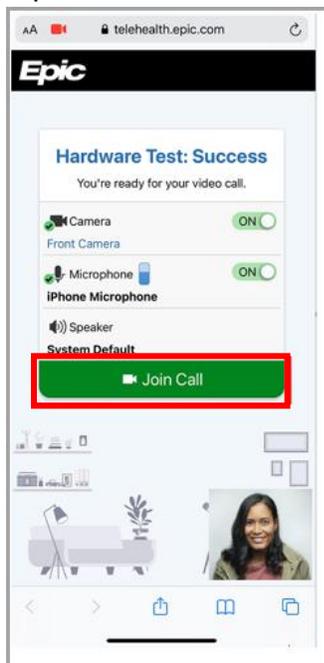
Desktop Computer:
The following web browsers are compatible with MyChart Video Visits: Google Chrome, Mozilla Firefox, or Microsoft Edge

iPhone/iPad Users:
You MUST have
iOS 14.3 or higher to complete a MyChart Video Visit. Navigate to Settings > General > About and verify your version is 14.3 **prior to your visit.**

Click here to learn how to update your iOS version 14.3.