

Instructions for MyChart Video Visit



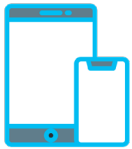
First, identify your device and log in.

Computer with webcam, microphone and speakers:



- » Visit <https://riverview.org/mychart>
- » Log in with your Riverview Health MyChart login ID and password. If you don't have a login ID and password, you'll need an activation code. **For security reasons, the only way to receive an activation code is by calling your provider's office and asking for a code to be emailed to you.** Once you have an activation code, visit <https://mychart.riverview.org/#registration> to create your account.

Smartphone or tablet:



- » Download the MyChart app:
- » Search keyword "mychart" in the iTunes App store or Android Market
- » Download and install the free MyChart app.
- » Open the app and select Riverview Health from the list of healthcare providers.
- » Log in with your Riverview Health MyChart login ID and password. If you don't have a login ID and password, you'll need an activation code. **For security reasons, the only way to receive an activation code is by calling your provider's office and asking for a code to be emailed to you.** Once you have an activation code, visit <https://mychart.riverview.org/#registration> to create your account.



MyChart

Then, follow these steps to locate and start your appointment.



1. Locate your upcoming video visit appointment by:
 - » **On a computer:** at the top of the screen, hover the mouse over "Visits," and select "Appointments and Visits" from the dropdown menu. Then select your upcoming visit.
 - » **On a smartphone or tablet:** Tap "Appointments." Then select your upcoming visit.
2. Begin your visit:
 - » **On a computer:** Click the green button that says "Begin your visit."
 - » **On a smartphone or tablet:** Tap the green button that says "Begin your visit."
3. Your healthcare provider will join the video call and conduct your appointment.

▶ BEGIN VISIT