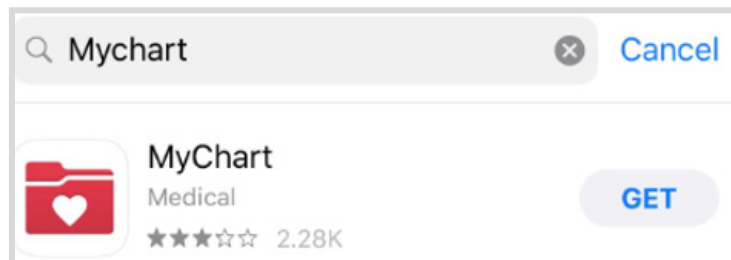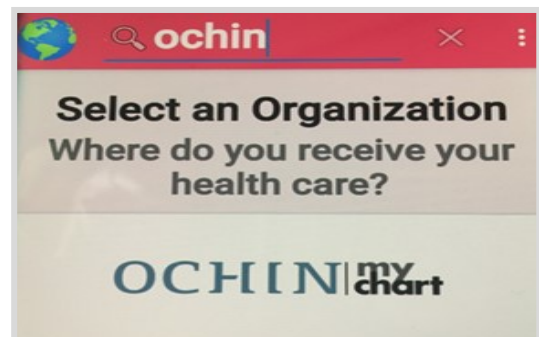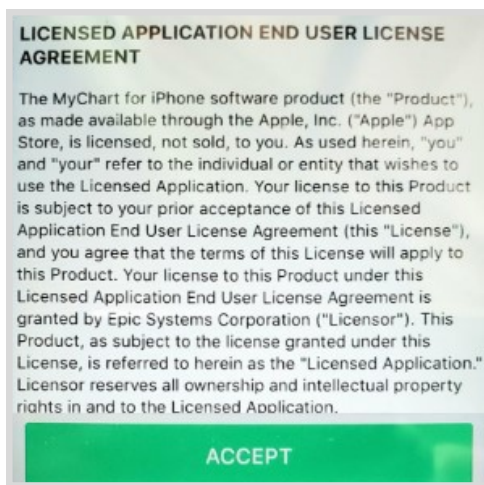## System Requirement and Apps For best performance on your Apple or Android smartphone or tablet, install the **MyChart Mobile App** and the **Zoom App**.

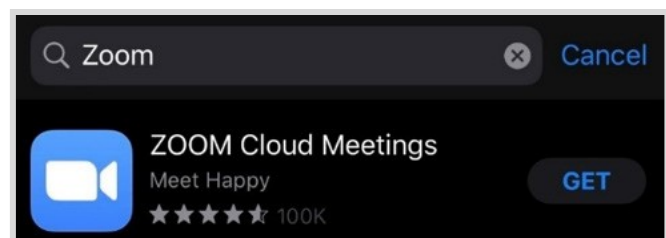Phone Requirements: **Apple iOS 11.0 or later** **Android 5.0x or later**

1 Download and install the **MyChart App** from the App Store on your iPhone, iPod Touch, or iPad **OR** Download and install the **MyChart App** from the Google Play Store on your Android Phone or tablet.

2 Once you have downloaded the MyChart app, open it. You will be asked to agree to the Epic MyChart **Licensed Application End User License Agreement.** Tap **Accept**.

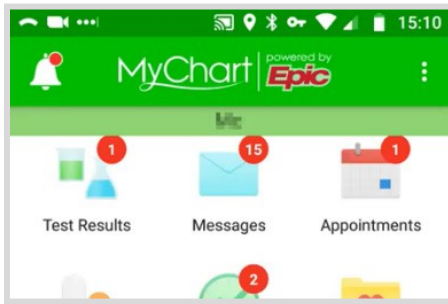**3** You will need to select an Organization. Search for **OCHIN** and tap it.

4 Install the free **Zoom App** from Apple App Store or Google Play. You do **not** need to create a Zoom account to participate in MyChart Virtual Visits.
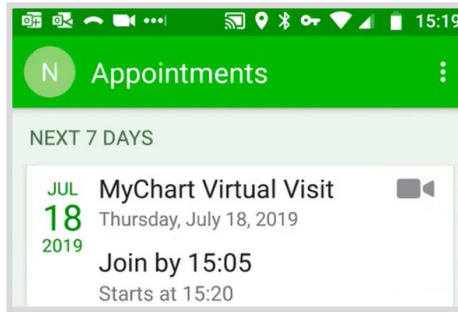
From the MyChart Mobile App
*Before your Virtual Visit, you must eCheck-In. This process can be completed up to 24 hours in advance. You can enter the visit up to **30 minutes early**.*
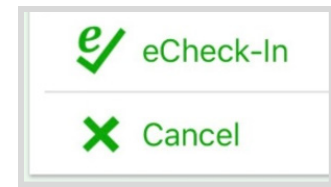
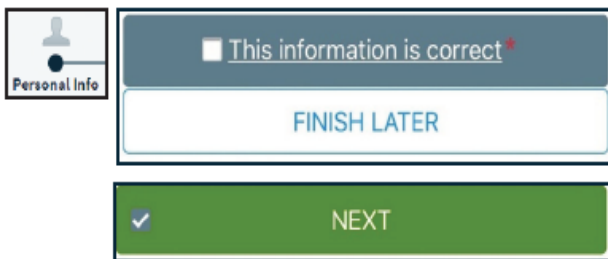**1** Tap **Appointments** from menu screen in MyChart Mobile.

2 Tap the appointment for the virtual visit to open.

3 You must **eCheck-In** to begin the visit. Tap **Go to eCheck-In**. *You can eCheck-In up to 24 hours before your appointment start time.*
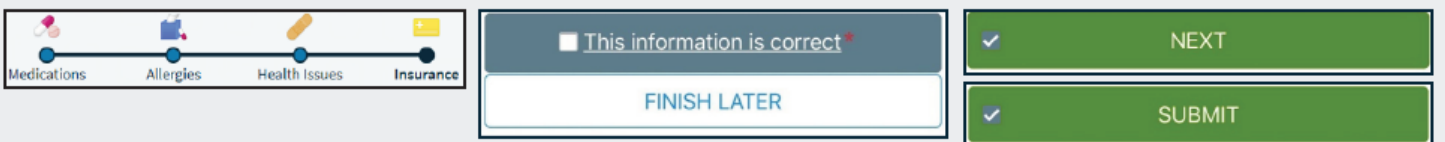
4 Verify your personal information. Click **Edit** to make changes. When ready, tap T**his information is correct** and then tap **Next**
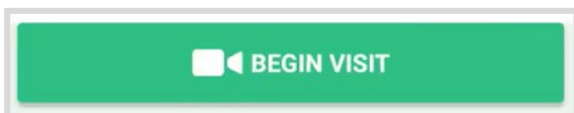
5 If this is your first Virtual Visit, you will have to sign an Informed Consent for Telehealth Consultations. Tap **Review and Sign.** Read the form then draw in the box to sign. Click **Continue.** Tap **Next** to move on.

6 Review medications, allergies, health issues, and insurance information. Update, add or remove items if needed. Your clinic will review each change after you finish eCheck-In. Tap **This information is correct** and click **Next.** When you reach the last item, tap **Submit.**

7 ECheck-In is complete. Tap the appointment again to open. Tap **Begin Visit** to connect, and then tap **Join Meeting**. Tap **Open** in Zoom.

8 Zoom will launch. Wait for the host (the provider) to start the video.