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MyChart Telehealth Visits Troubleshooting Guide with Tips and Tricks

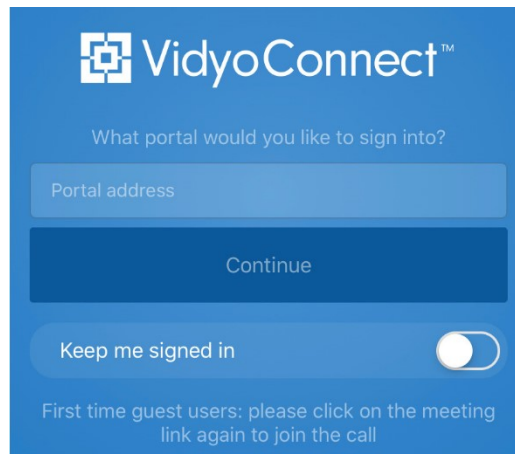
Below are some helpful tips and tricks if you are having issues connecting to your visit.

Downloading VidyoConnect App and MyChart App

It is important that you download both the MyChart App and VidyoConnect App prior to starting the visit. Refer to additional Telehealth Resources on Akron Children's Webpage.

<https://www.akronchildrens.org/pages/MyChart-Telehealth-Video-Visits.html>

Vidyo Connect is asking for a portal - What do I put in the portal screen? You do not need to add in a portal. You can swipe to close the app . When you launch the MyChart Visit the system will automatically pull in the portal.



MyChart Support- Call the MyChart Helpdesk at 330-543-4400

- **If you cannot get into your MyChart account:** Try resetting your password. If that does not work call the MyChart Helpdesk at **330-543-4400 and select option 2**. MyChart Helpdesk is open: Monday – Friday 8A-4:30 PM
- **For questions or difficulty connecting to a MyChart Telehealth Visit:** Call the MyChart Helpdesk at **330-543-4400 and select option 1** from the menu to connect to the MyChart Telehealth Support line.

When should I connect to the Visits?

You can connect 30 minutes prior to your scheduled appt time. It is recommended that you join at least 15 minutes prior to ensure you can connect successfully.

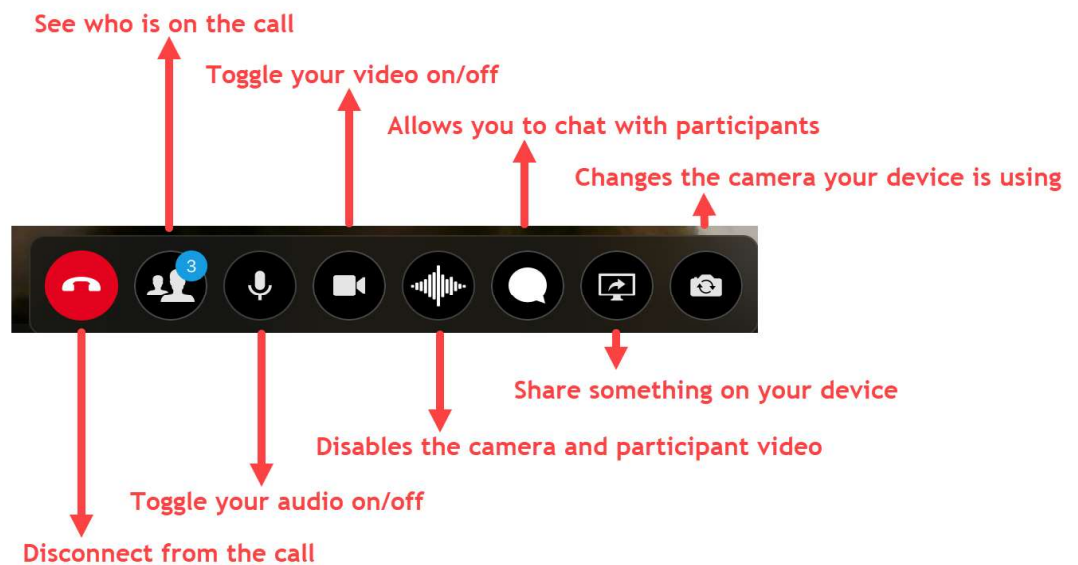
If you are going to be late to your appointment you should contact the department to let them know. They may need to reschedule.

Improving internet/Wi-Fi connection

Connect to Wi-Fi if possible (preferably not a hotspot) If you must use a hotspot, then place the hotspot near a window to receive a better signal.

- Being closer to the hotspot will also help improve the wireless signal
- Disconnect other devices from the Wi-Fi or hotspot if possible

Video Tool Bar



Sounds and Video

If you or the provider are having trouble hearing or seeing each other – check to make sure you allowed the MyChart App and VidyoConnect app access to you Camera and Microphone.

To check these setting on an iOS device go to **Setting>Privacy>Microphone** and scroll down to the app to make sure it is toggle on by the green indicator. Follow the same steps for the Camera **Privacy>Camera** and scroll down to make sure it is toggle on.



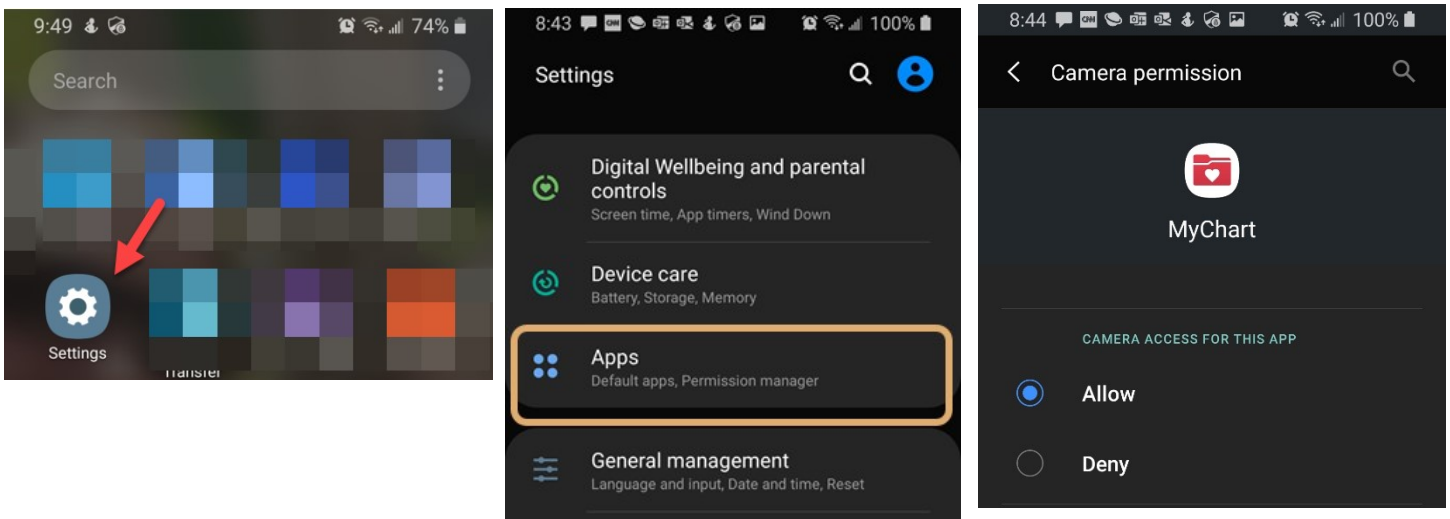
If you have allowed access to both MyChart and VidyoConnect to your Microphone and Camera and you are still having issue, exit the video visit and rejoin the call in MyChart.

If you are still having issues from the mobile device MyChart app – you can access the appointment through the MyChart Website on your mobile device by going to: <https://mychart.akronchildrens.org> and launch the visit.

Android devices

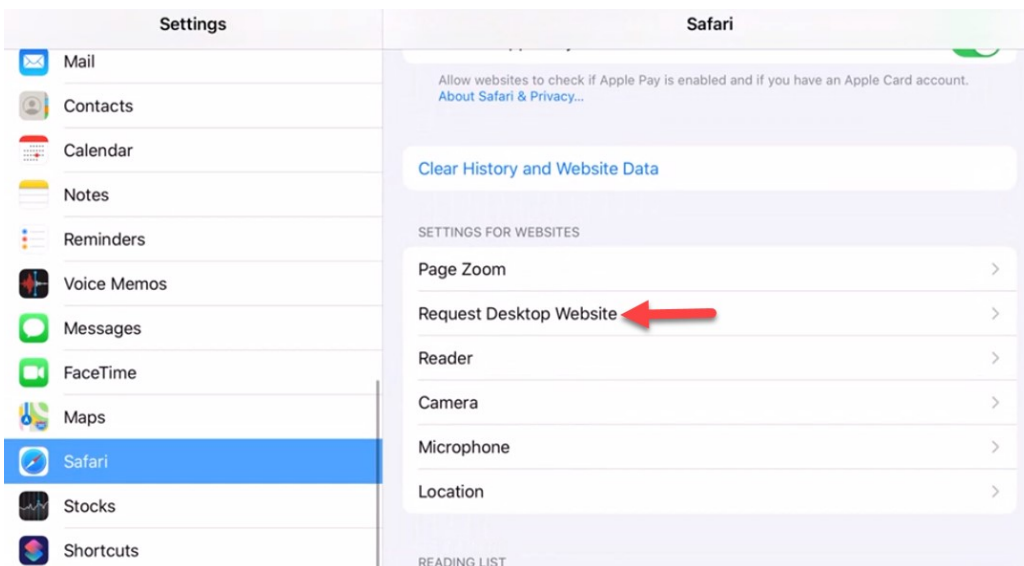
You will need to go into your phone **Settings>Apps** and search for the MyChart and Vidyo App and make sure you allow access to Camera and Microphone.

Apps – Search in your apps for MyChart and Vidyo Connect and ensure you have the **Camera and Microphone set to allow.**



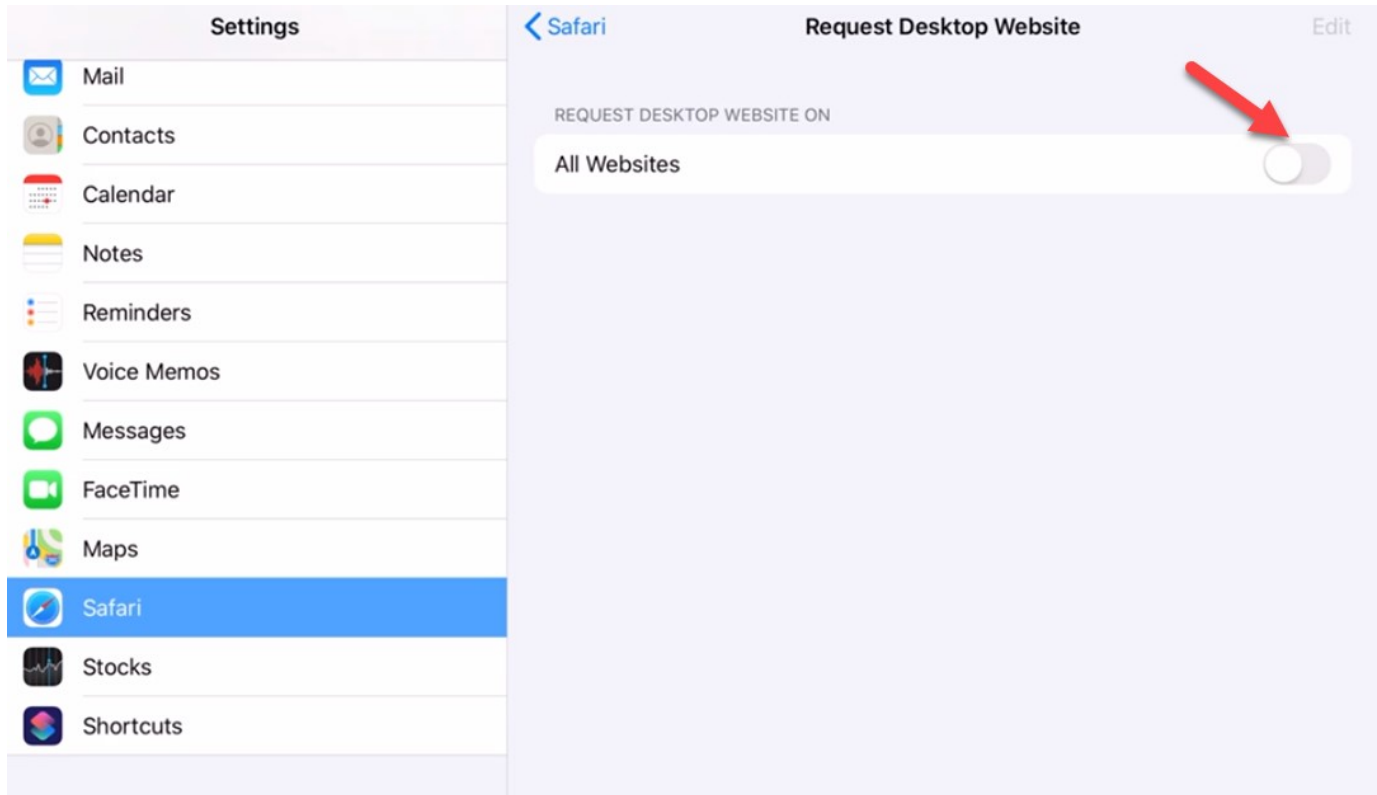
Using an iPad?

To allow Vidyo to be downloaded on your iPad, you will need to go into your phone **Settings>Safari>Request Desktop Website**



Under the **Request Desktop Website On** section, click **All Websites** to turn off/grey out the toggle.

When the All Websites toggle is greyed out, users can log in and join VidyoConnect for mobile or VidyoMobile conferences.



MyChart Telehealth Support

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