Your child's first virtual visit: eCheck-in and joining the visit

Before beginning your first virtual visit, you must confirm your personal information, upload insurance information, complete a health history questionnaire and sign e-consent forms through MYchart. This is called eCheck-in.

Step 1: If you are new to MYchart, you will need to activate your account. Click here to learn more.

Step 2: Download the MYchart app if you would like to join a Children's virtual visit using your cell phone or tablet.

For the patients of Children's Healthcare of
Atlanta and our MYchart participating practices

You are now successfully signed up for MYChart!
Please navigate to the MYChart website or
download the mobile app using the links below.

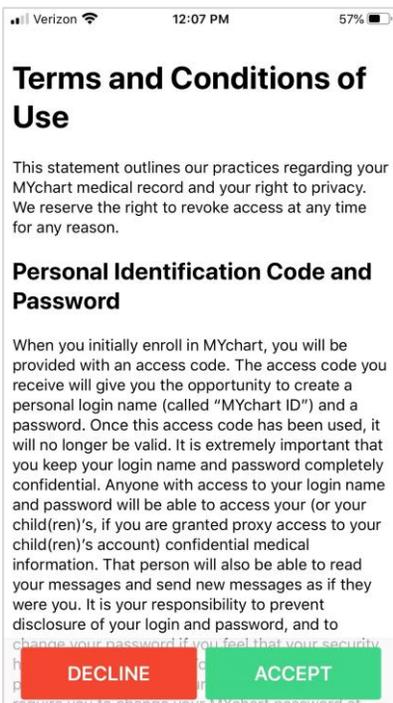Download on the **App Store**   GET IT ON **Google Play**

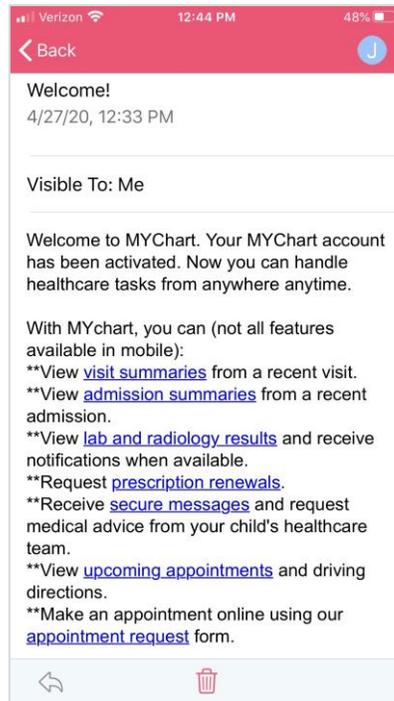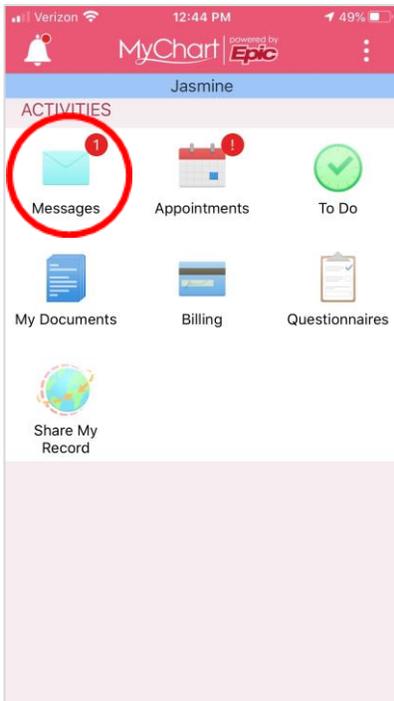**Step 3:** Open the MYchart app. Click the blue 'MYchart Login' button.

**Step 4:** Sign in with your username and password.

Step 5: Review and accept the 'Terms and Conditions of Use' by clicking the green 'Accept' button.
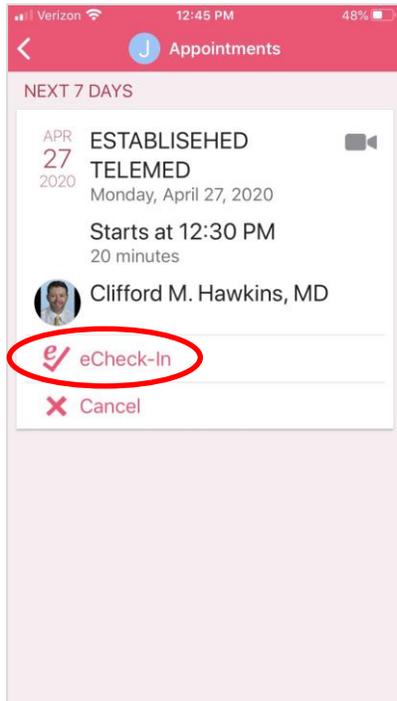
Step 6: Click the 'Messages' icon on the home screen to review welcome information. Then, click 'Back' to return to the home screen.

Step 7: On the home screen, click the 'Appointments' icon to complete the eCheck-in process before your child's virtual visit.
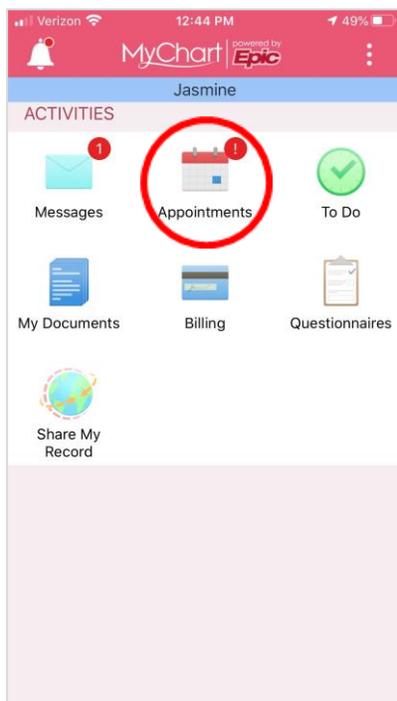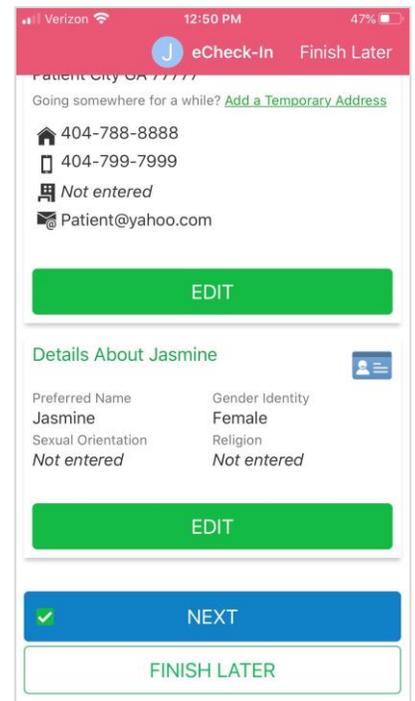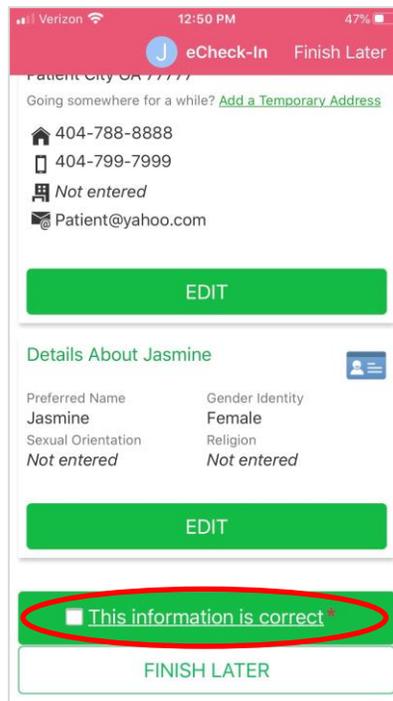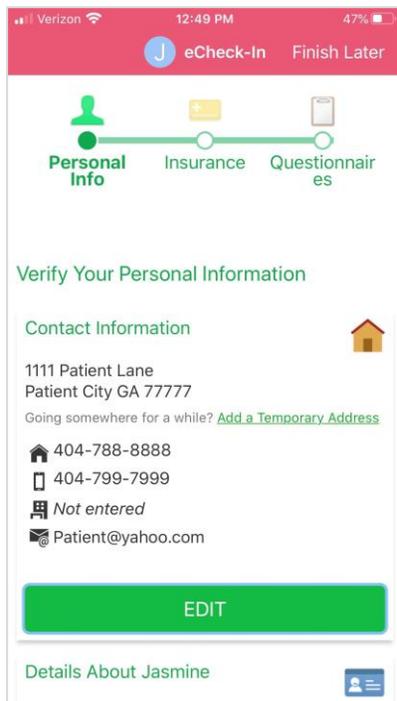
Step 8: Click the 'eCheck-In' button.

Step 9: Complete the information on the 'Personal Info' page.
- Use the green 'Edit' buttons to add or change information.
- When finished, click 'This information is correct' and the blue 'Next' button.

Step 10: Complete the information on the 'Insurance' page.

- Click 'Add a Coverage' if you do not have insurance on file. Upload photos of the front and back of your insurance card.
- After adding your insurance information, click the blue 'Submit' button.
- Click 'This information is correct' and then the blue 'Next' button.

Step 11: Complete the information on the 'Questionnaires' page.

- Click the answer to each question. You may click more than one answer.
- When finished with each page, click the blue 'Continue' button.
- After answering all questions, confirm your responses and click 'Submit' if everything is correct.

Step 12: Click the blue 'Review and Sign' buttons to electronically sign all of the forms for the virtual visit. When finished, click the blue 'Submit' button.

**Step 13:** The eCheck-in process is complete. Log out of MYchart.

If not previously completed, we will need to confirm your identity as the child's legal guardian. You will receive an email, directing you to log in to MYchart.

Step 1: A Children's team member will review your forms. Once they confirm all forms are complete, you will receive an email directing you to MYchart.

Step 2: Open the MYchart app. Click the blue 'MYchart Login' button. Sign in with your username and password.

Step 3: Click the 'Messages' icon on the home screen to view all messages.
- Click on the new message.
- The new message will tell you what additional information is needed.
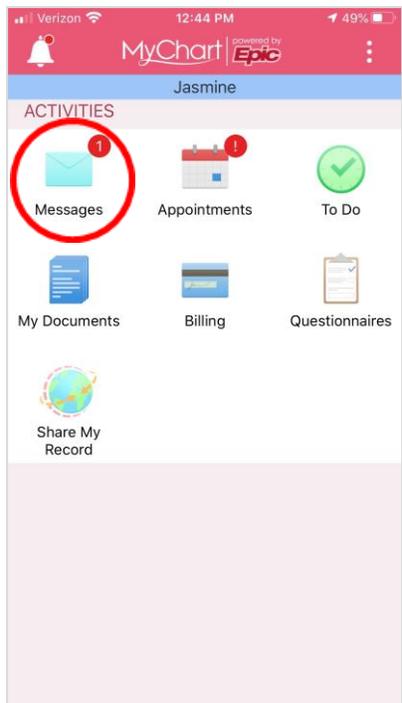
Step 4: Reply to the message and attach requested information. Be prepared to upload a photo of your ID to confirm your identity as the child's legal guardian. Click 'Send' when finished.
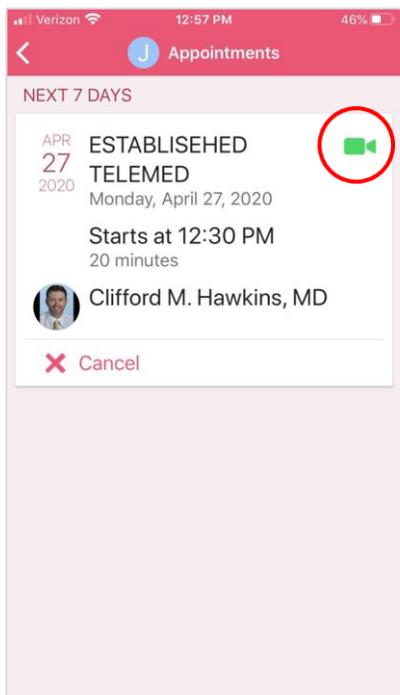
Step 5: Log out of MYchart.

Follow these steps when it is time for your child's first virtual visit.

Step 1: Open the MYchart app. Click the blue 'MYchart Login' button. Sign in with your username and password.
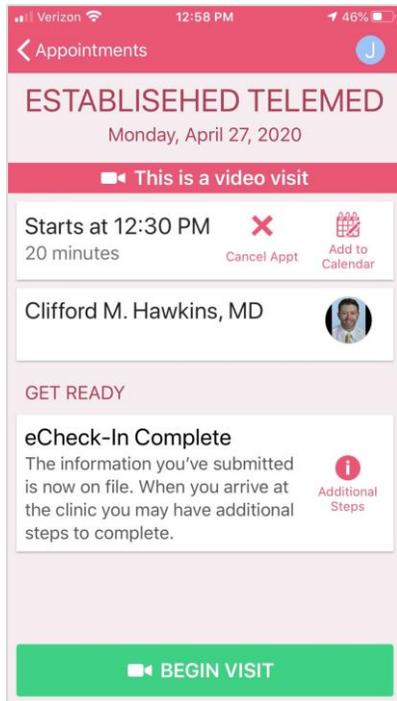
**Step 2:** On the home screen, click the 'Appointments' icon.
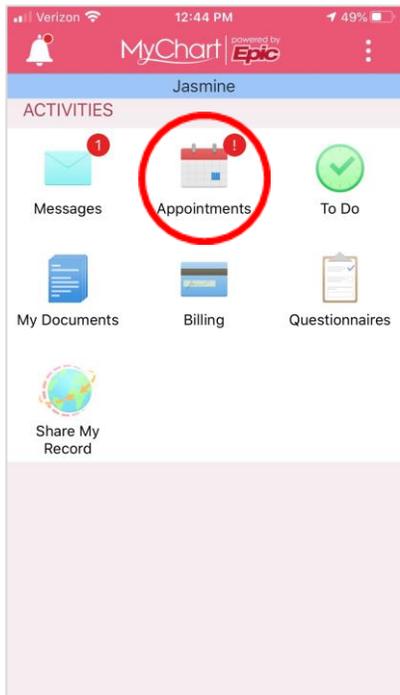
Step 3: Click the green 'video camera' icon to open the scheduled virtual visit.

Step 4: Click the green 'Begin Visit' button if you already completed the eCheck-in process. (Be prepared to complete the eCheck-in process before each virtual visit. You will not have to electronically sign forms again.)


Step 5: Enter a phone number where you can be reached, so the provider can call you if you have trouble connecting by video. Change the state if needed. Then click the two boxes to show that you agree with each statement.
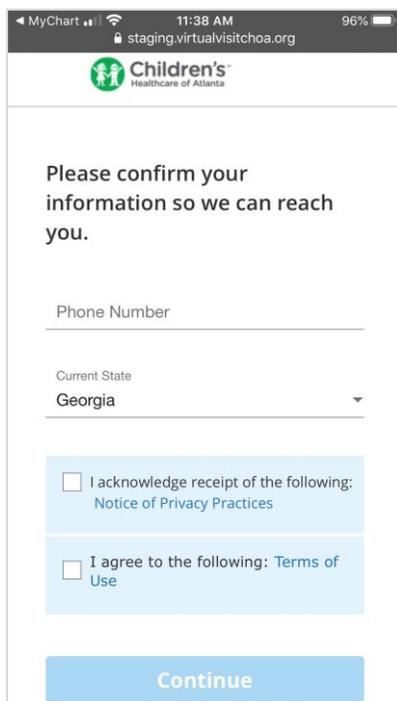
Step 6: Test your internet connection speed and select a camera for video. You may have to allow access to your camera and microphone.
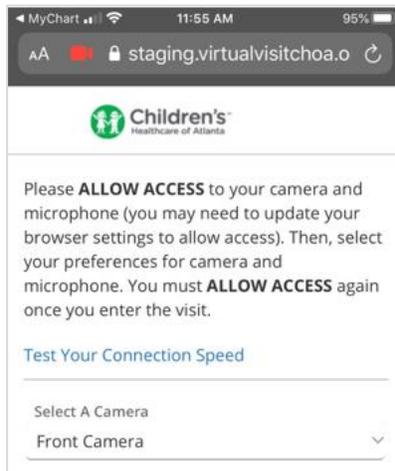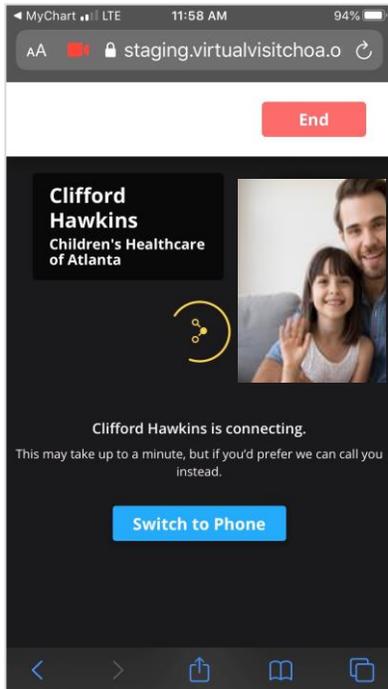

Step 7: You will join a virtual waiting room until the provider can begin your visit.
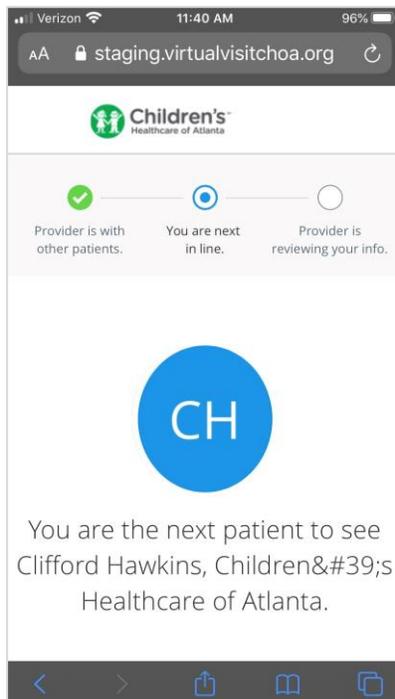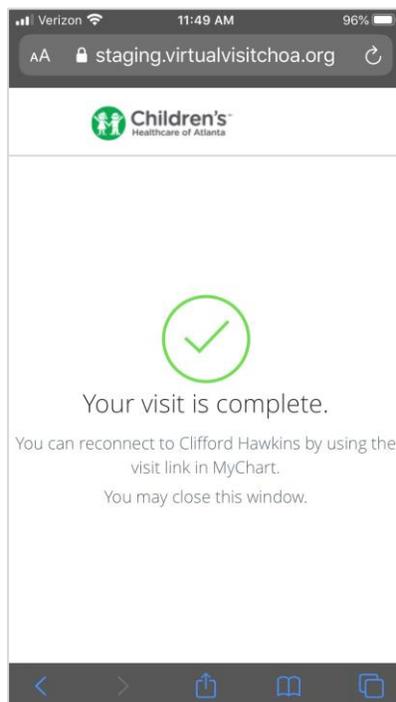
Step 8: The screen will update when the provider is joining the virtual visit.

- You will see the provider in the large window, and you will see yourself in the small window.

- When the virtual visit is complete, the provider will end the visit.

Step 9: Log out of MYchart.