# Your child's first virtual visit: Joining the visit after eCheck-in

If you have logged out of MYchart since completing eCheck-in, follow these steps to join your child's virtual visit.

**Step 1:** Go to the MYchart home page to sign in with your username and password.

Step 2: Select the child from the 'people' icons at the top of the screen.
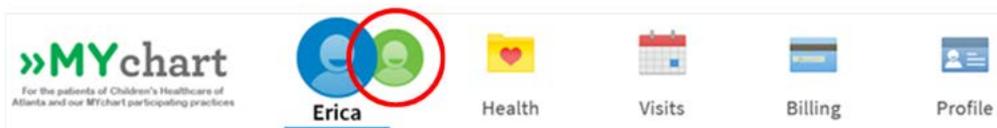
Step 3: Move your mouse over the 'Visits' icon and click 'Appointments and Visits' when it displays.
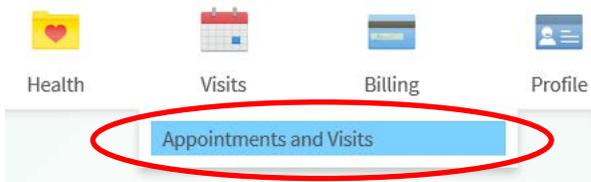
Step 4: Click the blue 'Details' button next to your scheduled visit.
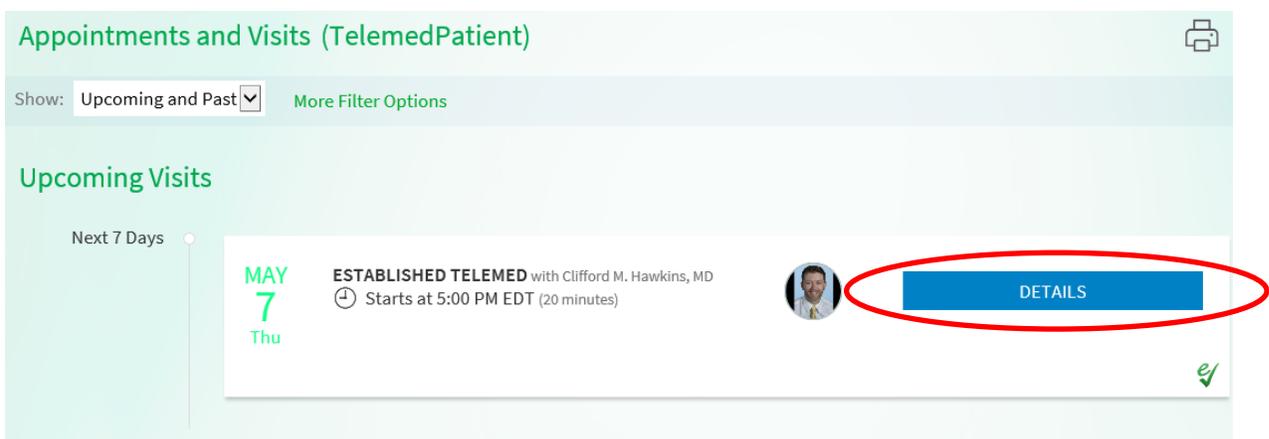
Step 5: Click the blue 'Begin Video Visit' button.

Step 6: You may receive a notification that your internet browser has blocked a pop-up. Allow pop-ups from this site in order to start virtual visits.

Step 7: Since this is your first virtual visit, you will need to set up your video.

- Click the green 'Download' button.

- You may receive a notification asking you if you would like to 'Run' or 'Save' the program on your computer. Click the 'Run' button.
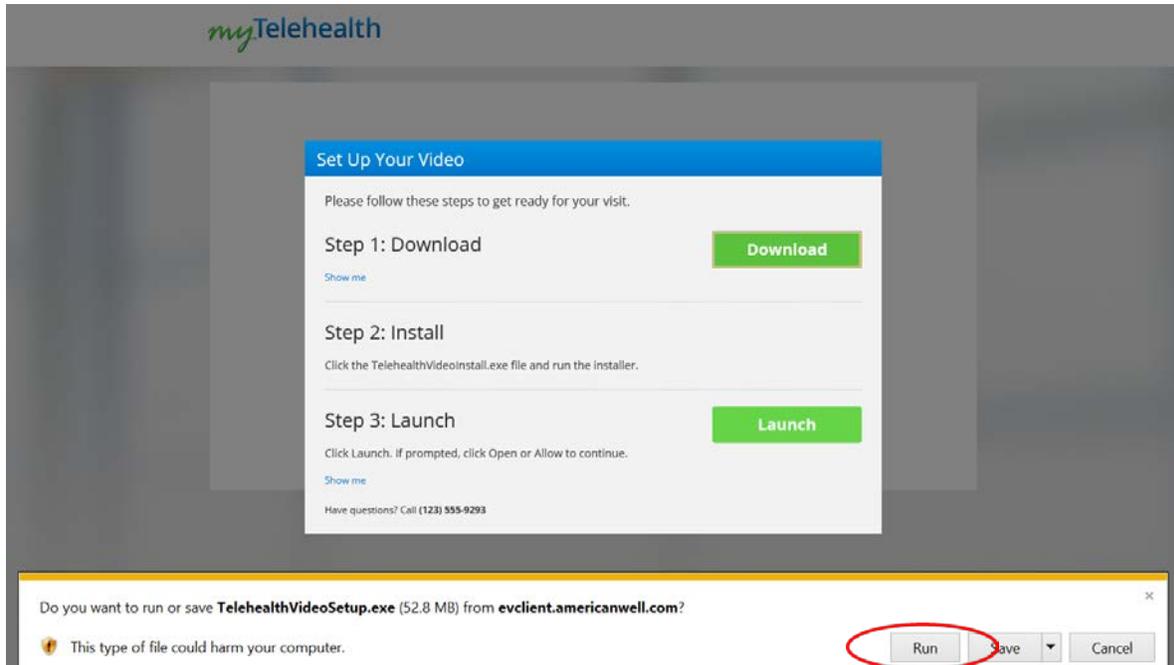
- Click the green 'Install' button.

- You may receive a notification asking you if you would like to allow the website to open a program on your computer. Click the 'Allow' button.
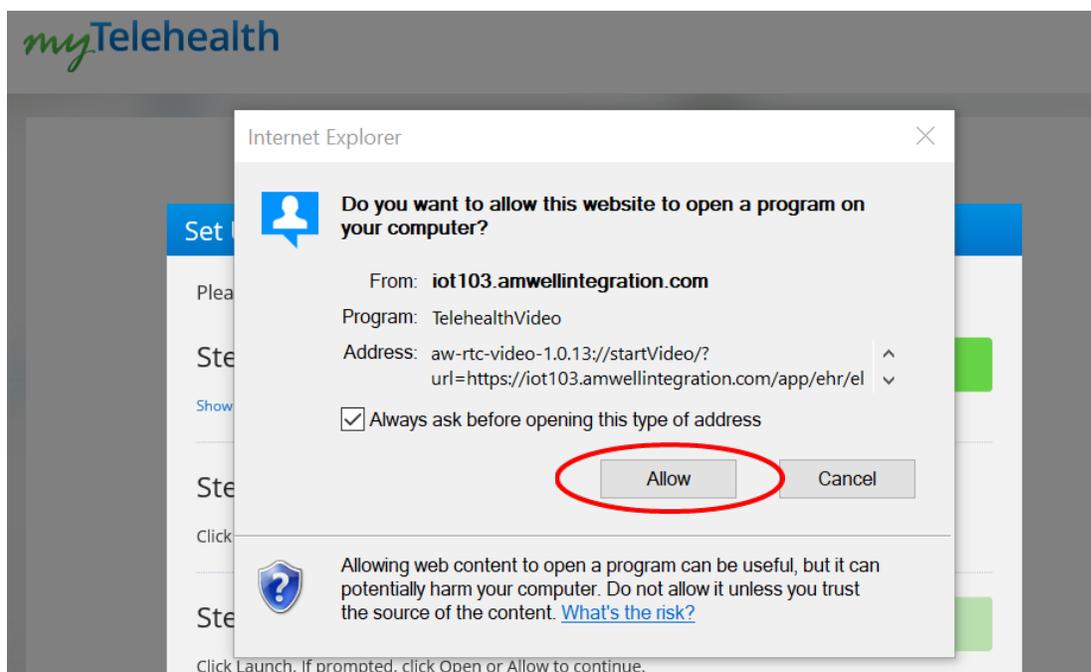
Next steps for joining the virtual visit will begin in a new internet browser window. (You will not have to download the program again for future virtual visits unless you use a different computer. You will be able to jump from step 6 to step 8.

Step 8: 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.
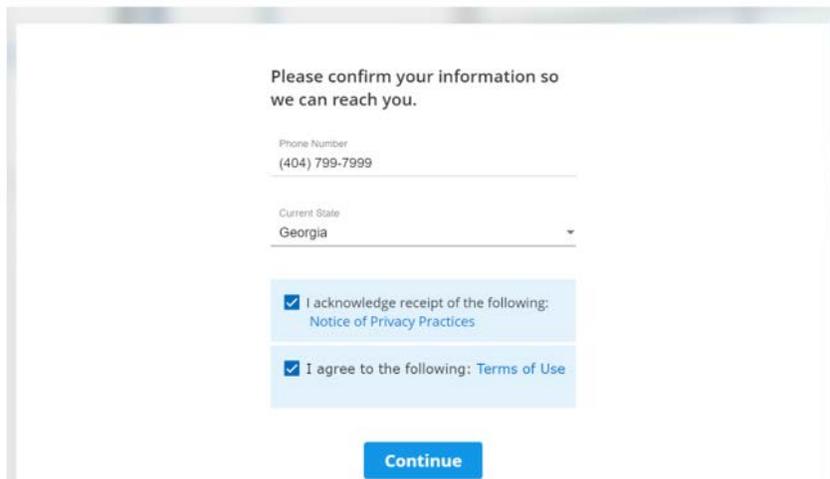
Step 9: Complete a technology check. This is very important to ensure that your provider can see and hear you clearly. It is strongly advised that you complete all of these steps.

- Click 'Test Your Connection Speed' to make sure your internet is running quickly enough.

- Then, use the down arrow to select a camera for video.

- Use the down arrow to select a microphone. Then, talk to test your microphone. The bars will light up green when the microphone is turned on.

- Click the blue 'Continue' button.
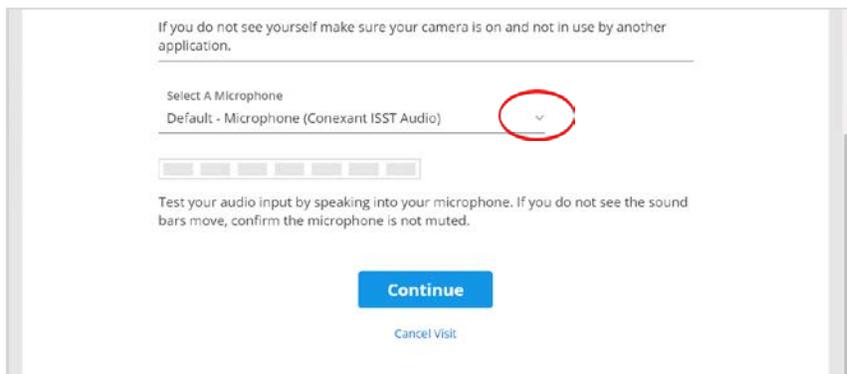
Step 10: You will join a virtual waiting room until the provider can begin your visit.