COMPUTER/LAPTOP VIDEO VISIT

***Please note, these instructions are for Windows 8 and 10 operating systems only. Older versions of Windows are not supported.

- 1. To begin your Video Visit, log into your MyChart account via Novantmychart.org and click the <u>VISITS</u> tab at the top center of your screen.
- 2. Select <u>Appointments and Visits</u> from the drop-down menu. You will see a list of upcoming visits.
- 3. Click on the orange <u>DETAILS</u> tab on your Video Visit appointment. You can click on <u>BEGIN VIDEO VISIT</u> 15 minutes prior to your appointment. This is recommended to test and verify that your sound and microphone are working properly.
- 4. After clicking on <u>BEGIN VIDEO VISIT</u>, you will see the following images below prompting for further instruction:
 - a. Click the <u>downloaded install file</u> in the bottom left of your screen (see red arrow on bottom left pointing to STEP #1 in image below)
 - i. After clicking, the file will open. If you are prompted to click <u>RUN -or- SAVE AND RUN</u>, do so now.
 - ii. <u>If you cannot get the file to run or install for whatever reason, Click the link JOIN FROM YOUR</u> <u>BROWSER</u> (See red arrow to the right pointing to the link in image the below)

zoom		Support English +
	Launching	
<u>STEP #1</u> <u>Click here to run</u>	Please click Open Zoom Meetings if you see the system dialog. If nothing prompts from browser, click here to launch the meeting, or download & run Zoom. If you cannot download or run the application, join from your browser.	If you cannot complete Step #1, CLICK HERE
 Zoom_ex4d2a518exe 	Copyright ©2020 Zoom Video Communications, Inc. All rights reserved. Privacy & Legal Policies	C Help Show all X

b. You will now see the windows below appear on your screen:

zoom			
Launching			
Please click Open Zoom Meetings if you see the system dialog.			
If nothing prompts from browser, click here to launch the meeting, or download & run Zoom.			

Your meeting	will beg	in soon		
The Zoom client you a meeting	're installing v	vill shorten th	e time it takes	s to join
90%				
90%			-	

- c. After the window below appears, you can test your computer/laptop's sound and video settings to make sure they work.
 - i. You will need to click on <u>TEST COMPUTER AUDIO</u> on the button shown in the image below.

- ×

Please wait for the host to start this meeting.

Start: 12:27 PM

Zoom Video Visit

Test Computer Audio

If you are the host, please <u>login</u> to start this meeting.

- ii. The following window below will open. Click on TEST SPEAKER. If your speakers are working correctly, you will hear a little melody. If not, make sure your speaker volume is turned up by using the blue slider labeled Volume.
- iii. Click on TEST MIC to test your microphone. After clicking, speak a few words to record your voice. After the test, your voice will be played back confirming your microphone is working. Click the small grey X in the window to close (red circle below).

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Ο	General				
	Video	Speaker Test Speaker Speaker/HP (Realtek High Definiti ~			
\bigcirc	Audio	Output Level:			
	Share Screen	Volume:			
	Virtual Background				
	Recording	Microphone Test Mic Microphone Array (Realtek High Y			
	Statistics	Input Level:			
0	Feedback	Volume: 🖣 🔤 🚽 👘			
	Keyboard Shortcuts	 Automatically adjust volume 			
Ĵ	Accessibility	Use separate audio device to play ringtone simultaneously			
		Automatically join audio by computer when joining a meeting			
		Mute my microphone when joining a meeting			
		 Press and hold SPACE key to temporarily unmute yourself Super buttons on boadcot 			
		Sync battons on neadset			
		Advanced			

NOTE: IF YOU SEE ANY OF THE FOLLOWING MESSAGES OR A RED LINE THROUGH "START VIDEO" (SECOND IMAGE BELOW), PLEASE CLICK <u>ALLOW</u> ON ANY POP-UP WINDOWS TO AUTHORIZE USE OF YOUR CAMERA AND MICROPHONE.



Please Note:

- If you experience technical difficulties and cannot resolve them even after following these instructions, contact DHS at 336-768-6211 to reschedule or convert your Video Visit to an in-person appointment.
- During your Video Visit, be in a location that is private, quiet, and free from distractions.