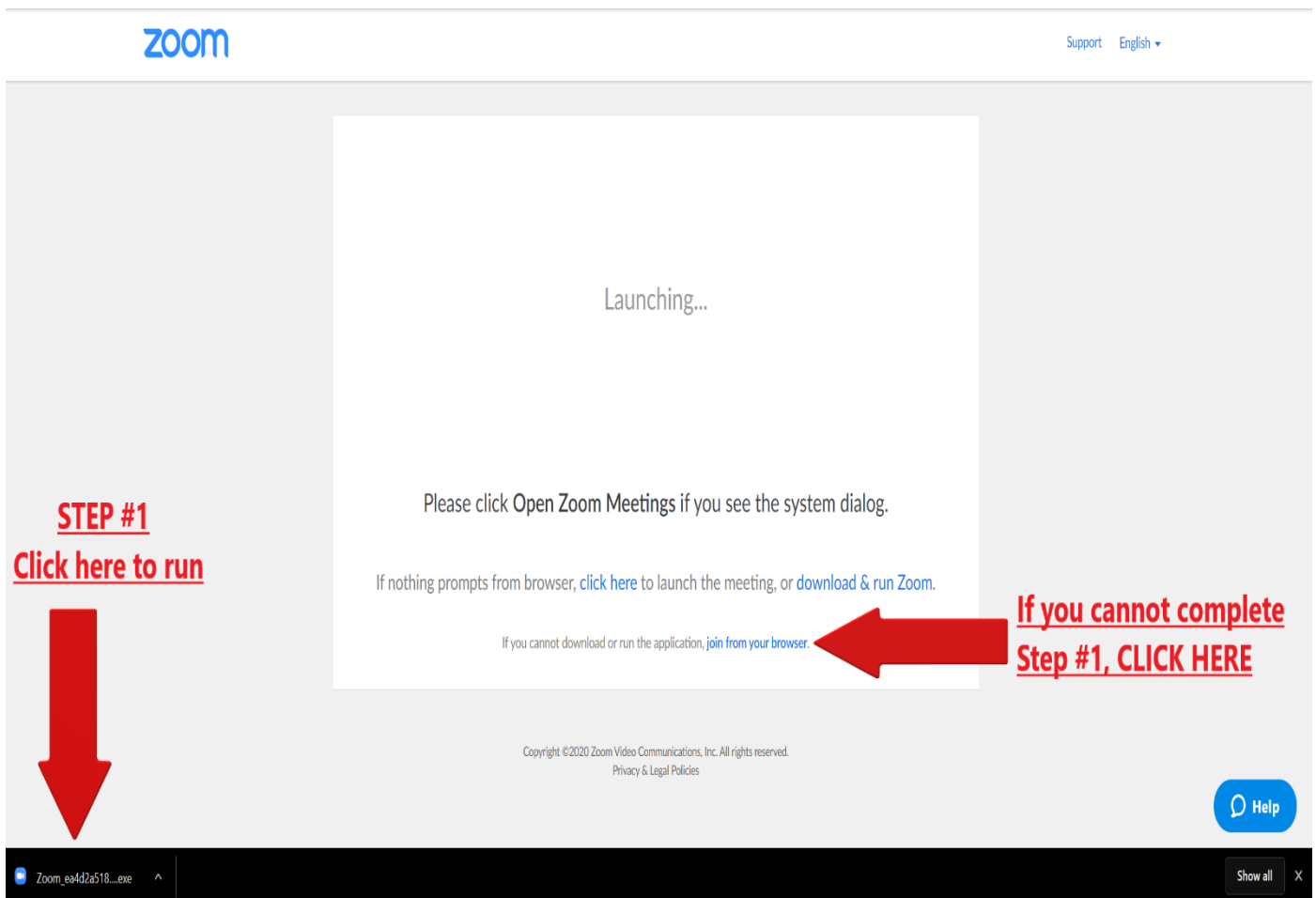


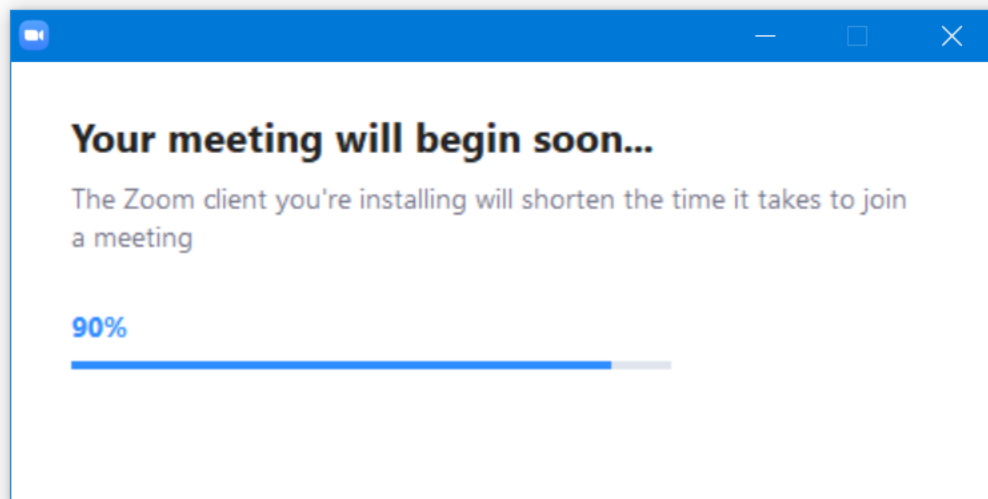
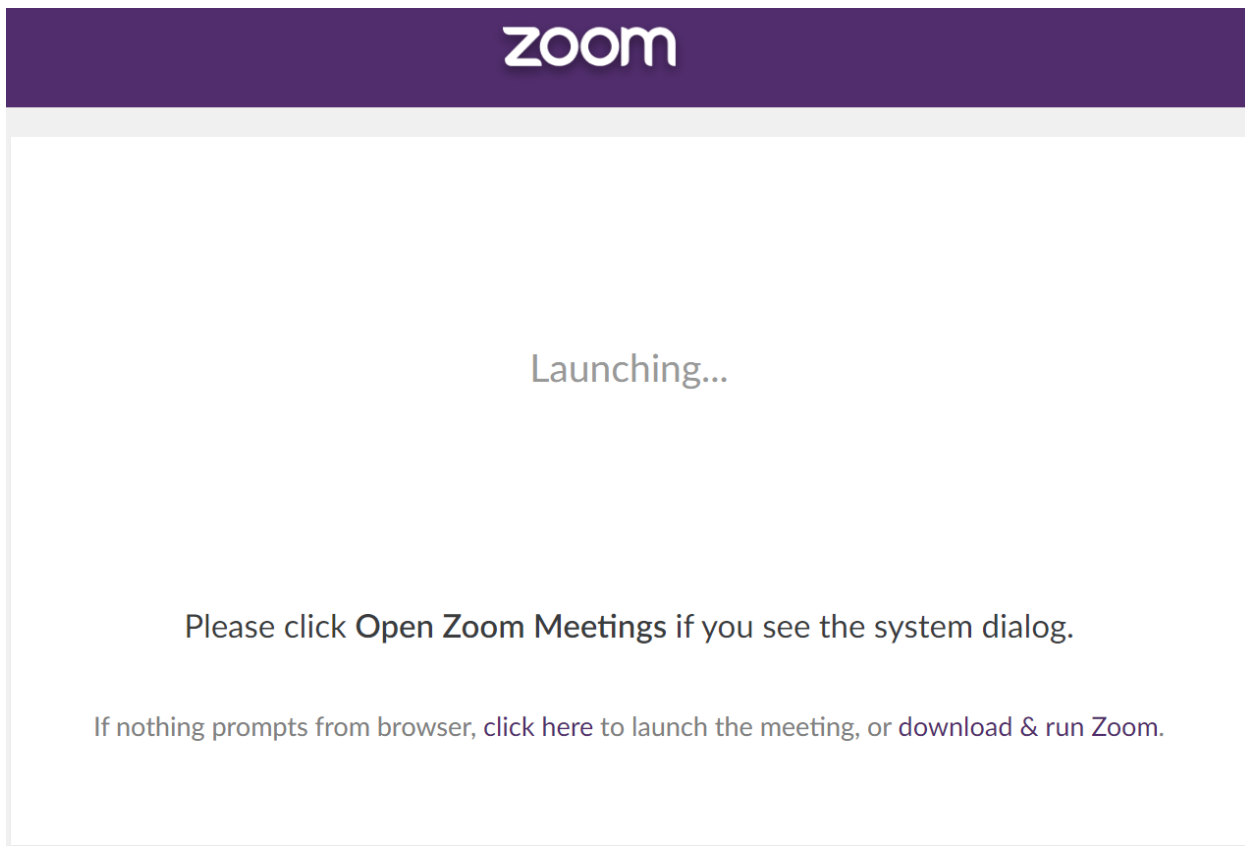
COMPUTER/LAPTOP VIDEO VISIT

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

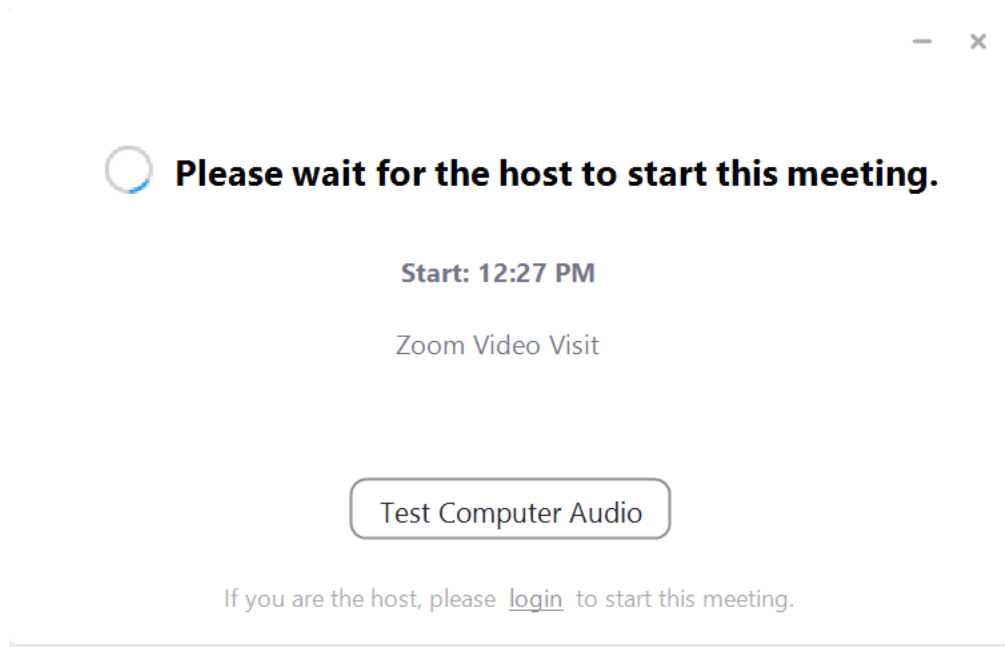
1. To begin your Video Visit, log into your MyChart account via Novantmychart.org and click the VISITS tab at the top center of your screen.
2. Select Appointments and Visits from the drop-down menu. You will see a list of upcoming visits.
3. Click on the orange DETAILS tab on your Video Visit appointment. You can click on BEGIN VIDEO VISIT 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 BEGIN VIDEO VISIT, you will see the following images below prompting for further instruction:
 - a. Click the downloaded install file 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 RUN -or- SAVE AND RUN, do so now.
 - ii. If you cannot get the file to run or install for whatever reason, Click the link JOIN FROM YOUR BROWSER (See red arrow to the right pointing to the link in image the below)



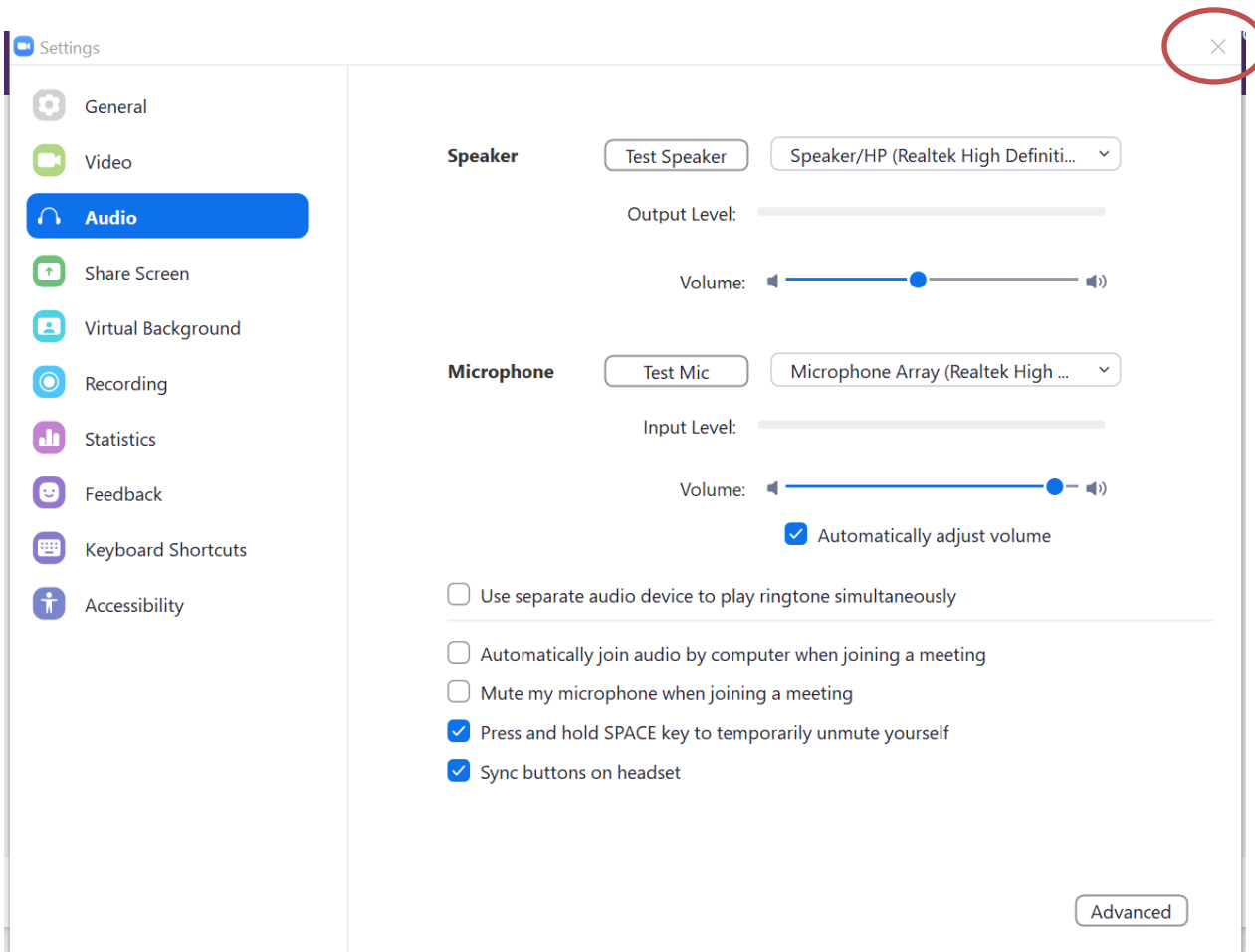
b. You will now see the windows below appear on your screen:



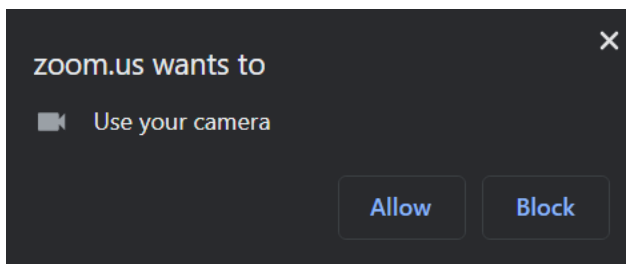
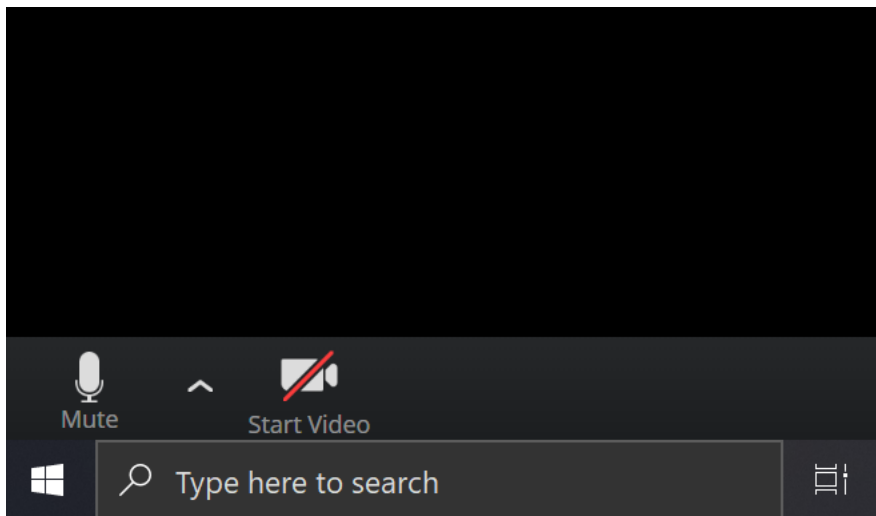
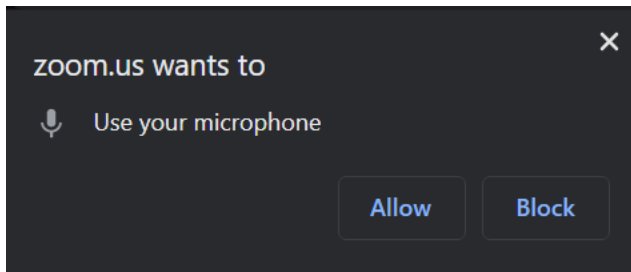
- c. After the window below appears, you can test your computer/laptop's sound and video settings to make sure they work.
- i. You will need to click on TEST COMPUTER AUDIO on the button shown in the image below.



- 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).



NOTE: IF YOU SEE ANY OF THE FOLLOWING MESSAGES OR A RED LINE THROUGH “START VIDEO” (SECOND IMAGE BELOW), PLEASE CLICK ALLOW 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.