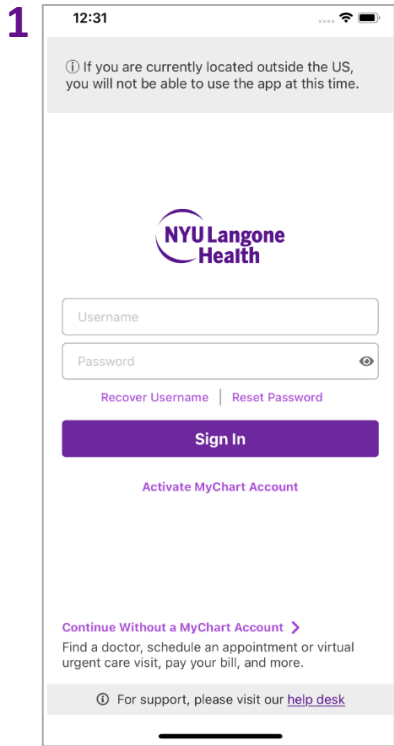


Important Reminders Before Your Video Visit

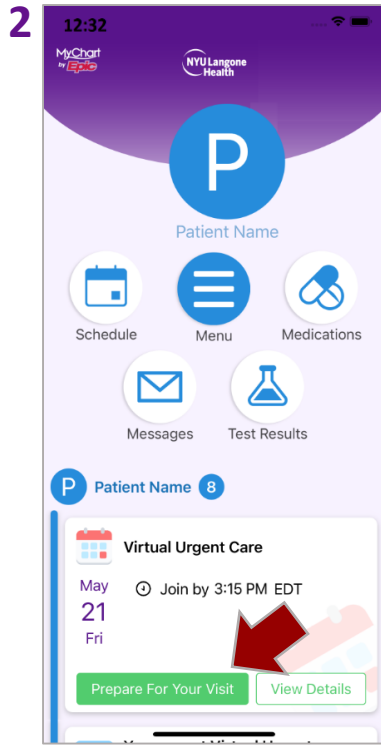
1. Please make sure you have a **NYU Langone Health MyChart account**. If you do not have an account, you can create one by:
 - Filling out our online form: <https://activation.nyulmc.org/>
 - Calling your doctor's office.
2. Please use the NYU Langone Health app on a **smartphone or tablet** for your video visit. Download the app from the Apple App Store or Google Play Store.
3. We recommend that you connect to **strong home WiFi** for the best visit experience.
4. Log in at least **20 minutes before your appointment** and complete "Prepare for Your Visit," the online check-in process, in the app.

If you need technical support, please call 866-262-6458 from 8:00AM to 8:00PM.

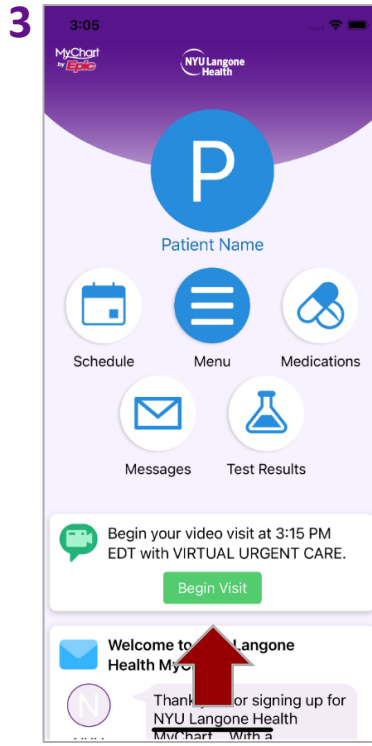
STARTING YOUR VIDEO VISIT USING THE NYU LANGONE HEALTH APP



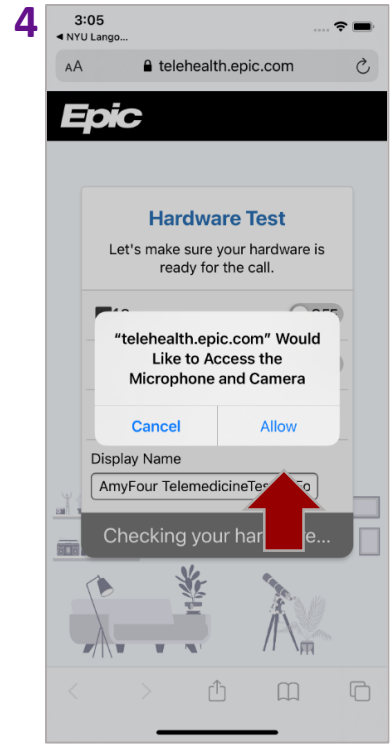
Log into the **NYU Langone Health** app with your NYU Langone Health MyChart account.



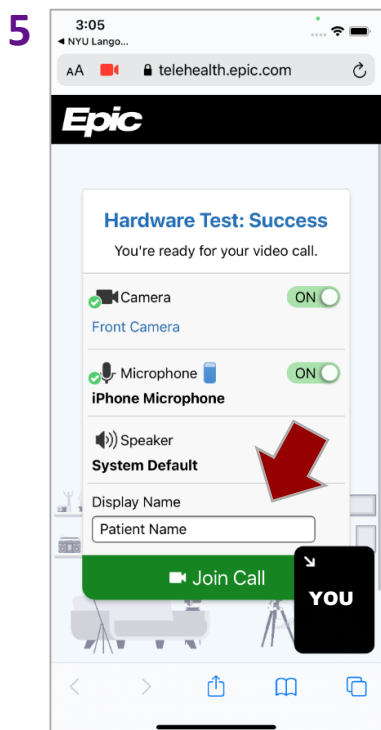
At least **20 minutes before your appointment**, tap your appointment in the feed and complete **Prepare for your Visit**.



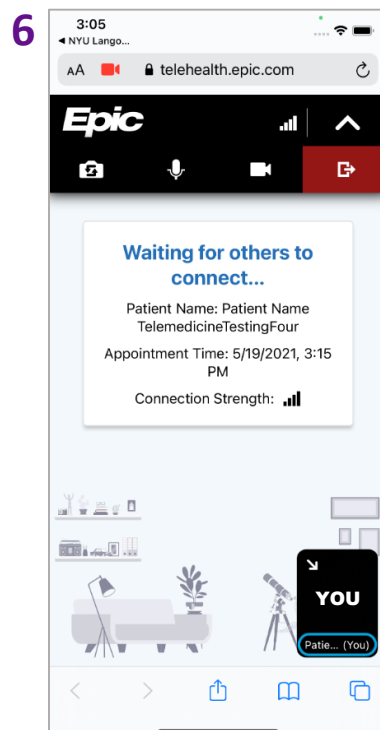
Within **15 minutes** of your appointment, scroll to find it in the feed and tap **Begin Visit**.



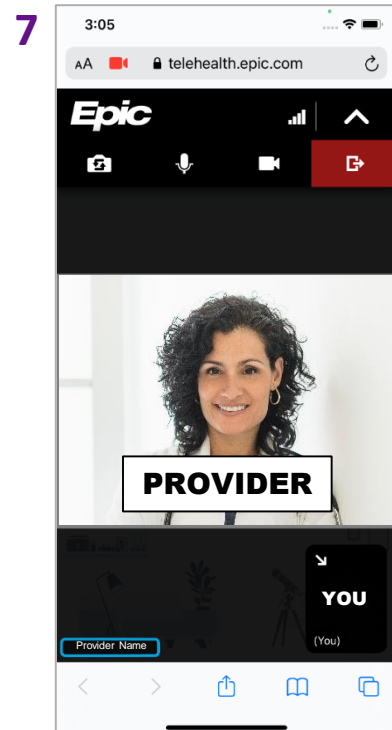
Tap **Allow** to allow access to both the camera and mic.



Edit your **Display Name** if you would like to, then tap **Join Call**.



If your provider has not yet joined, you will be in a **Waiting Room**.



When your provider is connected, you will see **them on video**.

Troubleshooting Tips

- **If you are having trouble connecting, reboot your device (power off completely and turn back on) – 95% of the time this works!** Rebooting will make sure no old connections are preventing the visit—it will start a fresh connection.
- **Poor WiFi Connection** – Try disconnecting from WiFi and use cellular service instead (cellular data will be used).
- **Software Update** – Go to Settings > General > Software Update on your iPhone or iPad to check if your device is up to date.
- **NYU Langone Health App Update** – Go to the App Store or the Google Play Store and find the NYU Langone Health app to see if there is a new update.

***If you need technical support, please call
866-262-6458 from 8:00AM to 8:00PM.***