



We strongly recommend that you use your mobile device with the ChristianaCare portal app to join the video visit.

Download the ChristianaCare Patient Portal App: [iOS](#) | [Android](#).

If using a personal computer, please use Chrome or Firefox.

How to Join a Video Visit:

- Some appointments are Video enabled so that you can connect with your care team virtually. Appointments that are Video enabled will display a Camera icon.
- The option to Join Now will display closer to the time of your scheduled appointment.

A screenshot of the ChristianaCare patient portal interface. At the top, the word "Appointments" is displayed in a large, dark font. Below this, a white box contains the date "Friday, Mar 20, 2020". Underneath the date, a grey bar contains the text "Your video visit is ready to join. [Test your connection.](#)". The main content area features a video visit appointment card. The card has a dark header with a camera icon, the title "A Virtual Primary Care - Video Visit", and a blue "Join Now" button with a camera icon. To the right of the button is an "Options" dropdown menu. Below the title, the time "11:00 a.m. EDT" is shown. A "Begin Clipboard" button with an orange warning icon is positioned below the time. At the bottom of the card, it says "For MELISSA ZZTEST with VirtualPractice, PCP" and includes a "View Instructions" link.

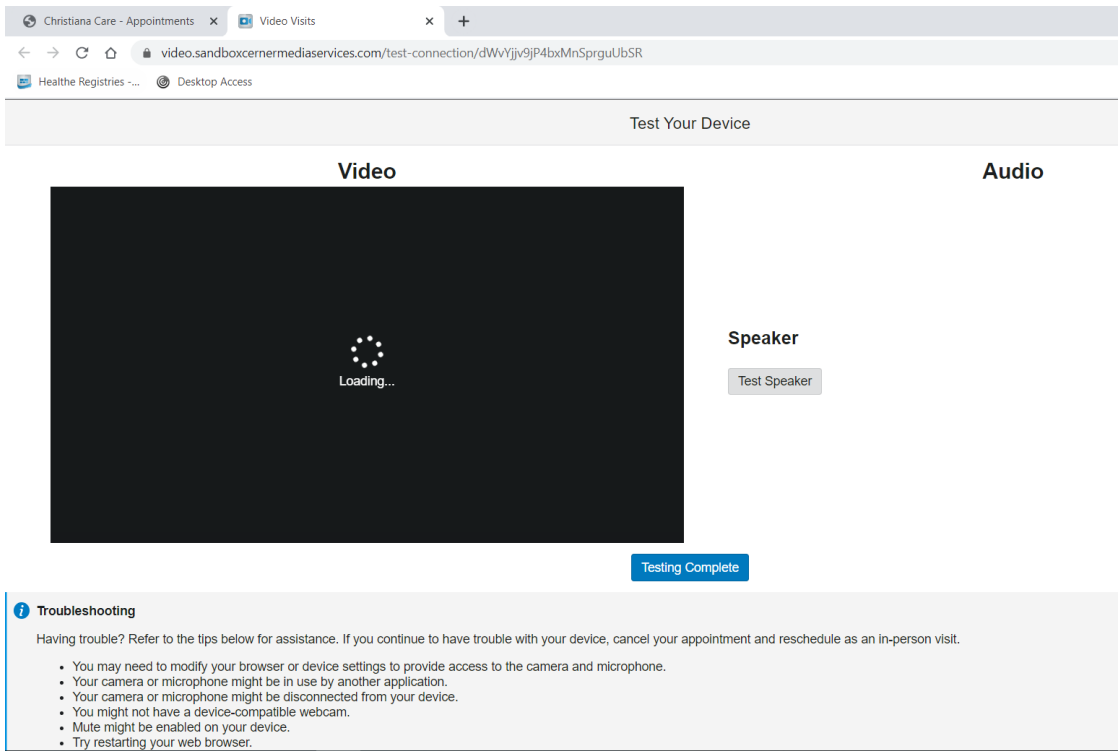
1. It is important to Test your connection in advance of your scheduled appointment to make sure your camera and mic are enabled for use by the Video Visit.



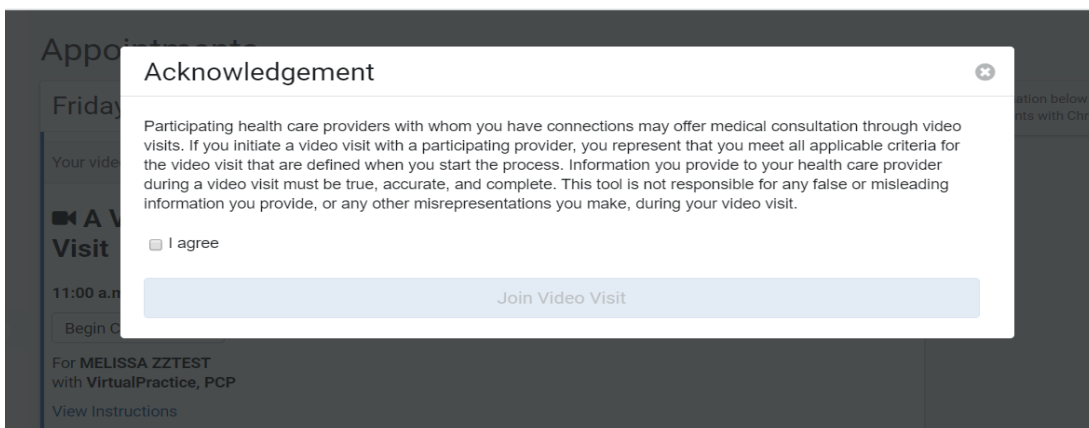
2. **It is recommended to use a mobile device.** If you are using a mobile device, you will need to use our mobile app that is available on both Apple and Android. There is no need to install a plug-in.
3. If your device is using Internet Explorer or Safari, you will need to download a plug-in—this will display instead of Test your connection. Once you download the necessary plug in, you will be able to test your connection.
4. If your device is using Chrome or Mozilla Firefox, you will not need to download a plug-in and will see Test your connection.

Below is the screen you will see when you test your connection. You may be asked for access to your microphone and camera – you must accept this request in order to have a video visit.

- a. If you have issues, there are some troubleshooting steps you can try to resolve the issue.
- b. Once you have a successful connection (you will see yourself in the window below and you hear music playing through Test Speaker), you can close the Video Visits browser window which takes you back to your patient portal.



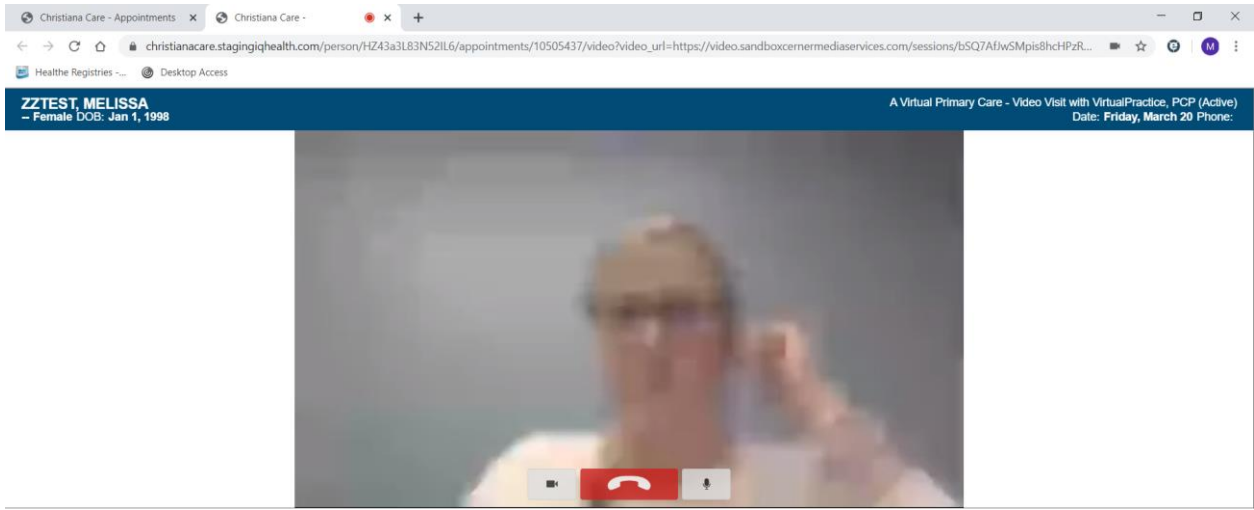
Once you are back to the patient portal, you can click Join Now. The below Acknowledgement module will display. This is our telehealth consent for treatment. Please read this and select the box for I Agree, you will then be able to click the button for Join Video Visit.



When you launch the visit, you will see yourself until the caregiver has also connected to the visit.

There are 3 buttons at the bottom of the screen:

- a. Camera icon can be used to Pause your screen – this will prevent the caregiver from seeing you.
- b. Red phone icon – this is to end your visit.
- c. Microphone icon – this will mute your line and prevent the caregiver from hearing you.



Once your visit with the caregiver is complete, click the Red phone icon to disconnect. You will see the screen below. Close out of this browser window to navigate back to your patient portal.

