

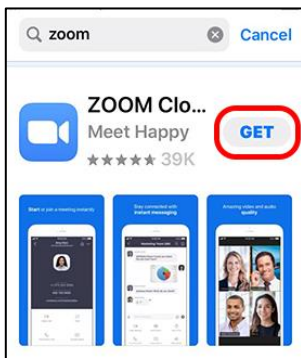
Video Visit Instructions Using a Smartphone

Please complete the setup of your MyChart and Zoom apps and steps 1-5 the day before your scheduled appointment. Please complete steps 6-8 on the day of your appointment with plenty of time before your scheduled appointment. Following these steps will ensure you are able to start your scheduled appointment on time.

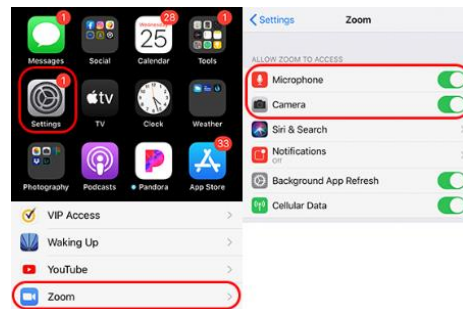
Please note that you must download the MyChart mobile app. A video visit cannot be done by logging into MyChart with the web browser on your phone.

On the Day BEFORE Your Video Visit

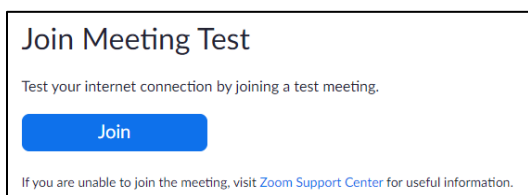
Step 1: Download the **Zoom Cloud Meeting Mobile app** on your smartphone or tablet. Get it in the [Google App Store](#) or the [iPhone App Store](#). You DO NOT need to set up a Zoom account.



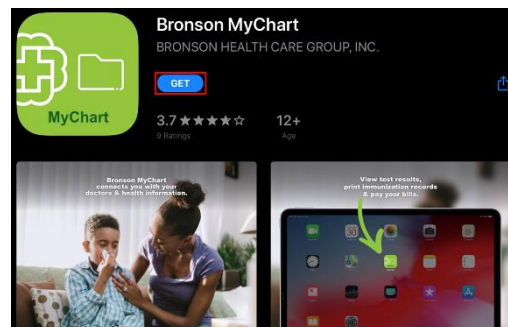
Step 2: On the home screen of your smart phone, go to **Settings**. Scroll all the way to the bottom of the list to find **Zoom**. Select **Zoom** and be sure the microphone and camera are turned on.



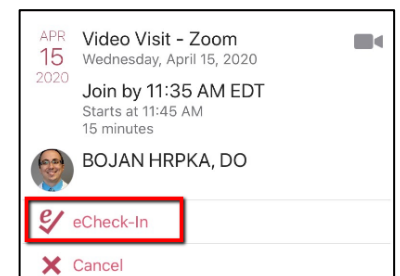
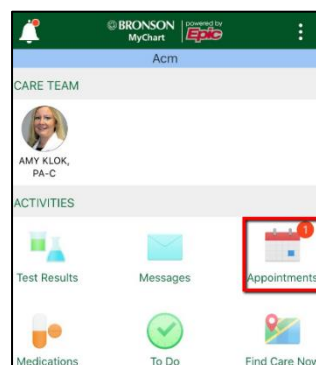
Step 3: In your web browser, navigate to zoom.us/test to join a test meeting and ensure your device is configured properly to use Zoom.



Step 4: Download the **Bronson MyChart app** on your smartphone or tablet. Get it in the [Google App Store](#) or the [iPhone App Store](#).



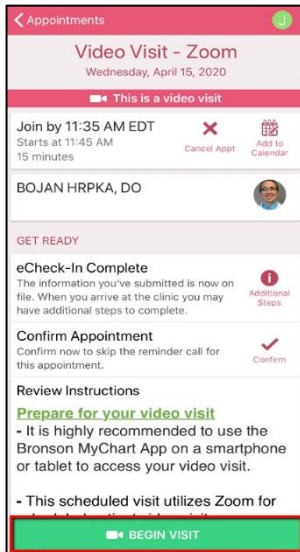
Step 5: Open the **Bronson MyChart app** on your device and log into your account. Select **Appointments** from the icon menu. Select your video visit and click **eCheck-in** to begin the process. You MUST thoroughly complete eCheck-in prior to connecting to your video visit.



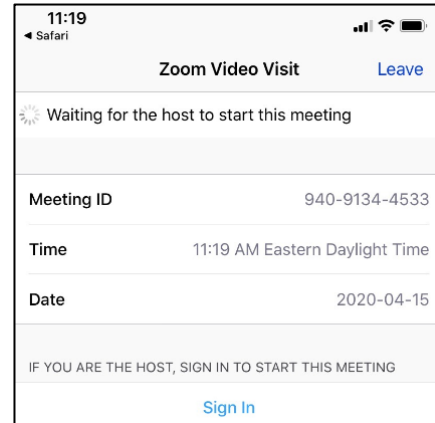
On the Day OF Your Video Visit

You may connect up to 30 minutes before your scheduled appointment.

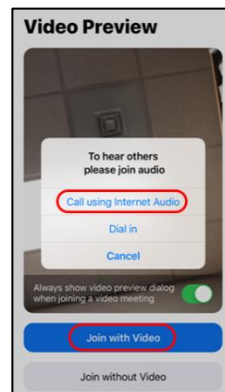
Step 6: Login to your **Bronson MyChart app** and select **Appointments**. Select your video visit and click **Begin Visit**. You will be redirected to the Zoom app.



Step 7: You will know you have connected to your appointment when you see **Waiting for the host to start this meeting** and/or a black screen which means the provider is actively connecting to your appointment.



Step 8: When you see this pop up, select **Call using Internet Audio**. This will keep you connected in the Zoom app. Otherwise, selecting dial in will cause you to leave the Zoom app and the provider will not be able to see the video. You will also select **Join with Video** to enable the camera and a video visit.



Important Tips for Success!

- You must have a strong Wi-Fi or Cellular connection.
- If you do not have a strong connection:
 - Try changing connections to either Wi-Fi or Cellular on your phone or tablet; go to Settings and tap Wi-Fi or Cellular;
 - Change physical location to help ensure a strong connection.
- Your phone should be charged. You should not be in power saving mode or have low battery.

A note about security: Bronson MyChart is a secure portal for patient visits that utilizes Zoom for scheduled patient video visits. Enhanced security measures include encryption, meeting IDs and secure configurations to ensure your Telehealth visit is private and secure. This ensures that only your provider and you will be admitted to your visit. Bronson's Information Security team regularly monitors Zoom for any security concerns that might arise.