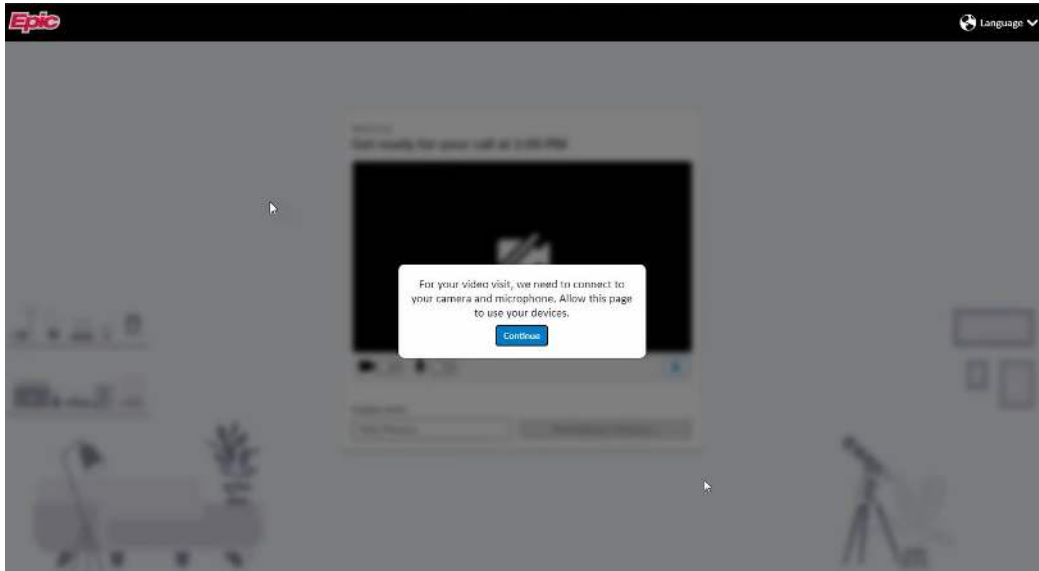
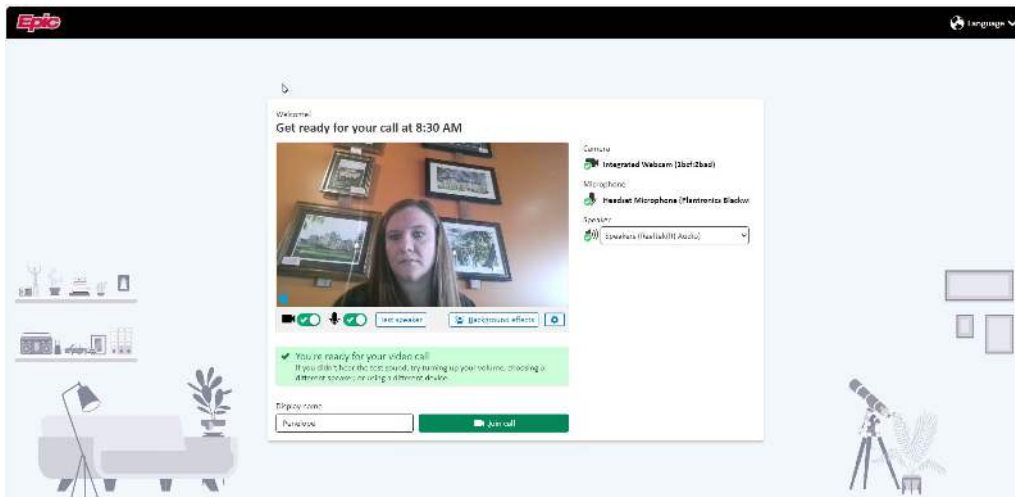


Our video visits are now as easy as 1-2-3!

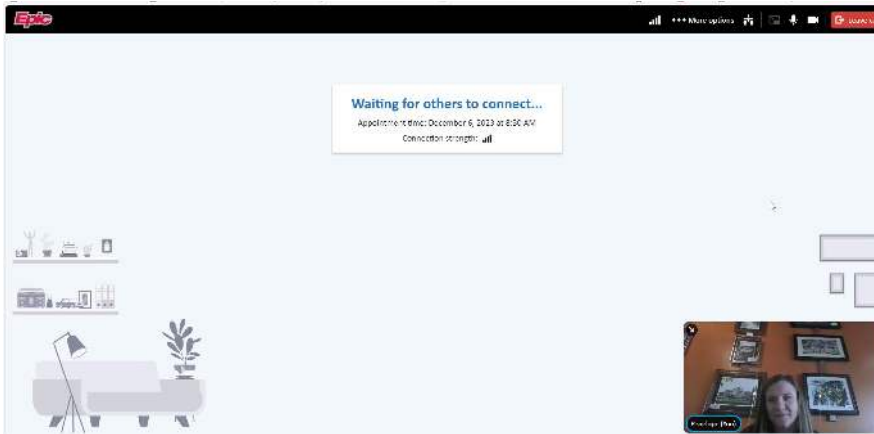
1. **No app download required:** You no longer need to download Zoom for Video Visits as we are now using the Epic Platform. When logging into your Epic Video Visit, you will need to accept the pop-up that permits the browser to use the camera and mic.



2. **Log in:** When you log in to the new platform, below is a screenshot of what you will see. Once you are on this screen, you will be able to test your sound and microphone and then click "join call".

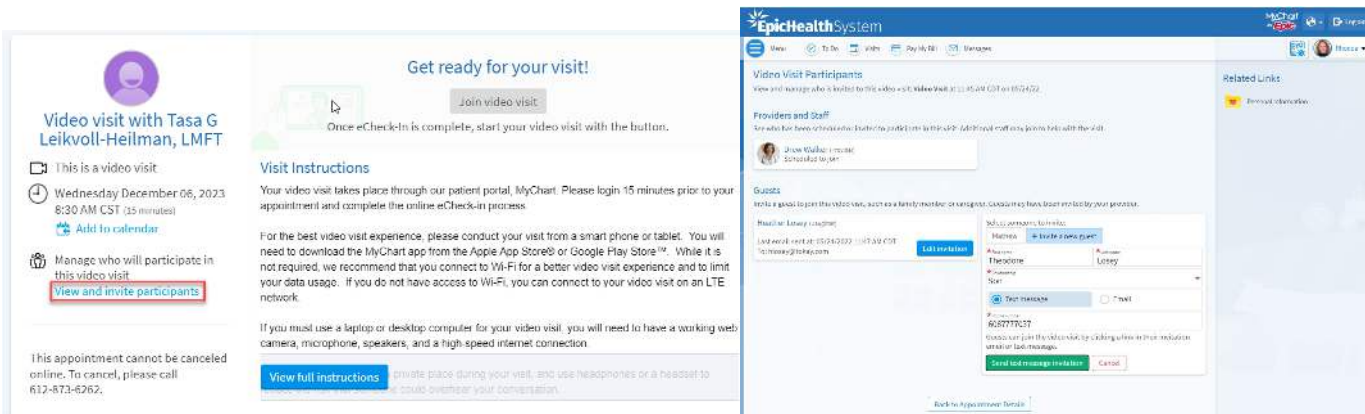


- Waiting room:** Once on the call you will be in a virtual waiting room as you wait for the provider to join the call as seen below.



Also new to our Video Visits:

- Patients can now invite guests to Video Visits through MyChart**
From MyChart, patients can now add members of their support network—such as family members or caregivers—to join video visits. To do this, simply click on the “View and invite participants” link on the appointment details page of your scheduled video visit. From there, you can see the provider scheduled for your visit and any other providers or guests already invited by their provider, as well as send direct join links to proxies, emergency contacts, or new guests.



- Pin a Video Visit Participant**
Pinning a participant ensures that you can always see them, even when there are up to five participants in the visit and they aren't the active speakers. To do this, click the video or name of the participant whose video you want to pin. Click their name or video again to unpin the participant.