Video Visit Instructions Using a **Computer**

Please note that it is highly recommended to use the MySparrow/MyChart App on a smartphone or tablet to access your video visit. If that is not possible, please complete steps 1-3 before your scheduled appointment. Please complete steps 4-7 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 appointment on time.

BEFORE Your Video Visit

Step 1 Download and install the Zoom Client for Meetings from the Zoom website. You DO NOT need to set up a Zoom account.

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download   Version 4.6.11 (20559.0413)

Step 2 In your web browser, navigate to zoom.us/test to join a test meeting and ensure your computer is configured properly to use Zoom.


Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit Zoom Support Center for useful information.

Step 3 Login to the MySparrow/MyChart website and select your video visit appointment on your home screen and click the **eCheck-in** button to begin the process. You MUST thoroughly complete eCheck-in prior to connecting to your video visit. You can also find this appointment under the **Visits** icon at the top of the home page.
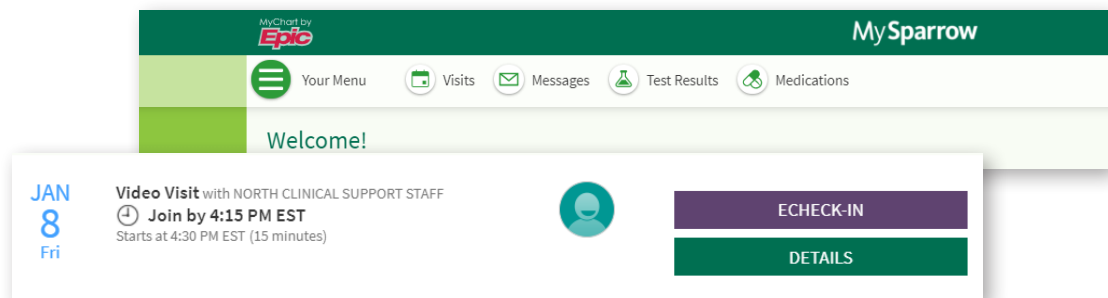


On the Day of Your Video Visit

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

Step 4 Login to the MySparrow/MyChart website and select your video visit appointment on your home screen. You can find this appointment under the **Visits** icon at the top of the screen.

Step 5 Click the **Begin Video** Visit button. This will launch the Zoom application in a separate window.

Sparrow
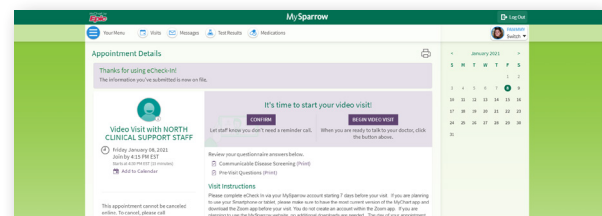
Step 6 You will know you have been connected to your appointment when you see **"You have successfully connected!"** and/or a black screen which means the provider is actively connecting to your appointment. Please stay on this page until your provider joins the video visit.
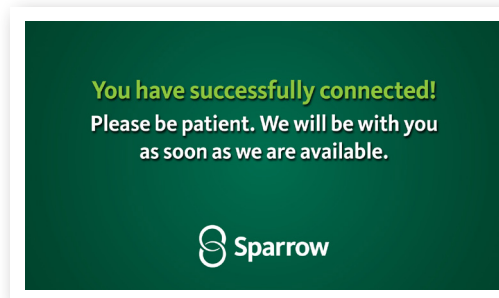
Step 7 When you see this pop up, select **Join with Computer Audio** and join the video visit.

If you do not click the **Join with Computer** Audio button you will need to click the **Join Audio** button after joining the visit.
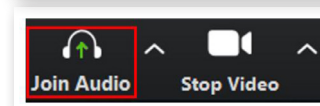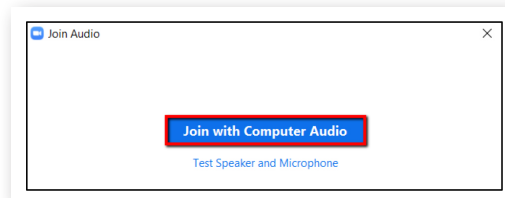
Important Tips for Success!

» You must have a strong, stable Wi-Fi connection.

  » If you do not have a strong connection, try changing physical location to help ensure a strong connection.

» If you use a desktop computer or laptop, you'll need a built-in camera and microphone/speakers. You can also use an external camera plug-in, and headphones.

» Your computer/laptop should be charged. You should not be in power saving mode or have low battery.

A note about security: MySparrow/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 Virtual Health visit is private and secure. This ensures that only your healthcare providers and you will be admitted to your visit. Sparrow's Information Security team regularly monitors Zoom for any security concerns that might arise.