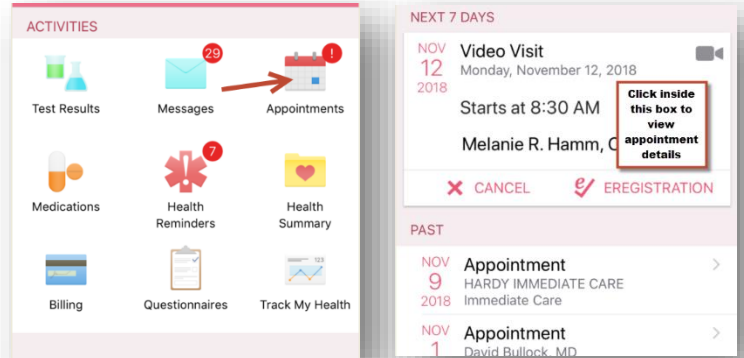


## CONNECTING TO A VIDEO VISIT WITH A SMARTPHONE

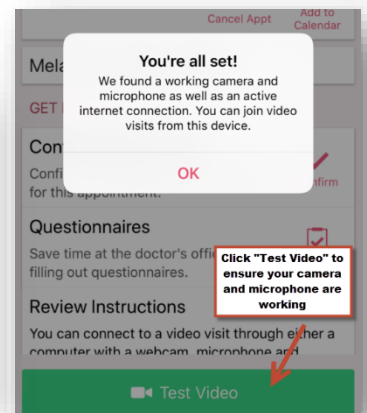
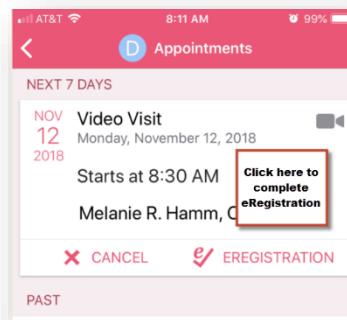
You must download the “MyChart” app through the app store in order to complete video visits on your smartphone. You cannot connect to a video visit using the web browser on your smartphone.

1. Log into the MyChart app and click on “Appointments” and then click on your video visit appointment.

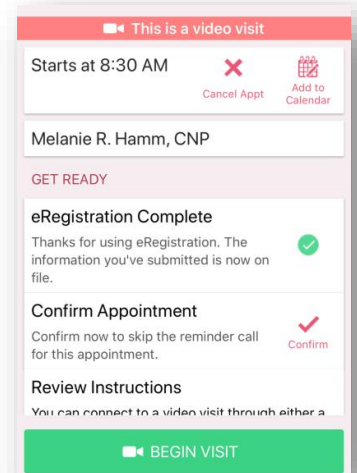


2. Prior to your appointment, please complete eRegistration and test your video connection. eRegistration could take up to 10 minutes to complete.

3. You can complete eRegistration any day prior to your scheduled visit.



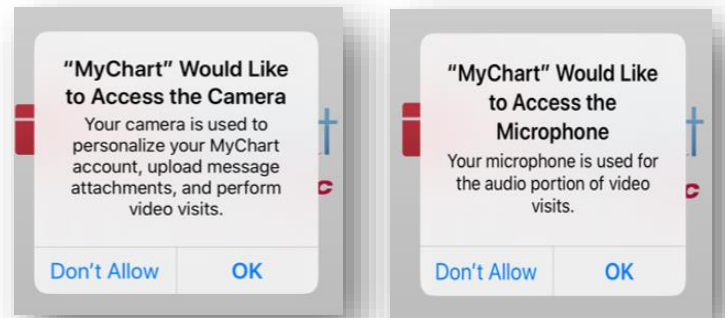
4. When you're ready for your appointment, click “Begin Visit”.



## CONNECTING TO A VIDEO VISIT WITH A SMARTPHONE

5. You will be prompted with two questions:

1. Access camera - choose "OK"
2. Access microphone - Choose "OK"



6. Now you are ready for your visit and will wait for your provider to join!

7. Please ensure that you have an adequate Wi-Fi connection or that you are connected to your cellular carrier's 4G or LTE network. If you are not connected to a Wi-Fi network, data rates may apply with your cellular carrier.

If you receive an error try the following: Find MyChart in your phone's app store and make sure you have the latest version; Verify the version of your phone's operating system is up to date. Your iPhone should be using [iOS: v9 or later](#). Your Android phone should be using [Android: v5 or later](#)

If have any questions, contact the Iris Help Desk at 601-579-5432 for assistance.