Video Visit Instructions

I. Signing Up for the Connect Patient Portal
   (If you are already signed up, skip to Section II on the next page)

   Enrolling from an Activation Request

   1. Open Connect Activation Request Message:
      The request will either be an email from @myConnectnyc.org, or a text message from a 5-digit phone number (text example at right)
   2. Click on the link to the launch the Connect registration page in your web browser
   3. Follow the account set-up instructions
      a. Enter demographic information
      b. Answer security questions
      c. Create username and password
      d. Opt-in or out of email notifications
      e. Click Sign-In
      a. Review and accept Terms & Conditions

   Enrolling with Self-Sign Up

   1. Open the Apple App Store or Google Play and download the MyChart application onto your mobile device
   2. Open the MyChart application and search for “Columbia University”
   3. Tap the Sign Up Now button
   4. Tap the Self Sign Up link
   5. Follow the account set-up instructions:
      a. Enter demographic information
      b. Answer security questions
      c. Create username and password
      d. Opt-in or out of email notifications
      e. Click Sign-In
      f. Review and accept Terms & Conditions
II. Starting Your Video Visit

**NOTE:** Video visits cannot be conducted on laptops or desktop computers. A smartphone or tablet – with the MyChart application installed, and an active Connect Patient Portal account – is needed to participate in video visits.

Reminders and Tips for Your Virtual Visit

- Make sure you are in a quiet, well-lit room with enough room to perform any demonstrated physical exam maneuvers.
- Make sure you are appropriately dressed for an exam.
- Make sure you have a strong Wi-Fi signal.
- Make sure you are using the latest version of the MyChart app on your phone or tablet.
- If you minimize the app during your visit, the camera will pause but the microphone will still be on.
- If your connection gets lost, you can restart the video visit by following steps 3-5 below.
- Please call Connect Technical Support at (646)-962-4200 for any technical issues, or visit MyConnectNYC.org

Video Visit Instructions

1. Open the **MyChart** application on your mobile device
2. **Login** with your Connect username and password – make sure Columbia University Irving Medical Center is selected as the organization
3. Select the **Appointments** icon from the home page
4. Select **eCheck-In** on the appropriate video visit
5. Select **Review and Sign** all documents and forms (including Video Visit Consent), then select **Continue**
6. Once the button turns green, tap on **Begin Visit** at the bottom of the screen.