

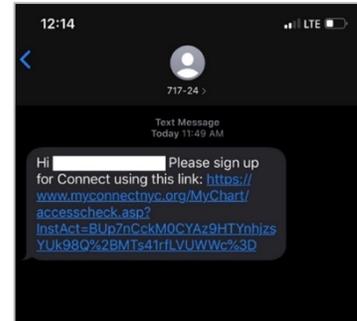
Video Visit Instructions

I. Signing Up for the Connect Patient Portal

*(If you are already signed up, skip to **Section II** on the next page)*

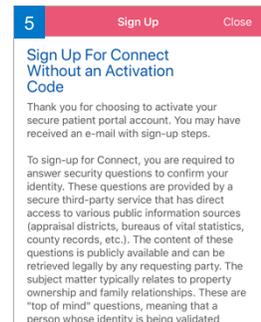
Enrolling from an Activation Request

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 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 CAN be conducted on laptops or desktop computers. On mobile devices, the MyChart AND Zoom Cloud Meetings applications are required. Internet browsers can be used on desktop or laptop computers (no application required).

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.
- If using a mobile device, make sure the free **ZOOM Cloud Meetings** app is downloaded from the [Apple App Store](#) or [Google Play](#)
- 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 re-start 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](#)

Accessing your Appointment & Starting Your Virtual Visit

1. Open the **MyChart** application on your mobile device or access **Connect** through your computer's browser
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. Select **Begin Visit** at the bottom of the screen. This will launch Zoom. Click **Launch Meeting** and then **Open** to be placed in the “Waiting Room” until the provider starts the visit. *

* If prompted, **Allow Microphone & Camera Access to the ZOOM application/program**

