Step by Step: Video Visits on Your Computer

Now that you've scheduled your Video Visit, here are step-by-step instructions to test your hardware and begin your visit.

**Step 1:** Sign in to your My Health Online account from Internet Explorer or Chrome browser. My Health Online Video Visits are not compatible with Safari or Firefox.

**Step 2:** Hover your cursor over Appointments and select Appointments and Visits.
**Step 3**: Click on the **Details** button.

![Image of the Sutter Health app with a Details button highlighted.]

**Step 4**: Click on **Test Hardware** to confirm your webcam and microphone are functioning properly.

![Image of the Sutter Health app with a Test Hardware button highlighted.]

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Step 5: A pop-up screen may appear showing you need to install the VidyoWeb plug-in. If you see this, click on Install VidyoWeb extension and Download the VidyoWeb plug-in.

Step 6: Once the VidyoWeb plug-in is downloaded and installed, log out and log back in to My Health Online.
Step 7: Great! Now you know your equipment is working. Find a private, well-lit space for your visit and sign back into My Health Online 15 minutes before your appointment. Click on your appointment.

Step 8: Click on Begin Video Visit. Keep your phone nearby in case we need to call you.
Step 9: You’re now connected to your provider, who will appear on the screen when ready to start your visit. **If you have any technical difficulty, call the My Health Online support team at 866-978-8837.**