Step by Step: Video Visits on Your Mobile Device

Now that you’ve scheduled your Video Visit, follow these step-by-step instructions.

**Step 1**: If this is your first time logging in for a Video Visit, you can test your hardware 15 minutes prior to a visit. Tap the grayed out **Begin Visit** button to test your phone or tablet.

**Step 2**: Find a private, well-lit space, and log in to My Health Online. If you’re using a tablet, keep your phone nearby in case we need to reach you.
Step 3: Tap **Begin Visit**. If you’re too early, the button will be grayed out. You can enter your online waiting area 15 minutes before your visit.

Step 4: 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.**