

How to Start a MyChart Video Visit

PATIENT GUIDE

1. Prepare for your virtual appointment using a computer, smartphone or tablet. Be sure to perform the Amwell Tech Check to test your equipment before your visit by browsing to <https://wellstar.converge.amwell.com/tech-check>.
2. Sign into your MyChart account by either:

From your computer, visit <https://mychart.wellstar.org/> on a supported web browser (see list of supported browsers below). Note: Be sure to update your browser to the latest version.

OR

From your smartphone or tablet, you must use the MyChart mobile app, available for download in the App Store or Google Play store AND use a supported mobile web browser (see list of supported browsers below).



Note: Be sure to update your browser to the latest version.

Windows PC or Android

Chrome (**Preferred**)



Edge



Firefox



Samsung Internet*



*Samsung mobile devices only

Apple

Safari* (**Preferred**)



Chrome*

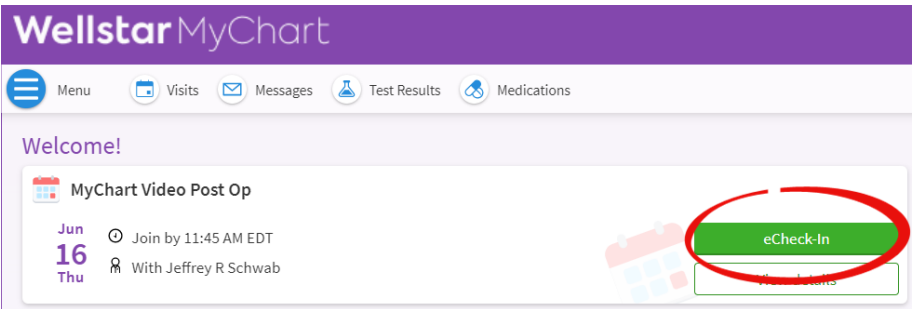


Firefox*



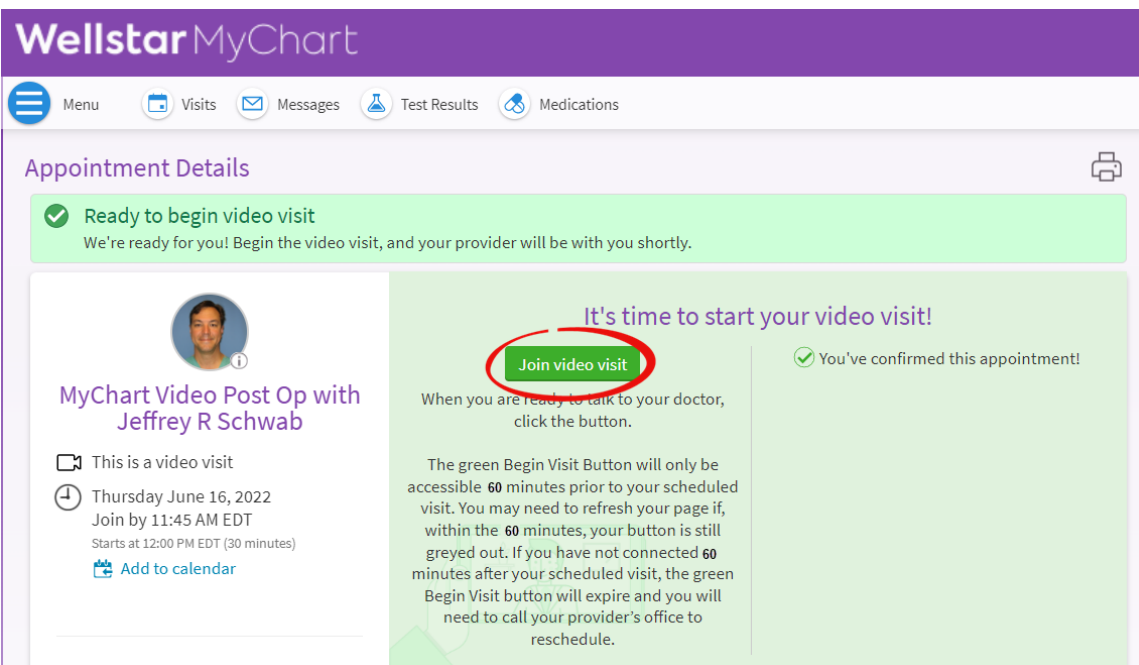
*Safari must be used on iPhones & iPads

4. Complete eCheck-In for your appointment, no later than 30 minutes before the scheduled time. This step may be completed up to 7 days in advance.



5. Click the green "Join Video Visit" button to join the appointment up to 60 minutes before the start time.

Tip: If the "Join Video Visit" button is grey and unclickable, you may still need to complete the eCheck-In or your appointment time may be more than 60 minutes away. Also, if within the 60-minute window, you may need to click the browser refresh button.



For additional assistance, call the Wellstar MyChart Help Desk at (470) 644-0419. If you have missed your appointment, please contact your healthcare provider's office to reschedule.