

Connect



Patient Portal



Starting a Video Visit via a Smartphone or Tablet

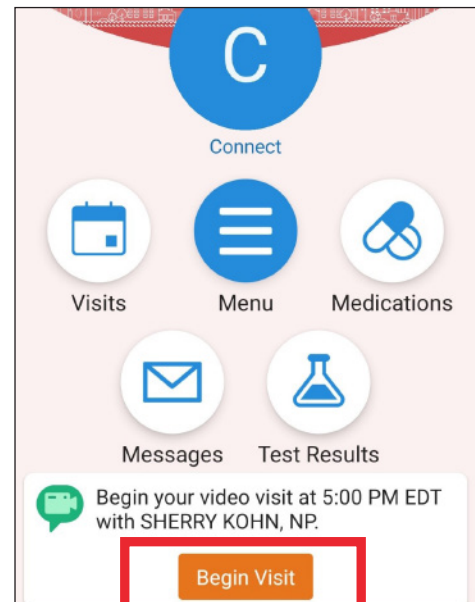
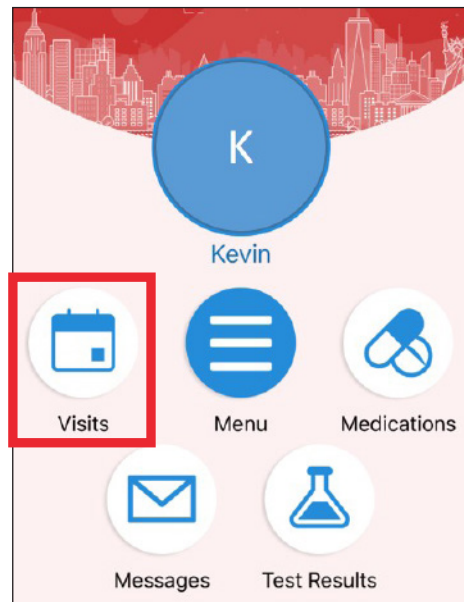
IMPORTANT NOTICE

Please ensure you have completed the following steps prior to your scheduled Video Visit:

1. Download the ZOOM Cloud Meetings app  by searching “ZOOM” within the App Store or Google Play. You do not need to create a ZOOM account.
2. Download the MyChart app  by searching “MyChart” within the App Store or Google Play
3. Once in MyChart, search for “Connect” and select your healthcare provider. **If you need to create an account, please reference the “Creating an Account” patient guide.**
4. Please ensure you have turned off any pop-up blockers enabled for the web browser on your phone or computer prior to using our virtual services

STEP 1:

Log into your Connect account and select “Visits” or “Begin Visit” for your upcoming appointment



For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org

Connect

Patient Portal



Weill Cornell
Medicine



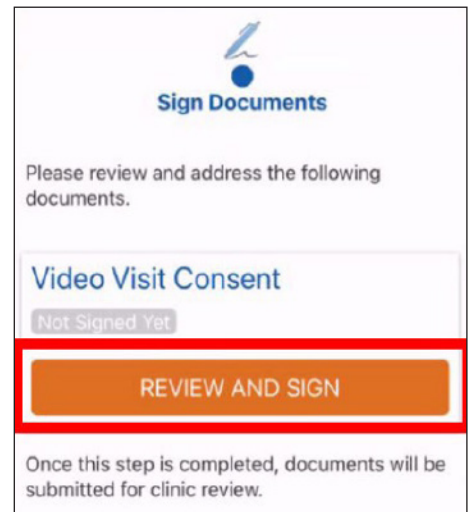
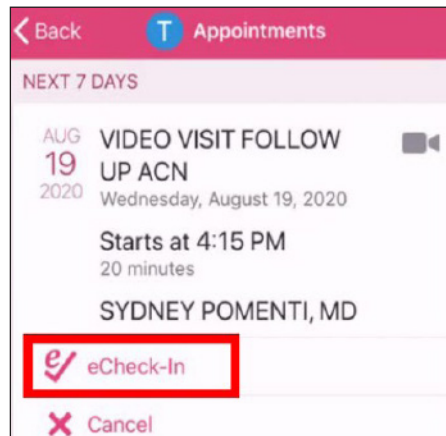
NewYork-
Presbyterian



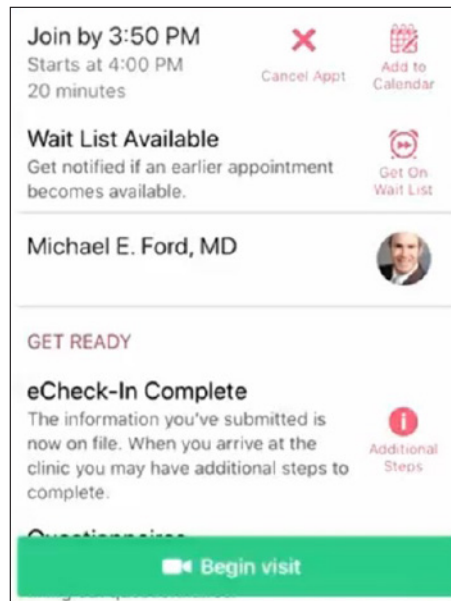
COLUMBIA

Starting a Video Visit via a Smartphone or Tablet

STEP 2:
Complete the
“eCheck-in” process



STEP 3:
Click the “Begin Visit” button at
the bottom of your screen



For any questions, or additional support, please call Connect Technical Support
at (646) 962-4200 or visit [MyConnectNYC.org](https://www.MyConnectNYC.org)

Connect

Patient Portal



Weill Cornell
Medicine

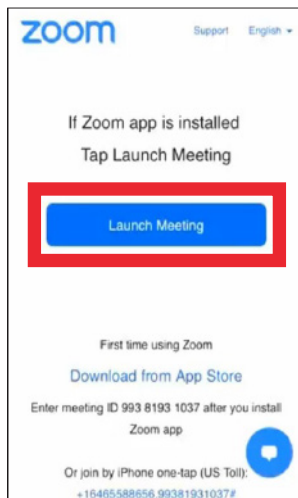


NewYork-
Presbyterian

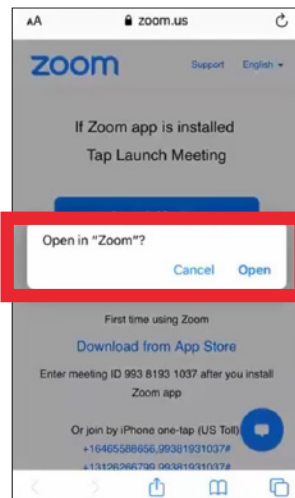


COLUMBIA

Starting a Video Visit via a Smartphone or Tablet

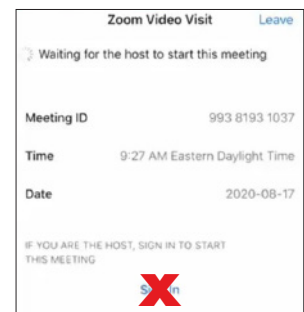


STEP 4:
Click on
“Launch
Meeting”

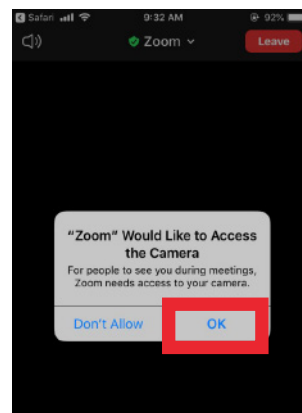
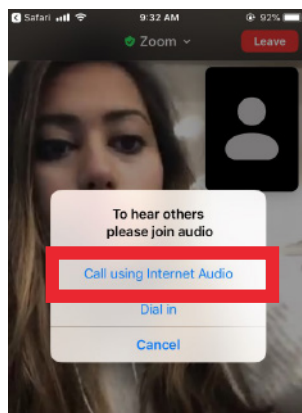


STEP 5:
Select “Open”

STEP 6:
Please wait until your
provider joins the session.
Do not click the “Sign in”
button, your provider
will be joining shortly



STEP 7:
Select “Call using Internet
Audio” when prompted
and click “OK” to allow
access to your camera. You
are now connected to your
Video Visit



FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- We encourage you to join your Video Visit 10-15 minutes prior to your scheduled time
- 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 by selecting the appropriate appointment and clicking “Begin Visit”

**For any questions, or additional support, please call
Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org**