Instructions for a scheduled Video Visit via My UNC Chart

1. After logging into My UNC Chart you should see your video visit appointment on the Welcome page with the words View instructions for your appointment on “date” with “your provider’s name”. Click on these words.

   a. If you cannot find the appointment on the Welcome page navigate and click on Visits icon then click Appointments and Visits where you will find your video visit appointment.

   b. Once the Appointments and Visits screen opens click Details.
Once you have navigated to your video visit appointment, if you have not already done so, complete **Get Started**.

Within **Get Started** you will verify your background information, insurance information, sign your General Consent for Treatment (if necessary) as well as complete the Video Visit Questionnaire below.
In this Questionnaire you will complete the following:
   a. Verify the state where you are located
   b. Provide a phone number where you can be reached
   c. Verify the type of device you are using for the video visit
   d. Verify the internet browser you are currently using for My UNC Chart

**NOTE:** Only Google Chrome is a supported internet browser. If you are not using Google Chrome the video visit may not work properly.

**Uploading and Sending Photos for Video Visit**

If your provider asks you to upload and send photos in preparation for your video visit please click here to find instructions on how to upload and send your photos via PC or smartphone.
Once **Get Started** is complete click on the large orange button that will display at the top of the screen that says **Begin Video Visit.**

Once you reach the screen for your video visit you will be prompted to test your equipment and connection through the five boxes in blue. **Test** your camera, microphone, speaker, test call, and summary.
Once you have completed a test on your equipment and connection you will be prompted to enter your callback number and click **“Next Step”**.

You will then be prompted to verify the step one and step two. Next check the box next to the words **Check if you consent for treatment**. Then click the green button that says **Start Your Visit**.
You will then be placed in the virtual waiting room. Once you have reached this screen please wait for your provider to arrive for your video visit.

If you see the Join Call green button at the top of your screen then your provider is ready for you to join your video visit! Click the Join Call button to join the video visit with your provider.

While you are waiting for the provider, please download the AW Touchpoint app. This app may be used to help you connect with your provider via video.

If you are using an Apple device for your video visit please ensure you have downloaded the most recent IOS update and confirm Safari is set as your default browser.

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This information is provided to help you access a tool that is currently offered in English only. If you ask a friend or family member to help you access or navigate My UNC Chart you may be providing them access to your private medical information. If you would prefer help by an employee of UNC Health, please let a staff member know during your visit.

If you have questions, please call UNC HealthLink (888) 996-2767.