

## How to Prepare for a **Video Visit** via My UNC Chart

(These instructions are for patients to prepare for their scheduled video visit with their provider)

1

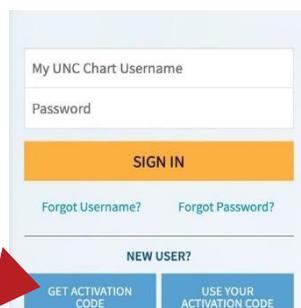
The latest versions of Google Chrome, Edge, Firefox and Apple Safari are supported internet browsers, but please check the grid here that lists which device(s) work with each internet browser. If you are not using one of these browsers, the video visit will not work properly.

	Chrome	Firefox	Safari	Edge (Chromium)
Android (smartphone) 	✓	✓		
iOS (smartphone) 	✓		✓	
macOS (computer/laptop) 	✓	✓	✓	✓
Windows (computer/laptop) 	✓	✓		✓

2

Set up your My UNC Chart Account.

- If you already have a My UNC Chart Account make sure you know your **username and password**.
- If you need to set up a My UNC Chart Account and do not have an activation code go to <https://myuncchart.org/MyChart/> and click on **Get Activation Code**.



My UNC Chart Username  
Password  
**SIGN IN**  
[Forgot Username?](#) [Forgot Password?](#)  
**NEW USER?**  
[GET ACTIVATION CODE](#) [USE YOUR ACTIVATION CODE](#)

3

Make sure you have a functioning web camera, smart phone or tablet.

4

If you are using a smart phone or tablet ensure you have downloaded the MyChart app and can sign in to your account.



5

For the best video visit experience please use a wired internet connection or Wi-Fi.

- a. A wired internet connection is preferred when possible.
- b. A wireless connection (Wi-Fi) also can be used if the speed is adequate (more than 2 Mb/sec).
- c. Using a mobile phone requires cellular data with the maximum bars to ensure the best audio and video experience (ideally at least 2.5 Mbps). Based on your physical location, the service may still vary and you may experience problems with your video visit.
- d. Be sure to give your provider your contact phone number at the beginning of the video visit so if your video visit is interrupted, your provider is able to contact you immediately by a phone.

6

Test your wired or Wi-Fi internet speed.

7

Set up your camera at eye level.

8

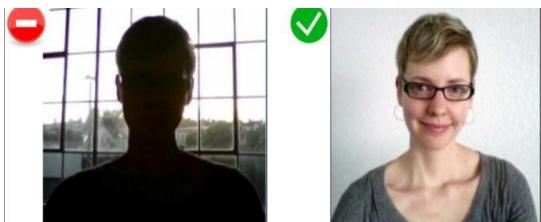
Clean and remove obstructions from your webcam.

9

Make sure you are in a private area for the video visit that is free from noise, distractions, or other listeners. For privacy reasons public areas should not be used — for example Starbucks.

10

Before starting your video visit, turn on overhead lights and block out light from windows using shades or blinds. Please see picture below.



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 (888) 996-2767.**