

## Joining a Virtual Visit via MyHealthPortal [Click to watch a how-to video.](#)

Virtual visits are available for both MyHealthPortal patients and patients who are not enrolled in MyHealthPortal.

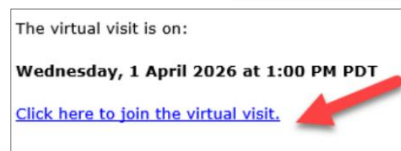
If you have a MyHealthPortal account, you can access your virtual visit through an internet browser or the MyHealthPortal app on your computer or mobile device.

Open the virtual visit from your Appointments section and click Join to start your appointment. Depending on your clinician's instructions, you may be able to join up to 30 minutes before your scheduled appointment time and may receive a text message or email notification when the visit is ready to join. You can also use the Test Connection button at any time to check your video and audio settings before your visit.

Alternatively, if your appointment is scheduled for today and starts within the next 30 minutes, you may also be able to join directly from the home screen, as shown here:

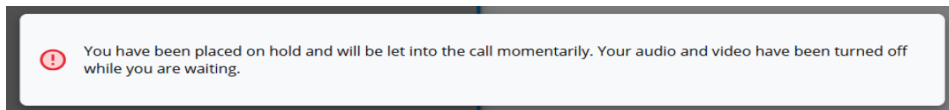


If you do not have a MyHealthPortal account, 30 minutes before your appointment, you will receive a reminder email with a link to join the virtual visit.



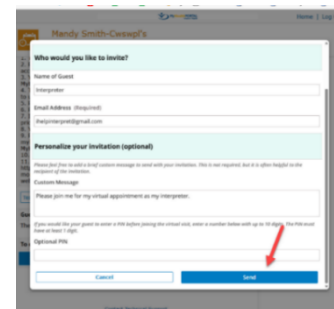
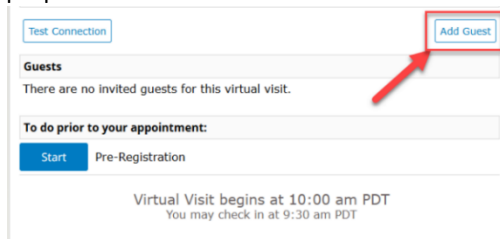
Once you click on the link you will be brought into your default browser and asked to verify that you are NOT a robot. Click Continue. You can wait in the waiting room up to 30 mins prior to the appointment time. Next you will be able to adjust your display name, if you wish. Then click **Join Visit**. [Click to watch a how-to video.](#)

You will then be placed on hold until the clinician admits you into the virtual visit.



## Adding a Guest [Click to watch a how-to video.](#)

If you have a virtual visit scheduled, you may add a guest before it begins. Please only add a guest if you intend to invite someone such as a family member, interpreter, caregiver, or another provider to join your appointment. We recommend checking with your clinician in advance to ensure this is appropriate.



Once you click the **Add**

**Guest** button you can send an invite via email. If you want to add a PIN for added security you can, however, ensure you share that information with your invited guest.

Alternatively, you can add a guest during your Virtual Visit appointment.

