

Virtual Visits Technical Tips

- A MyHealthPortal account is required. If you do not have a MyHealthPortal account, or require assistance with your username/password please contact Digital Health Support.
- Use a wired internet connection or reliable secure Wi-Fi if you want to avoid potential data charges
- Make sure your device is charged

Accessing Virtual Visits

You need a MyHealthPortal account to access your virtual visit. You can access it through an internet browser or the MyHealthPortal App using a computer, or mobile device. Open the virtual visit from your **Appointments** and click **Check-in** and **Start Visit** to start the virtual visit appointment.

Requirements & Downloads

For best performance, we recommend using the latest Google Chrome, Microsoft Edge, Safari or Firefox browser versions.

iPhone/iPad

System Requirements: iOS 10.0 (or higher)

Download: [MEDITECH MHealth Mobile App](#)

Guide: [How To Install MyHealthPortal App](#)

Android

System Requirements: Android 7.0 (or higher)

Download: [MEDITECH MHealth Mobile App](#)

Guide: [How To Install MyHealthPortal App](#)

Troubleshooting

Sound and Video Issues

- Test your video camera and microphone prior to your appointment with the **Test Connection** on the **appointment** screen.
- Ensure your microphone is not muted and that your speaker volume is turned up
- Ensure the correct microphone and speaker is being used
- Ensure the correct camera is being used – the **Video** icon during your virtual visit allows you to switch your camera
- Ensure your internet browser or the MyHealthPortal application is up-to-date

Audio and Video Permissions

Check your device camera and microphone permissions:

[Windows](#)

[Mac](#)

[Android](#)

[iPhone/iPad](#)

Digital Health Support

1-844-870-4756

Monday to Friday, 7 a.m. – 7 p.m. (PT)

myhealthportal@interiorhealth.ca

www.interiorhealth.ca/myhealthportal



Connection is Slow or Disrupted

- Close browser window or application. Open a new browser window or restart app and log on to MyHealthPortal. Rejoin the virtual visit session.
- If your Wi-Fi is slow, consider switching to a wired connection, if possible
- Close any unnecessary programs
- Reboot your device
- Consider having a tech savvy support person join you to assist in resolving technical issues.