

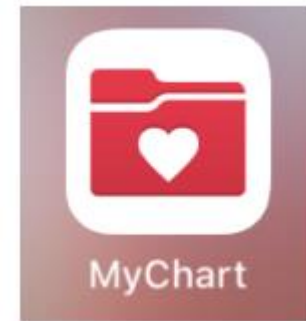
# Joining your Video Visit Using an Apple Device.



**Jefferson  
Health®**

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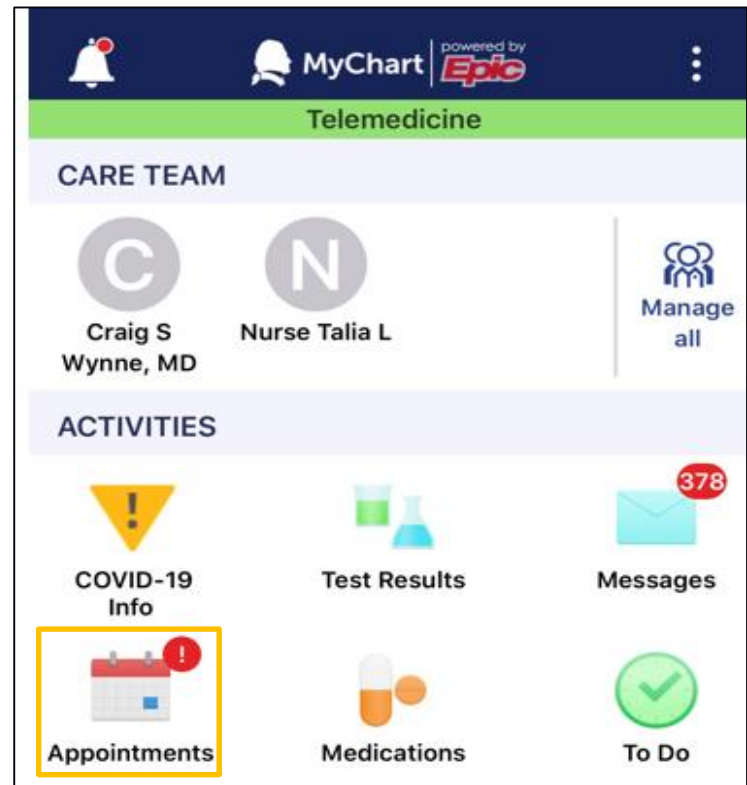
- **Step 1:** Open the **MyChart** app.



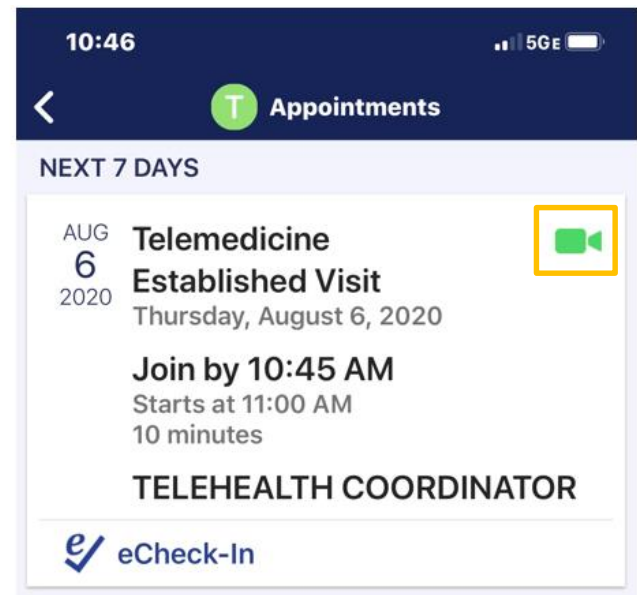
- **Step 2:** Enter your **Username** and **Password**.

The image shows the login screen of the Jefferson Health app. At the top, there are "Close" and "Login" buttons. Below them is the Jefferson Health logo and name. The main form area contains a username field with "Telemed.one" entered, a "Remember" checkbox, and a password field. A green "Log in" button is positioned below the password field. At the bottom, there is a link for "Forgot Password or Username?" and a "Use Face ID" option with a face icon.

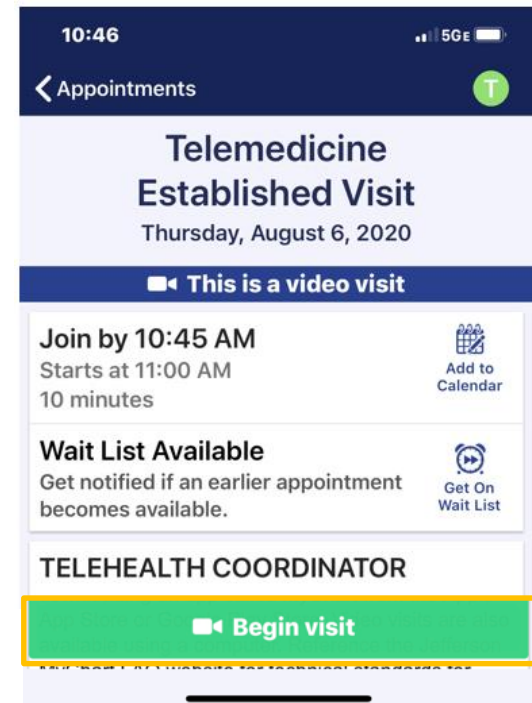
- **Step 3:** Tap on the calendar icon to access your video visit.



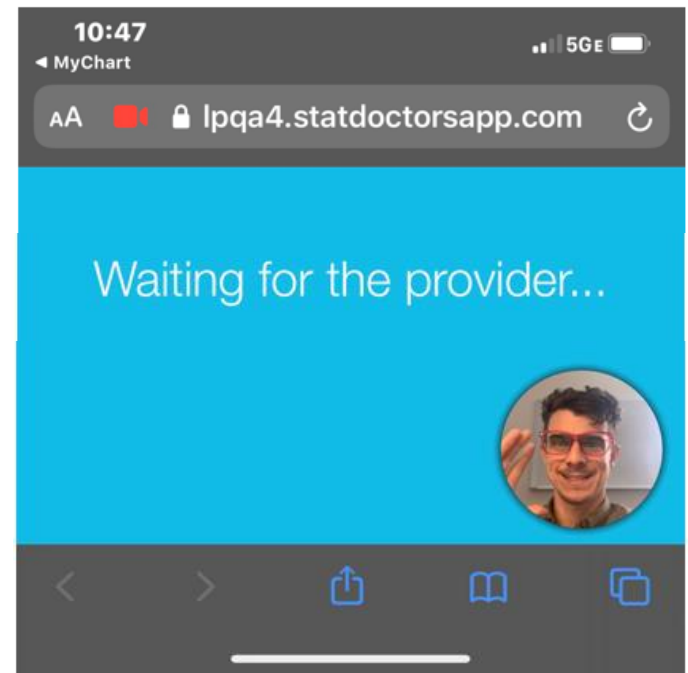
- **Step 4:** Tap on the **green camera**.



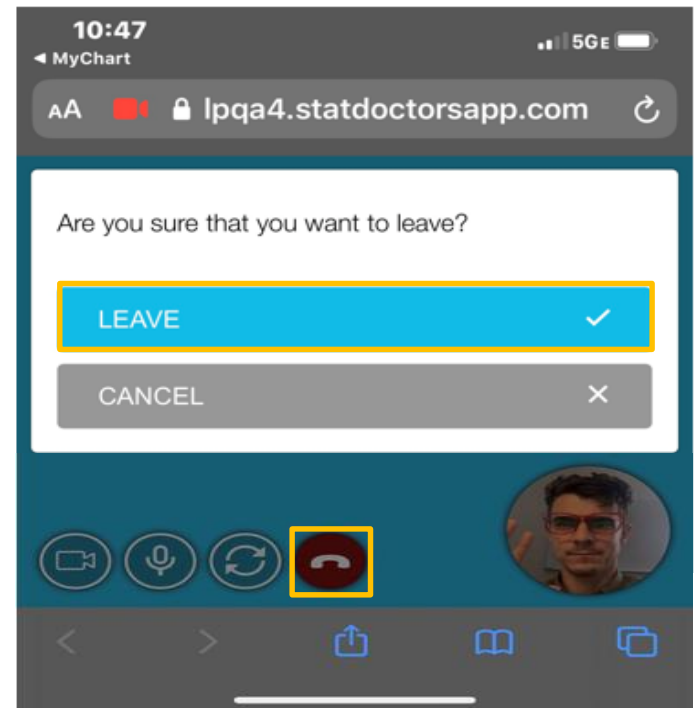
- **Step 5:** At the bottom of the next screen, tap **Begin Visit**.



- **Step 6:** Wait in the virtual exam room for the provider to join.



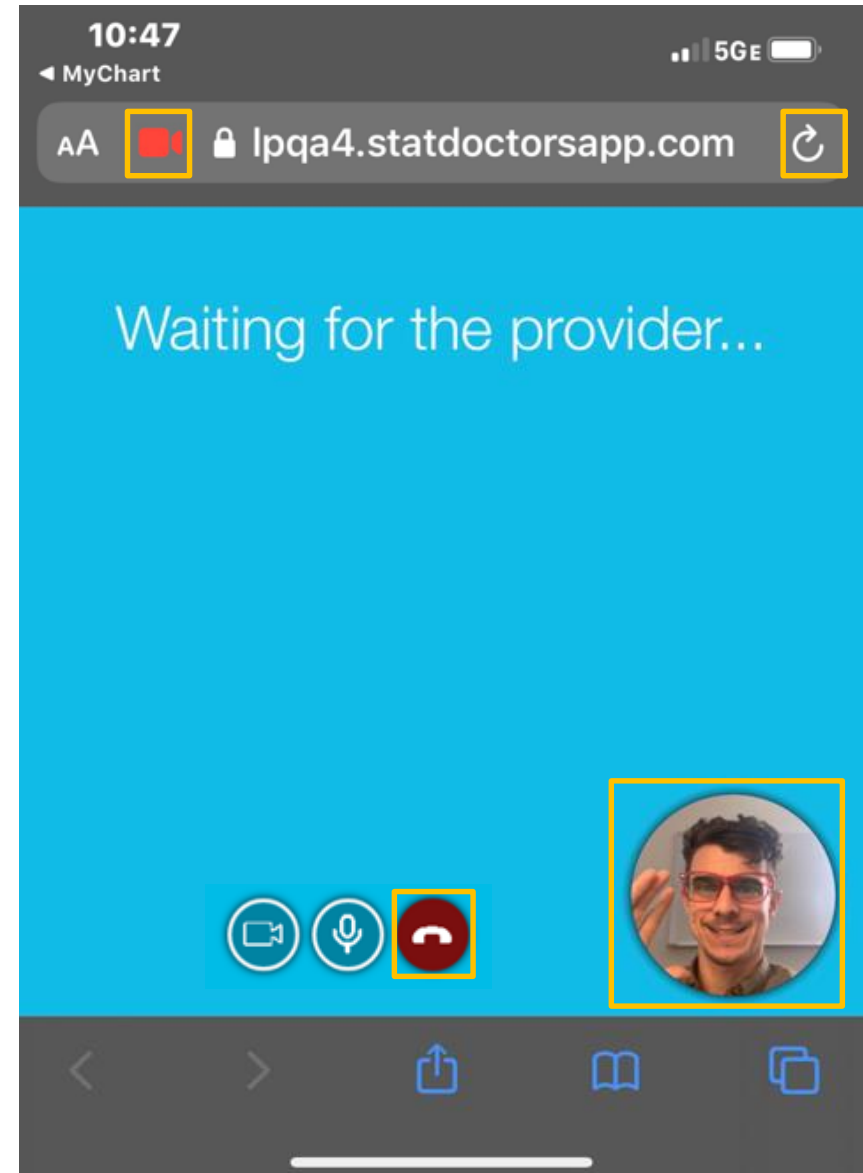
- **Step 7:** When your visit is over, tap the **red phone** icon and then tap **LEAVE**.



# Tips for Connecting to Your Visit

- Close all browser tabs that are not your active visit.
- If you choose **don't allow** by accident **click** the **red camera** icon in left corner of the address bar. You can then change options.
- Refresh the page if you have general problems.
- If you can see your own moving image in the bottom right circle, this means you are connected properly to your camera.
- It is recommended you always close the visits after you have seen the doctor to prevent problems connecting to your next visit in the future.

*Thanks for using Jefferson MyChart!*





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Jefferson Frankford Hospital | Jefferson Hospital for Neuroscience | Jefferson Methodist Hospital  
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Magee Rehabilitation Hospital | Physicians Care Surgical Hospital | Rothman Orthopaedic Specialty Hospital  
Thomas Jefferson University Hospital