

# Connect

## Patient Portal



## Starting a Video Visit via a Smartphone or Tablet

### IMPORTANT NOTICE

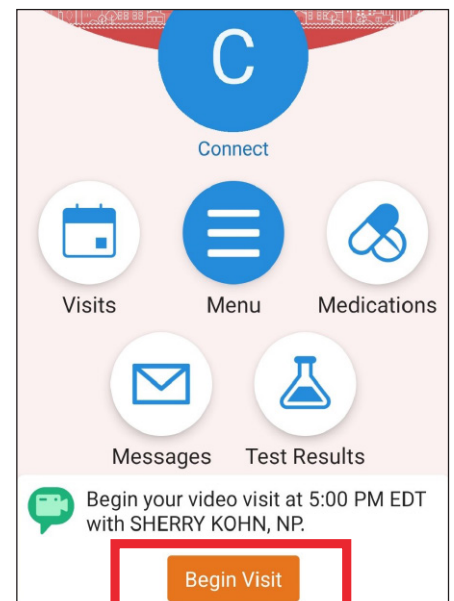
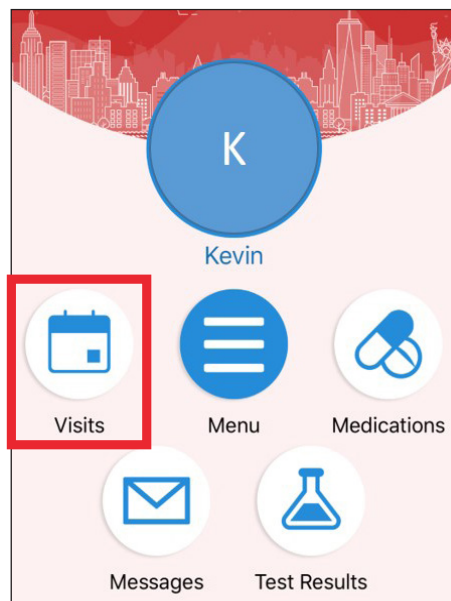
Please ensure you have completed the following steps prior to your scheduled Video Visit:

1. Download the NYP, Weill Cornell, or Columbia Connect app found within the App Store or Google Play
2. If you need to create an account, please reference the “Creating an Account” patient guide
3. Please ensure you have turned off any pop-up blockers enabled for the web browser on your phone or computer prior to using our virtual services
4. Please allow your device to access your camera and microphone when prompted

### STEP 1:

Log into your Connect account and select “Visits” or “Begin Visit” for your upcoming appointment

Note: While we recommend all patients create a Connect account, if you do not have a Connect account, you can access your Video Visit by clicking on the link in your eCheck-In reminder message sent by email or text. Please follow the remaining steps listed to connect with your provider.



For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit [MyConnectNYC.org](https://MyConnectNYC.org)

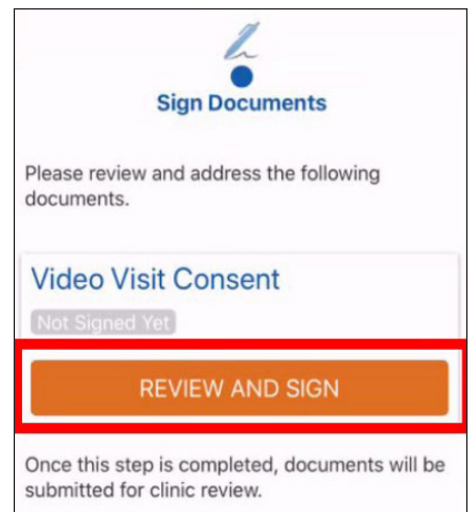
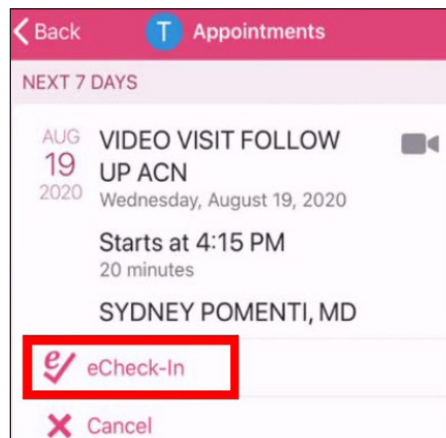
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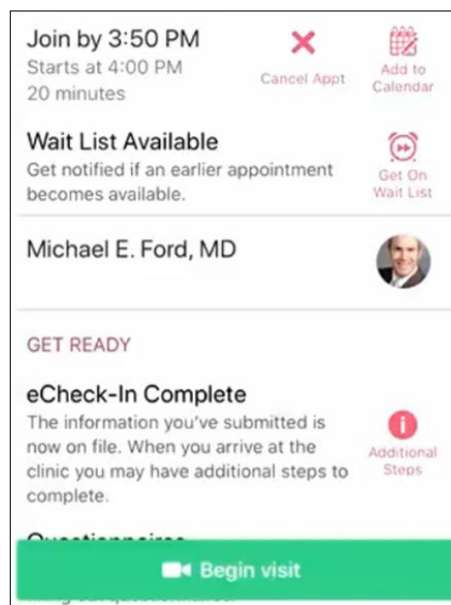


## Starting a Video Visit via a Smartphone or Tablet

**STEP 2:**  
Complete the  
“eCheck-in” process



**STEP 3:**  
Click the “Begin Visit” button  
at the bottom of your screen



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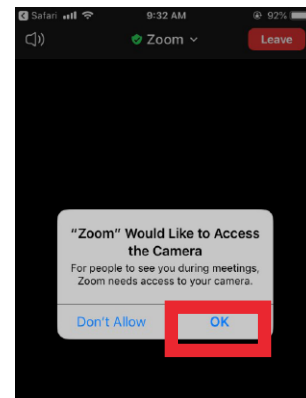
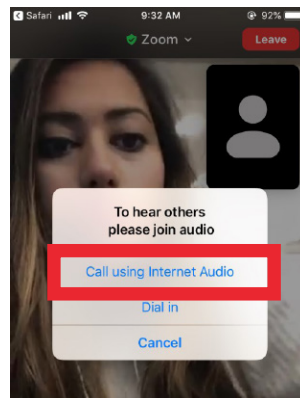
## Starting a Video Visit via a Smartphone or Tablet

### STEP 4:

You will be brought into a virtual waiting room until your provider joins the session. Please do not leave this screen

### STEP 5:

Select “Call using Internet Audio” when prompted and click “OK” to allow access to your camera. You are now connected to your Video Visit



### FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- We encourage you to join your Video Visit 10-15 minutes prior to your scheduled time
- If you minimize the app during your visit, the camera will pause but the microphone will still be on
- If your connection gets lost, you can restart the video by selecting the appropriate appointment and clicking “Begin Visit”
- Please allow camera and microphone access during your appointment when prompted
- Ensure your device’s operating system is up-to-date
- If you are accessing a Group Video Visit, or Virtual Urgent Care, you must have the Zoom app downloaded to your device before joining. You do not need to have a Zoom login

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