

Connect

Patient Portal



Starting a Video Visit via a Computer

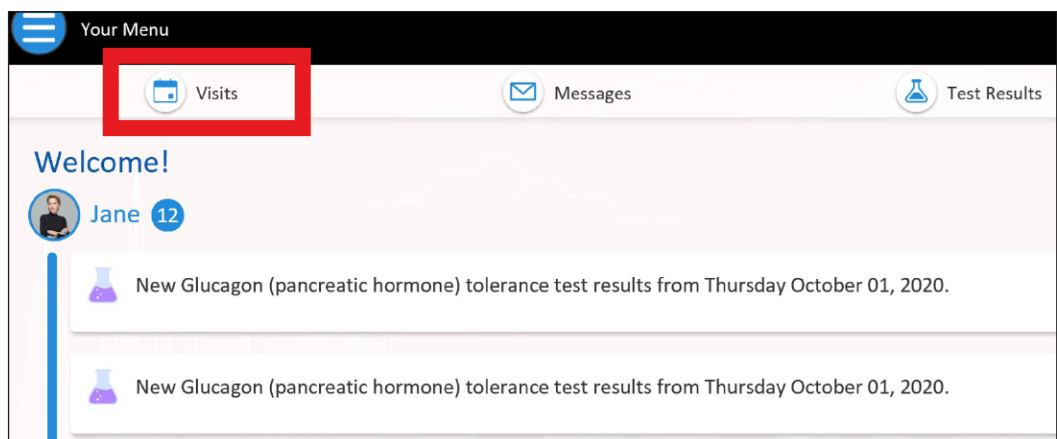
IMPORTANT NOTICE

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

1. Create a Connect account if you have not done so already. Please reference the “Creating an Account” patient guide for additional instructions
2. Disable any pop-up blockers enabled within your web browser as this may interfere with your appointment
3. Please allow your device to access your camera and microphone when prompted

STEP 1:

Log into your Connect account, click “Visits” and select your scheduled 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

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STEP 2:
Complete the
“eCheck-in” process

Get ready for your visit!

ECHECK-IN

Save time by completing eCheck-In ahead of time. You must complete eCheck-In before joining the video visit.

BEGIN VIDEO VISIT

Once eCheck-In is complete, start your video visit with the button.

eCheck-In

Personal Info Medications Allergies Questionnaires Insurance

Please review the personal information that we have on file. If your contact or personal information has changed or is incorrect, click the **Save Changes** button. When the card is updated, select the 'This information is correct' button.

Verify Your Personal Information

| | |
|---|--|
| Contact Information | Details About Me |
| 007 Drive NEW YORK NY 10019 Add a Temporary Address | Preferred First Name ⓘ <i>Not entered</i> |
| 🏠 512-468-3539 | Gender Identity <i>Not entered</i> |
| 📞 512-468-2536 | Sexual Orientation <i>Not entered</i> |
| 👤 <i>Not entered</i> | Background WHITE |
| ✉️ jackthomasarker@gmail.com | Language ENGLISH |
| | EDIT |

STEP 3:
Once the “eCheck-in”
process is completed,
select “Begin
Video Visit”

It's time to start your video visit!

BEGIN VIDEO VISIT

When you are ready to talk to your doctor, click the button.

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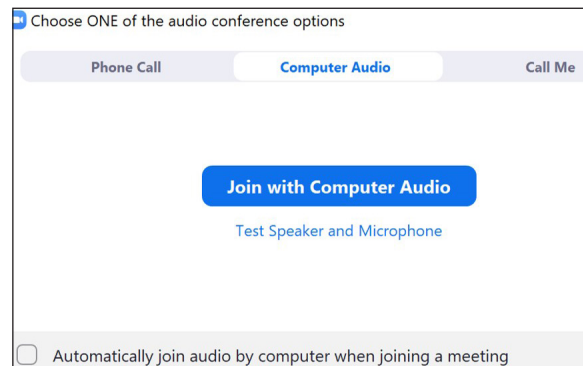


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STEP 4:

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

When prompted, please connect to audio and video for your Video Visit



FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- We encourage you to join your Video Visit 10-15 minutes prior to your scheduled time
- 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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