Patient Information

How to join a video visit from a computer

You can conduct Video Visits with your provider from your computer. You will need to be signed up for myUCLAHealth. Note: Video Visits will not work on Internet Explorer.

Video Visit Patient Workflow
1. On the day of the scheduled Video Visit, log into myuclahealth.org using your myUCLAHealth Username and Password and click **Begin Visit** in the top banner.

2. If you have any PreCheck-In tasks, you will see a button labeled **Start preCheck-in**. If you do not have any preCheck-in steps, you will skip to **Step 13**.
3. If you are due a copay, you will have the option to pay it here. You may also select **Pay copay later** if you would like to enter your information later (if so, skip to step 6). Then tap **Next**.

4. You may choose from a saved credit card or enter new payment information here.

5. Confirm your payment and tap **next**.
6. Complete any questionnaires and submit.

UCLA collects your signature on our updated terms and conditions each year. If it has been more than 1 year since you last signed this form, you will be prompted to provide an esignature. If you have never been seen at UCLA before, you will also be prompted to sign our HIPAA form as well. If these do not appear for you, don’t worry! That just means you are up to date. **You will not see these requests again for any visit for an entire year.**

7. Click the green “**review and sign**” buttons for each document.
8. A new window will appear with the document. Use the scroll bar on the side to scroll down and fill out all relevant sections.

9. Type in your name in the Print Name section and then click on the blue box that says Sign Here.

10. The system will auto-generate and electronic signature for you. You can also select “Draw to sign” if you would like to sign using your finger or your mouse. Then click the green Accept button.
11. Scroll to the bottom of the screen and ensure everything is filled out. Click the green **Accept** button at the bottom.

12. After completing the esign forms, click **Submit**.
13. You may also invite a guest to join your video visit. If you do not want to invite a guest, skip to Step 16. On your appointment details screen, click **View and Invite Participants**.

14. Click **Invite a new guest**.

15. Add the name, relationship, and choose how you want your guest to receive their link to join: Text message or email. A MyChart account or app is **NOT** required for your guest.
16. It’s time to start your video visit, click **Begin Video Visit**.

17. Make sure both your Camera and Microphone are toggled On.

   Use the down arrow under the On toggles to switch cameras or microphones if you have more than one on your device.

   If needed, you may also update your display name from this section.

18. Click **Join Call** button.

19. You should see your video in the bottom right hand corner of the screen. If your provider has not yet joined, you will see a message indicating “Waiting for others to connect”.

*Please know, your provider makes every effort to be on time but may be running late. Please stay connecting for 15 minutes past your appointment time. If you have still not connected with your provider, please call their office.*