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. Select Test Hardware (A) to ensure your camera and microphone are connected. Select PreCheck-In (B) and follow the prompts to complete your check-in process.
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 relevant questionnaires. For consents, make sure to select the I Agree button before clicking continue.

![Video Visit Consent Form](image)

7. Once your preCheck-in is complete, select Begin Video Visit.

![Appointment Details](image)

8. 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.

9. Click Join Call button.

10. 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.

   ![Hardware Test: Success](image)

If you experience any technical problems, call the myUCLAHealth Technical Support Line: (855) 364-7052.

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