

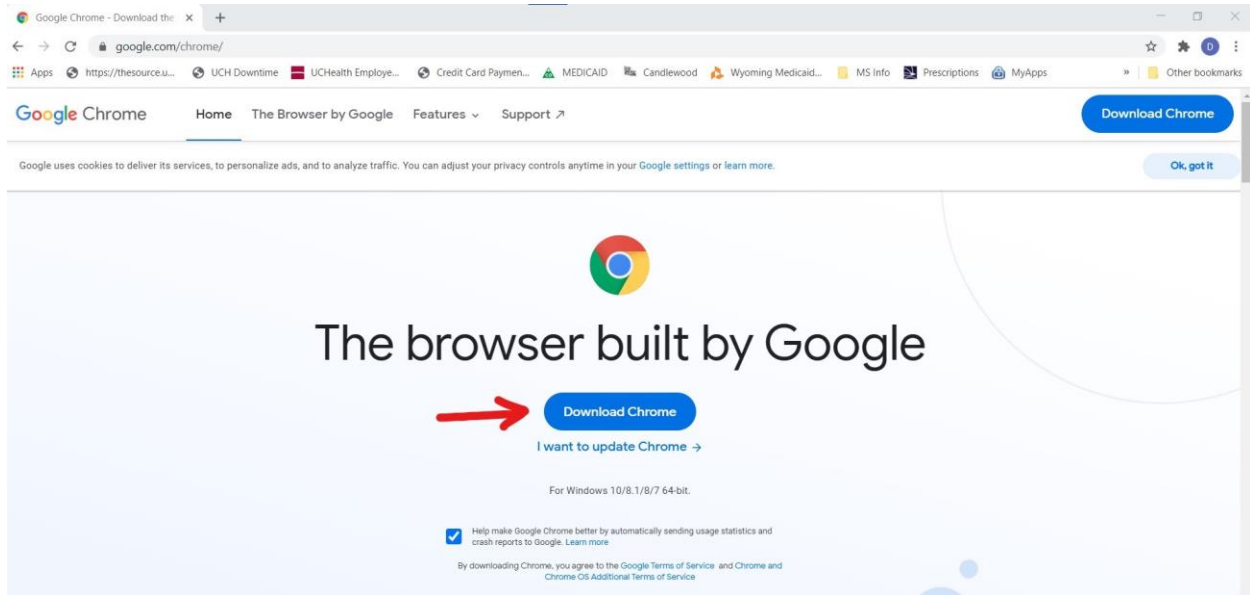
IF YOU ARE USING A COMPUTER:

***Please first check that you have a camera and microphone on your computer.

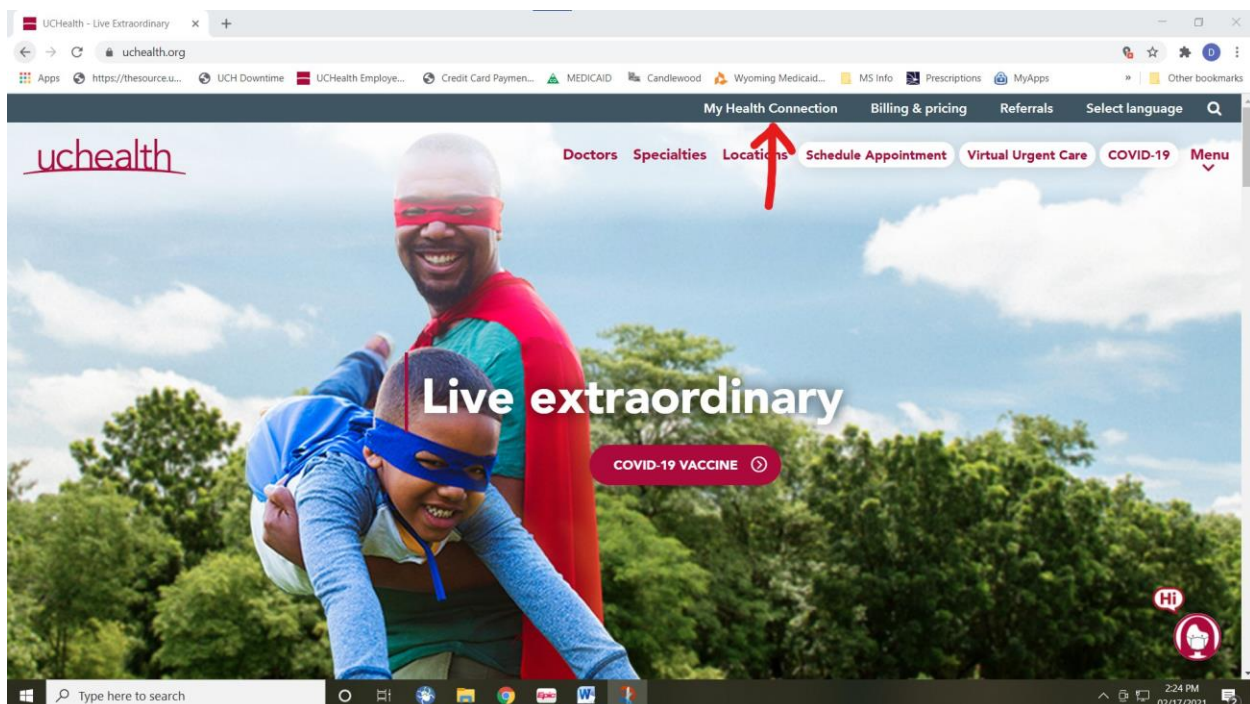
-If you are unable to do any of these steps, you may call our office for help at 970-226-6111 option 0

-Please log in early so that you have time to trouble shoot any technical issues. 15-30 minutes may be necessary depending on your comfort with technology.

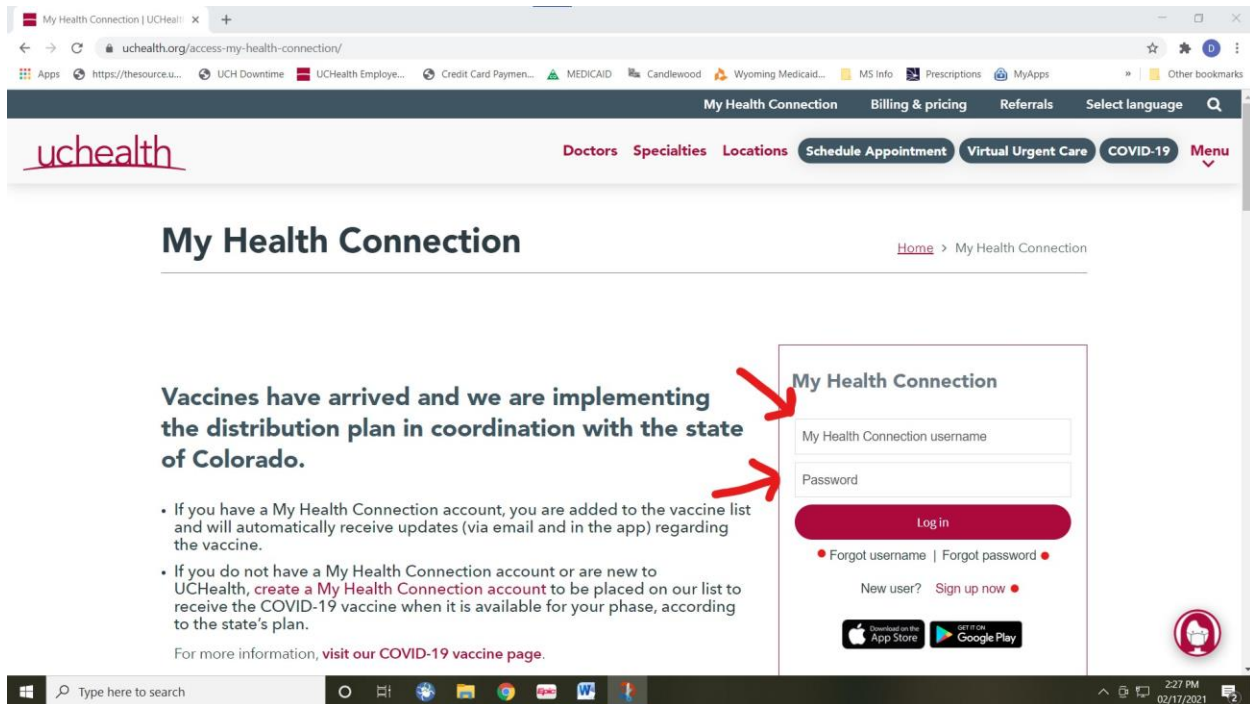
STEP 1: Use Google Chrome to access the appointment (do NOT use Internet Explorer, Safari, Firefox, etc.). If you do not have Google Chrome, you can download it at <https://www.google.com/chrome/> and following the prompts after clicking 'Download Chrome'



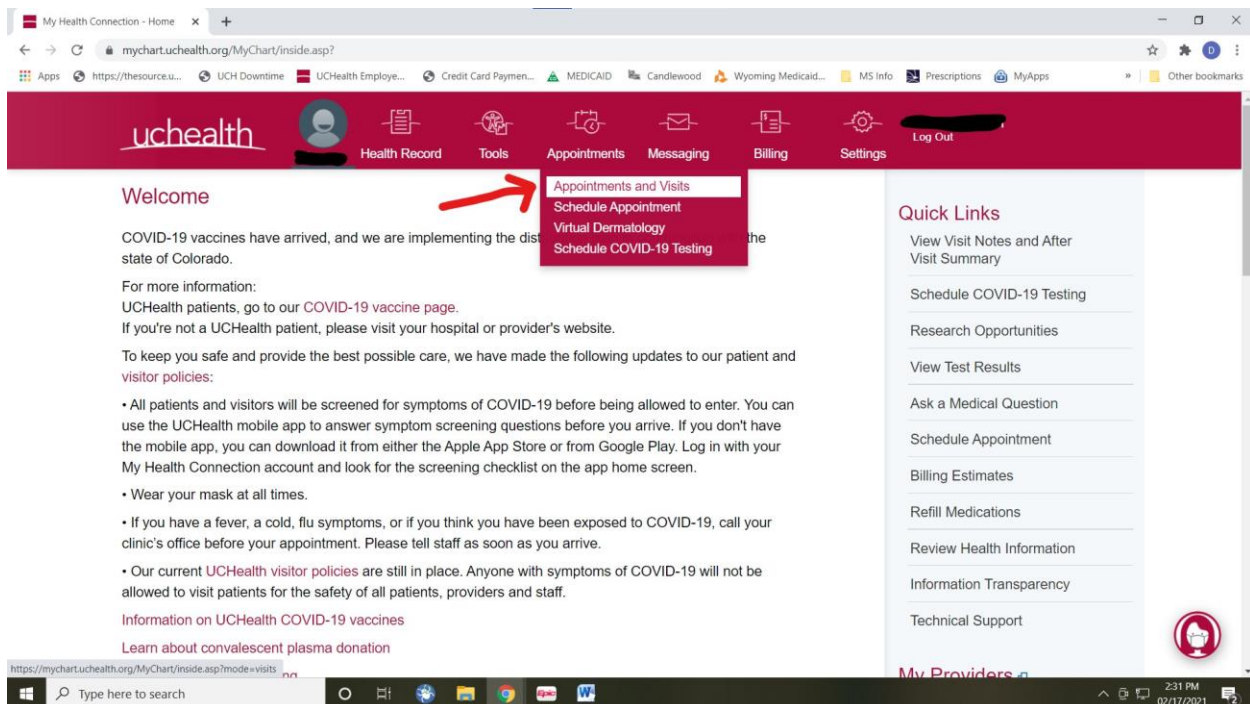
STEP 2: Once you have Chrome, please visit www.uchealth.org and click on the *My Health Connection* button indicated by the red arrow below



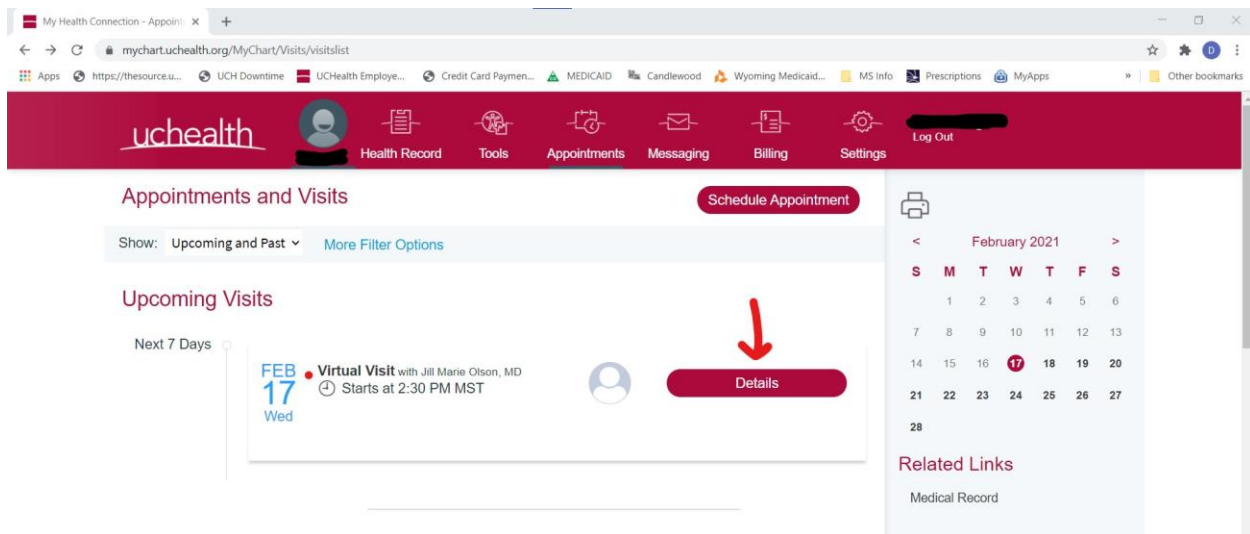
STEP 3: Log in to My Health Connection with your username and password. Advanced Neurology does not have access to your username or password, so if you have forgotten these you will need to follow the prompts that you ‘forgot username’ or ‘forgot password’. My Health Connection Support through UC Health can also be reached to assist you at 855.395.9031 (M-F 8 am to 5 pm MST and Sat – Sun 8 am to 4:30 pm MST). Press ‘Log in’



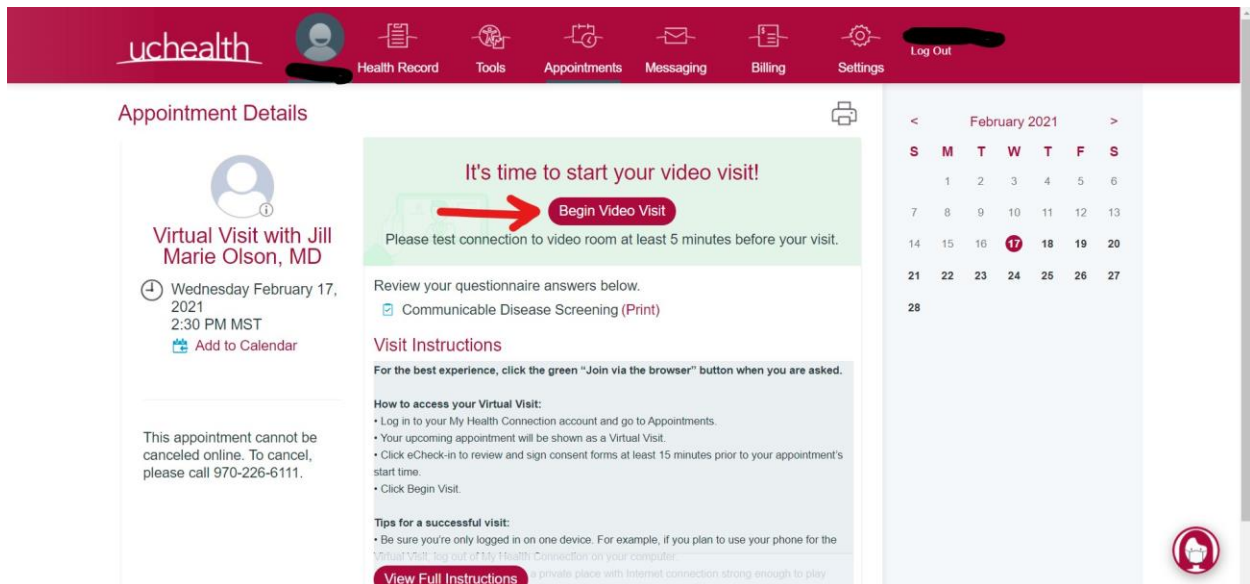
STEP 4: Use the mouse to hover over ‘Appointments’ then click on ‘Appointments and Visits’



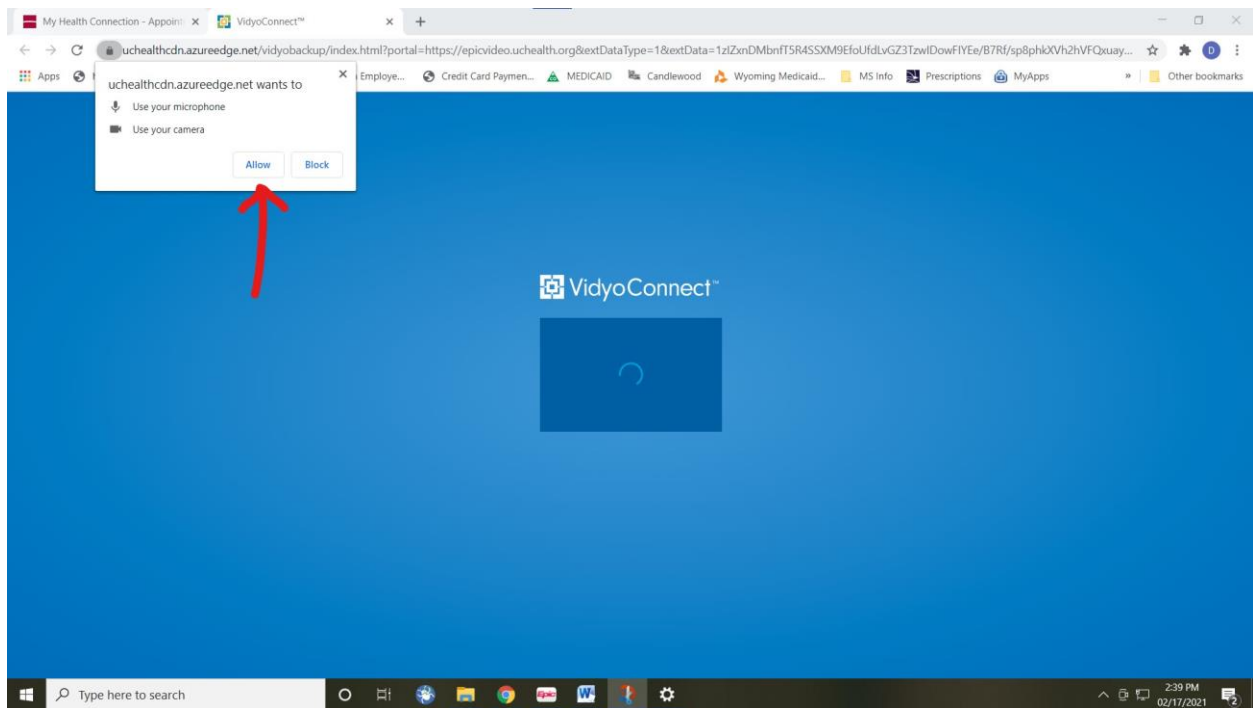
STEP 5: Here you can see a virtual visit with your doctor (in this case, Jill Olson, MD) as well as the time and date of your appointment. Click on the 'Details' button.



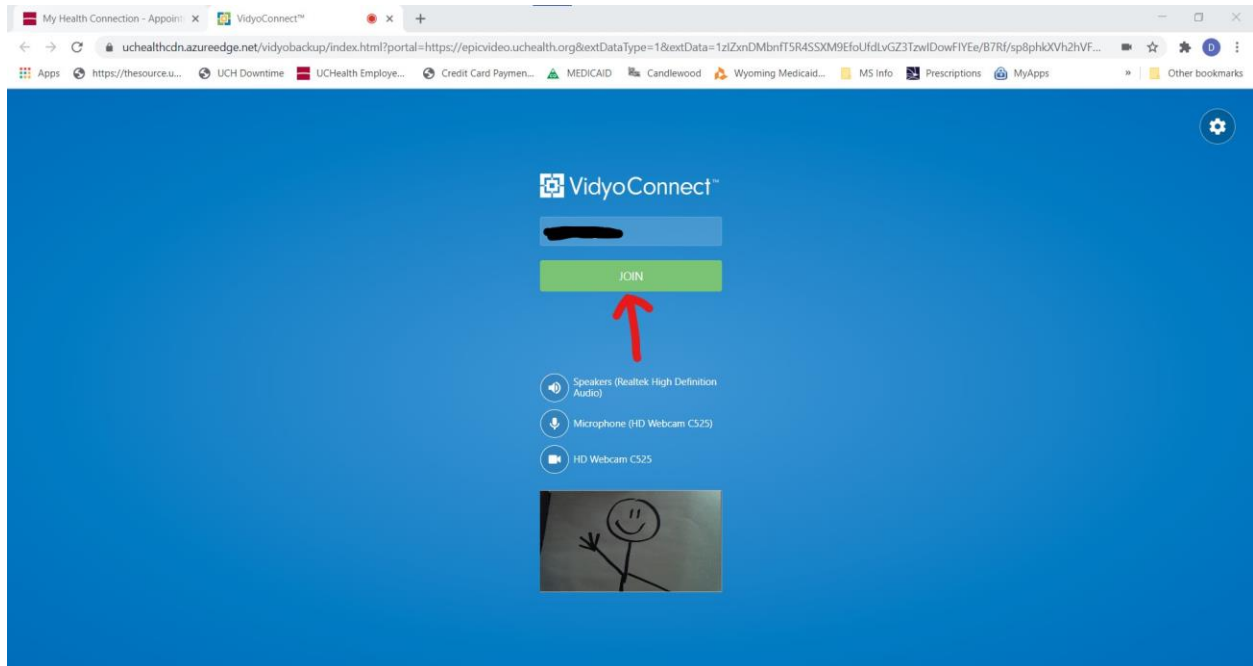
STEP 6: Click 'Begin Video Visit' to start your visit. At this point, it may also ask you to complete an e-Check in if you have not done one recently. Please complete this if it prompts you to, but if it does not, don't worry about it. If it asks, be sure to join via the browser. DO NOT JOIN VIA THE APP ON A COMPUTER.



STEP 7: Click 'Allow' to allow access to the Camera and Microphone so that the doctor can see you and hear you. If you do not allow this, you will not be able to have your appointment.



STEP 8: Click the green 'JOIN' button. Where you see the stick figure below is where you will see your own video (you should see your own face).



STEP 9: You are done! You will be able to see the doctor when they join the call close to your scheduled appointment time. It is not abnormal for the doctor to be a bit behind schedule, so please wait at this screen until the doctor shows up. If it has been more than 15 minutes since your appointment was supposed to start and the doctor has not showed up, feel free to call 970-226-6111 option 0 to ask for an update.

