

## **IF YOU ARE ACCESSING YOUR VIRUTAL APPOINTMENT ON A SMARTPHONE, IPAD, OR TABLET:**

**Step 1:** Download the app to your device if you do not already have it.

Apple devices: <https://apps.apple.com/us/app/uhealth/id1190643586>

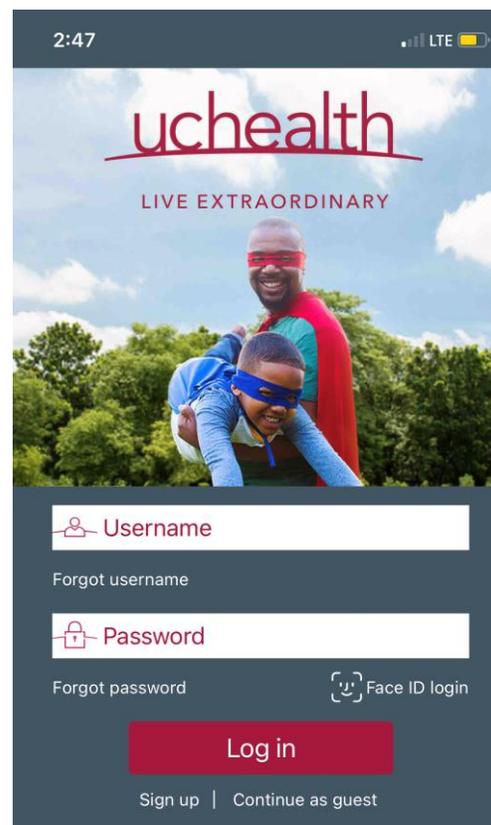
Google store: [https://play.google.com/store/apps/details?id=com.uhealth.mobile&hl=en\\_US](https://play.google.com/store/apps/details?id=com.uhealth.mobile&hl=en_US)

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**Step 2:** If you already have the app, please make sure that it is updated with the latest version

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**Step 3:** Click on the My Health Connection app and log in. If you do not know your username and/or password, you will need to follow the links for 'Forgot username' or 'Forgot password'. Advanced Neurology of CO does not have any ability to look up this information for you.



2:47 LTE

**uhealth**  
LIVE EXTRAORDINARY

Username

[Forgot username](#)

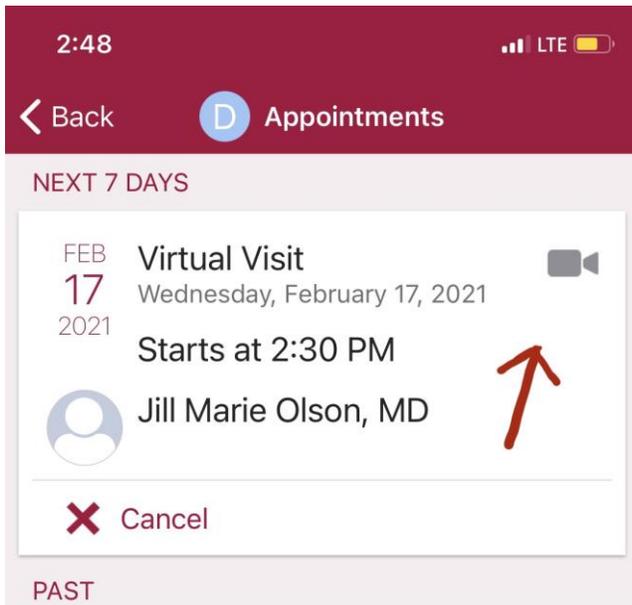
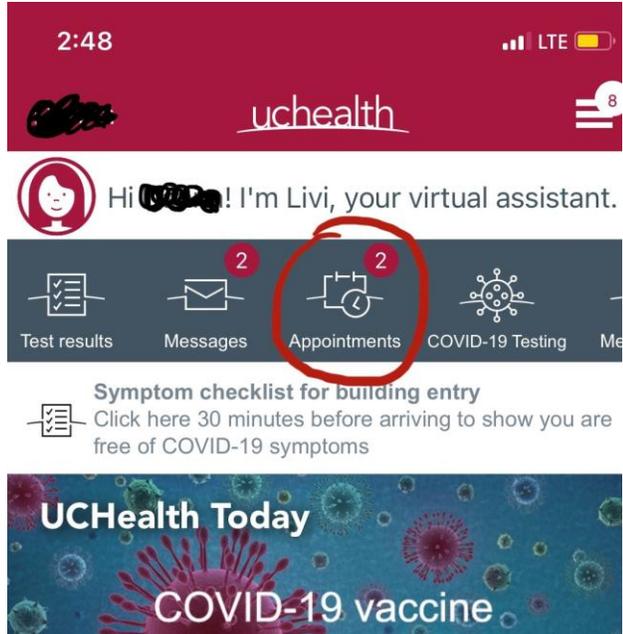
Password

[Forgot password](#) [Face ID login](#)

**Log in**

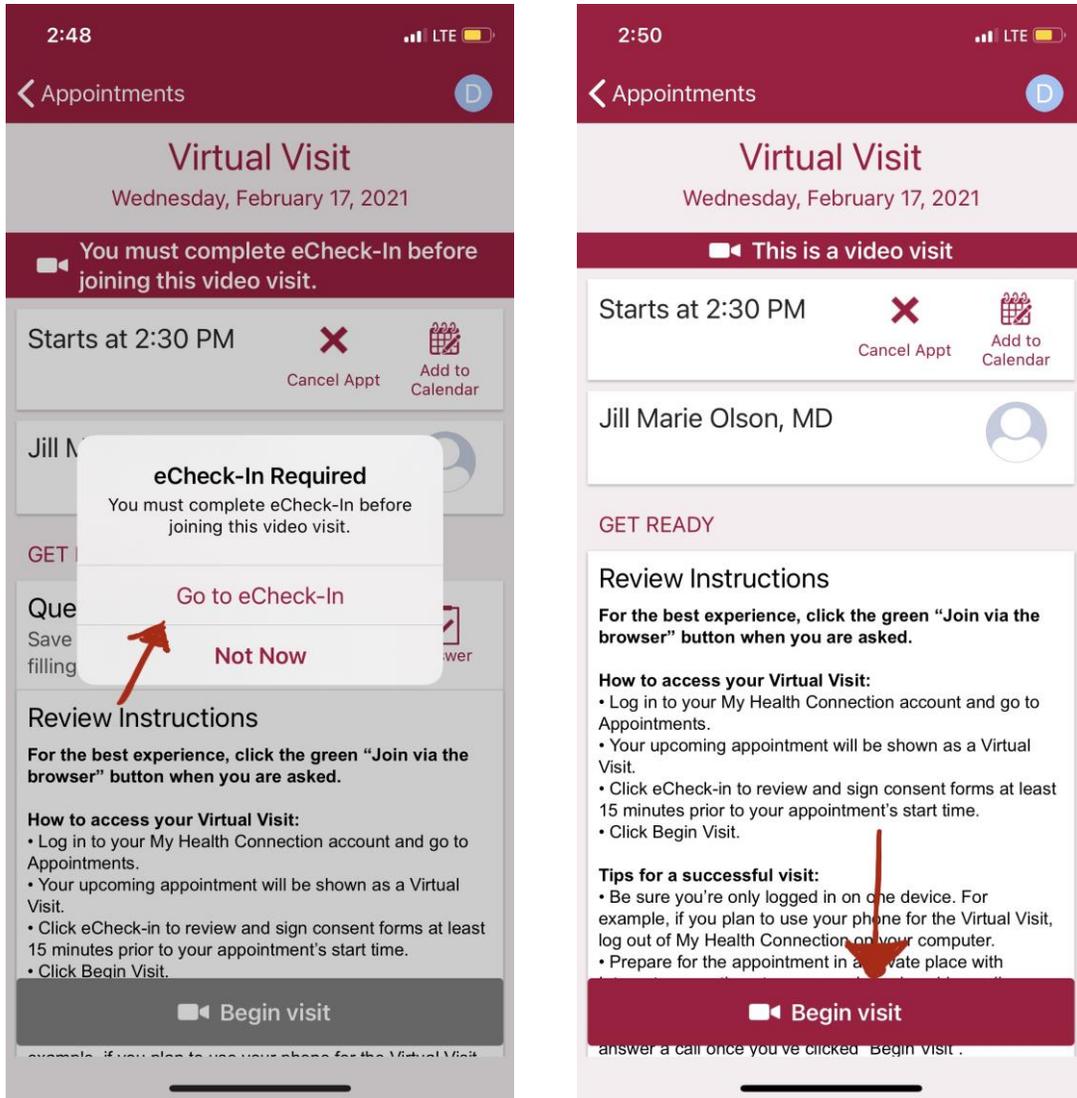
[Sign up](#) | [Continue as guest](#)

**Step 4:** Click on the Appointments icon (circled in red in the picture).

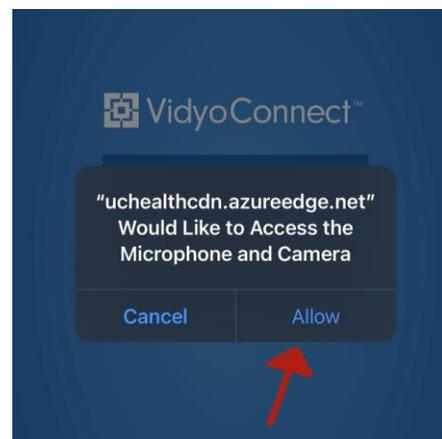


**Step 5:** Click on the 'video' icon or on the box that shows the virtual appointment that you are trying to join (in this case, an appointment with Dr. Olson)

**Step 6:** Click 'Begin Visit' unless it requires you to complete an eCheck-In. If you are required to do the eCheck-In, you must click 'go to eCheck-In' and follow the prompts to complete the questions required by UC Health.

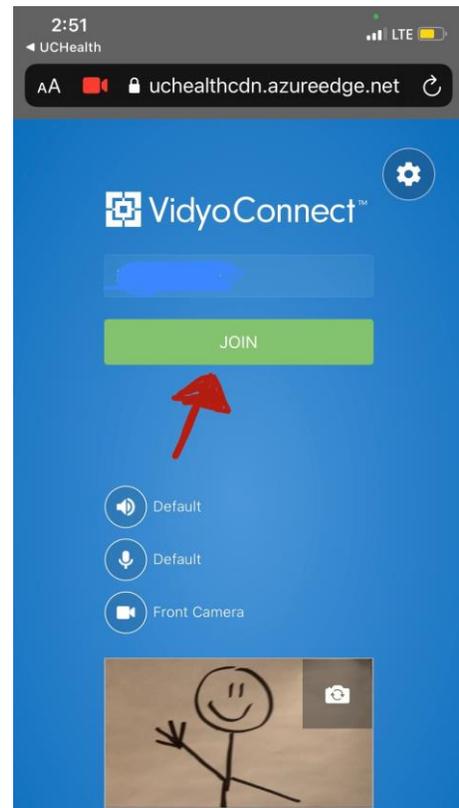


**Step 7:** ALLOW access to the Microphone and Camera! If you do not allow access, your doctor will not be able to see or hear you, and your appointment will not happen.



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**Step 8:** Click the green 'JOIN' button. The blue box above the JOIN button will display your name, and your video will show up where you see the stick figure.



**Step 9:** You're done! Wait for the doctor to show up and begin your appointment. It is not unusual for the doctors to run late, but if you have difficulty accessing the appointment, or it is 15 minutes after your scheduled appointment, you can call our office at 970-226-6111 option 0 to get an update or assistance.