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

<u>Step 1</u>: Download the app to your device if you do not already have it.

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

Google store: https://play.google.com/store/apps/details?id=com.uchealth.mobile&hl=en_US

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

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.



<u>Step 4:</u> Click on the Appointments icon (circled in red in the picture).





<u>Step 5</u>: 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)

<u>Step 6:</u> 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.

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〈 Appointments	D	〈 Appointments	٥
Virtual Visit Wednesday, February 17, 20	021	Virtual \ Wednesday, Febru	/isit ary 17, 2021
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Starts at 2:30 PM	Add to	Starts at 2:30 PM	Cancel Appt Add to Calendar
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You must complete eCheck-In be joining this video visit.	fore	GET READY	
Que Go to eCheck-In Save Not Now	wer	Review Instructions For the best experience, click th browser" button when you are a How to access your Virtual Visit	ne green "Join via the asked. t:
Review Instructions For the best experience, click the green "J browser" button when you are asked.	Join via the	Log in to your My Health Connec Appointments. Your upcoming appointment will I Visit. Side Check is to excise and side	tion account and go to
How to access your Virtual Visit: • Log in to your My Health Connection account Appointments.	nt and go to	Click echeck-in to review and signature Click Begin Visit.	ent's start time.
 Your upcoming appointment will be shown a Visit. Click eCheck-in to review and sign consent 15 minutes prior to your appointment's start tie Click Begin Visit. 	as a Virtual forms at least ime.	Tips for a successful visit: • Be sure you're only logged in on example, if you plan to use your pl log out of My Health Connection of • Prepare for the appointment in a	one device. For hone for the Virtual Visit, nyour computer. wate place with
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avample if you plan to you your above for the	a Mistual Mait	answer a call once you ve clicked	Begin Visit .

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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"uchealthcdn.a Would Like to Microphone	azureedge.net" o Access the and Camera
Cancel	Allow

<u>Step 8</u>: 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.