MyChart Video Visit

AHN

For your Video Visit, you can use the MyChart app or your PC computer. It's up to you. Here are instructions for each. Remember, Video Visits must take place in Pennsylvania.

Before your appointment

eCheck-in

Log in to MyChart. Take five minutes to confirm payment, medications, allergies, and health history. Do this up to seven days before your appointment.
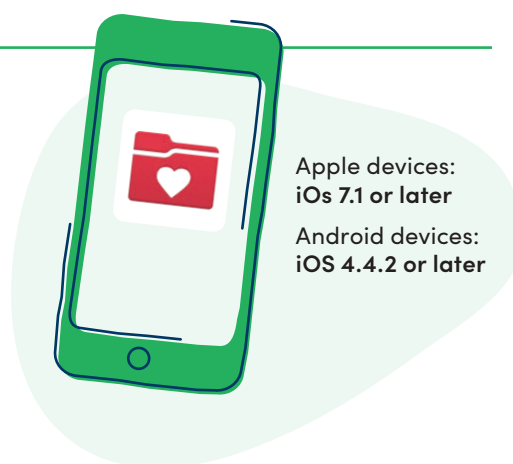
Confirm your appointment

Click on your appointment in MyChart and confirm. This lets the clinic staff know they can skip your reminder call.

Get ready

Check your hardware a day or two before your appointment.

Follow these steps to use MyChart Mobile app

1. Download the **MyChart app** from Google Play or the App Store.
2. Choose **Allegheny Health Network** as your provider, when prompted.
3. Log in using your MyChart username and password.
4. Select **Appointments**. Click on your appointment time.
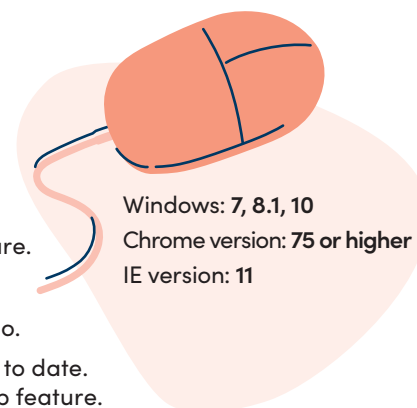5. Click **Test Hardware**. Grant MyChart access to the microphone and camera, if prompted.

NOTE: **TEST YOUR HARDWARE AHEAD OF TIME.** The **Test Hardware** button changes to a **Begin Your Visit** button 15 minutes before your appointment time.

Apple devices: **iOs 7.1 or later**

Android devices: **iOS 4.4.2 or later**

Follow these steps to use your computer

1. Go to **MyChart.AHN.org.**
2. On the **Your Appointment** screen, go to the **Appointment Details** page to test your hardware.
3. If prompted, install the VidyoWeb plug-in.
4. If all your checks are green, you are ready to go.
5. Video visits work best when your browser is up to date. You can check this through your browser's Help feature.

NOTE: Windows PC users can log in to MyChart using either Internet Explorer or Google Chrome. Video visits don't work with Mac computers.

Windows: **7, 8.1, 10**
Chrome version: **75 or higher**
IE version: **11**

Launch your visit

15 minutes before your appointment—but not earlier—click the **Begin Your Visit** button and your appointment will begin.

For Technical Support, please email the MyChart support team at **MyChart@ahn.org** or call (**412-330- 5524**, option 3) Monday–Friday 9 a.m. to 8 p.m., Saturday–Sunday 9 a.m. to 6 p.m.