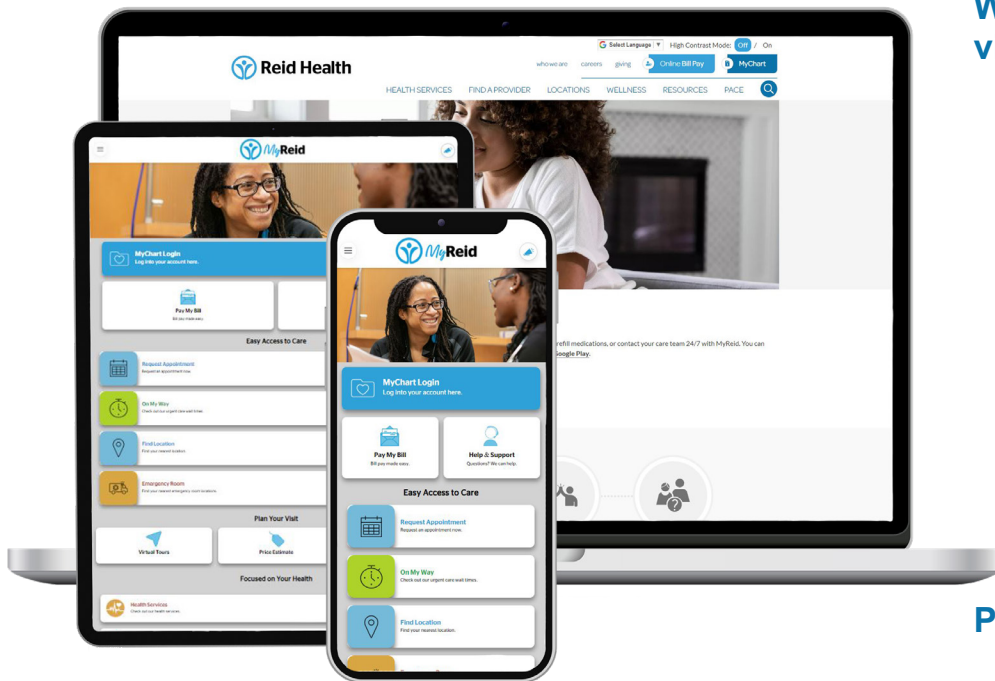




Visiting your provider just got easier with **MyReid Video Visits**.



What will I need to have a video visit with my provider?

- **Smartphone or tablet** – An Apple or Android device is recommended for the best experience, OR
- **A desktop or laptop computer** that has a camera and a microphone. A camera or microphone built into the computer will work just fine for your visit.
- **A MyReid account** (or an existing MyChart account) and the ability to log in to the account for either yourself or any patient for which you serve as a proxy.

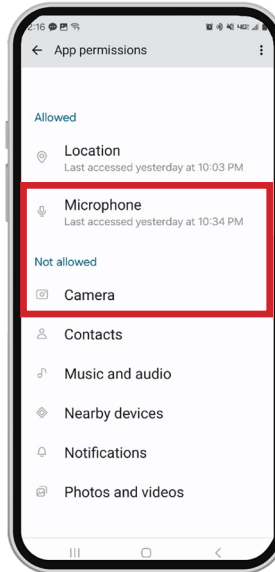
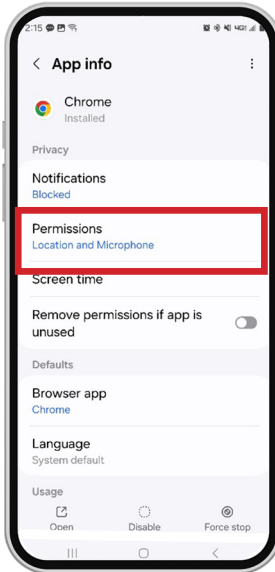
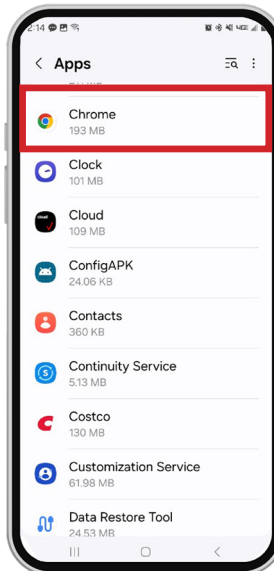
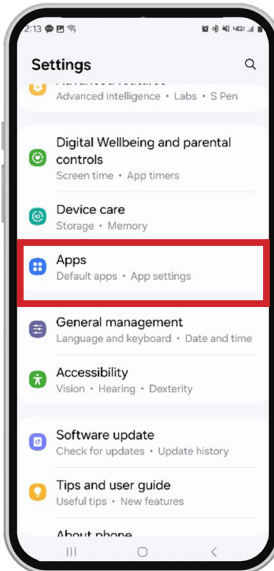
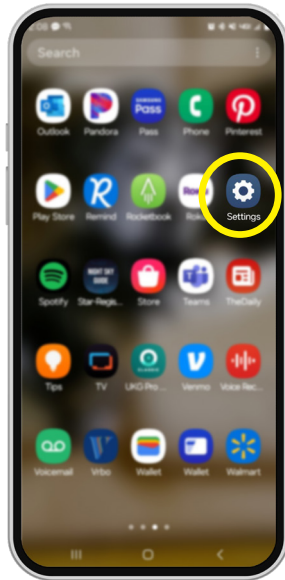
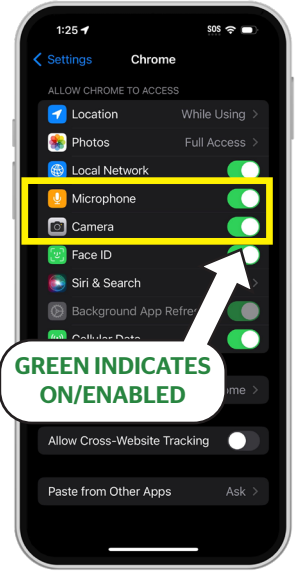
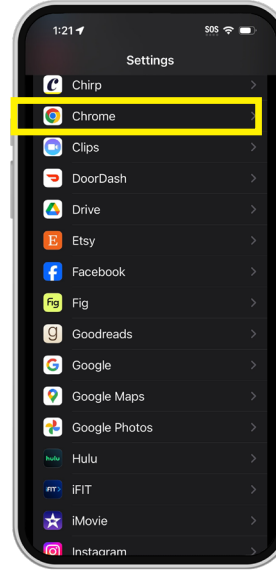
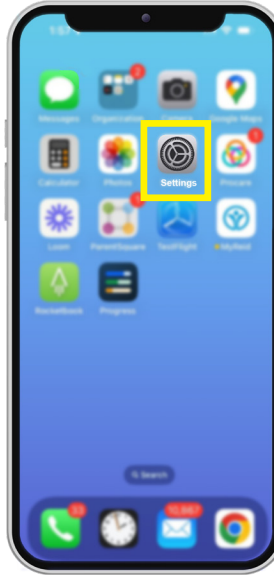
Preparing for your video visit:

- You will need to make sure whichever device you're using for your visit has the microphone and/or camera enabled (on).

Apple Devices

If you're using a Chrome, FireFox, or Microsoft Edge browser, it's important to make sure you follow these steps to enable the microphone and camera on a mobile device or tablet.

1. On your device, select the **"Settings"** option.
2. In the **Settings** area, select the icon for your browser.
3. After selecting the icon for your browser, scroll down to where you see the options for microphone and camera.
4. If you have another browser set as your default, please make sure you follow the steps above for that browser to ensure your microphone and camera are accessible for your video visit.



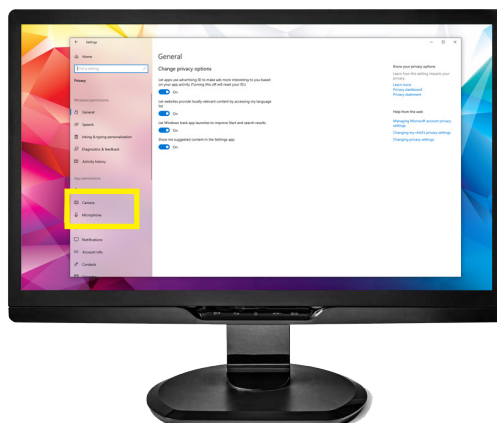
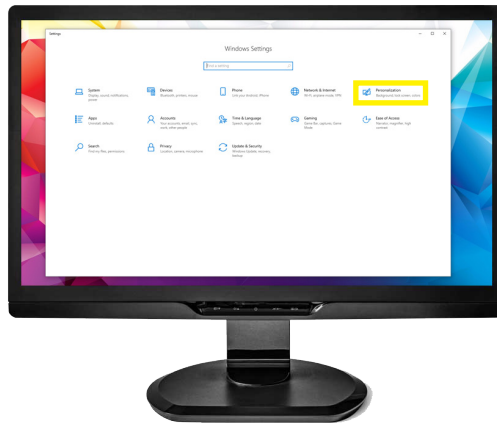
Android Devices

If you're using a Chrome, FireFox, or Microsoft Edge browser, it's important to make sure you follow these steps to enable the microphone and camera on a mobile device or tablet.

1. On your device, select the **"Settings"** option.
2. Select **"Apps"**
3. Select your browser (Note: Make sure you're selecting your default browser, the one that automatically loads when accessing websites.).
4. Select **"Permissions"** to access settings for the microphone.
5. Select **"Microphone"** and **"Camera"** to access the settings and ensure both are accessible on your browser.
6. If you have another browser set as your default, please make sure you follow the steps above for that browser to ensure the microphone and camera are accessible for your video visit.

Steps to enable the microphone and camera on a desktop (Microsoft Windows)

1. Click the **Start Menu** in the lower-left corner of your computer's screen.
2. Select **Settings**
3. Select **“Personalization”** to access settings for the microphone.
4. Select **“Microphone”** and **“Camera”** to access the settings and ensure that “on” is indicated on your browser.



If you have another browser set as your default, please make sure you follow the steps above for that browser to ensure the microphone and camera are accessible for your video visit.