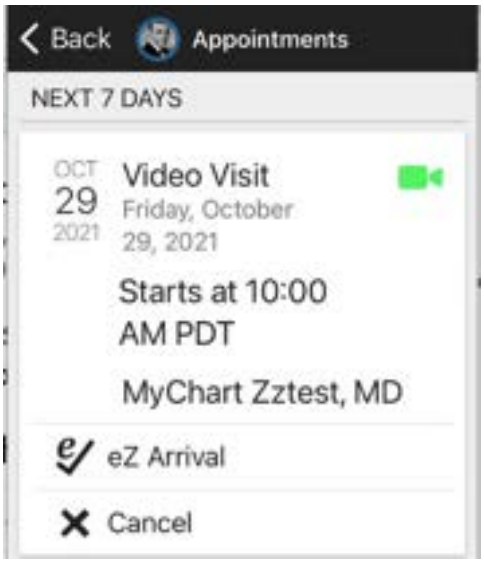
Step-by-Step Instructions for Patients:
Video Visits on your Mobile Device

Before joining a Video Visit you will need to download the My Health Online mobile app.

Step 1: Sign in to your My Health Online account from your MHO app.

Step 2: When the portal page appears select the “Appointments and Visits” icon, tap on your Video Visit appointment and select your upcoming appointment.



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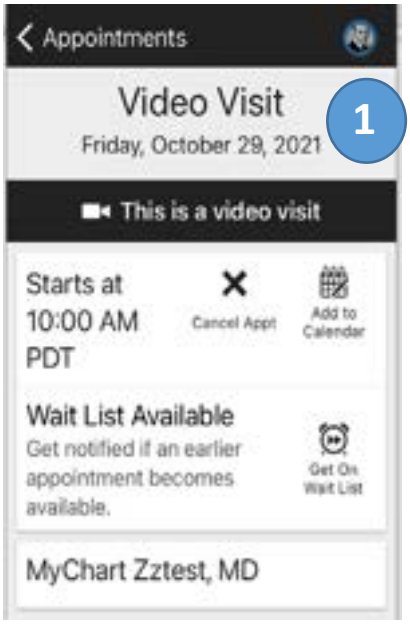
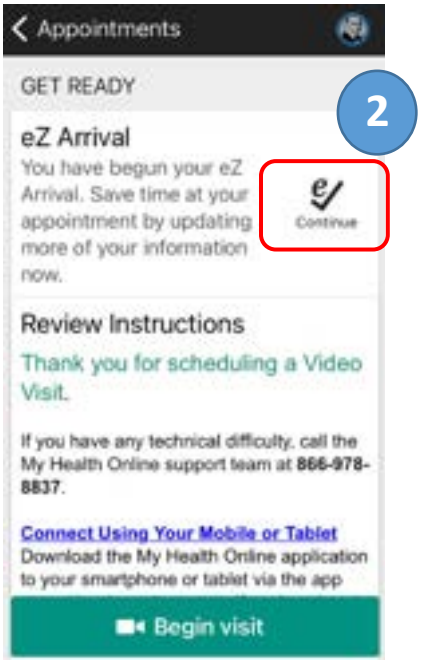
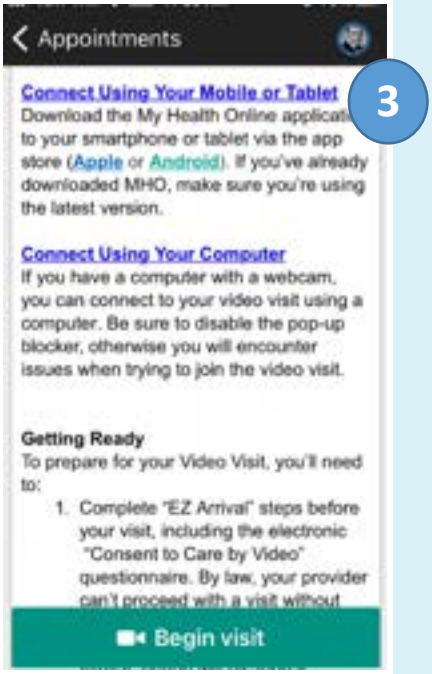
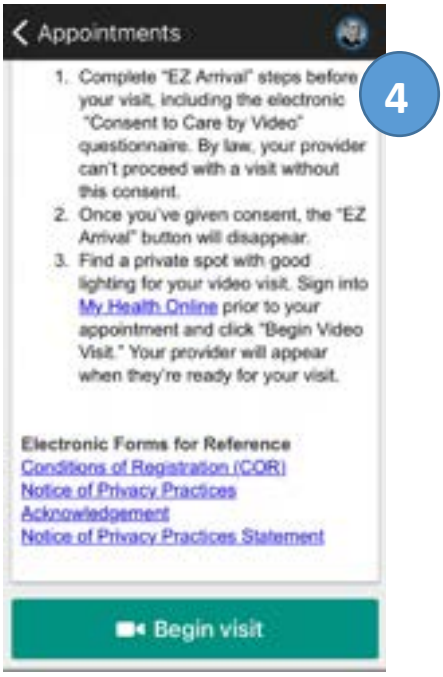
Step 3: Here you will see the details of your appointment. Scrolling down will allow you to review the instructions and complete the “eZ Arrival”. To complete “eZ Arrival” tap the icon. Once you are ready for your video visit tap “Begin Visit”.









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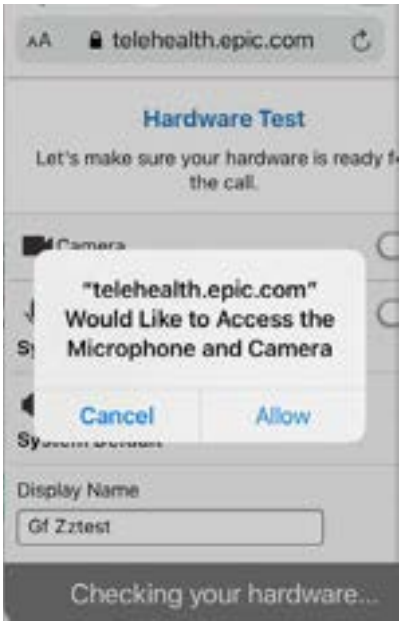
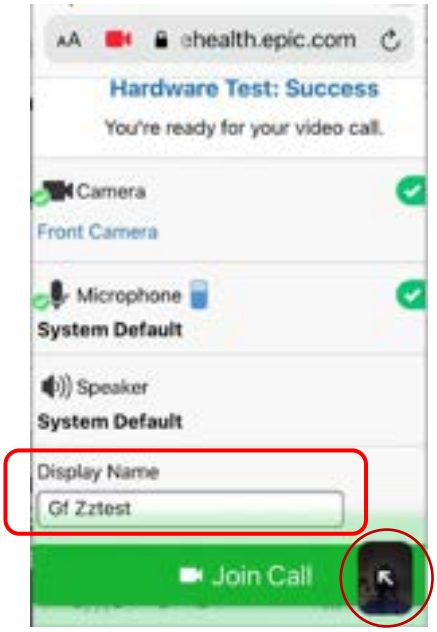
Step 4: Tap “Allow” to give your browser access to your device’s microphone and camera. A hardware test will be done automatically, and the results will then appear. If there are any issues, you can address them at this time.



Step 5: By tapping in the Display Name box you may also change your name. Once you are ready, tap “Join Call”, and if the provider has not yet joined you will be place in a virtual waiting room.



Note: This will display your video network connection strength.

Tip: Tapping the arrow in your display window will either open or close it.

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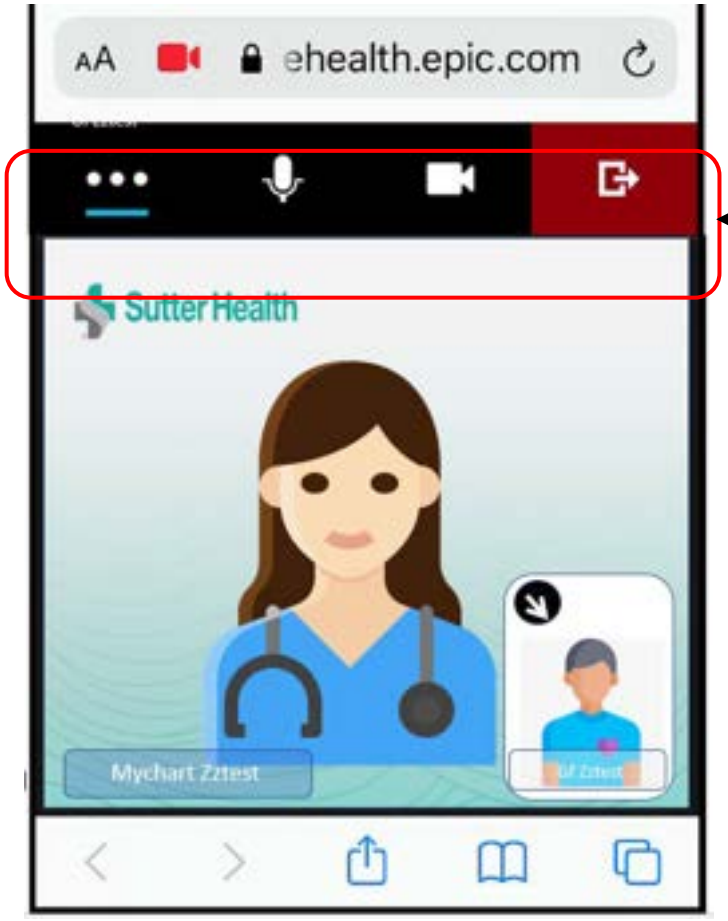
Step 6: Once the provider starts the visit, you will be joined in the video session.



Menu Bar: Tapping the icon allows you to change the setting.

- Three dots – will display options for Devices, Change Camera, Participants.
- Microphone – mute / unmute
- Camera – Turn on / off
- Red Door – exit the video session

Step 7: When your visit is over, tap the red exit icon to be disconnect.

Don't Forget: Find a private space with good lighting for your visit. Keep your phone charged and nearby in case your provider needs to call you.