

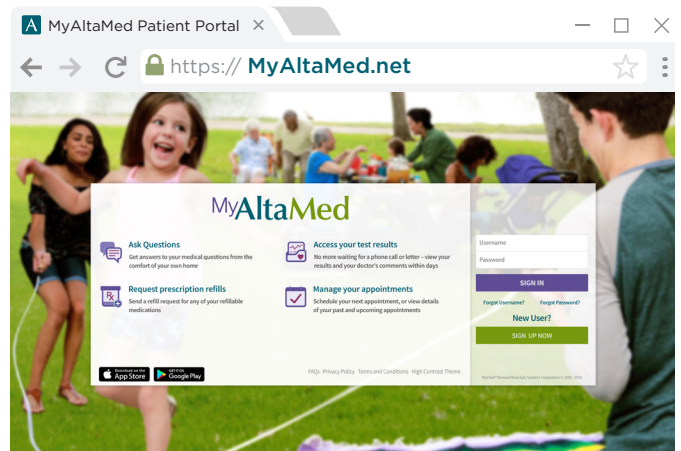
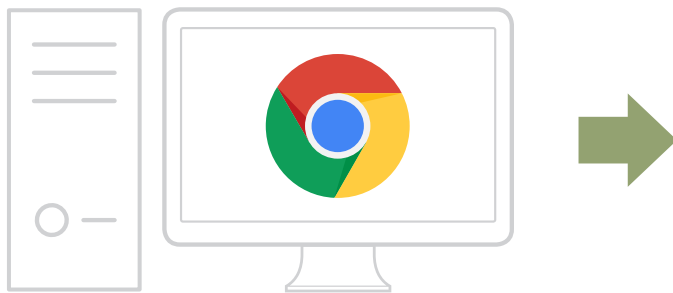
Instructions using your browser

Joining a scheduled MyAltaMed video visit.

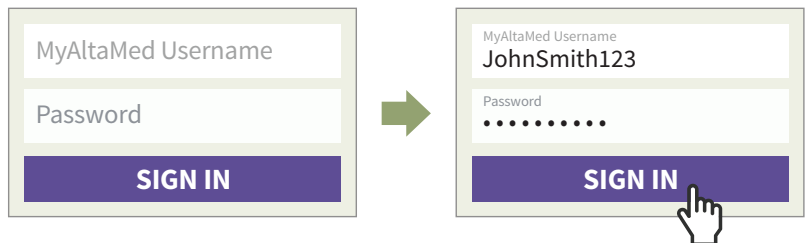


Log Into MyAltaMed.net

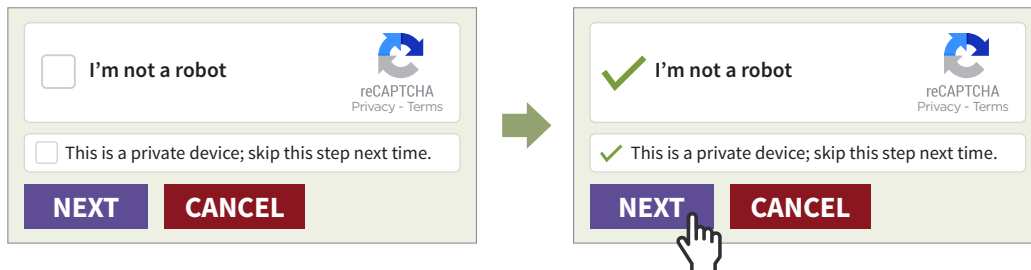
- 1 **Open Google Chrome** on your computer and **type MyAltaMed.net** into the browser.



- 2 **Enter your username** and **password** then **click SIGN IN**.



- 3 **Click the I'm not a robot box** and the **This is a private device; skip this step next time box** to bypass this step in the future, then **click NEXT**.



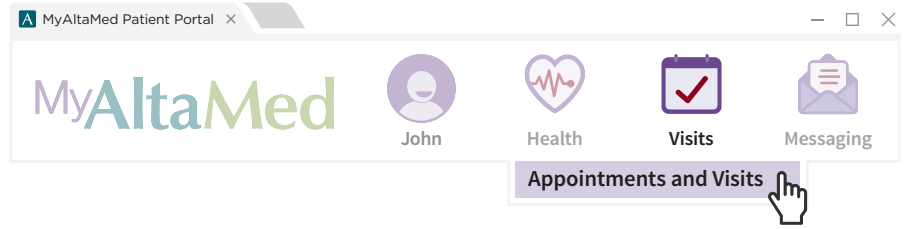
Start your Video Visit

The medical staff will first contact you over the phone to obtain your vital signs and other information. After the call is completed you can start the video visit.

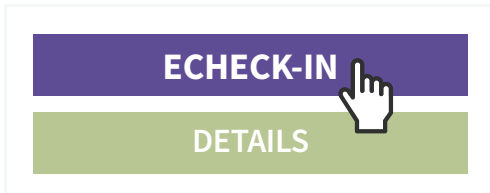
Patient Key Reminders:

- Choose a quiet environment
- End all other calls before starting the video
- Remain in the virtual waiting room once you have started the video

- 1 On the top menu **click Visits** and select **Appointments and Visits**.



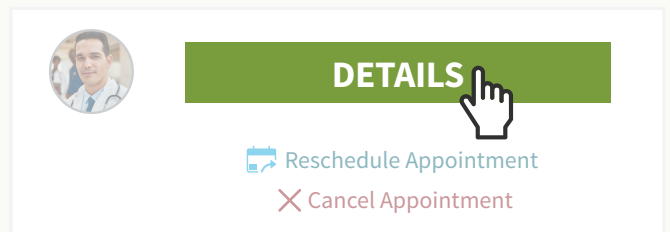
- 2 **E**CHECK-IN to an upcoming scheduled video visit appointment. You may electronically check in and complete registration steps up to 7 days before your appointment.



If you do not electronically check in, an AltaMed Representative will contact you up to 24 hours before your appointment to complete the registration for you over the phone. Please reference the MyAltaMed Video Visit eCheck-In Instructions.

- 3 **Click DETAILS** on the Appointments and Visits page.

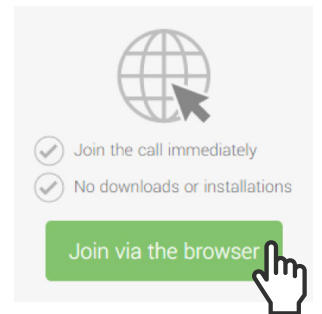
Upcoming Visits



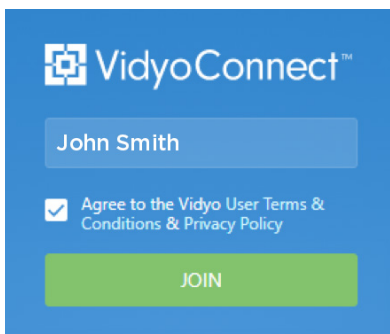
- 4 **Click BEGIN VIDEO VISIT**.



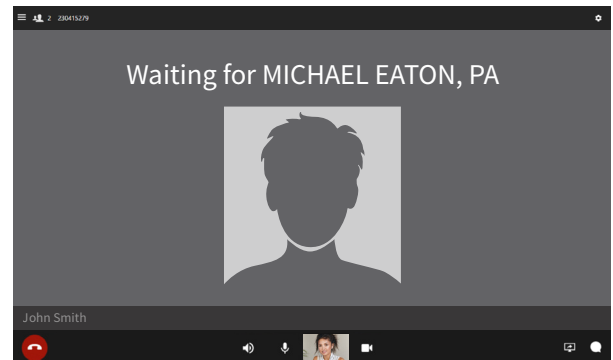
- 5 A new tab will open, **click on the Join via the browser** option.



- 6 For the first time logging on, you will see your name and you will need to **check the box to accept the terms and conditions**. Then **click Join**.



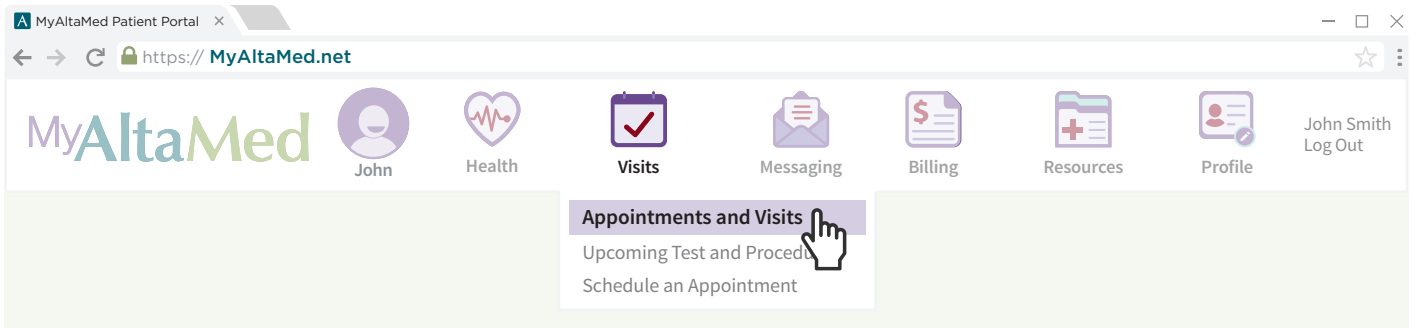
- 7 You will now be placed in a virtual waiting room and your provider will be with you shortly!



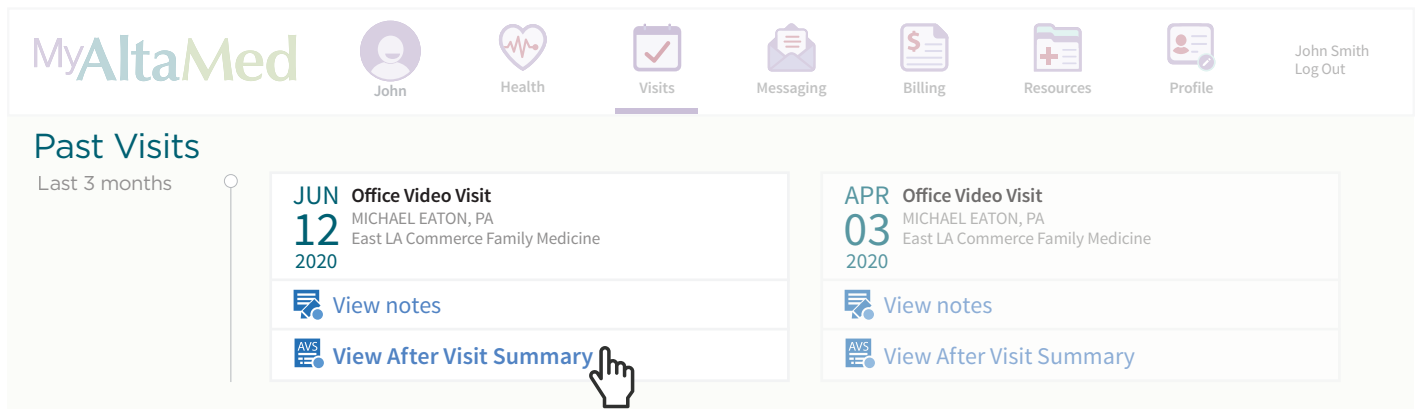
View the After Visit Summary

(You can access your After-Visit Summary once your visit is complete.)

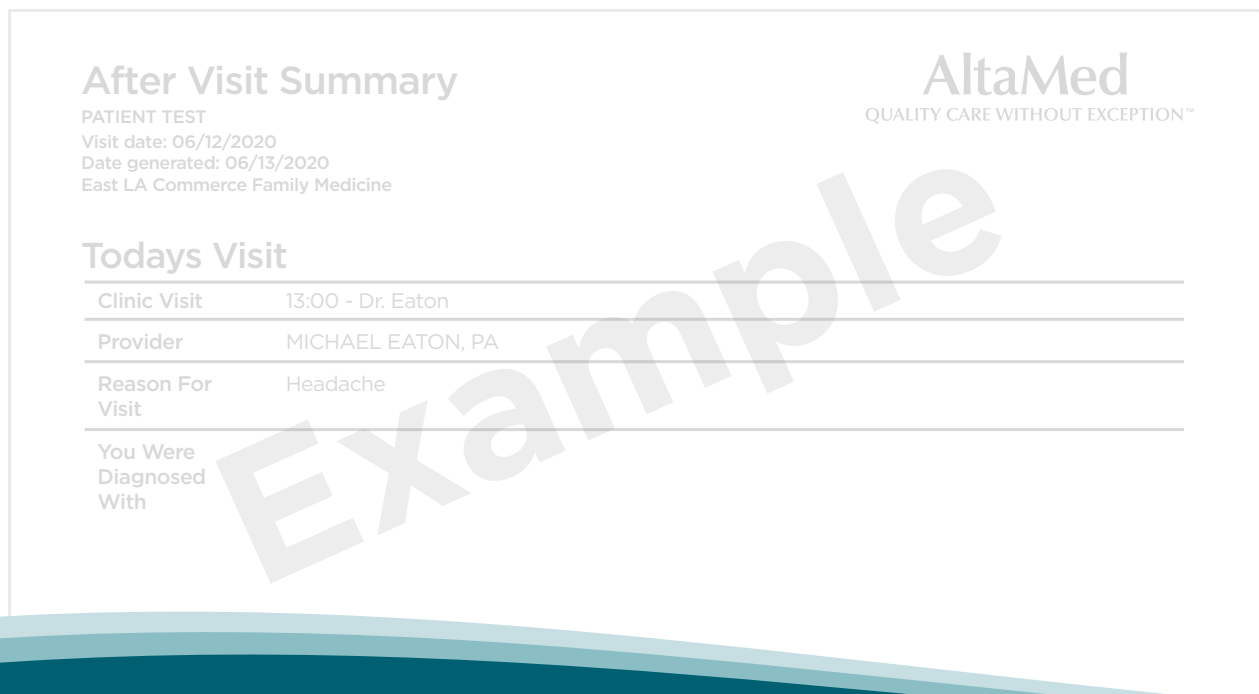
- 1 On the top menu **click Visits** and select **Appointments and Visits**.



- 2 Select your desired Past Visit and **click View After Visit Summary**.



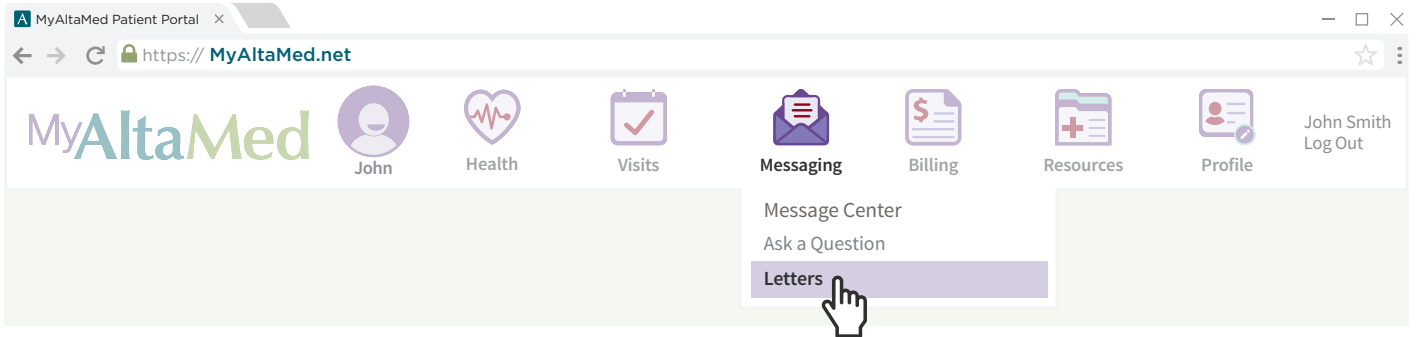
- 3 **View After Visit Summary.**



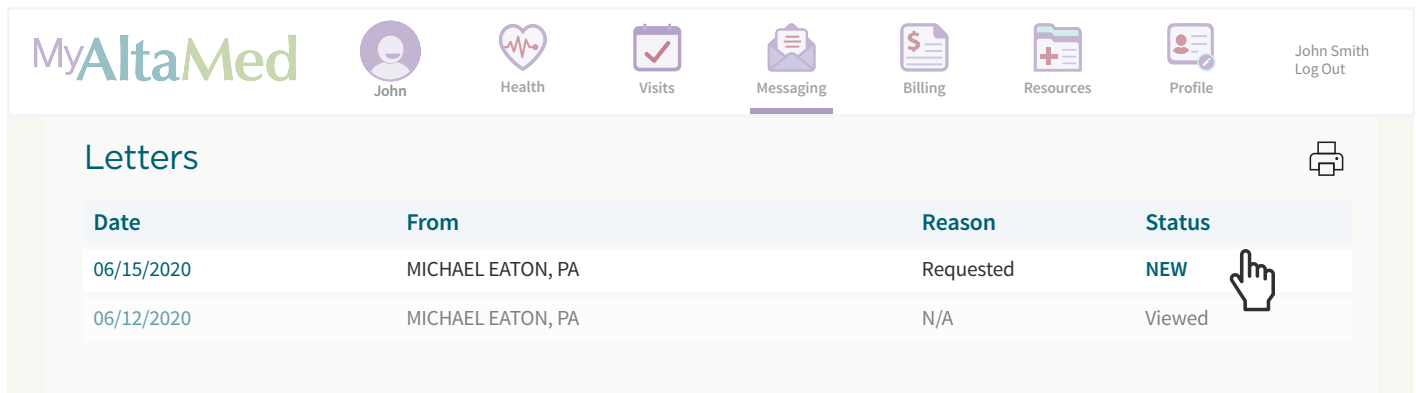
View a Letter

Retrieve and print official letters from your doctor's office .

- 1 On the top menu **click Messaging** and select **Letters**.



- 2 Select the **letter** you want to view.



- 3 View your Letter.

