NYU Langone Health

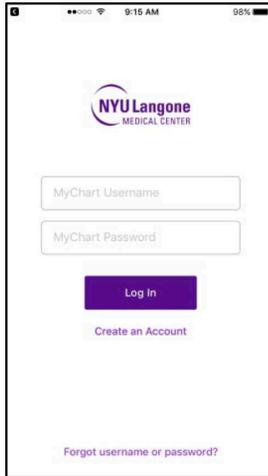## Important Reminders Before Your Video Visit

1. Log into your MyChart at NYU Langone Health account. If you do not have an account, you have 2 options:
   - Call your doctor's office
   - Create an account online by visiting the MyChart webpage: https://activation.nyulmc.org/

2. Please use a smart phone or tablet for your Video Visit. Download the NYU Langone Health app from the Apple App Store or Google Play Store.

3. We recommend that you connect to Wi-Fi to limit your data usage. This will give you the best video visit experience.

4. Log in 20 minutes before your appointment and complete the online check-in process.

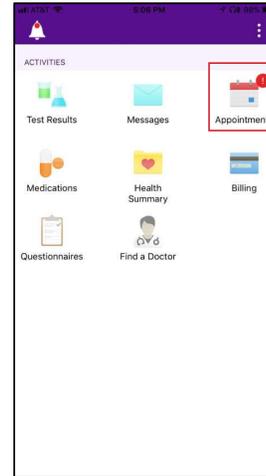*If you need technical support, please call 1-866-262-6458 from 8:00 AM – 8:00 PM.*
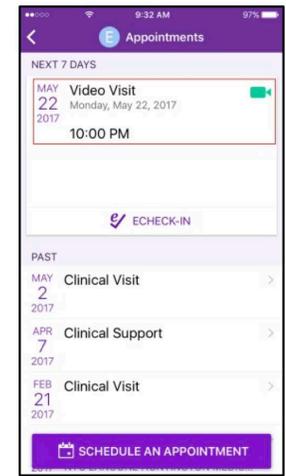
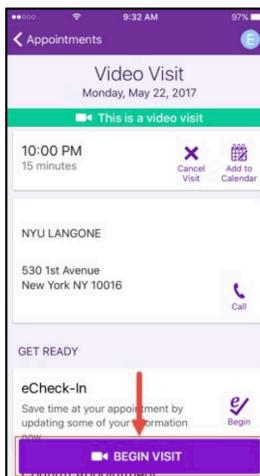**1** Log in to your NYU Langone Health app.

2 From the home page, click the Appointments icon.
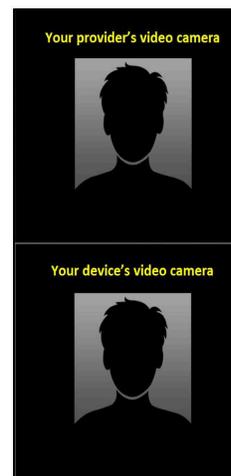

3 Select your Video Visit appointment.

4 At the bottom of the screen, select Begin Visit.

5 Once you are connected to the Video Visit, you will be placed in the virtual waiting room.

In the bottom portion of your screen, you will see your device's video camera displayed.

6 Once your provider has connected, you will see their video camera on the top portion of your screen.

Rotate your device 90 degrees to make your provider's image more prominent on your screen.