



## Video visit instructions for using a computer

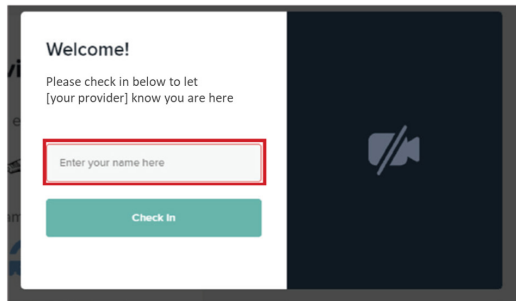
- For new appointments, please call your practice to schedule an appointment.
- For existing appointments, the practice will call you to change your appointment to a virtual care option.

### For a successful visit:

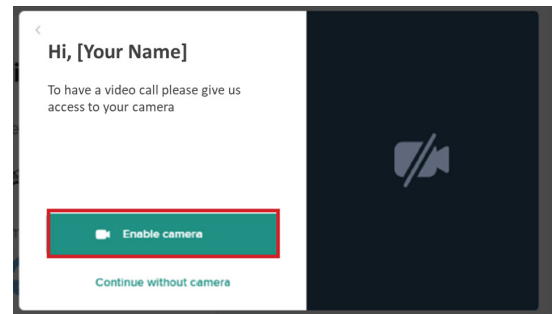
- Before your video visit, the practice will call you to prepare you for the visit. They'll also make sure you have the link you need to access your video visit.
- Please have medicine bottles with you at time of visit.
- If you have a BP Cuff/Scale, please check blood pressure and weight prior to visit.
- Make sure your volume is turned up.
- Be prepared to reduce distractions and background noise.

1. Once you have received the link to your provider's waiting room via email, click on the link to access your video visit.

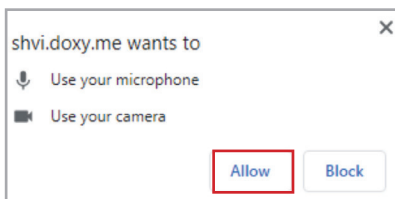
Enter your first and last name. Click **Check-in.**



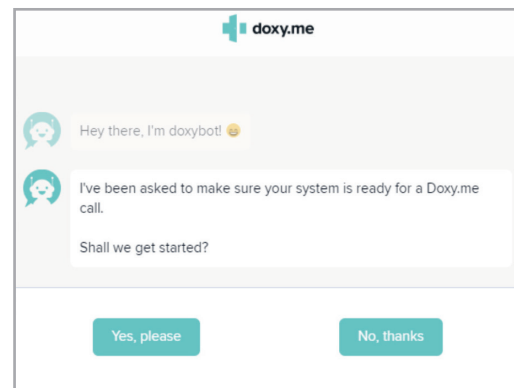
2. Select **Enable camera.**



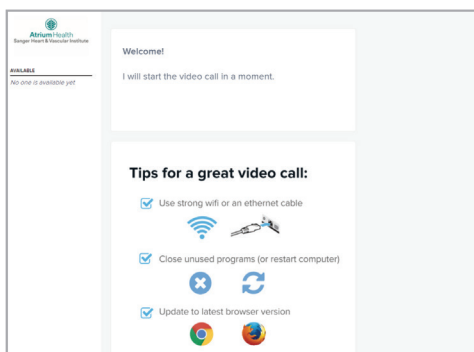
3. A pop-up screen will request access to your microphone and camera. Click **Allow.**



5. You will be walked through a few simple steps to make sure you are ready for your visit.



4. Your provider may not be available yet. If this is your first video visit, please complete a Pre-Call Test.



**Please call your practice if you have any questions.**



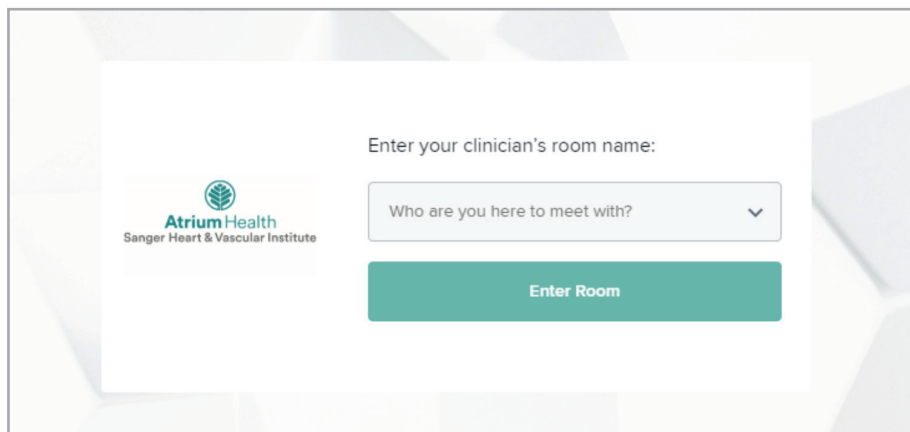
## Video visit instructions for using a computer

### Additional instructions if you are unable to access email or text message link

#### Using a browser to connect to your visit

1. If you are unable to access your email or text messages at the time of your visit, please open a browser such as Google Chrome or Safari. Type in [shvi.doxy.me](https://shvi.doxy.me).

You will be taken to the login page.

A screenshot of the Atrium Health login page. The page has a white background with a light gray border. On the left side, there is the Atrium Health logo, which consists of a green leaf icon above the text "Atrium Health" and "Sanger Heart & Vascular Institute". In the center, there is a form with the text "Enter your clinician's room name:" above a text input field. Below the input field is a dropdown menu with the text "Who are you here to meet with?" and a small downward arrow icon. Below the dropdown menu is a green button with the text "Enter Room".

2. Click the drop-down arrow to search for your provider. Click on your provider's name and select **Enter Room**. You can search for your provider by typing their last name or scrolling through the list.

**Please call your practice if you have any questions.**