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:

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**.

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

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

Please call your practice if you have any questions.
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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.

   You will be taken to the login page.

   ![Login Page]

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.

   ![Drop-down Arrow]

Please call your practice if you have any questions.