

# Connect



Patient Portal



## Starting a Video Visit via a Smartphone or Tablet

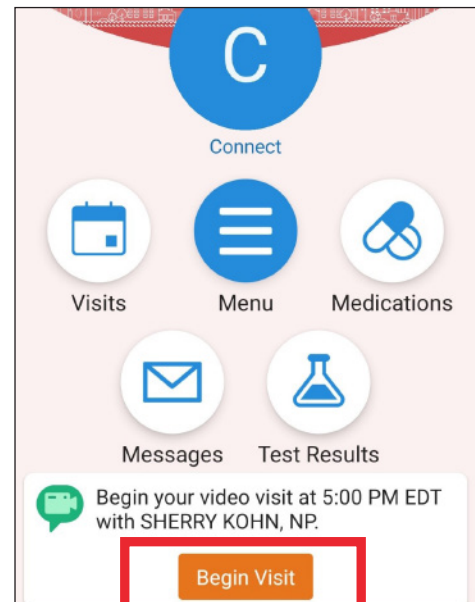
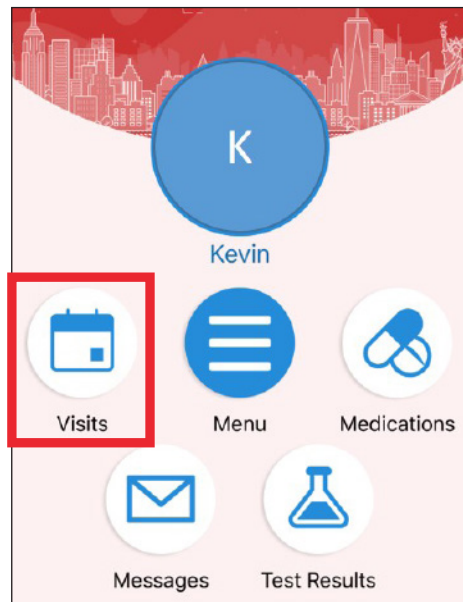
### IMPORTANT NOTICE

Please ensure you have completed the following steps prior to your scheduled Video Visit:

1. Download the ZOOM Cloud Meetings app  by searching “ZOOM” within the App Store or Google Play
2. Download the MyChart app  by searching “MyChart” within the App Store or Google Play
3. Once in MyChart, search for “Connect” and select your healthcare provider. **If you need to create an account, please reference the “Creating an Account” patient guide.**

### STEP 1:

Log into your Connect account and select “Visits” or “Begin Visit” for your upcoming appointment



For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit [MyConnectNYC.org](https://MyConnectNYC.org)

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## Patient Portal



Weill Cornell  
Medicine



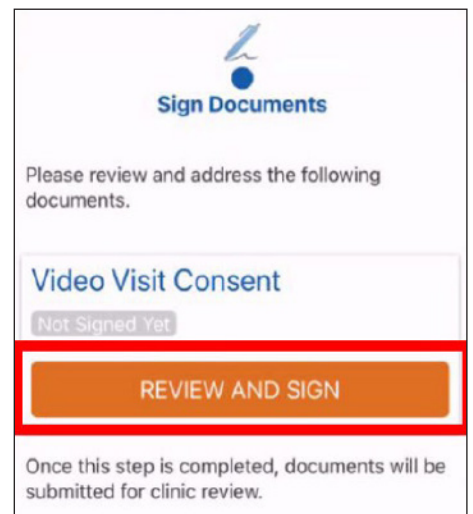
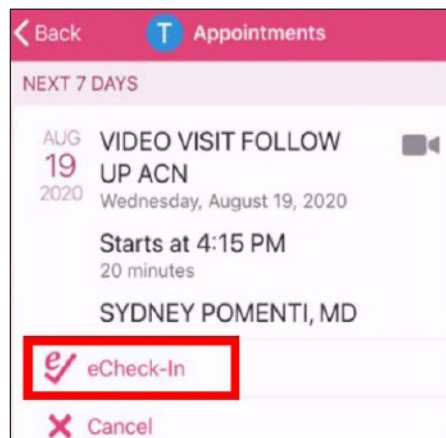
NewYork-  
Presbyterian



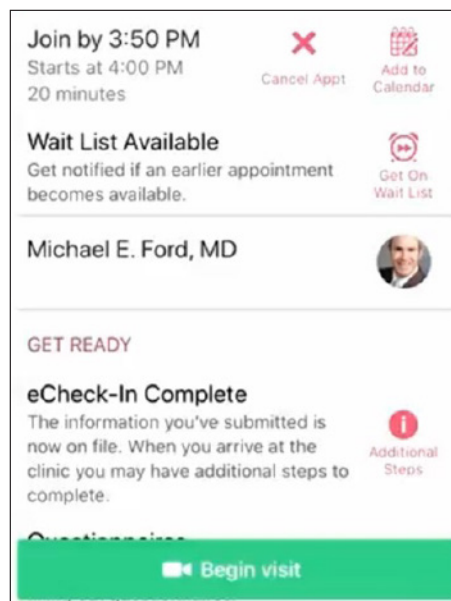
COLUMBIA

## Starting a Video Visit via a Smartphone or Tablet

**STEP 2:**  
Complete the  
“eCheck-in” process



**STEP 3:**  
Click the “Begin Visit” button at  
the bottom of your screen



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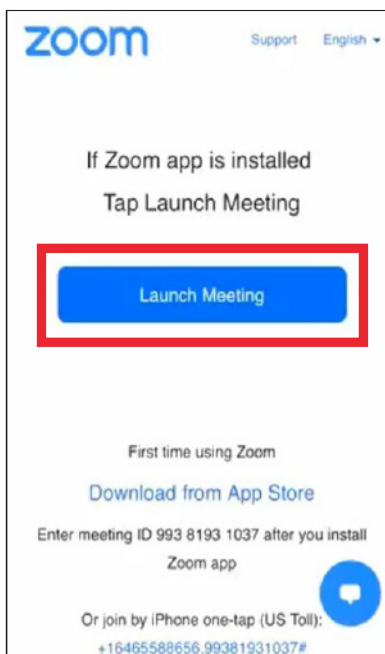
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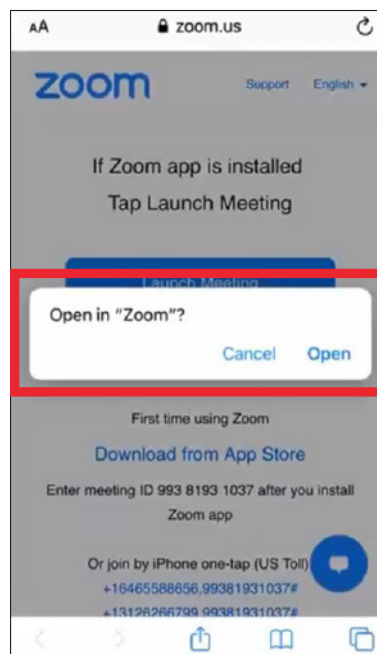


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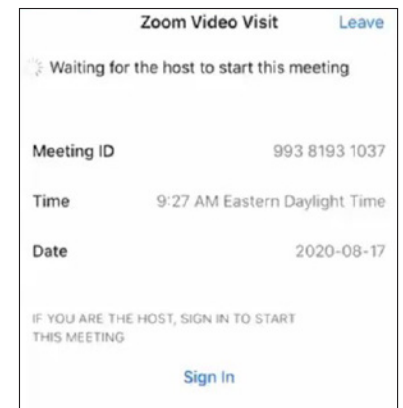
**STEP 4:**  
Click on “Launch Meeting”



**STEP 5:**  
Select “Open”



**STEP 6:**  
Please wait until your provider joins the session



### FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- We encourage you to join your Video Visit 10-15 minutes prior to your scheduled time
- If you minimize the app during your visit, the camera will pause but the microphone will still be on
- If your connection gets lost, you can restart the video by selecting the appropriate appointment and clicking “Begin Visit”

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