



Preparing for your Video Visit: before your visit

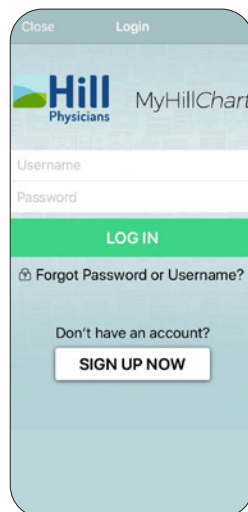
Before you schedule or begin your Video Visit, it's important that you complete any required set up and have the necessary technology for an optimal experience. Please follow the steps below to ensure you are ready for your upcoming Video Visit.

Set up your accounts and apps

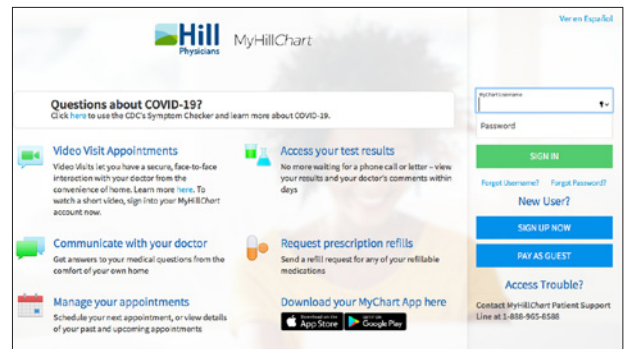


1. Activate your MyHillChart account. Visit [MyHillChart.com](https://myhillchart.com) and **click Sign Up Now**. If you are using a mobile device, download the MyChart mobile app, select "Hill Physicians" as the organization and **click Sign Up**.

2. Download VidyoConnect. VidyoConnect will be used by MyHillChart for your Video Visit. Mobile and desktop users, visit <https://hpmg.health.vidyoconnect.com> and click Download. Follow the prompts to complete the installation. Once downloaded, close out of the application.

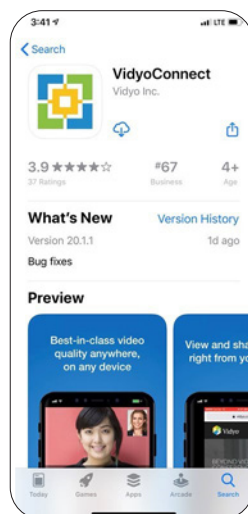


MyHillChart



Desktop

Mobile



VidyoConnect



Desktop

Mobile

Use a recommended device

A smartphone or laptop or desktop computer with a webcam, speakers and a microphone are required for a Video Visit.

Smart devices

Google Pixel 2, Pixel 2 XL

HTC 10

LG Nexus 5X

Motorola Nexus 6

Samsung (Android OS 7 or higher) Galaxy S7, S8, S9, S10, Tab S2 tablet

Apple iPhone (iOS 11 or higher) 6S/6S Plus, 7/7 Plus, 8/8 Plus, X, XR, XS/XS Max, 11, 11 Pro/11 Pro Max, SE (2nd Gen)

Apple iPad Air, Air 2, Mini 3, Mini 4, Pro, 6

External webcams

Logitech B910 HD, C170, C270, C310, C525, C615, C910, C910HD Pro, C920, C930e, HD Pro C920, HD Webcam C270, BCC950 ConferenceCam, CC3000e ConferenceCam, Group ConferenceCam

Sony PTZ Pro 2 SRG-120DU 1080p60 PTZ camera

Marshall Electronics CV610-U3-V2 Camera

Headsets

Jabra Easygo Bluetooth Headset, US Voice 550a MS

Logitech USB Headset H390, B530, H540

Microsoft LifeChat LX-3000

Plantronics 520 Blackwire Headset, C720 M, Voyager Legend

External speakers

ClearOne Chat 60 personal speakerphone, Chat 150

Logitech GROUP Vidyo Conferencing System

Phoenix Quattro 3

Yamaha PJP-20UR

Make sure you have a connection

High-speed internet access, Wi-Fi or strong 4G is required.

Please contact our MyHillChart support team at (888) 965-8588 if you need technical assistance.