

## PATIENT INSTRUCTIONS FOR VIRTUAL VISITS **Mobile Device**

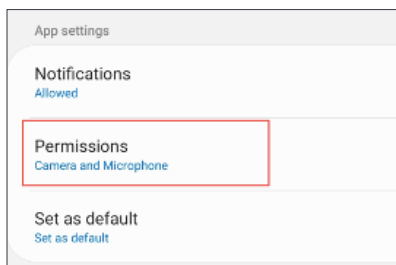
Once you have scheduled a virtual visit, you will need to prepare your mobile device with the right app, permissions, and settings to ensure successful audio and video connections. We recommend using one of the following browsers: Google Chrome, Apple Safari, or Microsoft Edge. Internet Explorer is not a compatible browser.

1. Download the myACPNY app from the Apple App Store or Google Play store on your mobile device. Look for this icon.

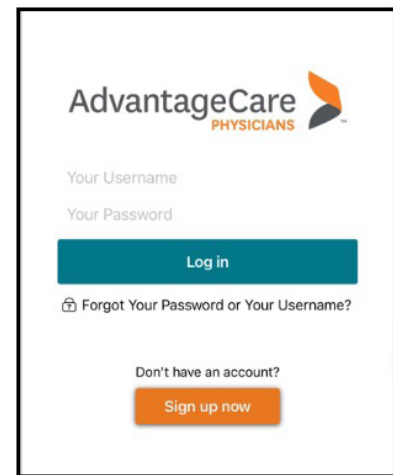


myACPNY

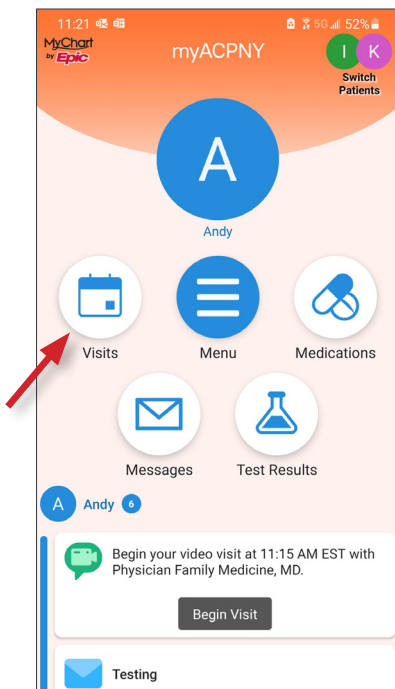
Note: Check your app settings to ensure the myACPNY app has access to your microphone and camera. This is very important for conducting virtual visits.



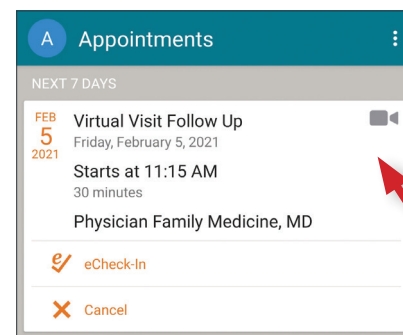
2. Launch the myACPNY app and log in with your username and password. You may check in for your appointment up to 30 minutes before it begins.



3. Click on the **Visits** icon.

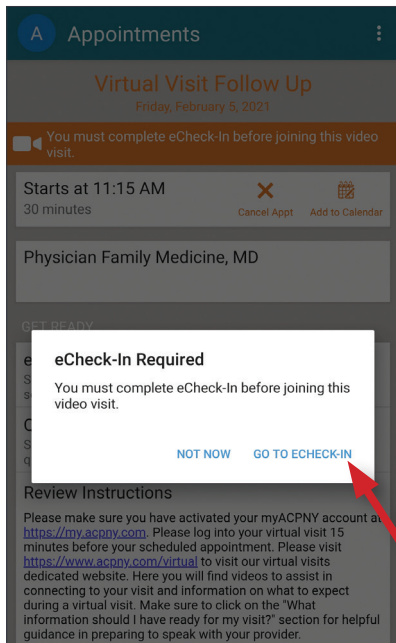


4. You will see your scheduled visit, indicated by the video icon. Click on your **Appointments** tile.

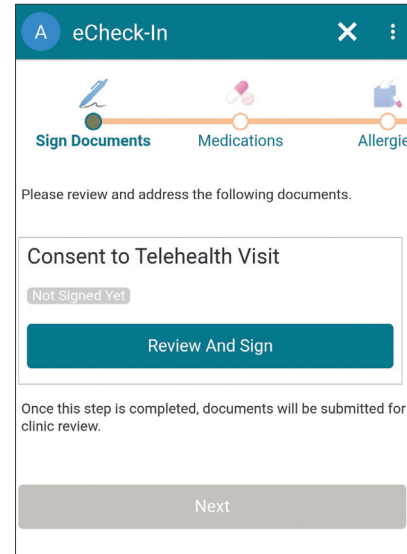


# VIRTUAL VISITS: MOBILE DEVICE

5. You will now be prompted to begin the eCheck-In process. Click on **Go to eCheck-In**.

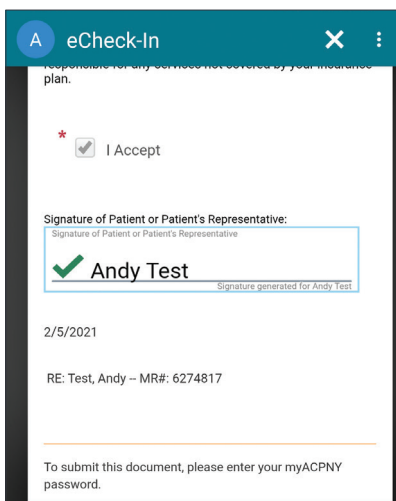


6. You must complete all eCheck-In steps, including signing all documents, to receive telehealth services from AdvantageCare Physicians.

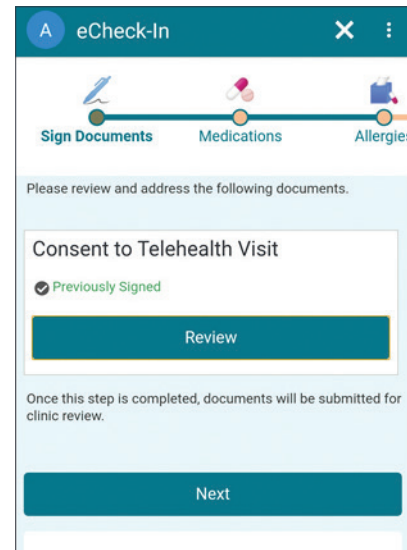


7. To sign all documents:

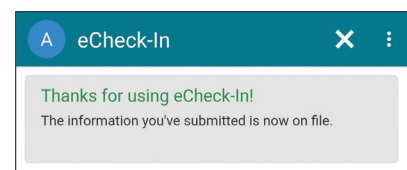
1. Click the **Review and Sign** button for each document.
2. Review the document.
3. Tap the signature field to sign.
4. Enter your myACPNY password.
5. Click **Continue**.



8. Complete the remaining steps of the eCheck-In process. Then click **Submit**.

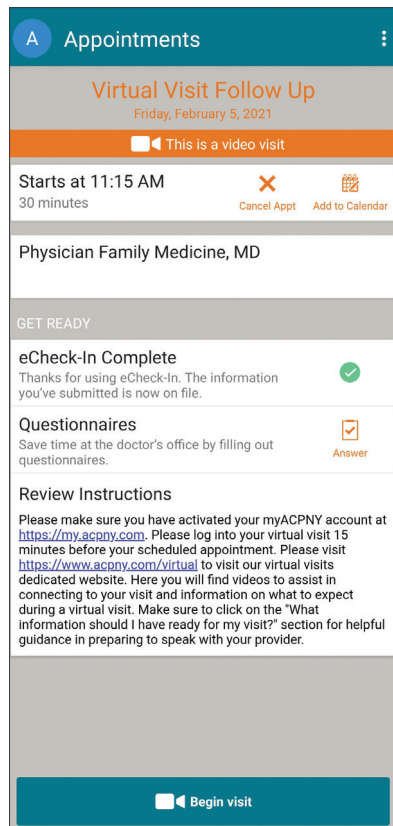


Click on the **X** to exit the eCheck-In process.

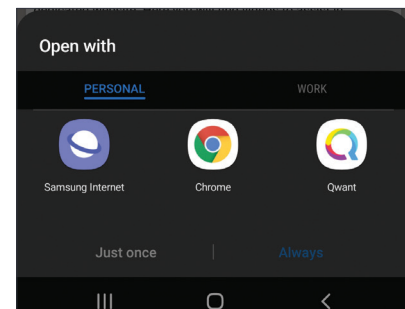


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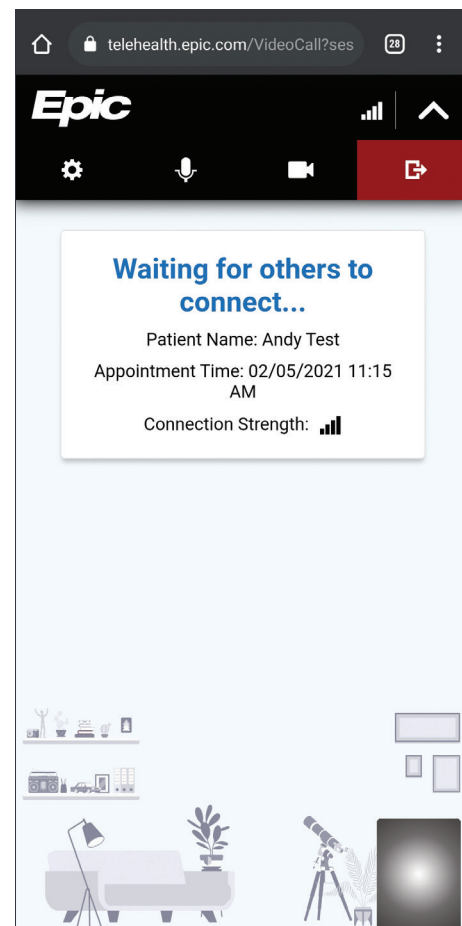
9. You are now ready to begin your virtual visit by clicking **Begin visit**.



10. You will now be prompted to open a browser. Select your browser.



12. You are now connected and will see this message: "Waiting for others to connect..." Please wait for the provider to join. After the provider has joined, you may conduct your virtual visit.



11. To test your hardware, ensure your camera, microphone, and speakers are turned on. Then select **Join Call**.

## Video Preview

