

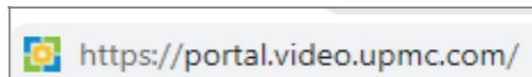
Video Visits Using Vidyo

For Laptops and Desktops

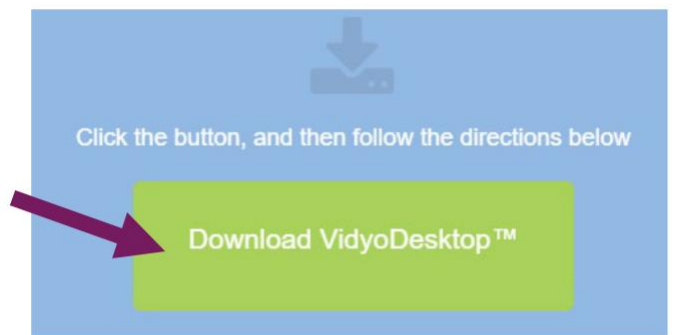
A provider may want to visit with you by video using software called Vidyo. Vidyo is HIPAA-compliant software that is different from the MyUPMC and UPMC AnywhereCare apps, but offers similar services.

How to Prepare:

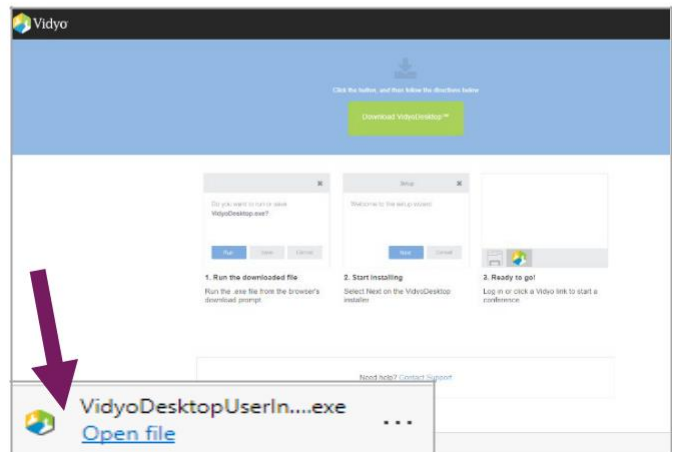
1. Open an internet browser and navigate to **portal.video.upmc.com**



2. Click on **“Download VidyoDesktop”**

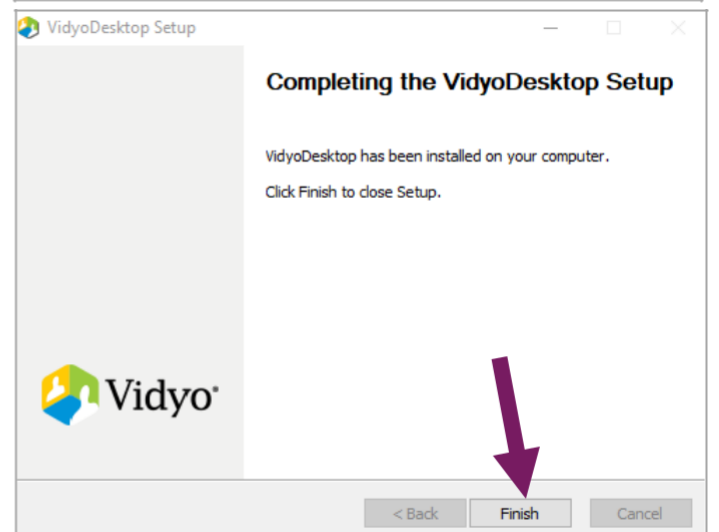
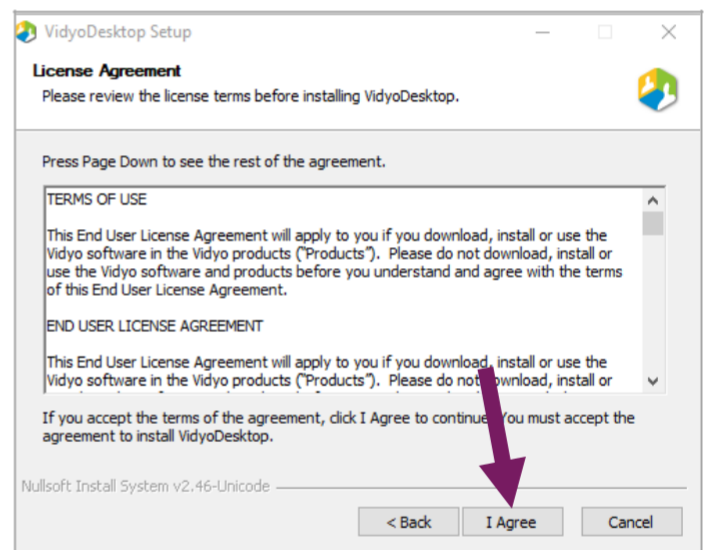
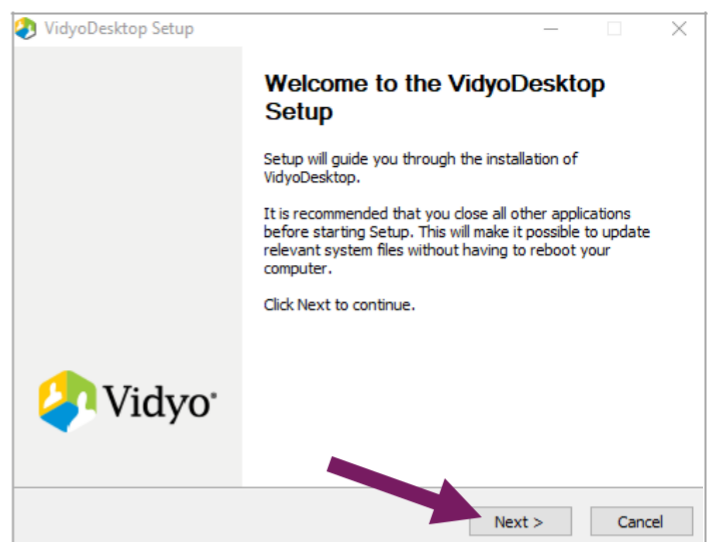


3. Click on **“Open File”**



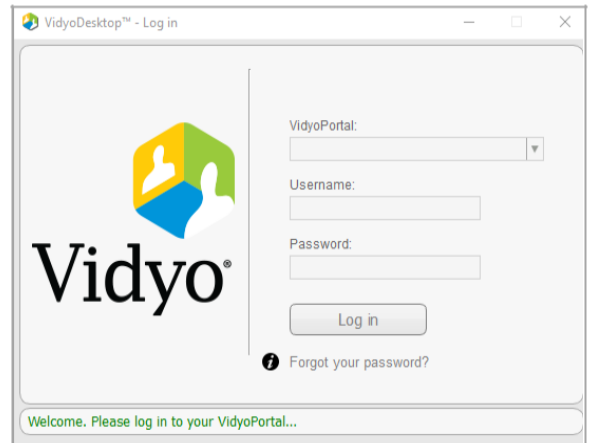
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5. Navigate through the setup wizard by selecting “Next” → “I Agree” → “Finish”

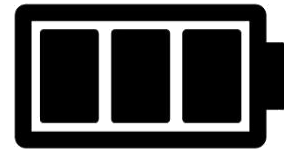


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6. The Vidyo software will automatically open and prompt you for a VidyoPortal, Username and Password. **Leave these fields blank and close the software.**



7. **Approve all requests** for Vidyo to access your camera, microphone, calendar, etc.
8. Make sure your device is **fully charged** to ensure enough battery life for the entire video visit.



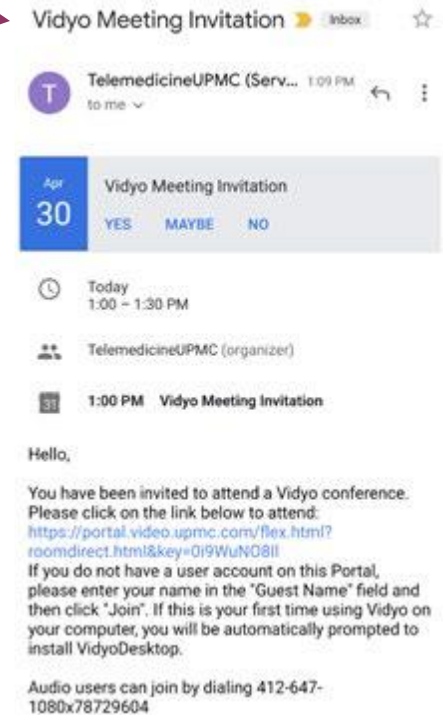
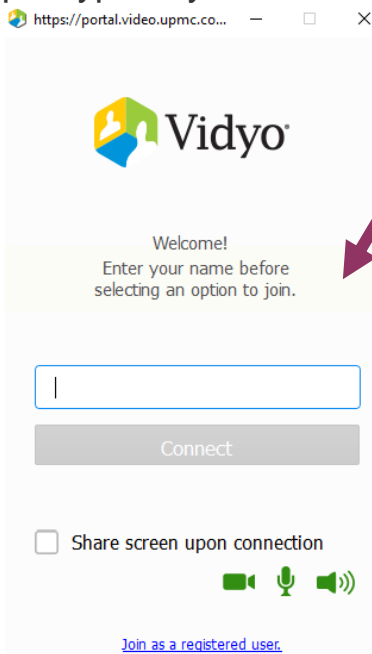
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How to Have a Video Visit:

1. When a video visit is required, **you will receive an email** at the address your provider has on file.
 - If you do not see an email for a Vidyo meeting in your inbox, check your spam folder.

2. Clicking the link in the email will take you to a “sign in” popup. Type in your name then click **“Connect.”**



3. A Video window will open and you will see your provider on the screen

- It is black in this example but once the provider joins you will see them on the screen.

