

# Video Visits Using VidyoMobile

A provider may want to visit with you by video using a mobile app called VidyoMobile app.

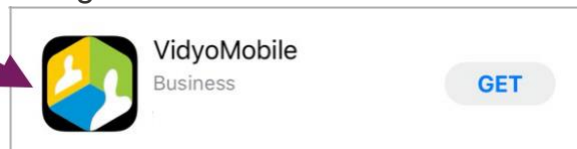
VidyoMobile is a HIPAA-compliant mobile app that is different from the MyUPMC and UPMC AnywhereCare apps, but offers similar services.

## How to Prepare:

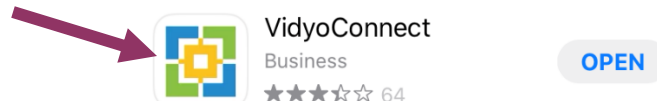
1. Go to your mobile app store (Google Play or App Store)



2. Download the VidyoMobile app if using an iPhone.

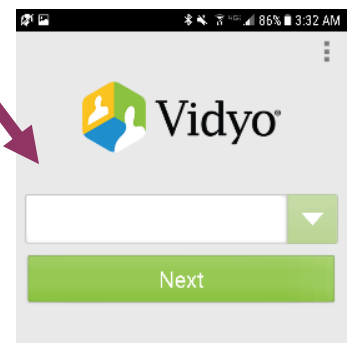


3. Download the VidyoConnect app if using an Android



4. Do not open the app.

- If you do open the app, you will be prompted for a portal name. **Leave this field blank and close the app.** Portal names are only required for provider access.



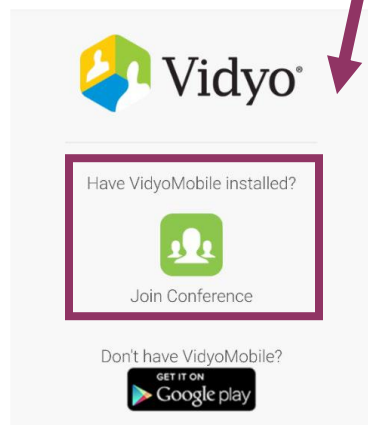
5. **Approve all requests** for VidyoMobile to access your camera, microphone, calendar, etc.
6. Make sure your device is **fully charged** to ensure Enough battery life for the entire video visit.
7. If you need to have your visit on a computer rather than a mobile device, ask your caregiver for instructions.

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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 **VidyoMobile**. If you have already downloaded the VidyoMobile app, click on **“Join Conference.”**



- If you have not already downloaded the app, you can do so by clicking on the Google Play or App Store icon – **See “How to Prepare”**

3. After downloading, **DO NOT open the app**. Return to the original email link to access your appointment.

4. Enter your name and click on **“Join”**

5. Your visit will now begin.

