

Joining Virtual Visits through the MyChildren's Patient Portal

Boston Children's and Franciscan Children's Portal Users



Virtual visits use live videoconference technology to connect you to your clinician through Zoom software. Once your virtual visit has been scheduled, follow these steps to access your appointment.

Note: If you do not have a MyChildren's portal account, you will receive an email with a Zoom link one hour before the visit.

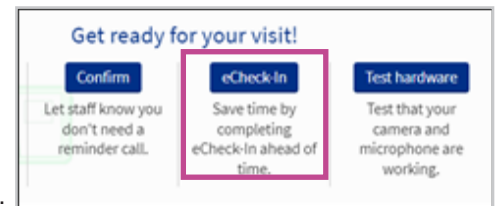
Prepare for your virtual visit

Install the Zoom software to your device.

- For desktop and laptop computers, install **Zoom client for meetings**. Select zoom.us/download to download.
- For mobile devices and tablets (Apple and Android), install **Zoom mobile apps**. Follow the prompts to download and once the download is complete, open and run the application, or if prompted, select **Launch Application**.

eCheck-In for your visit

- Once your appointment is scheduled, you will receive a message in MyChildren's with appointment details.
- Check your email to eCheck-In and sign required documents for your visit up to 7 days before your virtual visit.
- You can complete eCheck-in by selecting **Check in Online** from that email or you can check in directly from MyChildren's if you log in and select the **Visits** tab from the main menu. Under **Upcoming Appointments**, you can select **eCheck-In** and follow the steps from there.



Inviting another guest to your virtual visit

- From the portal main menu, select the **Visits** tab.
- Select **Details** for your upcoming appointment.
- Select **View and invite participants** and you will be prompted to enter an email address for the guest, and they will receive an email with a link to join the visit as a guest.

On the day of your virtual visit

Reminder: complete your eCheck-in to join the virtual visit.

- **Join by email:** Select **Join video visit** 15 minutes before your appointment from your email.
- **Join by MyChildren's:** Login to your MyChildren's account 15 minutes before your visit begins, select the **Visits** tab from the main menu. Under **Upcoming Appointments**, select the **Join video visit**.
- Zoom will launch and you will join a virtual waiting room while your provider prepares for the visit. When your provider joins, your virtual visit will begin.

