

# Connect

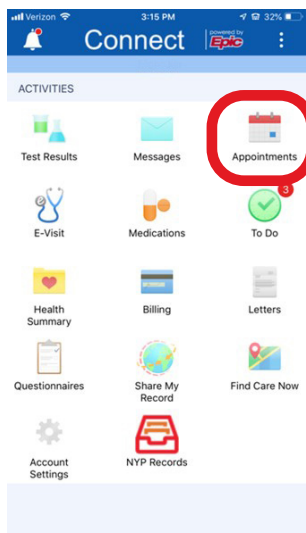
## Patient Portal



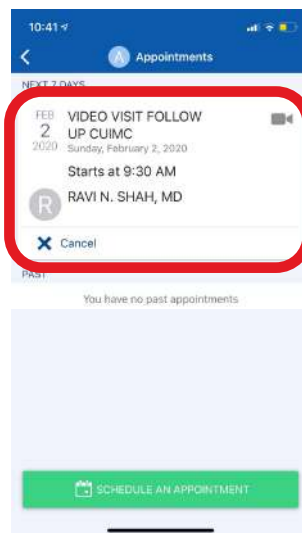
## Starting a Video Visit via Smartphone

Download the MyChart app  by searching “MyChart” within the App Store or Google Play. Once in the MyChart app, search for “Columbia University Irving Medical Center Connect”.

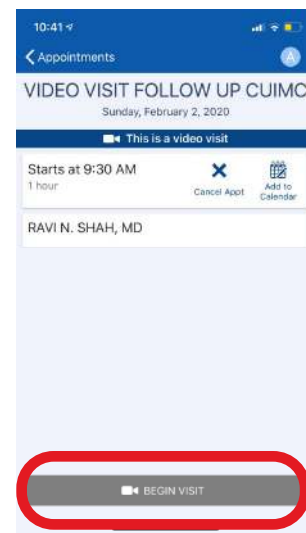
**Step 1:** Log into your Connect account and click “Appointments”



**Step 2:** Click on the appropriate Video Visit appointment



**Step 3:** Once green, click the “Begin Visit” button at the bottom of your screen



**\*Do not click on the Stethoscope “E-Visit” icon as this is an entirely different tool and is not used for video visits**



### FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- Make sure you are using the latest version of the app on your phone or tablet
- You, or your physician, can start the video visit up to 15 minutes prior to the scheduled time
- If you minimize the app during your visit, the camera will pause but the microphone will still be on
- If your connection gets lost, you can restart the video visit by following steps 1 through 3 listed above

**For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit [MyConnectNYC.org](https://MyConnectNYC.org)**