

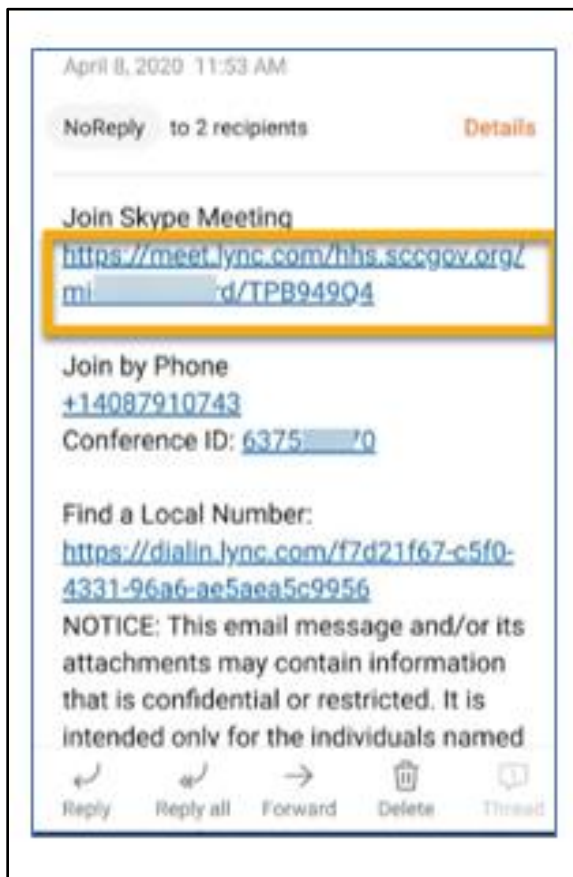
Joining a Skype video visit can be done from your video enabled smart phone, tablet or computer. Your device must have a working camera.

### PREPARE YOURSELF AND YOUR SURROUNDINGS FOR A GREAT VIDEO VISIT:

- Choose a location where you will have privacy.
- Minimize distractions and interruptions from visitors, children, pets, etc.
- A good Wi-Fi connection is recommended.
- If you choose to use a cellular connection, data usage rates may apply
- Turn off or mute anything that might cause background noise so you and your provider can hear one another.
- Free up bandwidth on your network by avoiding the use of online services such a video streaming, gaming and other online resources. This will allow for a better quality video visit.

### JOINING A SKYPE VIDEO VISIT FROM YOUR SMART PHONE OR TABLET:

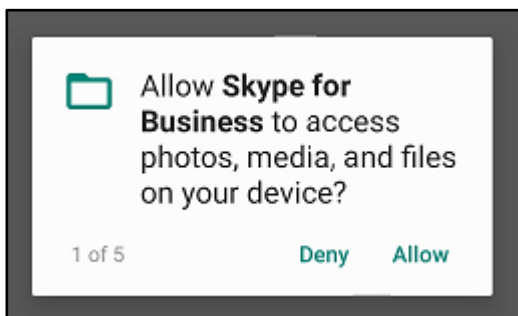
1. From your mobile device, open the Video Visit email from **hhs.noreply@hhs.sccgov.org**.
2. From within the email, click the link below “**Join Skype Meeting**” to join the visit



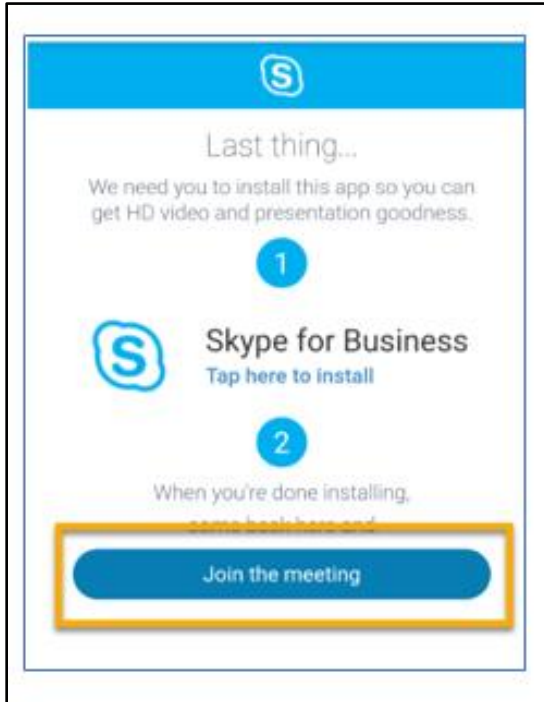
3. If you do not have the Skype app, you will be prompted to install it
  - You may need to download the free Skype app but will **not be required** to create an account and may join as a guest
4. To install the app, click “**Tap here to Install**”



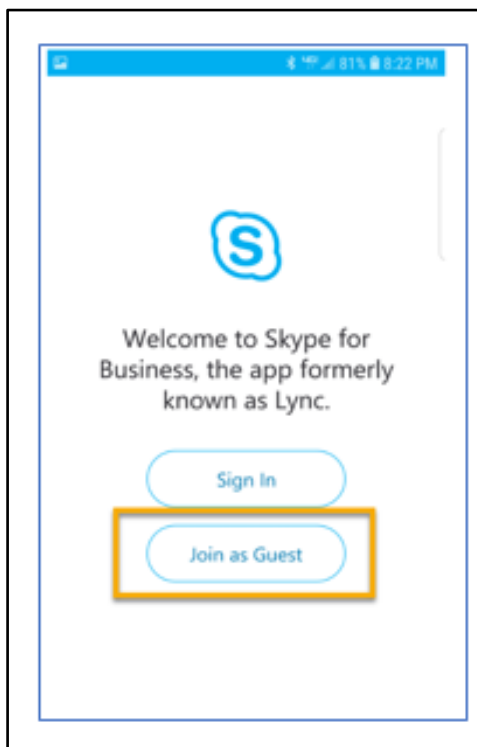
5. Do **NOT** open the app, close the screen.
6. Click Join the Meeting.
7. Select Allow to enable the app to work—there will be 5.



8. Once the app has installed, press **“Join the Meeting”**



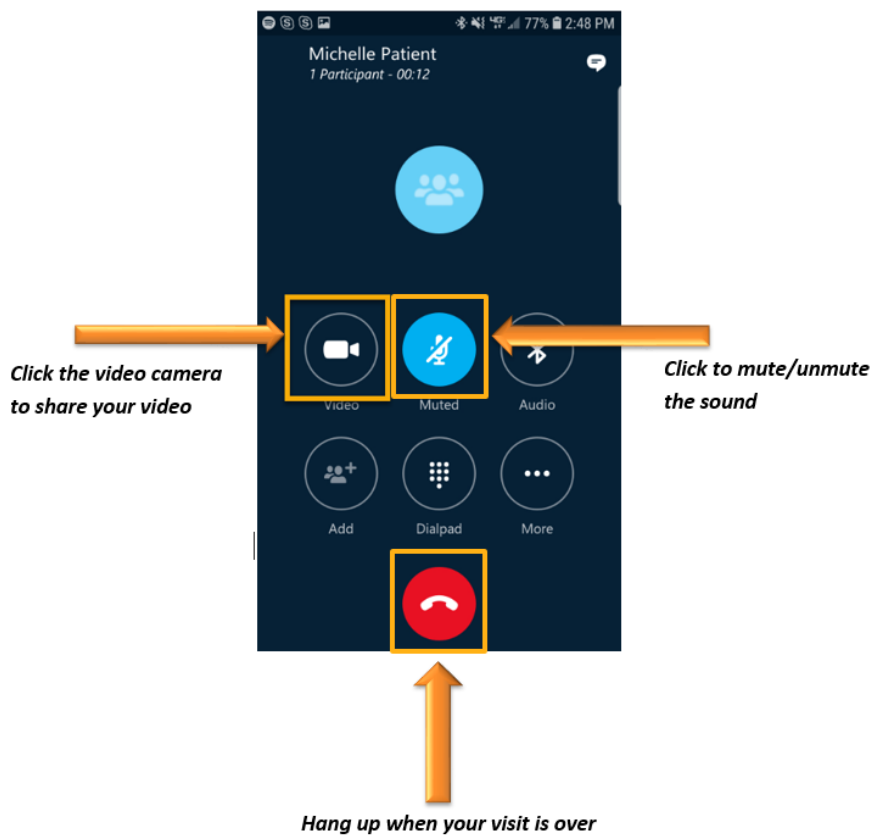
9. From within the app, click **“Join as Guest”** or **“Sign In”** if you have an account



10. Type your name and click the arrow to move to the next screen

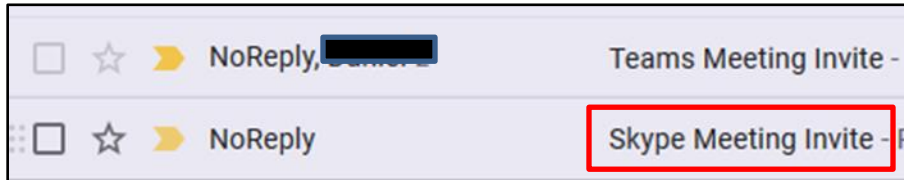


11. You will now join the meeting:

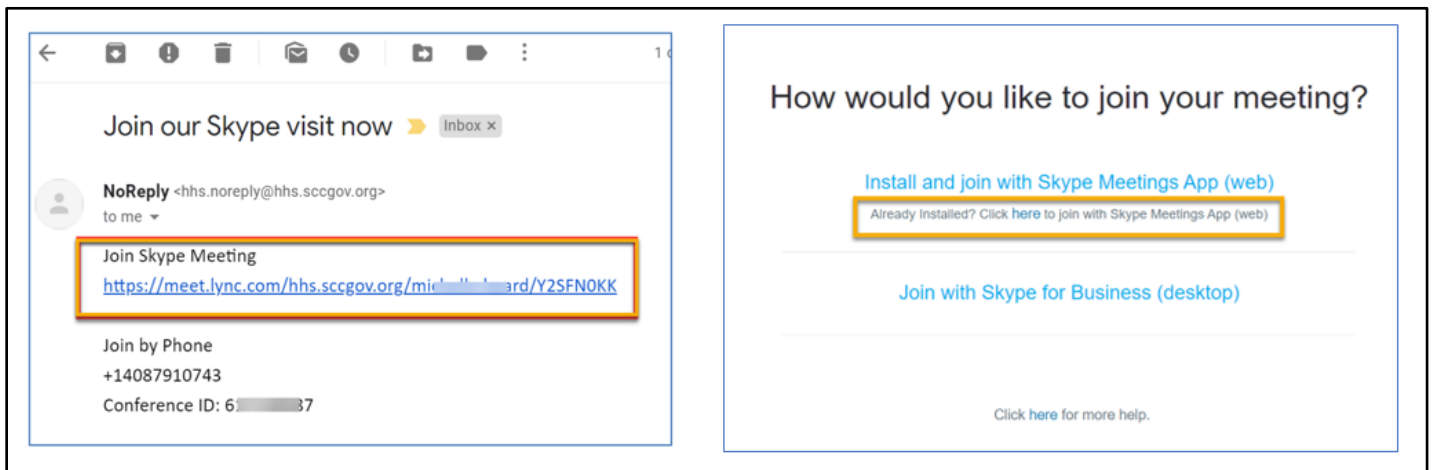


### JOIN A SKYPE VIDEO VISIT FROM A TABLET OR COMPUTER:

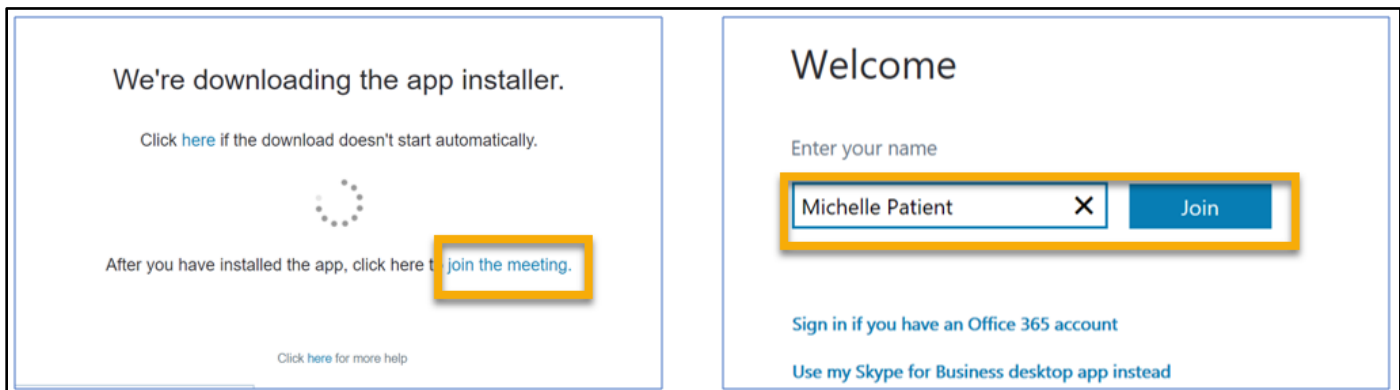
1. From your computer or tablet, open the email from [hhs.noreply@hhs.sccgov.org](mailto:hhs.noreply@hhs.sccgov.org)



2. Click the link in the email to “Join Skype Meeting”
3. Click to join with Skype Meetings Apps (web)
  - Follow your browser instructions to launch Skype



4. Click “Join the Meeting”
5. Type your name and click “Join”



# Skype Video Visit

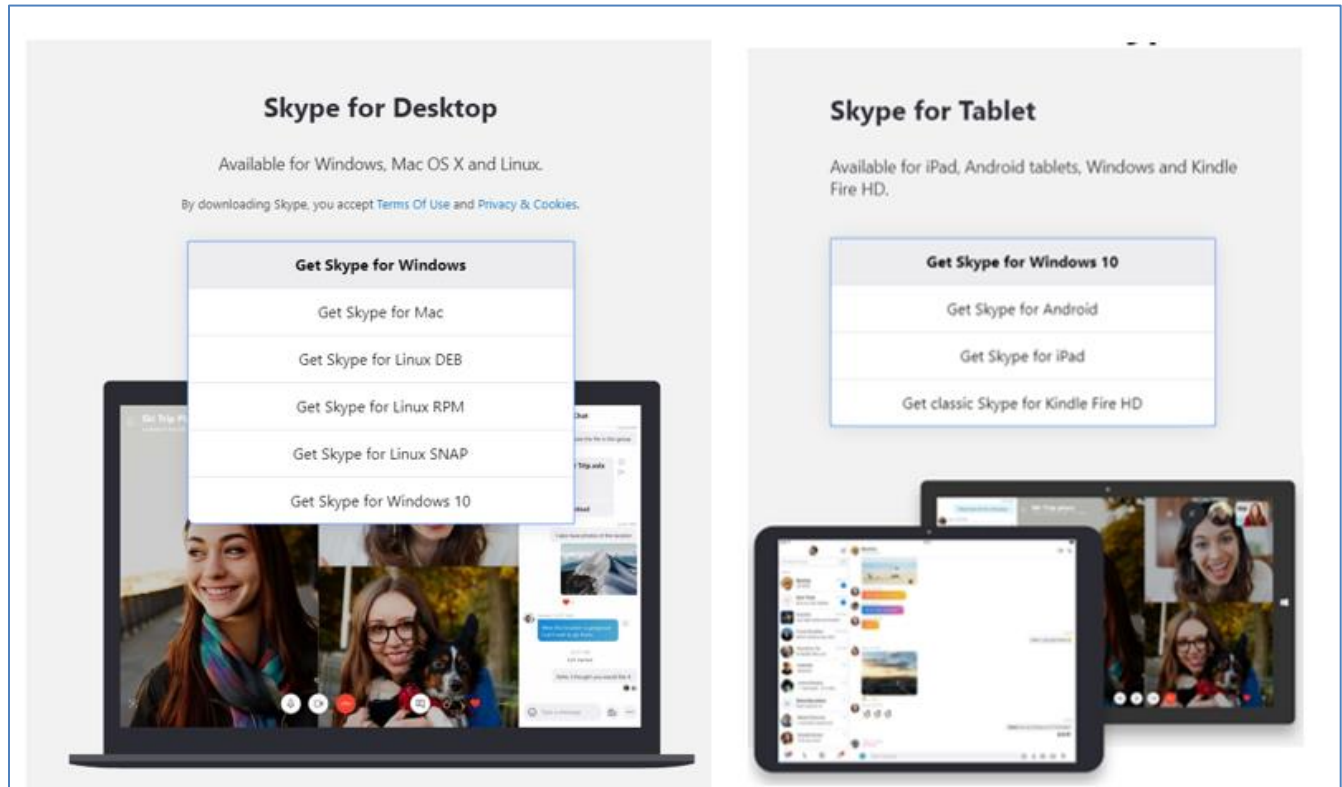
Patient Information

The image shows a screenshot of a Skype video visit interface. On the left, a cartoon doctor with glasses and a stethoscope is visible. On the right, a placeholder for the patient's video is shown with the text "You'll see your image here" and a name "Michelle Pat..." with "GUEST" below it. Below the video area is a yellow status bar with the text "Your audio is connected through your computer." and a button "Switch audio to my phone". Below that, it says "Your mic is muted." At the bottom is a black control bar with icons for chat, video, mute, screen share, and hang-up. Three orange arrows point from the control bar to instructional text: one to the video icon, one to the mute icon, and one to the hang-up icon.

**Click the video camera to share your video**

**Click to mute/unmute the sound**

**Hang up when your visit is over**



## Getting myHealth Online Help

We've made getting help for myHealth Online fast and easy



### **24/7 Phone Support**

If you need more help or additional support and want to talk to a live person, we are here for you. Just call 1-888-334-1000 and your call will be answered by someone who can help you with any myHealth Online issues.



### **Email Support**

If you have a question about your account or technical issue but don't have time to get on the phone? Send us an email @ [myhealthonline@hhs.sccgov.org](mailto:myhealthonline@hhs.sccgov.org) and we'll get back to you with a solution as soon as we can.