

# Accessing Your mySaintLuke's Account



## Password Reset

If you have a mySaintLuke's account, but are having trouble logging in, you will need to reset your password. If you're not sure of your username, start by clicking on "Forgot Username?"

Click "Forgot Password?" You will need your username, ZIP code, and date of birth to reset your password.

Then proceed to "Preparing for Your Virtual Visit."

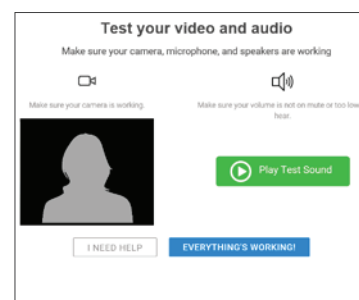
## Accessing your visit on a mobile device

(preferred method via smartphone or tablet):

Make sure you're set up to begin virtual visits.

1. From the device you'll be using, [click here](https://health.mdliveconnect.com/av-check/st_lukes) to confirm that your camera, microphone, and speakers are working. ([https://health.mdliveconnect.com/av-check/st\\_lukes](https://health.mdliveconnect.com/av-check/st_lukes))

2. Click "Everything's Working" button at the bottom



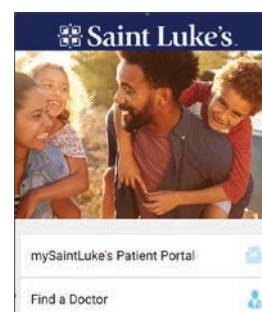
## Up to seven days prior to visit

### eCheck-In

Open the SaintLukesKC or myChart app.

(New users: you downloaded the SaintLukesKC app on page 1.)

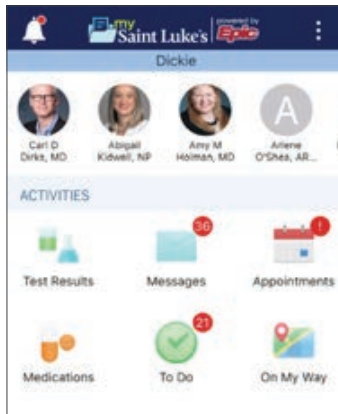
1. Click the mySaintLuke's Patient Portal button and enter your username and password.



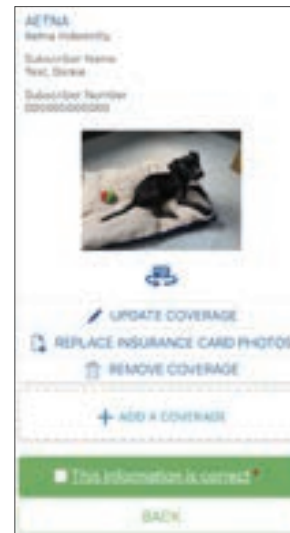
# Preparing For Your Virtual Visit



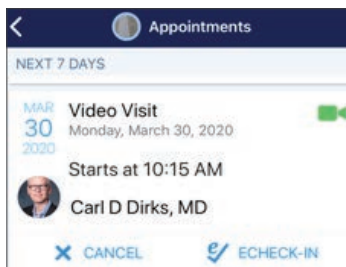
## 2. Go to Appointments.



- b. Electronically sign any documents or consents you may need to sign. Click Next.
- c. Verify your insurance information by clicking "This information is correct." If no insurance information is present, click "Add a coverage." Then Click Next.



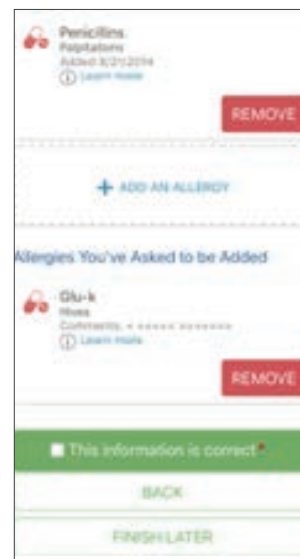
## 3. Locate the video visit and click eCheck-In.



- d. Next, verify your current allergy list by clicking "This information is correct." If allergies need to be added, click "Add Allergies," and type in the name of the allergen. Once accurate, click "This information is correct," then Click Next.

## 4. Follow the steps below to complete the eCheck-In process.

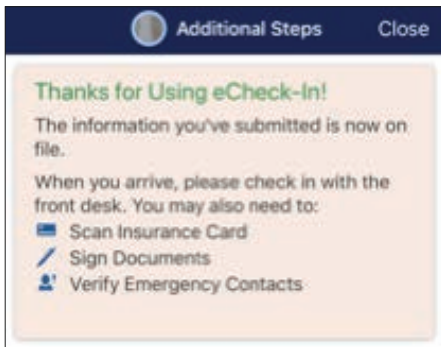
- a. Verify your personal information by clicking "This information is correct." Click Next.



- e. Next, verify your medication list. You can remove medications by clicking "Remove." If you need to add medications, you can do so by clicking "Add Medication." Once updated, click "This information is correct," then Click Submit.

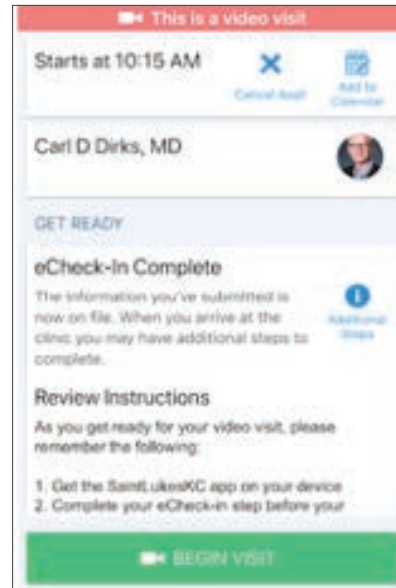


- f. You will get a prompt saying, "Thanks for Using eCheck-In!" Click Close.

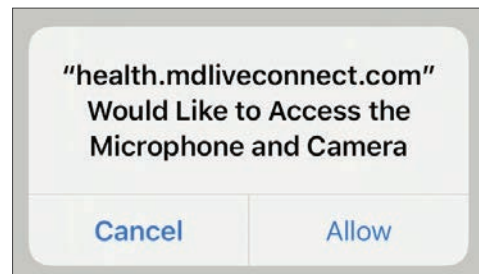


## 10 minutes prior to visit

6. Click "Begin Video Visit."



7. Click "Allow" to allow your microphone and camera to activate.



8. Wait for your care team to connect. If you do not see yourself on the screen, please refer to the "troubleshooting" section (pages 6-7 of this document).

**While connecting with your provider, if your screen freezes or you are interrupted, press your browser refresh button.**

9. Control the video visit:

You can pause the visit by clicking the pause icon. Pausing the visit pauses both the video and audio so your care team cannot hear or see what you're doing.

# Preparing For Your Virtual Visit



## Accessing your visit on a desktop/laptop computer

Make sure you're set up to begin virtual visits.

1. From your computer, [click here](#) to confirm that your camera, microphone, and speakers are working. ([https://health.mdliveconnect.com/av\\_check/st\\_lukes](https://health.mdliveconnect.com/av_check/st_lukes))

2. Click "Everything's Working" button at the bottom  
**Up to seven days prior to visit**

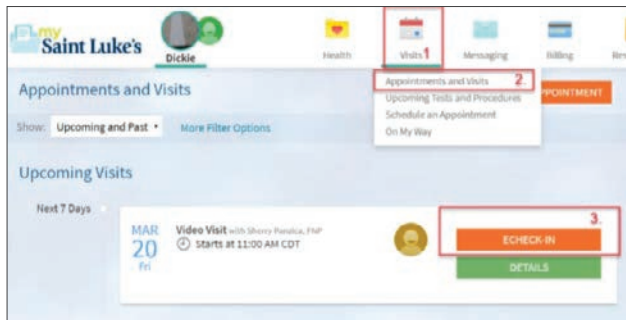
### eCheck-In

1. Google Chrome is the recommended web browser.

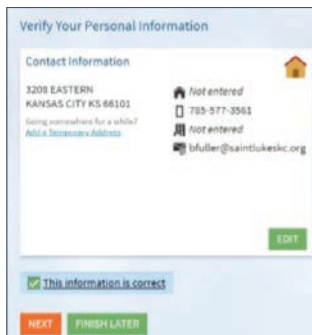
2. Log in to your mySaintLuke's account.  
Go to Visits>Visits & Appointments

2. Go to Appointments.

3. Locate the video visit and click eCheck-In. Follow the steps below to complete the eCheck-In process.



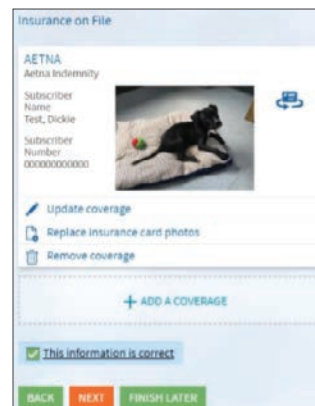
a. Verify your personal information by clicking "This information is correct." Click Next.



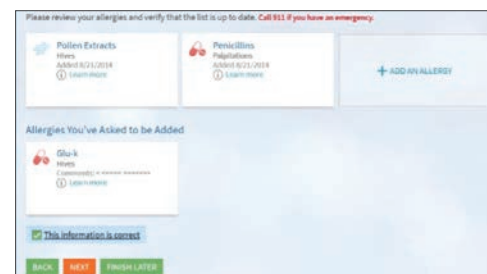
b. Electronically sign any documents or consents you may need to sign. Click Next.



c. Verify your insurance information by clicking "This information is correct." If no insurance information is present, click "Add a coverage." Then Click Next.



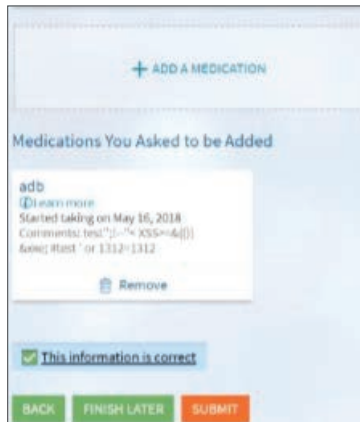
d. Next, verify your current allergy list by clicking "This information is correct." If allergies need to be added, click "Add Allergies," and type in the name of the allergen. Once accurate, click "This information is correct," then Click Next.



# Preparing For Your Virtual Visit



d. Next, verify your medication list. You can remove medications by clicking "Remove." If you need to add medications, you can do so by clicking "Add Medication." Once updated, click "This information is correct," then Click Submit.

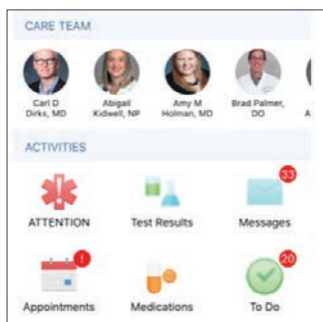


## To ensure a smooth connection, complete the following tasks:

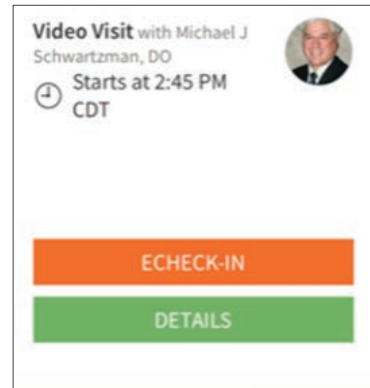
1. Google Chrome is the recommended web browser.
2. Set up a webcam. This can be a webcam that is part of your computer or a separate USB webcam.

## 10 minutes prior to visit

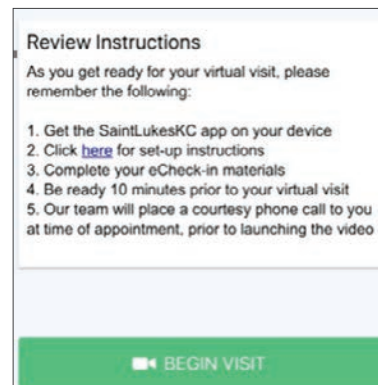
4. Test your connection at least 10 minutes prior to your first visit:
  - Log in to your mySaintLuke's account.
5. Connect to the video visit:
  - Go to Visits>Appointments and Visits.



- Locate the video visit and click Details.



- Click Begin Visit.



- Note: When it is time to connect to your video visit, an alert appears on your mySaintLuke's home page. You can also click on that link to begin.

- Wait for your care team to connect.

**While connecting with your provider, if your screen freezes or you are interrupted, press your browser refresh button.**

## 6. Control the video visit:

- During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting.
- You can pause the visit by clicking the pause icon. Pausing the visit pauses both the video and audio so your care team cannot hear or see what you're doing.

## iOS

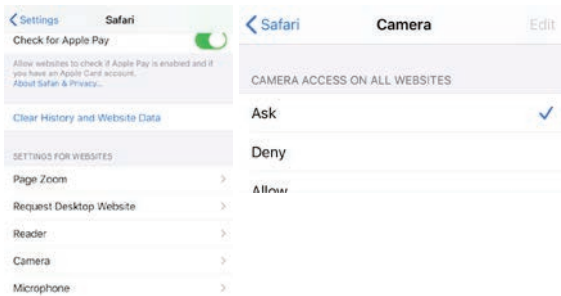
### 1. Make sure your SaintLukesKC app settings are turned on for both the camera and mic.

- Go to Settings>SaintLukesKC>Turn both your camera and microphone settings to "On."



### 2. Make sure you have your camera settings on to "Ask" or "Allow" for the Safari Web Browser

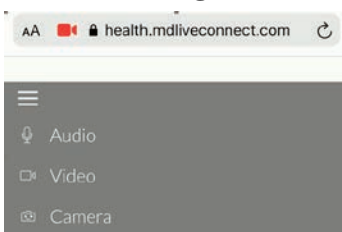
- Go to Settings>Safari>Camera>Ask
- Go to Microphone>Ask.



- Completely exit both your browser and mySaintLukes/myChart app, then relaunch by following the same steps above.

### 3. When MDLive launches in your web browser, make sure both audio and video are enabled.

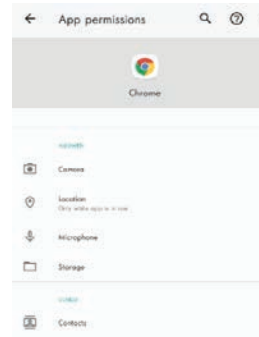
- Click on the three lines in the top left corner of your screen. Audio and Video text should be white, with no red lines through the camera or microphone.



## Android Device

### 1. Make sure you have your camera and microphone settings turned on for your web browser.

- Go to Settings>Apps & Notifications>Google Chrome
- Make sure the camera and microphone are listed under "allowed."

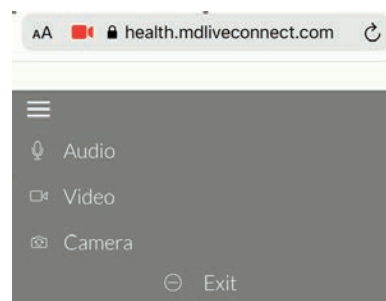


### 2. Make sure your SaintLukesKC app settings are turned on for both the camera and mic.

- Go to Settings>Apps & Notifications>SaintLukesKC
- Move both your camera and microphone to the "Allowed" setting.
- Completely exit both your browser and mySaintLukes/myChart app, then relaunch by following the same steps above.

### 3. When MDLive launches in your web browser, make sure both audio and video are enabled.

- Click on the three lines in the top left corner of your screen. Audio and Video text should be white, with no red lines through the camera or microphone.



## Troubleshooting on Your Smartphone Device iOS/Android

If you do not see the orange “Begin Video Visit” button after eCheck-In:

Go to Visits>Visits & Appointments.

Then find your video visit appointment and click on it.

Click the green “Begin Visit” button.

