

# 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.

## Preparing For Your Virtual Visit: Mobile *(preferred method via smartphone or tablet)*

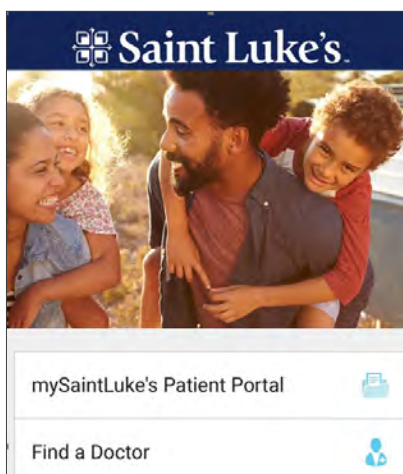
### Up to seven days prior to visit

#### eCheck-In

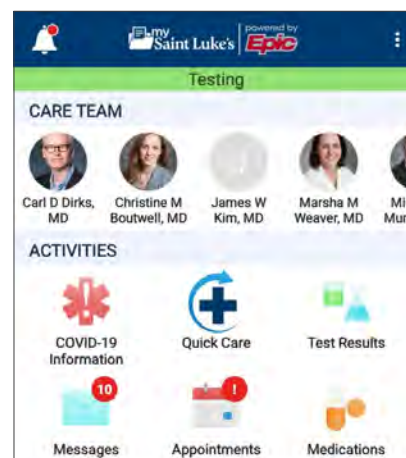
*(Someone may call you 1-2 days before your visit to help with this step.)*

#### Open the SaintLukesKC or myChart app.

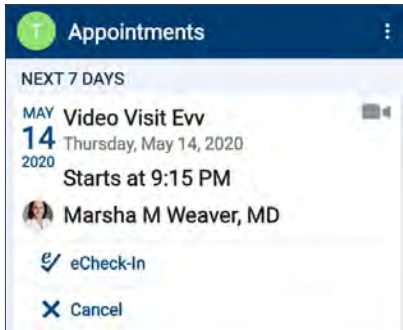
1. Click the mySaintLuke's Patient Portal button and enter your username and password.



2. Go to Appointments.

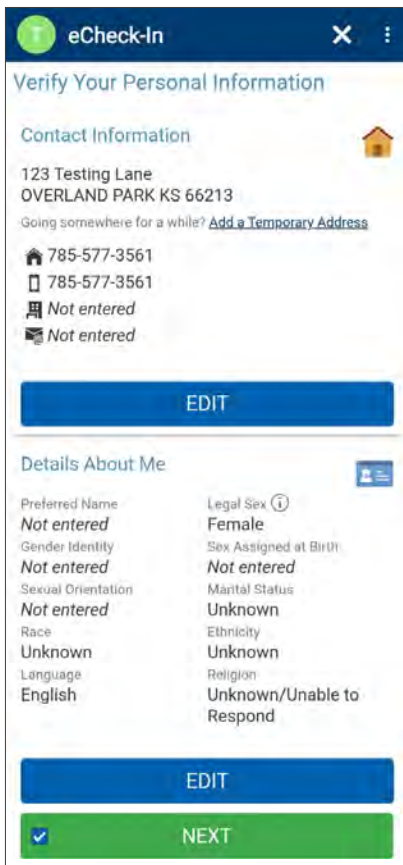


### 3. Locate the video visit and click eCheck-In.

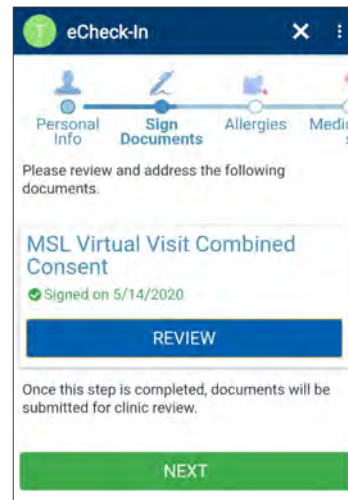


### 4. Follow the steps below to complete the Check-In process.

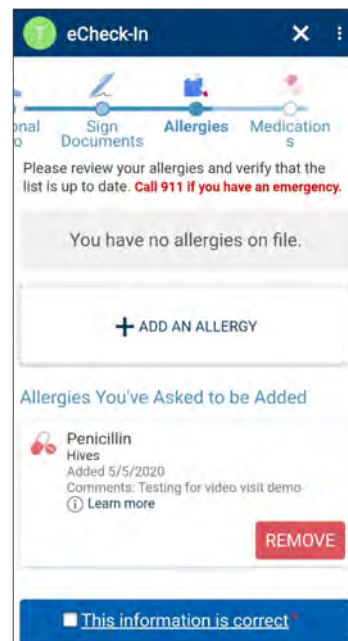
- a. Verify your personal information by clicking "This information is correct." Click Next.



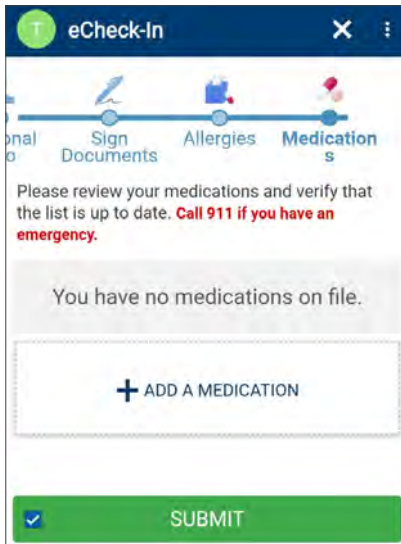
- b. Electronically sign any documents or consents you may need to sign. Click Next.



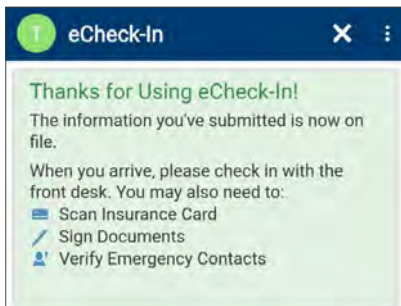
- c. Next, verify your current allergy list by clicking "This information is correct." If allergies need to be added, click "Add Allergies," and type in the name of the allergen. Once accurate, click "This information is correct," then Click Next.



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.

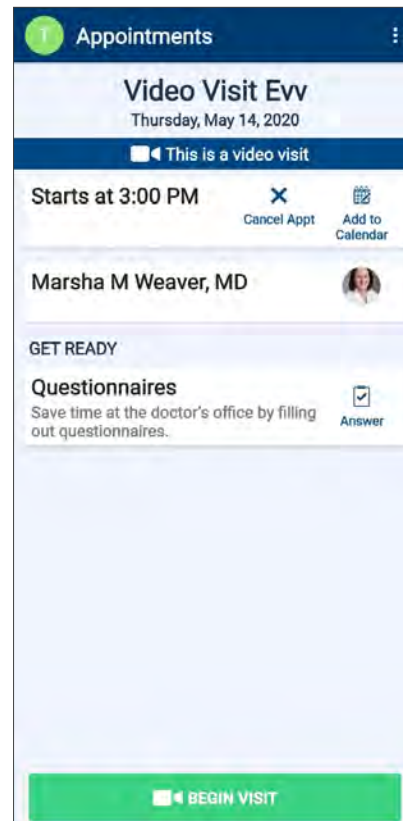


e. You will get a prompt saying, "Thanks for Using eCheck-In!" Click Close.

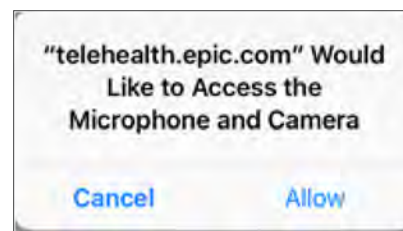


## 10 minutes prior to visit

1. Click "Begin Video Visit."



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



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



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

## 4. Control the video visit:

- a. You will have several buttons located under the options menu.



- i. You can leave the visit by clicking the first icon on the left.
- ii. You can mute your microphone by clicking the microphone icon.
- iii. You can turn off your camera by clicking the camera icon.
- iv. You will also have the option to flip your camera to the back camera by clicking on the far-right icon.

## Preparing For Your Virtual Visit: Computer

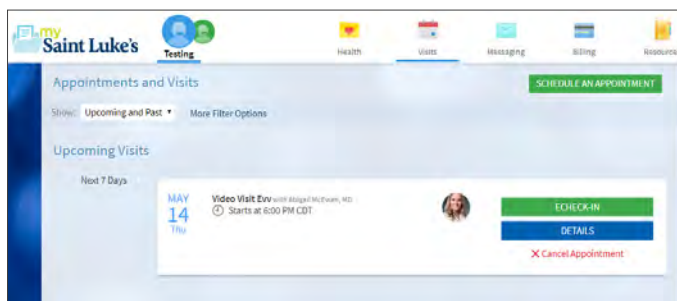
### Up to seven days prior to visit

#### eCheck-In

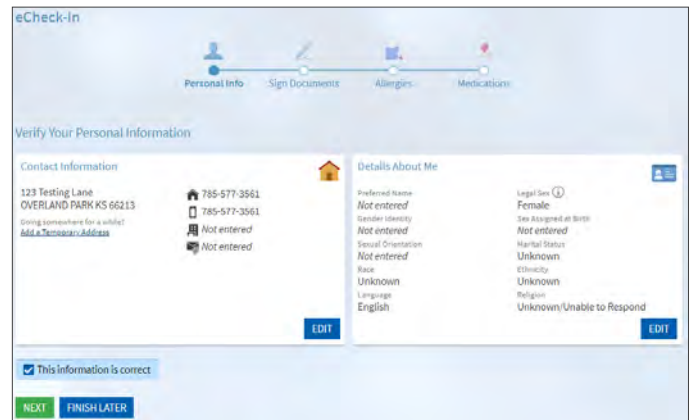
(Someone may call you 1-2 days before your visit to help with this step.)

#### Open an internet web page.

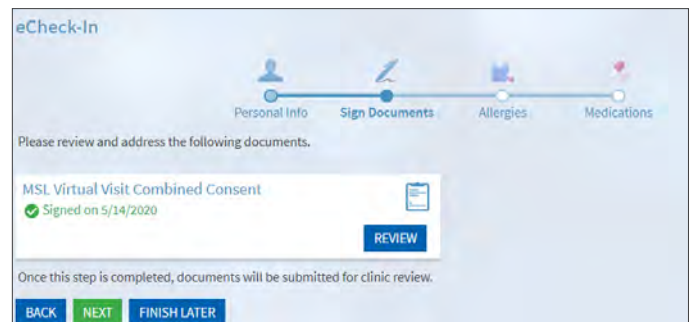
1. Google Chrome is the recommended web browser.
2. Log in to your mySaintLuke's account.  
Go to Visits>Visits & Appointments
3. Go to Appointments.
4. Locate the video visit and click eCheck-In. Follow the steps below to complete the eCheck-In process.



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

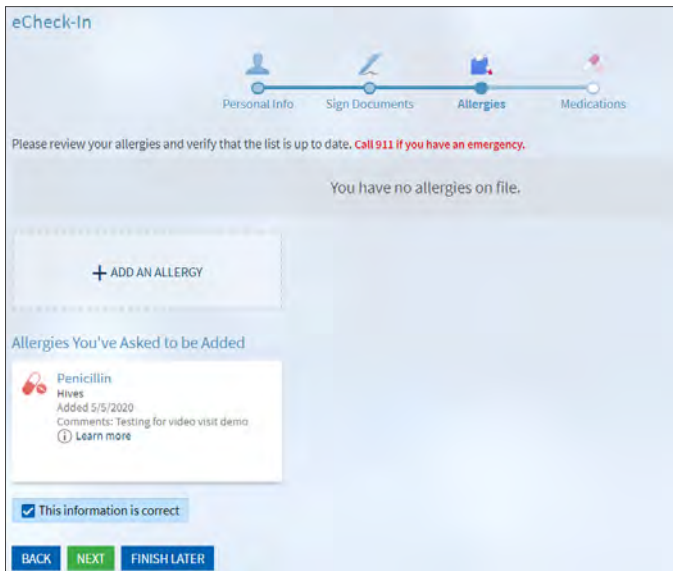


- b. Electronically sign any documents or consents you may need to sign. Click Next.

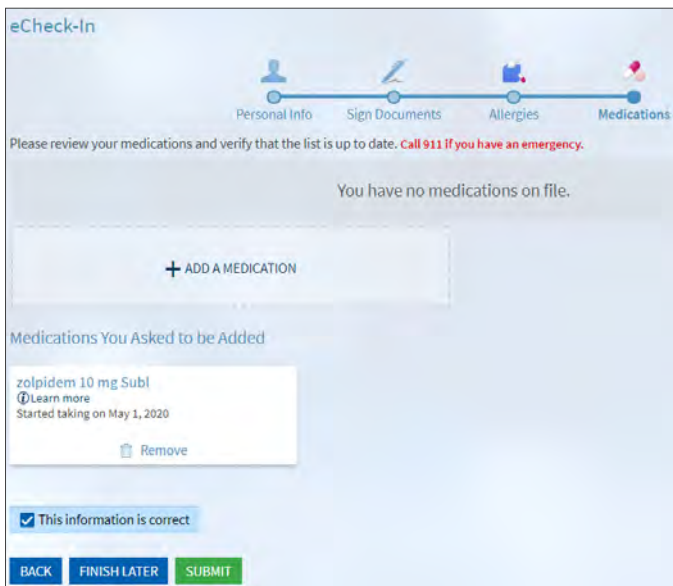




- c. Next, verify your current allergy list by clicking “This information is correct.” If allergies need to be added, click “Add Allergies,” and type in the name of the allergen. Once accurate, click “This information is correct,” then Click Next.



- 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. Make sure your pop-up blockers are disabled.**

- In your Google Chrome window, click the “Customize and Control” button (the three vertical dots in the upper right corner)
  - Select “Settings”
  - Click “Advanced” (at the bottom)
  - Under “Privacy and Security,” click the “Site Settings” button
  - Select “Pop-Ups and Redirects”
  - Uncheck the “Blocked (recommended)” box to disable

**3. Set up a webcam. This can be a webcam that is part of your computer or a separate USB webcam.**

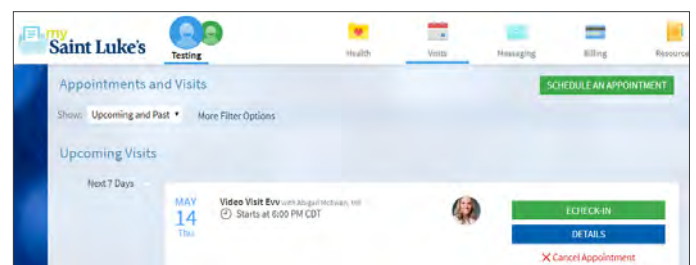
**10 minutes prior to visit**

**1. Test your connection at least 10 minutes prior to your first visit:**

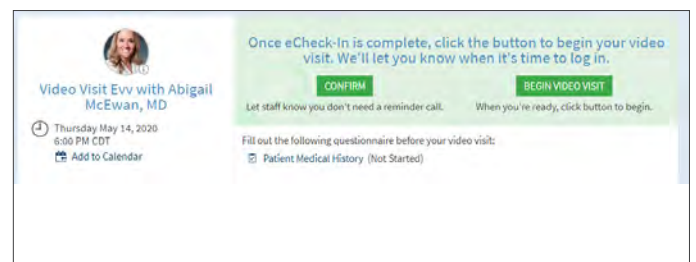
- Log in to your mySaintLuke’s account.

**2. Connect to the video visit:**

- Go to Visits>Appointments and Visits.



- Locate the video visit and click “Begin Video Visit.”



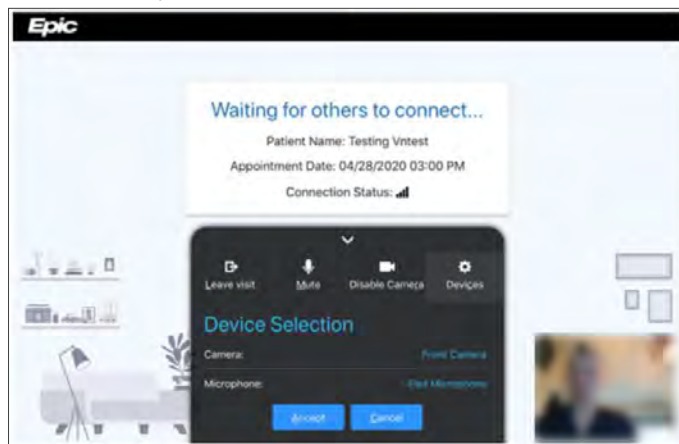
- Note: When it is time to connect to your video visit, an alert appears on your mySaintLuke’s home page. You can also click on that link to begin.

### 3. 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.**

### 4. Control the video visit:

- a. You will have several buttons located under the options menu.

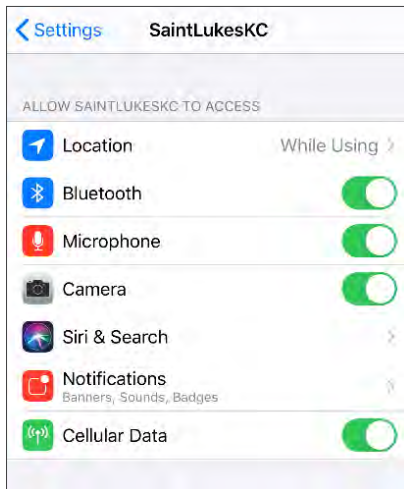


- i. You can leave the visit by clicking the first icon on the left.
- ii. You can mute your microphone by clicking the microphone icon.
- iii. You can disable your camera by clicking the camera icon.
- iv. You can view your devices by clicking the "devices" option. Here, you can change your default microphone and camera settings, if needed.

## iOS Device

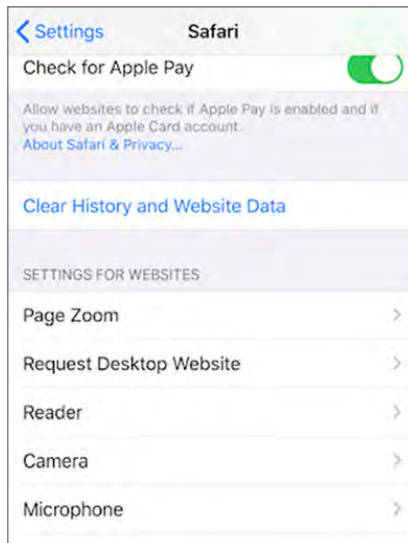
### 1. Make sure your SaintLukesKC app settings are turned on for both the camera and mic.

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

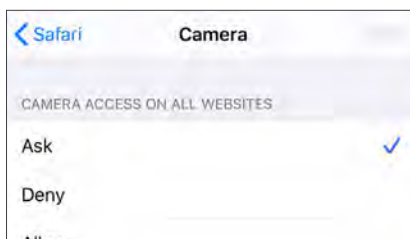


### 2. Make sure you have your camera settings on to "Ask" or "Allow" for the Safari Web Browser

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



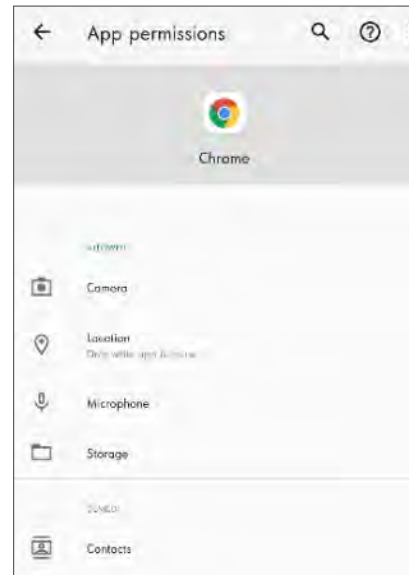
- b. Go to Microphone>Ask.



## Android Device

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

- a. Go to Settings>Apps & Notifications>Google Chrome
  - i. You can leave the visit by clicking the first icon on the left.



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

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

### 3. Make sure your pop-up blockers are disabled.

- a. Open Google Chrome. Tap "More" (the three vertical dots in the upper right corner)
  - i. Touch "Settings"
  - ii. Scroll down to "Site Settings"
  - iii. Touch "Pop-Ups" to get to the slider that turns off pop-ups and Redirects"
  - iv. Touch the slider button again to disable pop-ups

## Troubleshooting on Your Smartphone Device

### iOS/Android

If you do not see the green "Begin Video Visit" button after eCheck-In:

1. Go to Visits>Visits & Appointments.
2. Then find your video visit appointment and click on it.
3. Click the green "Begin Visit" button.

