

Preparing For Your Virtual Visit via Computer

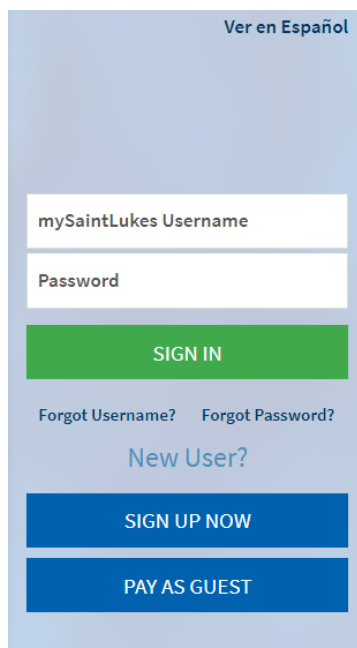


Accessing Your mySaintLuke's Account

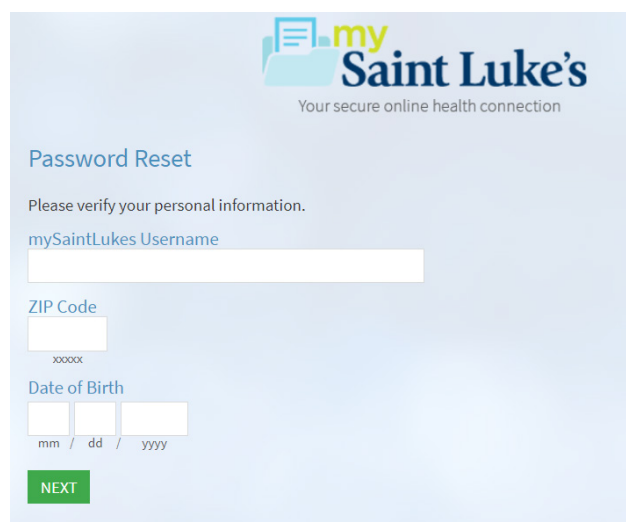
Visit mySaintLukesKC.org

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?"

The login page for mySaintLuke's. At the top right is a link "Ver en Español". Below it are two input fields: "mySaintLukes Username" and "Password". A green "SIGN IN" button is below the fields. Below the button are links for "Forgot Username?" and "Forgot Password?". Below those is a link for "New User?". At the bottom are two blue buttons: "SIGN UP NOW" and "PAY AS GUEST".

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

The Password Reset page for mySaintLuke's. At the top right is the my Saint Luke's logo with the tagline "Your secure online health connection". Below the logo is the heading "Password Reset" and the instruction "Please verify your personal information." There are three input fields: "mySaintLukes Username", "ZIP Code" (with a "xxxxxx" placeholder), and "Date of Birth" (with a "mm / dd / yyyy" placeholder). A green "NEXT" button is at the bottom.

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Up to seven days prior to visit

eCheck-In

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

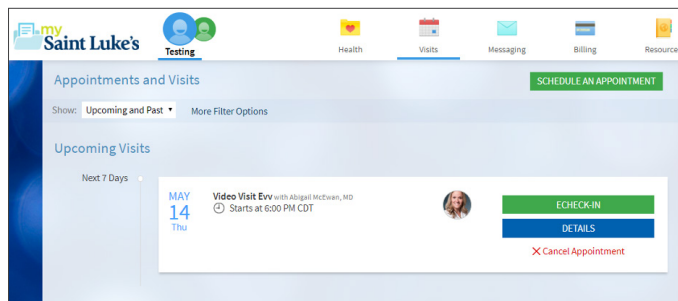
Open an internet web page.

1. Google Chrome is the recommended web browser.

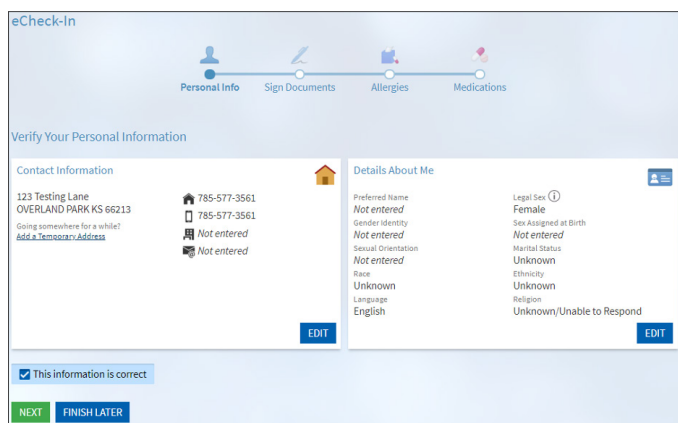
2. Log in to your mySaintLuke's account.
Go to Visits>Visits & Appointments

3. Go to Appointments.

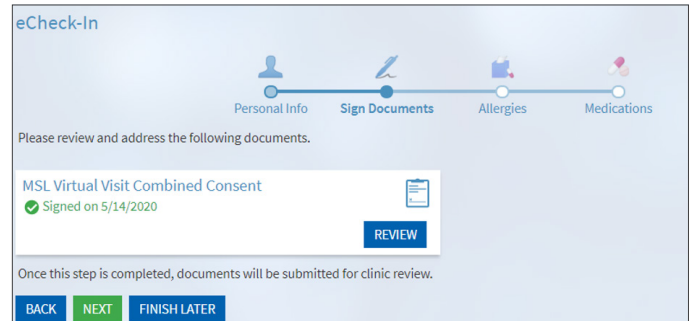
4. Locate the video visit and click eCheck-In. Follow the steps below to complete the eCheck-In process.



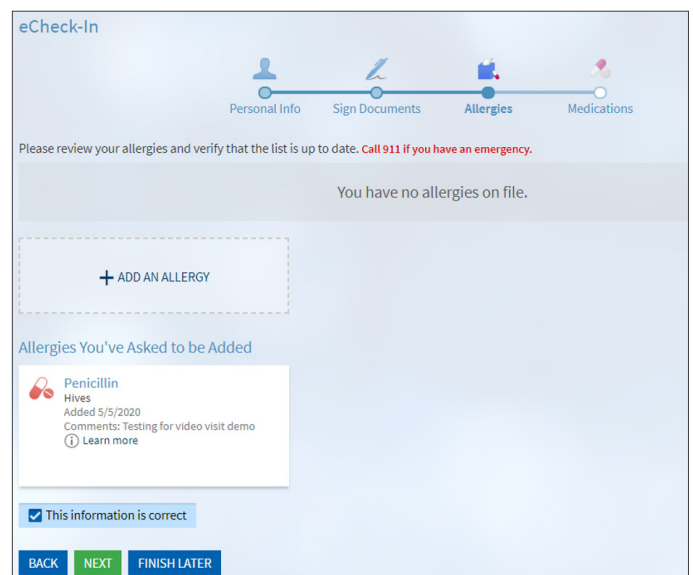
a. Verify your personal information by clicking "This information is correct." Click Next.



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.



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- 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.

The screenshot shows the 'eCheck-In' Medications section. At the top, a progress bar includes 'Personal Info', 'Sign Documents', 'Allergies', and 'Medications'. Below the progress bar, a message states 'Please review your medications and verify that the list is up to date. Call 911 if you have an emergency.' A status message says 'You have no medications on file.' There is a dashed box with a '+ ADD A MEDICATION' button. Below this, a section titled 'Medications You Asked to be Added' lists 'zolpidem 10 mg Subl' with a 'Learn more' link and 'Started taking on May 1, 2020'. A 'Remove' button is next to the medication name. At the bottom, there is a checkbox labeled 'This information is correct' which is checked, and three buttons: 'BACK', 'FINISH LATER', and 'SUBMIT'.

- e. You will get a prompt saying, “Thanks for Using eCheck-In!” Click Close.
- f. As long as there is more than one hour prior to your scheduled appointment time, verify that your microphone, camera, and speakers are working correctly. Click “Test Hardware.”

The screenshot shows the 'Appointment Details' screen. On the left, it says 'Video Visit Extended with Physician Family Medicine, MD' and 'Friday June 05, 2020 10:00 AM CDT'. There is an 'Add to Calendar' button and a 'Cancel Appointment' button. On the right, a section titled 'Get ready for your visit!' has three buttons: 'CONFIRM', 'ECHECK-IN', and 'TEST HARDWARE'. Below these buttons are instructions for each step. The 'TEST HARDWARE' button is highlighted. Below the instructions, there are 'Quick Fixes' for video and audio issues.

- i. If successful, you will get a message that says “Hardware Test: Success.” You may exit the browser and proceed to the next step.

The screenshot shows a message box titled 'Hardware Test: Success'. It says 'Refresh to run hardware test again.' and 'Connection Status: [signal icon]'.

- ii. If unsuccessful, you may receive one of several options listed below:

- a) Previsit Hardware Test: Browser not supported

Please switch your default browser to one of the listed internet browsers—Google Chrome is preferred.

The screenshot shows a message box titled 'Previsit Hardware Test: Browser not supported'. It says 'You must update Edge to join this video visit. Alternatively, launch the visit from Google Chrome or Mozilla Firefox.'

- b) Hardware Test: Failure

This will inform you which device is having connection difficulties (microphone, camera, and speakers).

The screenshot shows a message box titled 'Hardware Test: Failure'. It says 'Could not connect to: microphone'.

The screenshot shows a message box titled 'Hardware Test: Failure'. It says 'Could not connect to camera.' and 'Please verify that the device is not in use by another application. Relaunch this page to try again.'

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Verify you have all devices plugged in appropriately. If everything is plugged in, check the default settings on your computer and set them to the correct devices. If you continue to experience trouble, call 844-446-5479.

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.

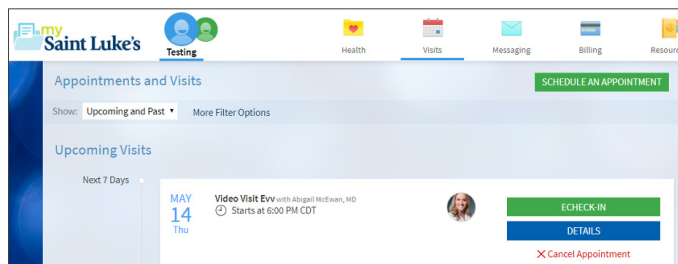
10 minutes prior to visit

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

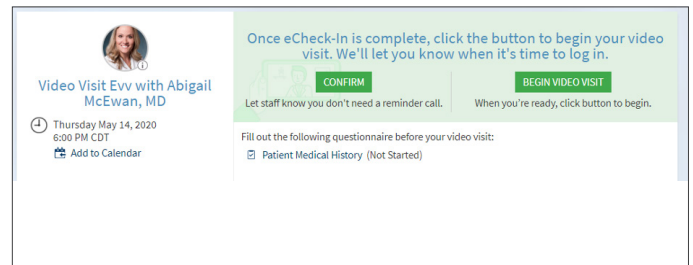
- Log in to your mySaintLuke's account.

2. Connect to the video visit:

- Go to Visits>Appointments and Visits.



b. Locate the video visit and click "Begin Video Visit."



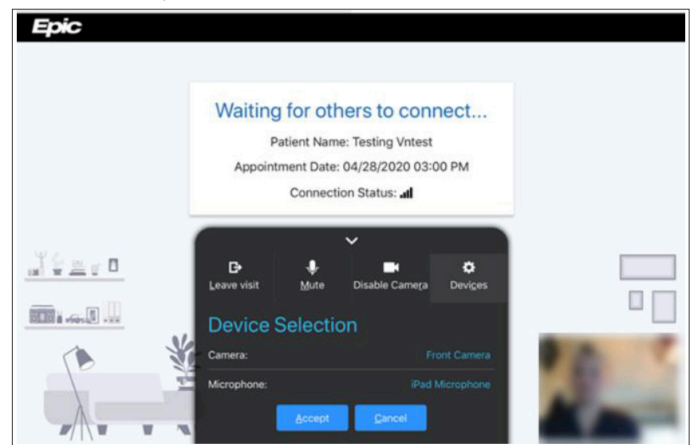
- Note: When it is time to connect to your video visit, an alert appears on your mySaintLuke's home page. You can also click on that link to begin.

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:

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



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

