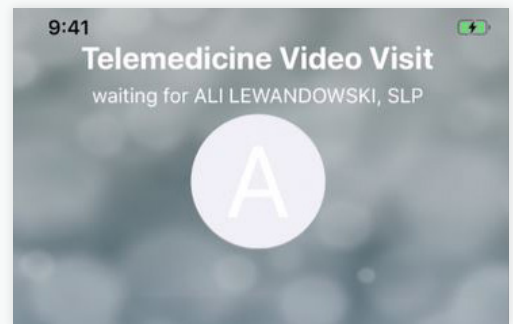
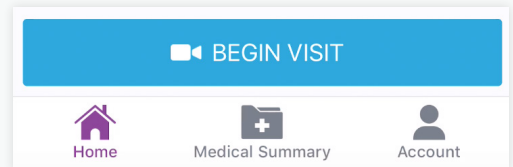
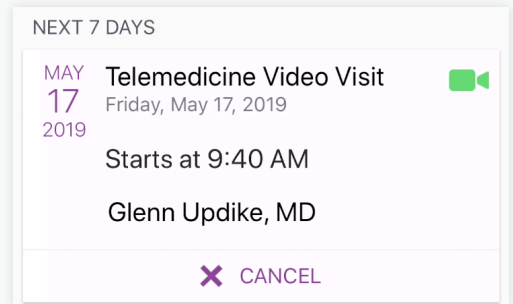


# Start Your Video Visit

**You can log into your visit up to 30 minutes prior to the appointment. To begin your visit:**

- Log in to your MyUPMC account on the MyUPMC app
- Switch to viewing your child's account using the account profile icon (top right corner)
- Select **"Appointments"** at the bottom of the screen
- Click on the green camera next to your child's video visit under **"NEXT 7 DAYS"** appointments and select **"BEGIN VISIT."**
- The **"BEGIN VISIT"** button will not appear until 30 minutes before your appointment.
- You will be in a virtual waiting room until your provider starts the visit. Please know that just like a regular visit, your doctor may not join right at the scheduled time of your appointment. They will join your video visit as soon as they can.
- If you get a message that says, **"Cannot begin video visit,"** go to your phone settings and select the MyUPMC app to allow the camera and microphone permissions.
- End the visit by pressing the red hang up button and then select **"LEAVE."** This screen will appear as you wait for your doctor.

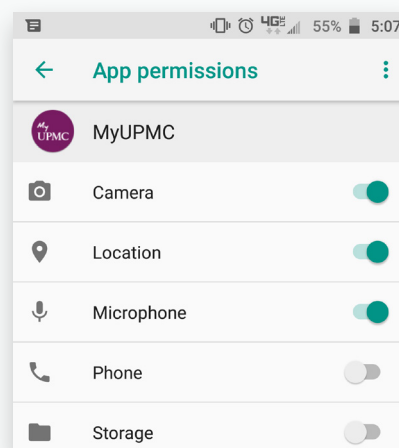


*This screen will appear as you wait for your doctor.*

## Apple iOS



## Android



Need help? Call the MyUPMC Patient Support Line: **1-866-884-8579**, Option 2.  
**If you need to change your appointment, please contact the doctor's office.**