







BCH Video Visits

Tips with the Vidyo Session

Mute, Toggle Camera, Chat, etc.

You can control access to your microphone and camera within the Vidyo application

- To **mute** and **unmute** your microphone, click  and it will change to  to show you are muted. Clicking again will unmute.
- To toggle your **camera** click the  icon.
- To enable a chat box to send text between Vidyo participants, click 

Things You Should Know

About 2-3 days prior to your scheduled Video Visit you should be contacted. For the visit to be a success, please double check several things:

1. Have you logged into MyBCH recently? If not, you may have to reset your password.
2. Has a proxy account been set up for a minor? If not, the proxy access form needs to be filled out and sent to HIM at HIM@bch.org.
 - If you are having problems logging in or with proxy access, you should email mybch@bch.org.
3. Patients using Apple products should download the **MyBCH** app and the **Vidyo** app for the best experience. You will need your Apple ID and password to be able to download the app.
 - If Apple users do not utilize the app they **MUST** use a Chrome browser, not Safari.
4. Remember that E-Check in can be completed up to 7 days prior to a scheduled visit.
 - You can also connect to your video visit early to try it out, but no one will be connected on the other end.

More Tips for a Successful Video Visit

- For those connecting on a non-Apple product:
 - Chrome works best. Try not to use Firefox or Explorer.
 - If using any smart phone or tablet use the MyBCH app not the web browser.
 - Put the phone on “Do Not Disturb” so phone calls cannot be received during the visit.
 - Patients will have to download the Vidyo app. You can continue as a guest.
 - If you have a pop-up blocker, you need to “allow” this download to occur. If you do not get a pop-up blocker notification, you may need to look at the navigation bar to find the little lock symbol or red puzzle piece. Please click either of these and allow the Vidyo software pop up.
 - You may also need to click “Run” for the download to occur if asked in a pop up. The application will automatically open for connection after download. In Google Chrome, often the download is at the bottom of the page and you can click it to open.
 - Sometimes after the download completes the screen freezes. It will say it is trying to connect. If this occurs, please close out of all browsers and the Vidyo app. Then sign back into my.bch.org and connect again.
 - If the Vidyo app needs a portal address, please close the applications and connect again.
 - If you are on the call but cannot see yourself, you may have to go to settings on your computer and turn on your webcam or in the settings in the video application to turn on webcam. Same steps for microphone.
 - You have successfully joined the call if you can see yourself. It will say you are the only one in the call.
- Patients will not be able to launch Vidyo if ANY other chat/video app is open (this would include apps like Messenger, Instagram, etc.)
- Not all tablets will work. Must be Android or iOS operating system (We have not had luck with Kindle Fire even though this is an Android OS)
- Remember, all Apple products need to join through the MyBCH app.
- Vidyo best practices: <https://support.vidyocloud.com/hc/en-us/articles/115004588194-Video-Conferencing-Best-Practices>