Start a Video Visit

You will be able to start your visit 30 minutes prior to your scheduled Video Visit appointment by following the steps below.

**Try It Out**

1. Log on to [my.BCH.org](http://my.BCH.org) from a computer or open your MyBCH app on a tablet or smartphone.
   - The visit will work best if you use a tablet or smartphone because the microphone, camera, and speakers are easier to set up and use. Make sure your speakers are on and the volume is up.
   - You will not be able to use Internet Explorer for your video visit. You will need to use another browser like Chrome.
   - Be sure to turn off the pop-up blockers. [CLICK HERE](#) for a tip sheet on how to allow pop-ups.
   - Please exit out of any apps you have open before your appointment.
   - We also suggest you put your phone on “Do Not Disturb” for the visit so you don’t get disconnected.

2. Before your Video Visit, you will need to complete an ECheck-in. You will have the opportunity to complete an ECheck-in up to seven days prior to the scheduled visit. Click Begin Visit and then click ECheck-in on the next screen.

[Click Here](#) to watch a video on how to complete your ECheck-in and conduct the Video Visit on your phone via the MyBCH app.
3. If you decide to conduct your Video Visit on a computer, click **Begin Visit** on your **MyBCH Welcome** page up to 30 minutes prior to your scheduled Video Visit. This will allow you to log in and test out your side of the video visit. You will be the only one on the visit, but this will give you a chance to make sure everything works.

4. You will have the opportunity again to complete the ECheck-in if you haven’t done so already. Otherwise, click **Accept Terms and Begin Video Visit**.
5. A new browser window will open with the video client. You will be prompted to complete a hardware check and allow the website access to your microphone and camera.

6. When ready, click **Join Call** to enter the virtual waiting room. Your doctor will join the call shortly.