

MySEARHC Quick Reference Guide

Joining a Virtual Visit with a Non-Portal Access Guest Invitation

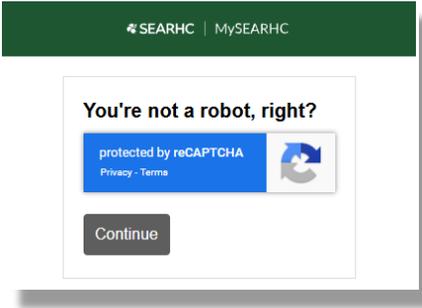
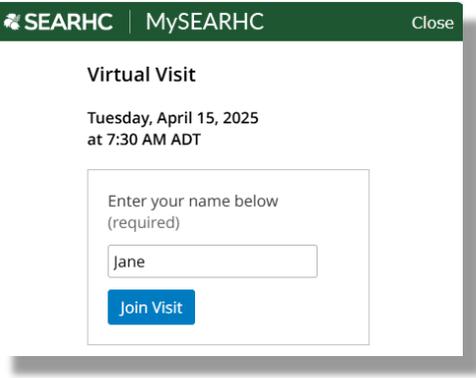
In order to utilize the **Virtual Visit (Non-Portal)** functionality for an appointment, please review the following guidelines:

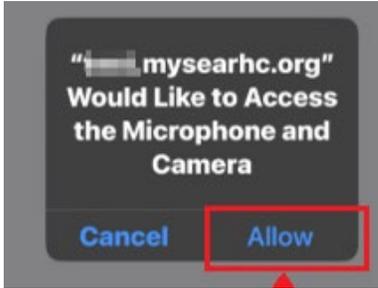
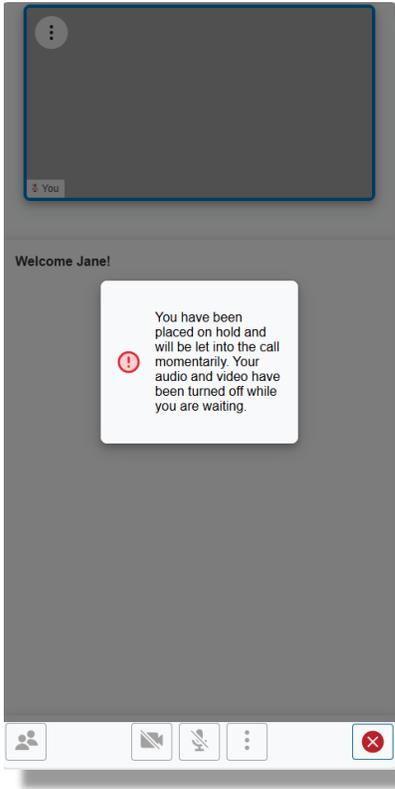
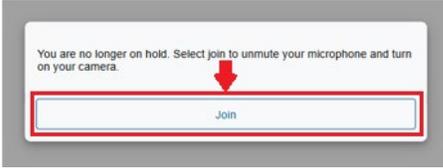
- You must have access to a mobile device with a working camera and microphone.
- You must have access to Wi-Fi or a data plan.

Accessing MySEARHC

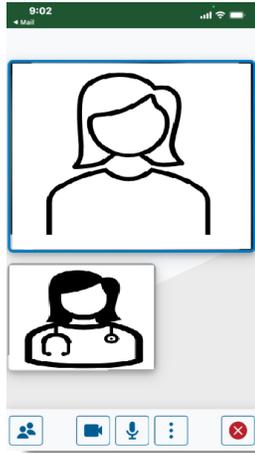
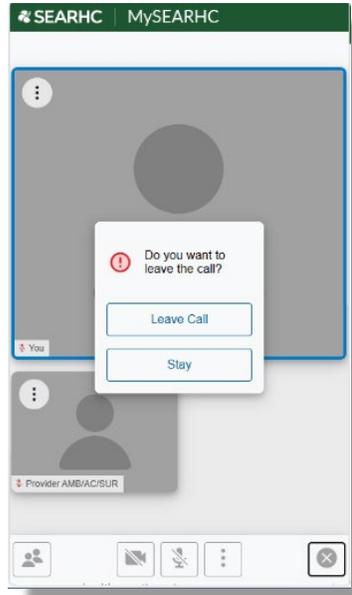
If you wish to **enroll in MySEARHC** or require **Sign in** assistance, please contact the **Patient Support Center** at **907.463.0400**.

Accessing a Virtual Visit from Guest Invitation

<p>1</p>	<p>From the email invitation, select Click here to join the virtual visit.</p>	<p>The virtual visit is on: Tuesday, April 15, 2025 at 7:30 AM ADT Click here to join the virtual visit. </p>
<p>2</p>	<p>Select Continue, then follow the on-screen instructions to solve the puzzle/challenge question and then carry on with your task (if prompted).</p> <p>NOTE: If the challenge question is not working or too hard, please select the  (reload) icon to receive another challenge.</p>	
<p>3</p>	<p>Select Join Visit</p>	

<p>4</p>	<p>Allow access (on mobile device)</p> <p>When prompted, allow access to your Microphone and Camera. Please note that this screen may look different depending on your device.</p> <p>Please note that for a Non-Portal Access Guest Invitation, you will be prompted to Allow at each visit since this means of accessing a Virtual Visit does not retain your preferences.</p>	<p>Example only: <i>May look different</i></p> 
<p>5</p>	<p>On Hold message</p> <p>Upon entering the virtual waiting room, you will join the visit On Hold.</p> <p><i>Please note that only the provider or member of the care have the ability to take you off hold, this is typical for this type of virtual visit (non-portal).</i></p>	
<p>6</p>	<p>No longer On Hold message</p> <p>Select Join once you have been taken off hold.</p> <p>NOTE: When you enter the visit your microphone and camera will be automatically turned ON.</p>	

Leaving the Virtual Visit and ending the call

<p>7</p>	<p>You are brought into the virtual session where all participants can now communicate.</p>	
<p>8</p>	<p>To end the call</p> <p>Select the  icons to open the Do you want to leave the call? window.</p> <p>Select Leave Call to end the Virtual Visit.</p>	
<p>Looking for further help? Contact the Patient Support Center at 907.463.0400</p>		