

# MySEARHC Quick Reference Guide

## Virtual Visit Quick Tips



### Choose an appropriate space.

Select an area in your home with privacy, minimal distractions, adequate lighting, strong internet connection and a level surface to place your device so that the camera is at eye level.



**Prepare your device.** For mobile experience, install the [MySEARHC app](#), have battery fully charged, and close unnecessary apps. For PC experience, use an up-to-date web browser version and close all unnecessary programs.



**Perform a pre-call test.** From MySEARHC, select Test connection (see [Joining a Virtual Visit](#)). From a browser, select the [Pre-call test link](#) to check browser compatibility, camera/microphone and expected call quality.



**Use a wired connection when available.** If bandwidth drops below a certain threshold, session behavior can be unpredictable, e.g., video may be choppy, audio may be garbled, and connection could be dropped.



**Completing pre-registration.** From MySEARHC, select Pre-register next to the appointment (available seven days prior). This helps to reduce the number of virtual check-in steps needed to join the session (see [Pre-registration](#)).



### Virtual Visit Guest Invitations.

When joining a session as a guest (see [Joining a Virtual Visit with a Guest Invitation](#)), guests enter the session initially on hold and will not see or hear clinical staff until admitted to the visit.



### Looking for further help?

#### Contact the Patient Support Center

Monday - Friday 7:30 a.m. to 5 p.m.; 907.463.0400.

Alternatively, please see a Patient Registration Specialist (PRS) in select SEARHC facilities.