

MySEARHC Quick Reference Guide

Joining a Virtual Visit

Virtual Visit Quick Tips

- Choose an appropriate and private space
- Have a strong Wi-Fi signal or use wired connection, if available
- When prompted, allow MHealth app access to your camera and microphone, if using a browser allow MySEARHC.org
- In MySEARHC, run the **Test connection** button (see Step 2)

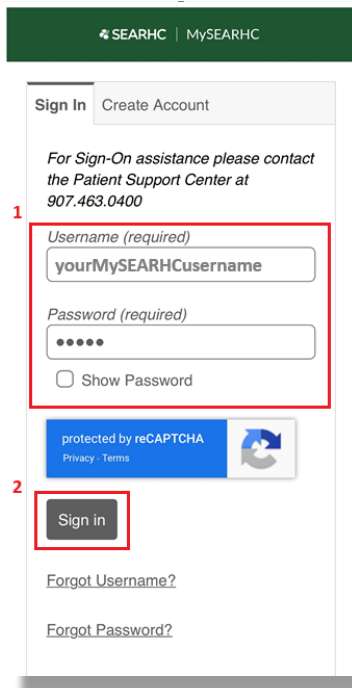
Accessing MySEARHC

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

1

From the Sign in tab:

- Enter your **Username** and **Password**
- Select **Sign in**

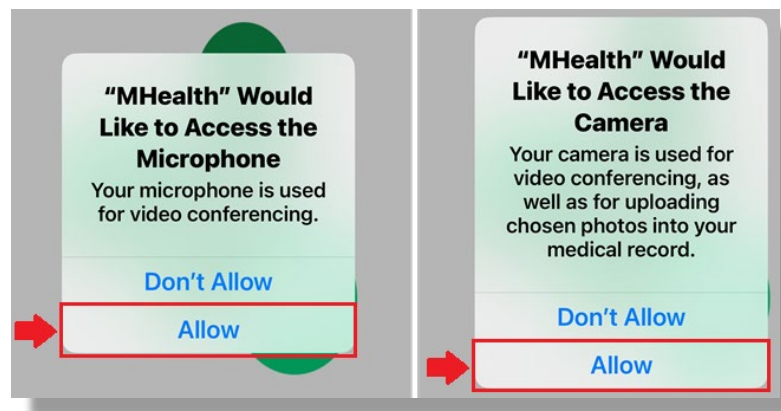


NOTE: Password is case sensitive.

When accessing MySEARHC for the first time:

- Select **Allow** microphone
- Select **Allow** camera

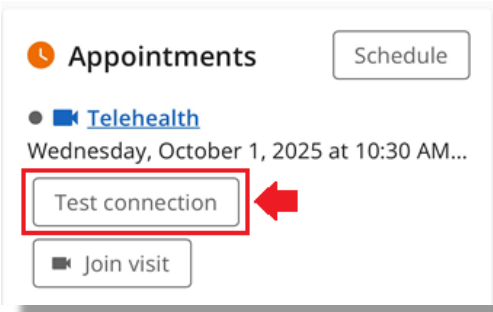
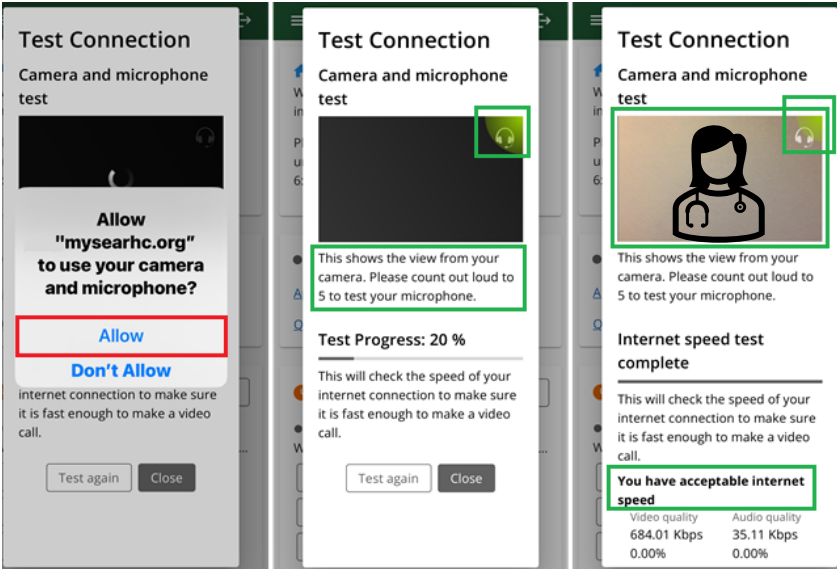
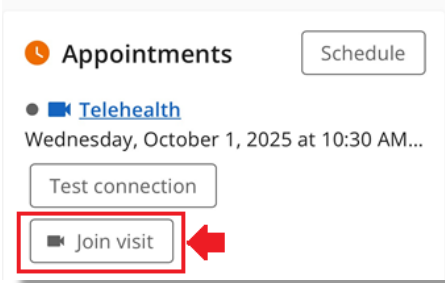
NOTE: Learn [How to install MySEARHC](#)



To review or change app access to the camera and microphone:

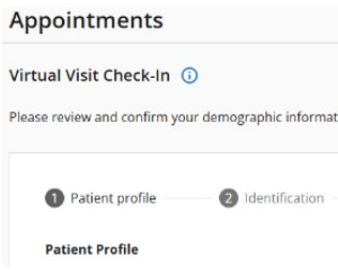
iOS: Settings > Privacy & Security > Camera > MHealth
 Settings > Privacy & Security > Microphone > MHealth
Android: Settings > Apps > See all apps > MHealth

NOTE: These steps may not work for all OS phone versions.

2	MySEARHC Test connection: - Select Test connection Test Connection Steps: - Select Allow Speak into microphone and count out loud to 5 or more, until the test completes Confirm the message, "You have acceptable internet speed" NOTE: - When the cone-shaped audio pulses over the headphone icon (upper right) as you speak, your microphone is working - When a no video shows (e.g., middle picture), this indicates the camera is not detected - Select Test again, after checking camera app access	  NOTE: Acceptable internet speeds: - Video quality: 300+ Kbps - Audio quality: 25-30+ Kbps
3	Select Join visit to start virtual check-in steps	

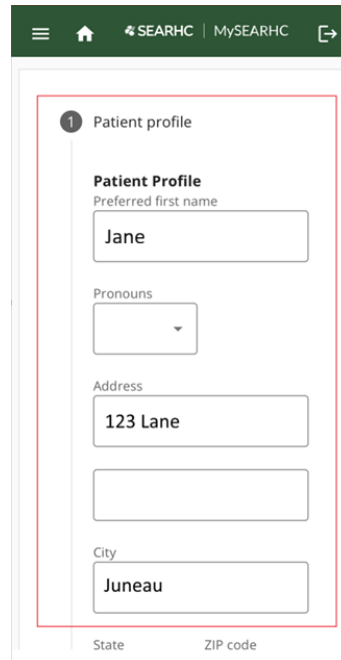
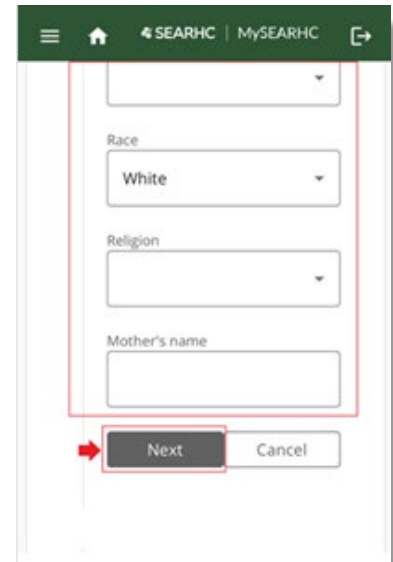
4

Complete virtual visit check-in



- First step, review **Patient profile**
- Suggest edits to the current information by updating the fields
- Select **Next** to confirm the information

Example: Patient Profile

 Pre-registration Complete

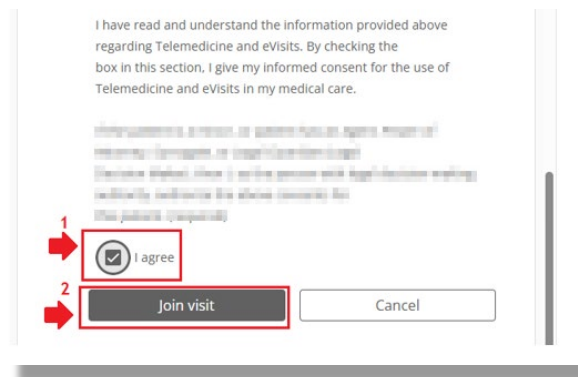
NOTE: If pre-register steps were done which is available up to 7 days prior to the appointment, and if there were no changes, then virtual-check in can be expedited by selecting Next, at each step, until you get to the final step.

5

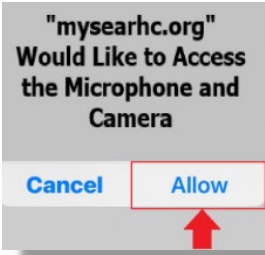
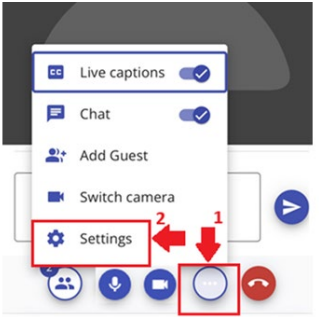
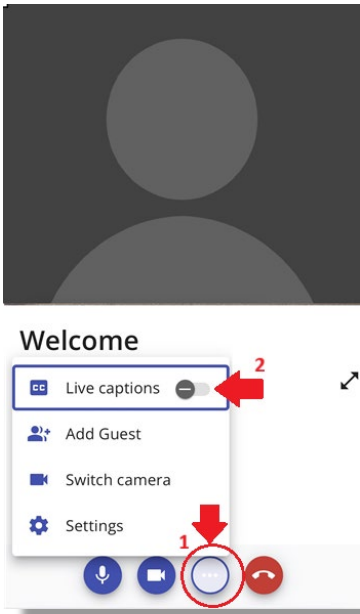
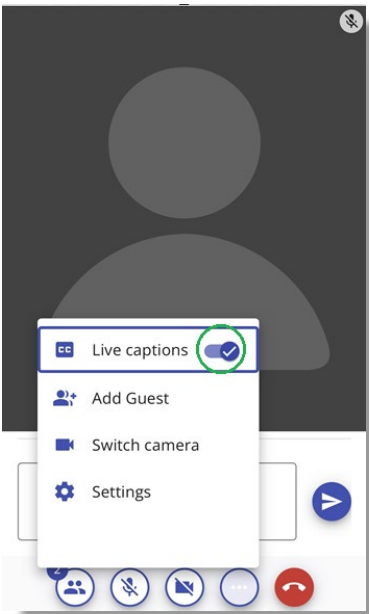
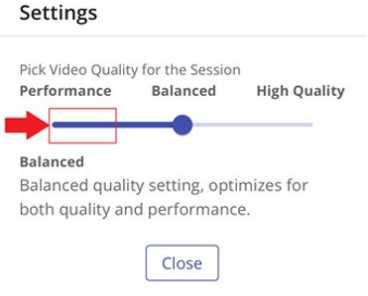
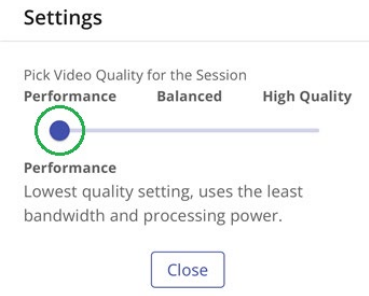
As the final step,

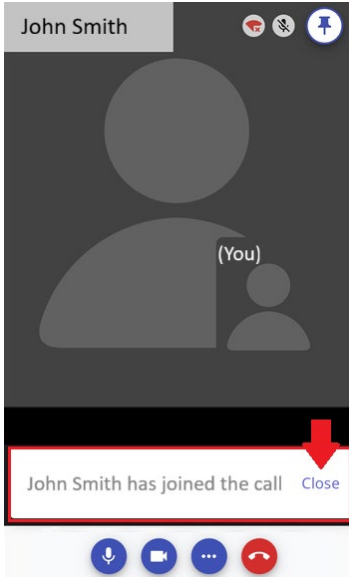
- Review the virtual visit consent form
- Select **I agree**
- Select **Join visit**

NOTE: Edits made during check-in are submitted to office staff after joining the visit. Only after they are reviewed and approved, will they update your record.

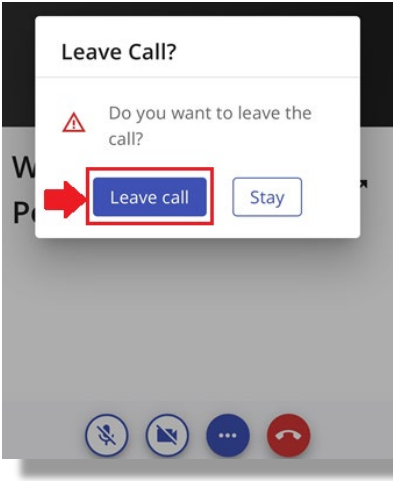


Virtual Waiting Room

6	Select Allow, to allow MySEARHC virtual waiting room, to access to your camera	MySEARHC Microphone/Camera Access 
7	How to change settings: • Turn on captions: • Select the 3 dots menu (ellipsis symbol) • Select the toggle switch icon from off to on • Change Video Quality: • Select the 3 dots menu (ellipsis symbol) • Select Settings • Select the toggle switch to Performance 	Live captions: Off  Live captions: On  Video Quality: Balanced  Video Quality: Performance 

8	Provider Joins - A notification displays when the provider joins the visit - Select Close, to close the display notification NOTE: Buttons at the bottom can be used to turn off/on the camera or microphone and leave the visit). NOTE: This icon  displays when you are experiencing internet connectivity issues that can impact the video/audio call quality.	Example: Provider Joins  Virtual Visit Buttons  Microphone on/off  Camera on/off  3 dots menu  Leave call  View participants  Chat  Screenshot (available on desktop/laptop browser)
--------------	--	---

Leaving the Virtual Visit and ending the call

9	To end the call, select  button Select Leave Call	
--------------	---	---

Looking for further help?

Contact the Patient Support Center at 907.463.0400