1. Access the MyChart website: [https://www.mychartportal.org/myhshs/](https://www.mychartportal.org/myhshs/)
2. Enter MyChart Username and Password.
3. Click **Sign in.**

**COVID-19 (coronavirus) Notice:**
If you are critically ill:
Call 911

If you are not critically ill but you have had a cough, shortness of breath, or fever AND:
- Have been in close contact with a person diagnosed with COVID-19 (coronavirus) within 14 days of your symptoms starting
- Or
- Have been in close contact with a person who is currently being quarantined as a possible COVID-19 (coronavirus) patient
Then:
- Contact your provider’s office for further guidance
- Do NOT schedule a standard clinic appointment online
- Do NOT present to your local clinic or hospital

Additional information can be found through the following links:
- [http://www.dph.illinois.gov/](http://www.dph.illinois.gov/)

4. From the home screen, access the visits icon and select Appointments and Visits:
5. From Appointments and Visits choose details (e-check in is available, but not required):

   ![Appointments and Visits](image)

6. To join Video Visit, click begin visit. This will be grey if it is more than 15 minutes prior to your appointment.

   ![Appointment Details](image)

7. A new webpage will open automatically. You will see this if the Provider is not connected:

   ![Please wait for the host to start this meeting](image)
8. When the provider joins you will be prompted to select your audio options. Please ensure your volume is on and turned up.

9. When the video is connected you will see your provider.