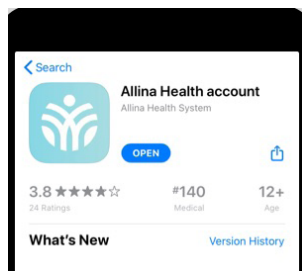# How to join a Virtual Visit
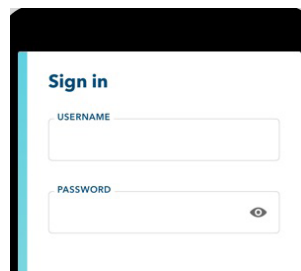
FOR EASY ACCESS TO VIRTUAL VISITS
VIA MOBILE OR DESKTOP

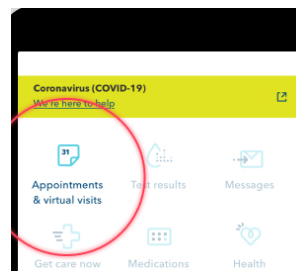## How to join on mobile

1. Launch the Allina Health account app

If you don't have the app, you can download it from the app store for free.
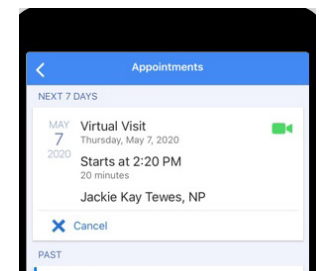

2. Sign in

You'll need an Allina Health account for a virtual visit. If you don't have one, call 1-866-301-6698 and we can help.
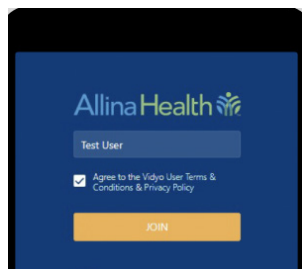

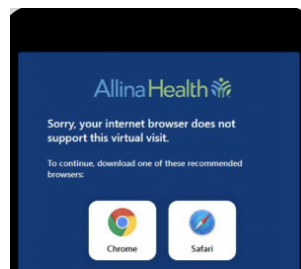### 3. Tap "Appointments & virtual visits"

2. Choose your scheduled appointment

Try joining five minutes early to test your setup. The app will ask to access your phone's camera and mic. You must allow access to start your visit.
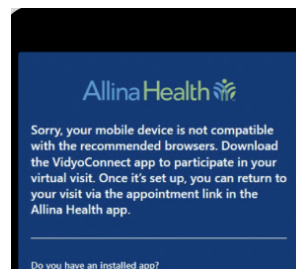

5. Join your visit

If you are using a supported browser, your visit will start automatically. Just like an in-person visit, a clinical assistant may meet with you first. Your provider will join you shortly.
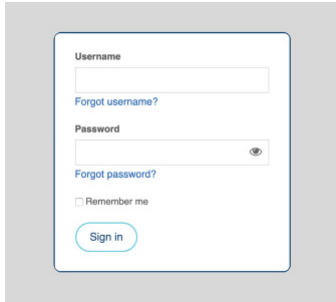

6. Web browser not supported?

If you get this message, you may not be using a supported browser. Open one of the browsers listed (if you have it installed on your device) or download it.
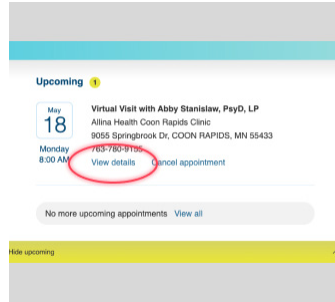

7. Can't use a browser?

If you get this message, use the VidyoConnect app to start your visit. If you don't have the app, you can get it from the app store for free. Select "Download VidyoConnect app" to get started.

allinahealth.org

Allina Health
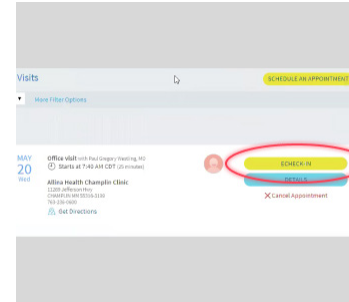
How to join on desktop

1. Go to allinahealth.org and sign in

You'll need an Allina Health account for a virtual visit. If you don't have one, call 1-866-301-6698 and we can help.
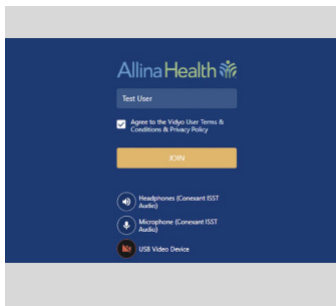

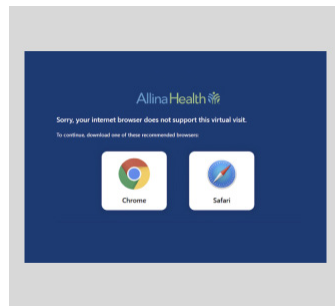## 2. Navigate to "Appointments," find your virtual visit, and select "View details"

3. Check in

You may need to complete an eCheck-In. For the best experience, find a quiet area with good lighting.

4. Join your visit

If you are using a supported browser, your visit will start automatically. Just like an in-person visit, a clinical assistant may meet with you first. Your provider will join you shortly.

5. Web browser not supported?

If you get this message, you may not be using a supported browser. Open one of the browsers listed (if you have it installed on your device) or download it.

allinahealth.org

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