

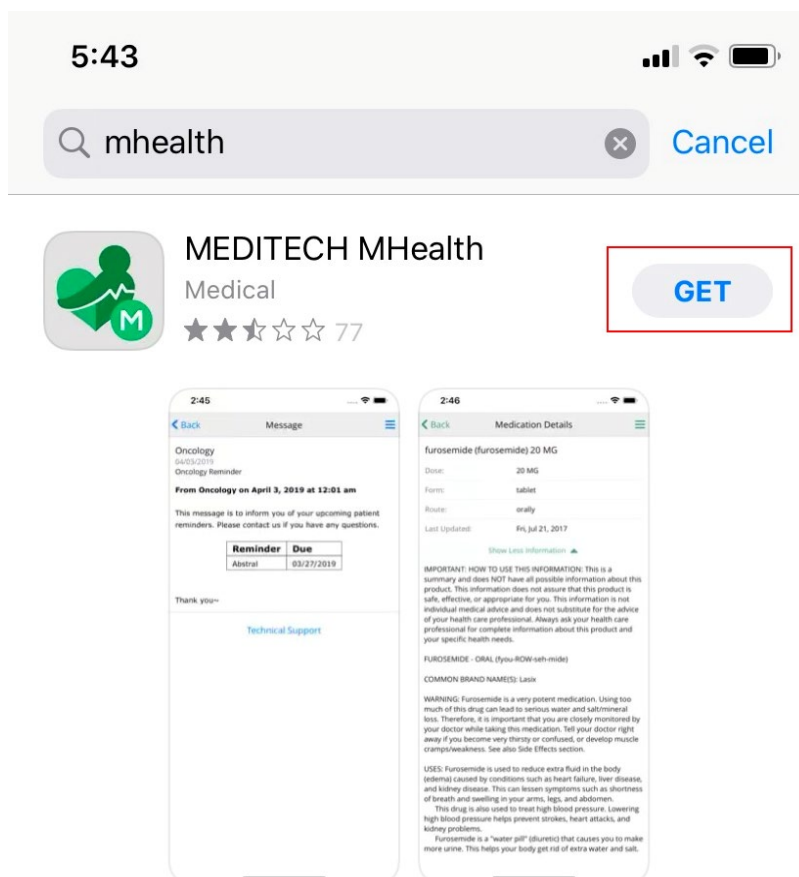


\*Connecting to your provider using video will require a stable internet connection, with a minimum speed of 3-5 Mbps. If you have an internet speed less than 5 Mbps or you do not know your internet speed, please be sure to turn off or close all other streaming devices/apps before you connect to your appointment. This includes streaming music, Netflix, video games, or other browser activity using your internet or WiFi. This will minimize the chance of connectivity issues and will allow you & your provider to have a better virtual appointment experience.

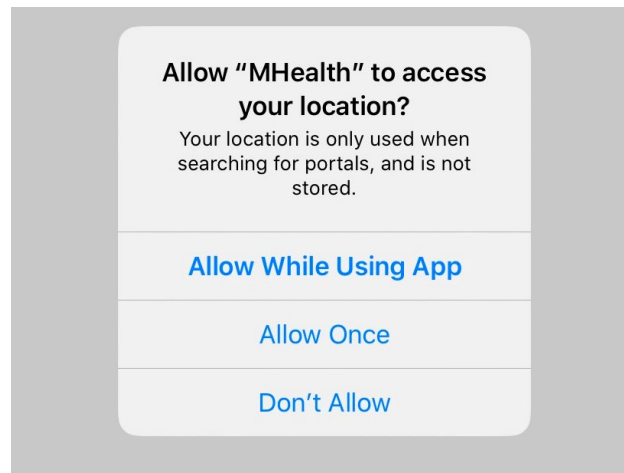
\*\*It is recommended to use a smartphone for the virtual visit if you have one, but a laptop or computer with a camera will work as well.

## From your smartphone:

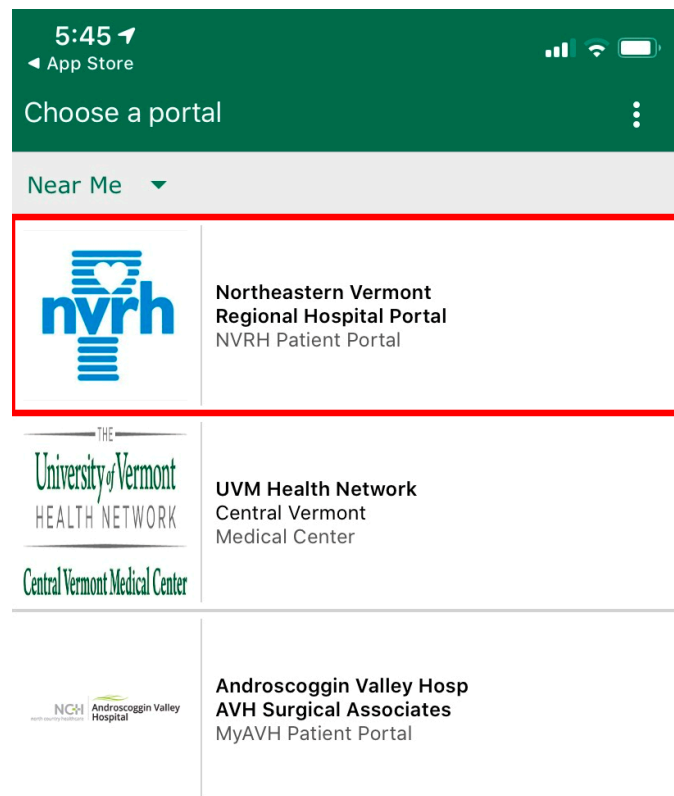
1. Download the free MEDITECH MHealth (available on iOS & Android).



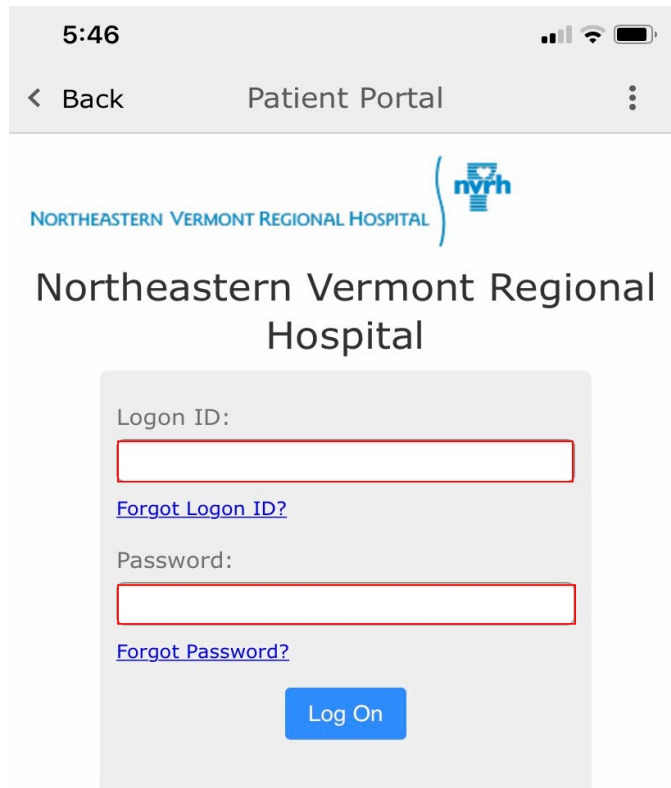
## 2. Allow access to your location



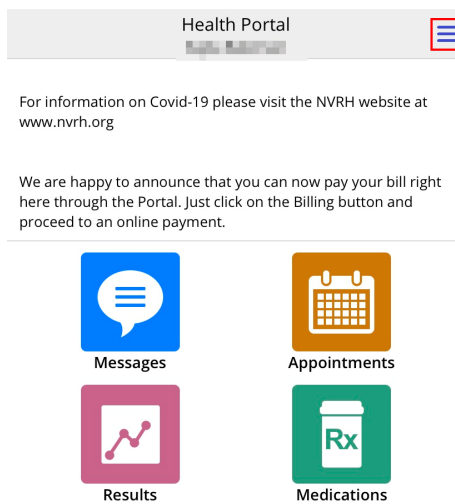
## 3. Choose the NVRH portal



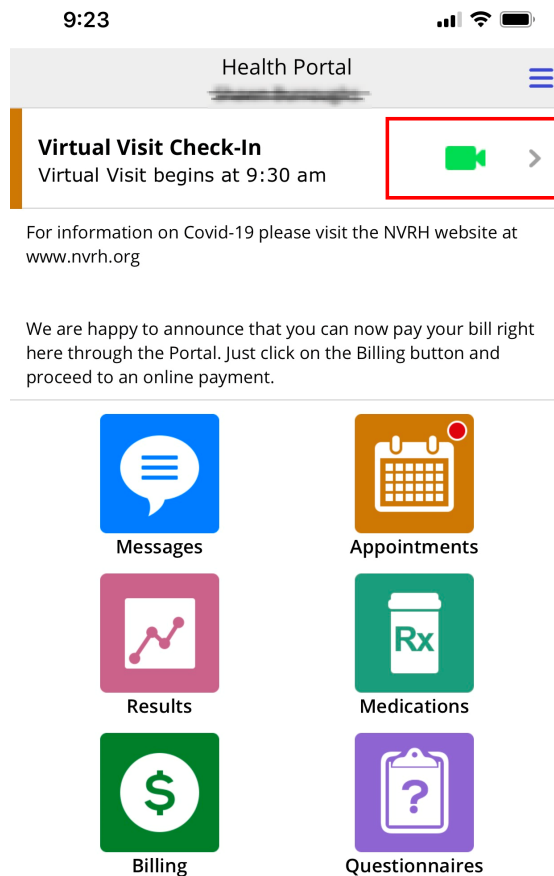
4. Login with your My Portal ID and password



5. If you have access to other individuals in your portal account (e.g. spouse, child, multiple children; make sure you are selecting the correct individual). The icon with three lines in the upper right hand corner allows you to “Change Person”



6. On the Home screen, you will see Virtual Visit Check-In. You will only see this option beginning **30 minutes prior to your scheduled appointment**. Please check-in 20 minutes before your appointment to ensure your device is working properly. To do so, click on the Video Camera icon. \*You can also check-in by selecting the Appointments button and then choosing the appropriate appointment.



7. Verify your profile information, agree to the consent, then scroll down and then select the Start Visit button.
8. Your phone should prompt you to allow access to the camera and microphone. Make sure to select OK or Yes to both.

**From your computer:**

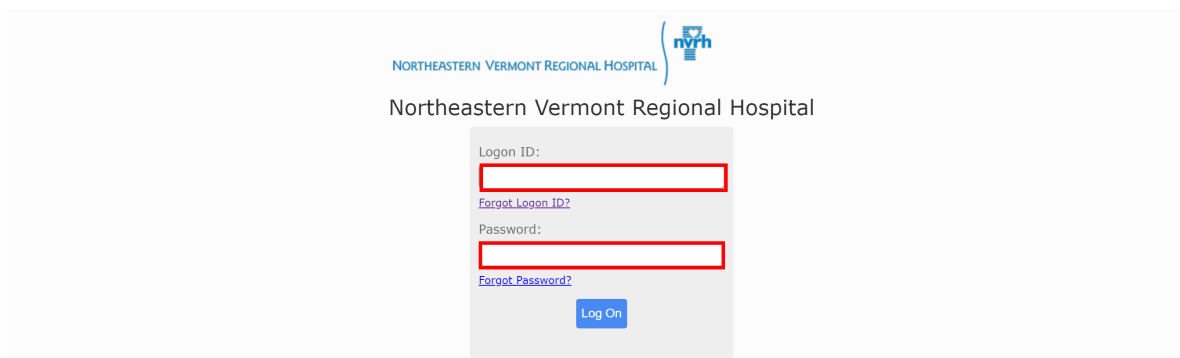
1. Use either Chrome, Safari, or Firefox. Make sure your computer or tablet has a camera and microphone. If they do not, consider using a smartphone instead. If your computer/tablet does not have a camera **AND** you do not have a smartphone, we can continue the visit using only audio.
2. Go to [nvrh.org](http://nvrh.org) and click on MyPORTAL in the top right corner



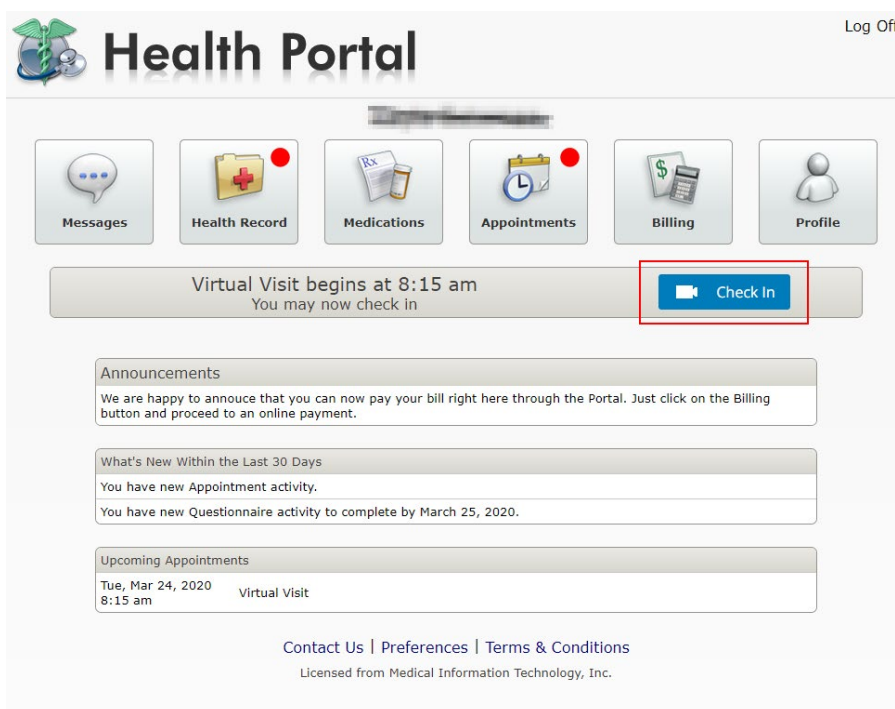
3. Click on the yellow ACCESS MyPORTAL button



#### 4. Type in your Logon ID and password



5. On the Home screen, you will see a Virtual Visit alert with an option to Check In. You will only see this option beginning **30 minutes prior to your scheduled appointment**. Please start the Check In process 20 minutes prior to your appointment to ensure your device is working properly. To do so, click on the Video Camera icon. \*You can also Check In by selecting the Appointments button and then choosing the appropriate appointment.



6. Follow the steps to verify your profile information, sign the consent and then select the 'Start Visit' button.

7. Make sure you allow access to your computers camera and microphone if you are prompted with those requests.