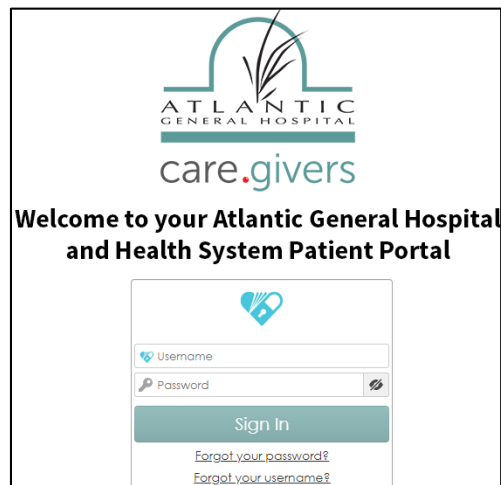


# Computer/ Internet Browser - FollowMyHealth Video Visit Instructions

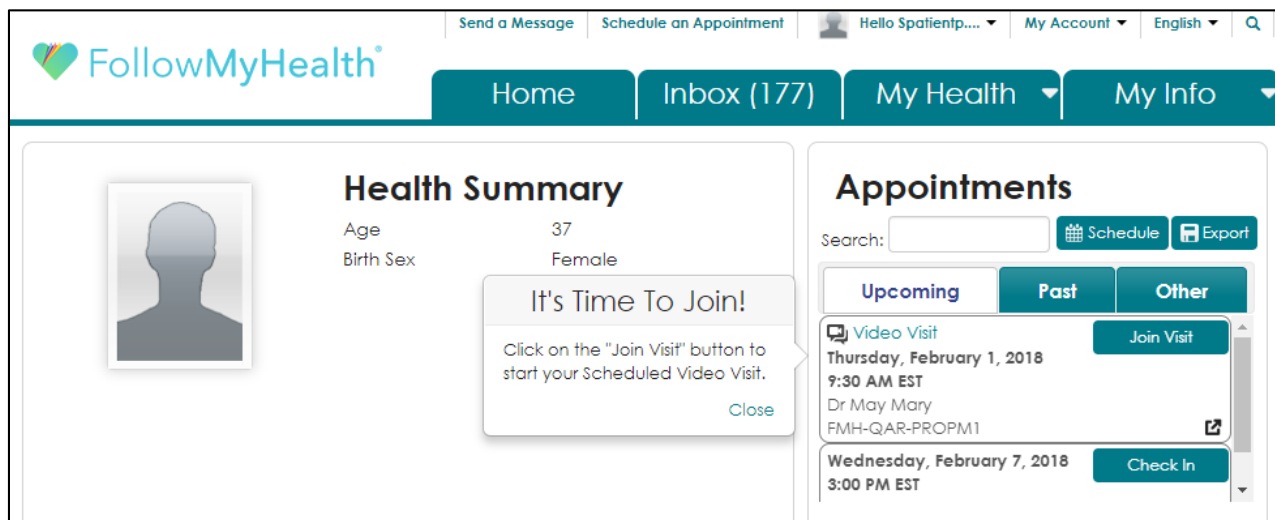
## Step #1

- Make sure to use **Chrome browser**.
- Log into FollowMyHealth Patient Portal [www.agh.care/followmyhealth](http://www.agh.care/followmyhealth) (you can copy this link) and Save this as a “Bookmark Bar” in your toolbar.
- Enter your “**Username**” and “**Password**” and click “**Sign In.**”



## Step #2

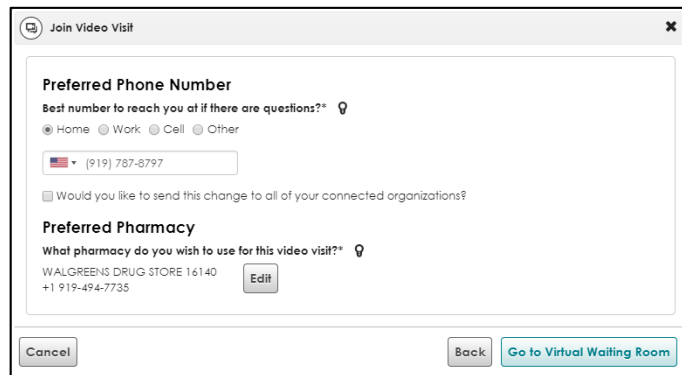
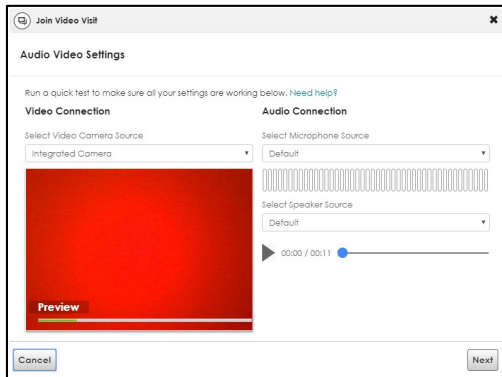
- On the “**HOME**” page, under the “**Appointments**” tab, find the “**Upcoming Video Visit**” and click on “**Join Visit.**” This will let the provider know that you’re ready to join “**Telehealth Video Visit.**”



# Computer/ Internet Browser - FollowMyHealth Video Visit Instructions

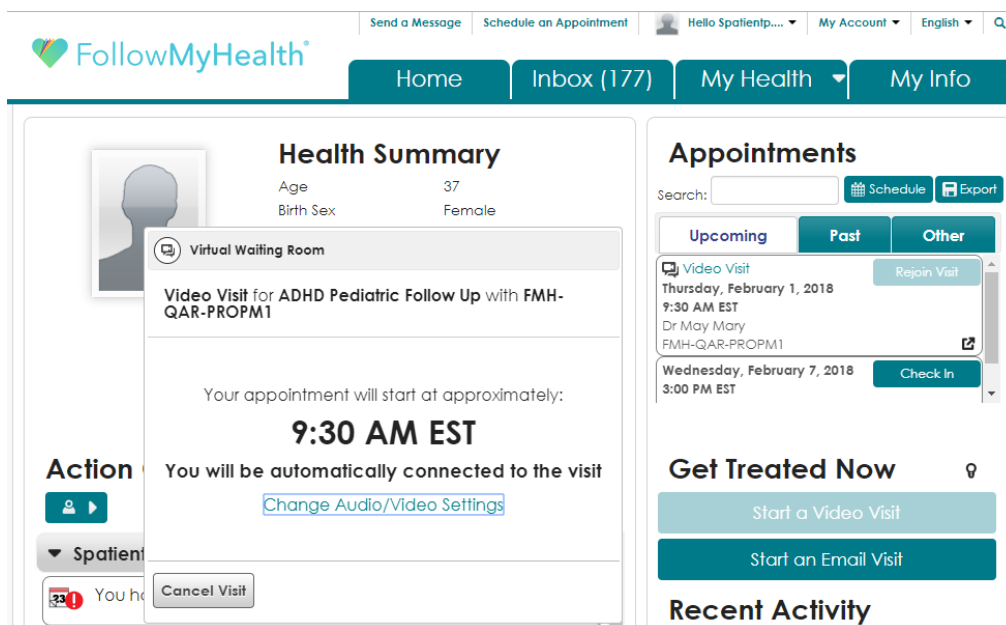
## Step #3

- After you click on **“Join Visit,”** Telehealth will confirm your **“Video Connection,” “Microphone”** and **“Speaker”** connection. If everything looks good, click **“Next.”**
- After you click **“Next,”** you will then need to **“Verify”** that your number and your **“Preferred Pharmacy”** is displayed correctly and then click on **“Go to Virtual Waiting Room.”** (This will notify your provider that you’re **READY** for your Telehealth Video Visit.)



## Step #4

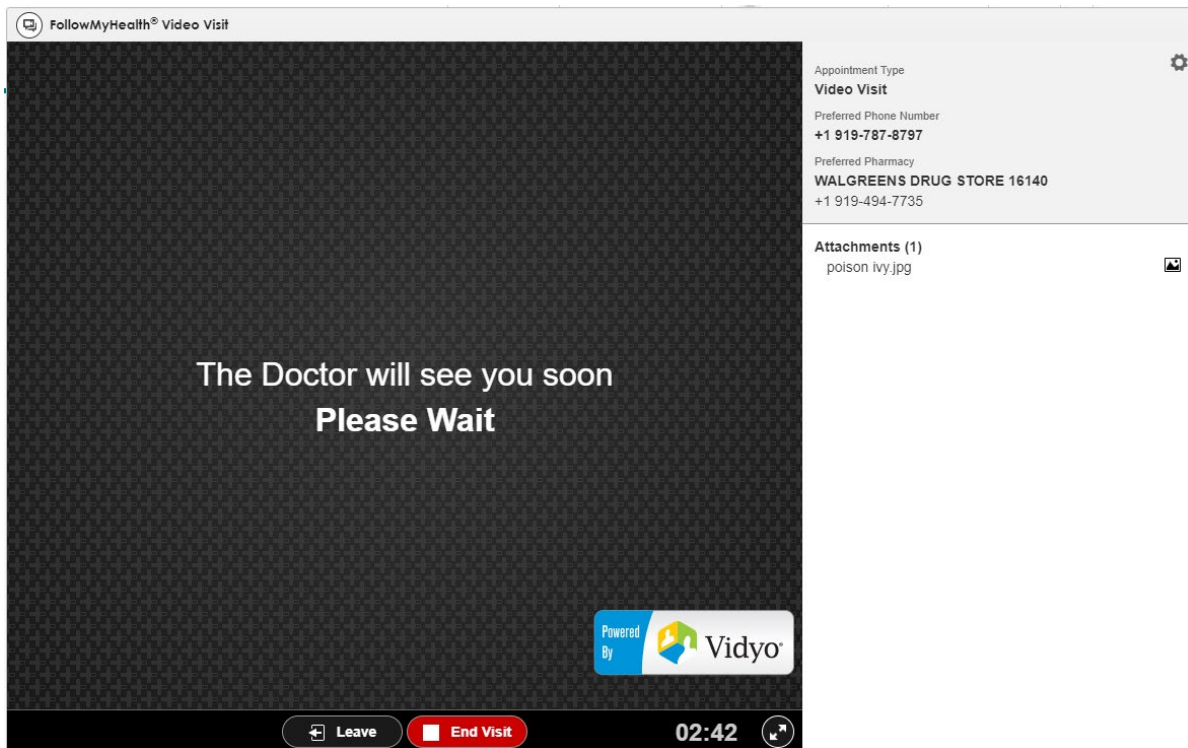
- Once your provider **“Joins Visit,”** it will automatically connect you to the **“Telehealth Video Visit.”**
- (DO NOT **“Cancel Visit”** unless you intend to **“Cancel Visit”**. This ends the visit and another appointment will have to be schedule.)



# Computer/ Internet Browser - FollowMyHealth Video Visit Instructions

## Step #5

- If you see this screen, your provider is joining the visit and your **“Telehealth Video Visit”** will be connecting momentarily.
- Please, DO NOT click on **“End Visit”** unless you intend to end the **“Telehealth Video Visit”** permanently.



## Step #7

- Once your provider **“Joins Visit,”** you will be able to see your provider and the **“Telehealth Video Visit”** will begin.
- REMEMBER, please don't click on **“End Visit”** unless you intend to **“End Visit”** permanently. You will have to reschedule your appointment.

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If you experience any technical issues, Atlantic General Hospital FollowMyHealth technical support is available Mon-Fri from 8 am to 4 pm. You can contact support by:

Emailing technical support at [patientportal@atlanticgeneral.org](mailto:patientportal@atlanticgeneral.org).

Calling technical support at **410.629.6424**