

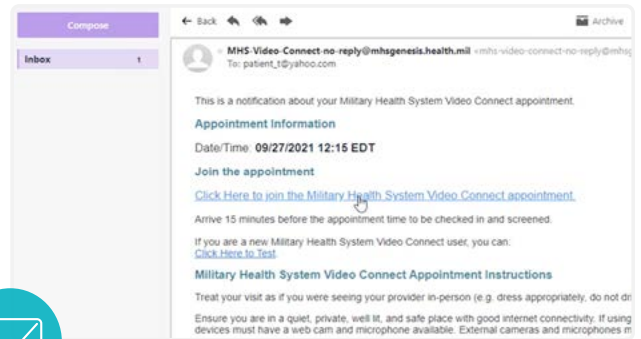


MHS Video Connect

Patient User Guide



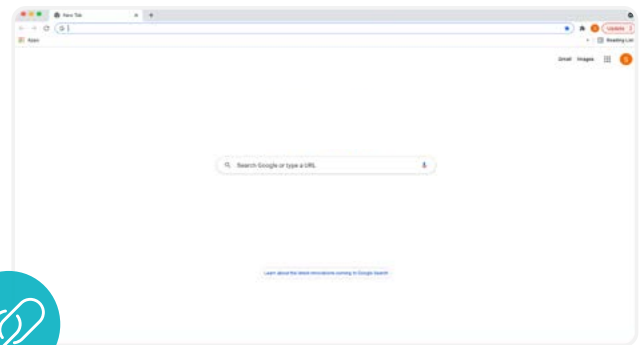
1 Schedule a video visit: Contact your local military hospital, clinic or health care team, or use secure messaging through the **TRICARE Online Patient Portal** or **MHS GENESIS Patient Portal**.



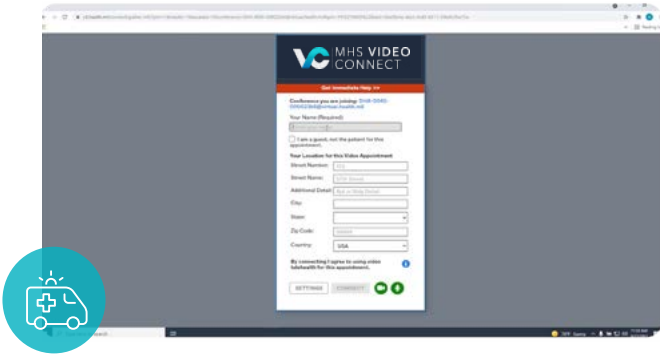
2 Receive an email confirmation the day your visit is scheduled.



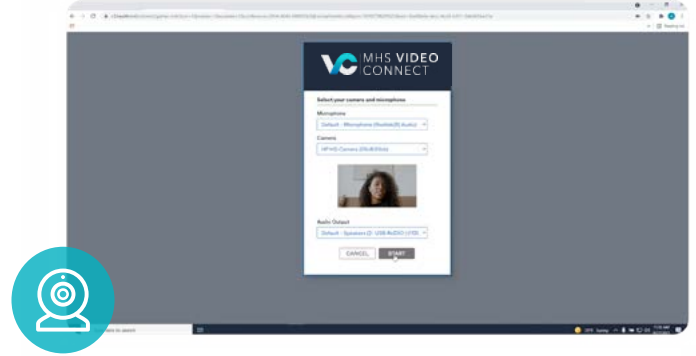
3 On the day of your visit, open the email a few minutes before your appointment to test the link.



4 Click the link or copy and paste it into your web browser and click **Enter**. **Tip:** The current versions of Google Chrome or Safari work best.



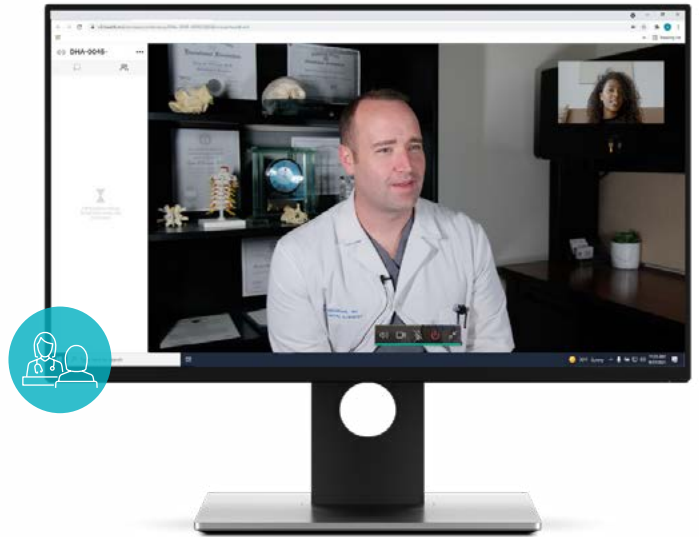
5 Enter your name, information, and physical location for E-911 in case you need emergency services during your video visit.



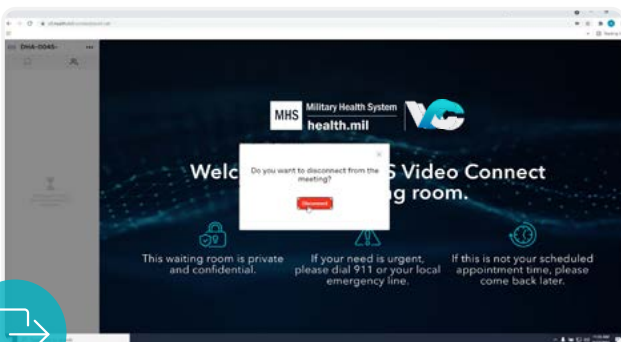
6 Select your microphone, camera, and audio options, and click **Start**.



7 Wait until your care team arrives.



8 Talk with your provider as you would in person.



9 When the visit is finished, click **Disconnect** to exit the virtual treatment room.

Learn More

Use your phone camera to scan the QR code to learn more.



Health.Mil/MHSVideoConnect