

## QUALIFYING FOR A VIRTUAL VISIT

- Must be in Minnesota at the time of the Virtual Visit. Regulations change often. Please check with your clinic before your appointment if planning to be outside of Minnesota during the call.
- Must have an active Children's Minnesota consent form on record.
- Access to a computer, laptop, tablet or smartphone with broadband internet, WiFi, 4G or 5G. *Smartphones or tablets are recommended for Virtual Visits.*
- MyChildren's portal account is highly recommended. If unable to enroll in MyChildren's, please reach out to your clinic about an email option.
- Download VidyoConnect app or VidyoDesktop to your device and do a test call.\*
- Please notify you care team in advance if an interpreter is needed.

## TECHNICAL SPECIFICATIONS

### Smartphone recommendations for VidyoConnect app

- iPhone iOS 13.x or higher or Android version 10.x or higher

### Tablet recommendations for VidyoConnect app

- iPadOS 13.x or higher or Android version 10.x or higher
- iPad: Request Desktop Website **must** be turned off. (Open Settings, tap Safari, under Settings and Websites tap Request Desktop Website, turn off All Websites)

### Laptop or PC recommendations for VidyoDesktop

- Functioning camera, microphone and speakers are needed.
- Google Chrome is preferred browser for Windows devices; Safari for Apple devices.
- Windows 7, 8, 10 or macOS Catalina (10.15)
- Chromebook is **not** currently compatible

## DOWNLOADING VIDYO\*

### To download VidyoConnect to your smartphone or tablet (*preferred*)

- Download VidyoConnect from the App Store or GooglePlay Store
- No need to open the app after the download. If you do, leave the portal field blank and close the app.

### To download VidyoDesktop to your laptop or PC

- Download VidyoDesktop by entering **telemed.vtc.childrensMN.org** into your web browser and follow the prompts to install.
- After the download is complete, you will be asked for a portal, username and password. Leave all fields blank.

## TIPS FOR A SUCCESSFUL VISIT

- If connected to WiFi, being as close to your modem/router as possible will help your connection. If not connected to WiFi, an unlimited data plan is recommended.
- Close any unnecessary programs on your device.
- Find a quiet place with lighting facing you, not behind you. Also helpful to turn on overhead lights and block light from windows.
- Other family members who are using the internet for streaming video, gaming, etc., can impact the quality of your virtual visit. It is recommended that those activities be suspended during the time of your virtual visit.
- Confirm download of Vidyo to your device and do a test call (first time).
- Locate your virtual visit appointment. Call your clinic if unable to find.
- Gather all necessary paperwork.
- Make sure your device is fully charged and the microphone on your device is not muted and the speaker volume is turned up.

For instructions on how to perform a test call, visit

[childrensMN.org/downloads/2020/06/virtual-visit-testing-your-devices.pdf](http://childrensMN.org/downloads/2020/06/virtual-visit-testing-your-devices.pdf)

# DAY OF VIRTUAL VISIT (5–10 minutes before your appointment)

Note: If you would like other family members to join from another device, you may share the virtual visit link with them by copying the link and sending it via email or text in advance. They must also have Vidyo downloaded to their device and complete a test call.

## LAUNCHING YOUR VIRTUAL VISIT WITH VidyoConnect mobile app

Log in to MyChildren’s through the Children’s Minnesota website: [childrensMN.org/mychildrens](http://childrensMN.org/mychildrens).

If link is being sent through email, open message sent by the clinic and SKIP TO STEP 4.

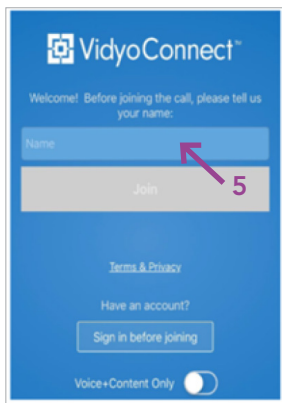
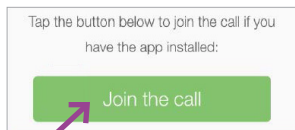
1. Click on the pink **Sign in Here** button.
2. Enter your MyChildren’s login information and click **sign in**. If you forgot your password, click on **Forgot Your Password**.
3. Go to your Messages inbox and open the message for the Virtual Visit.
4. Click on the appointment link or copy and paste the link into your web browser. Tap **Join the call**.
5. Enter the patient’s name in the **Name** field, then tap **Join**. If prompted, accept terms and conditions and allow access to your microphone and camera.
6. Wait for your Children’s Minnesota provider to join.

## LAUNCHING YOUR VIRTUAL VISIT WITH VidyoDesktop

Log in to My Children’s through the Children’s Minnesota website: [childrensMN.org/mychildrens](http://childrensMN.org/mychildrens).

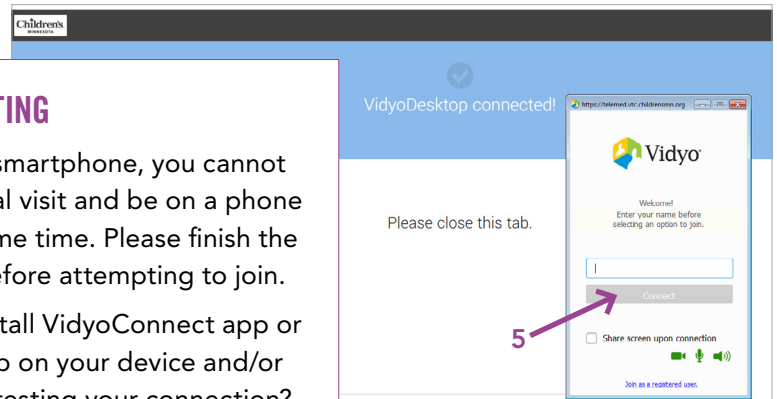
If link is being sent through email, open message sent by the clinic and SKIP TO STEP 4.

1. Click on the pink **Sign in Here** button.
2. Enter your login information and click **sign in**. If you forgot your password, click on **Forgot Your Password**.
3. Go to your Messages inbox and open the message for the Virtual Visit.
4. Click on the appointment link or copy and paste the link into your web browser.
5. Enter your name, child’s name or family name and click **Connect** to join the Virtual Visit Room.
6. Wait for your Children’s Minnesota provider to join.



### TROUBLESHOOTING

- If joining via smartphone, you cannot join the virtual visit and be on a phone call at the same time. Please finish the phone call before attempting to join.
- Unable to install VidyoConnect app or VidyoDesktop on your device and/or failure when testing your connection?
  1. Restart the device and try again.
  2. Call 952-992-5400 if the restart does not fix the problem.



**Questions or problems?** Contact your clinic. For device issues, call Children’s Minnesota Virtual Care at 952-992-5400, Monday – Friday, 9 a.m.–4 p.m.