MyUPMC Video Visits

If this is the first time you are using this computer for a video visit, you **should** login to your MyUPMC account 30 to 60 minutes before your schedule visit time to allow enough time to download the required technology.

If you have used this computer for previous video visits, we recommend that you login to your MyUPMC account 30 minutes prior to your scheduled visit to ensure that you have time to access the technology.

How to Prepare:

1. Open your web browser and go to **myupmc.upmc.com**. (We recommend using Chrome or Edge browsers).

2. Login to your MyUPMC account by clicking the **Log In** button.

   Note: If you do not have a MyUPMC account, you can register for one by clicking the **Sign Up** button at the top right of the page

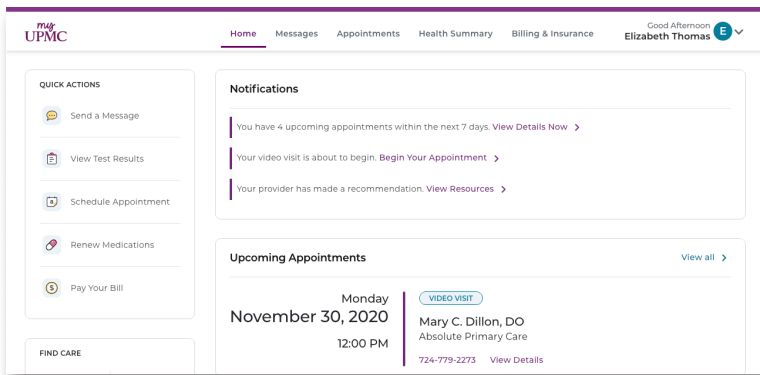3. Click "**Log In**" after entering your username and password

4. On the home page, click on the "**Appointments**" link in the menu on the top of your screen to see the list of all upcoming appointments, which includes video visits.


5. Under **Upcoming Visits**, click the purple 'Details' button next to your appointment to continue
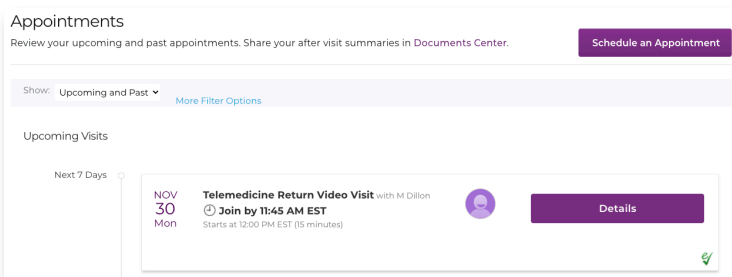

6. You can click on the "**Begin Video Visit**" button up to 30 minutes before your appointment to join the call. You will join the video visit and be the only person on the screen until your provider joins the call.

If this is your first time using MyUPMC for a video visit, click "Begin Video Visit" and proceed to step 9.
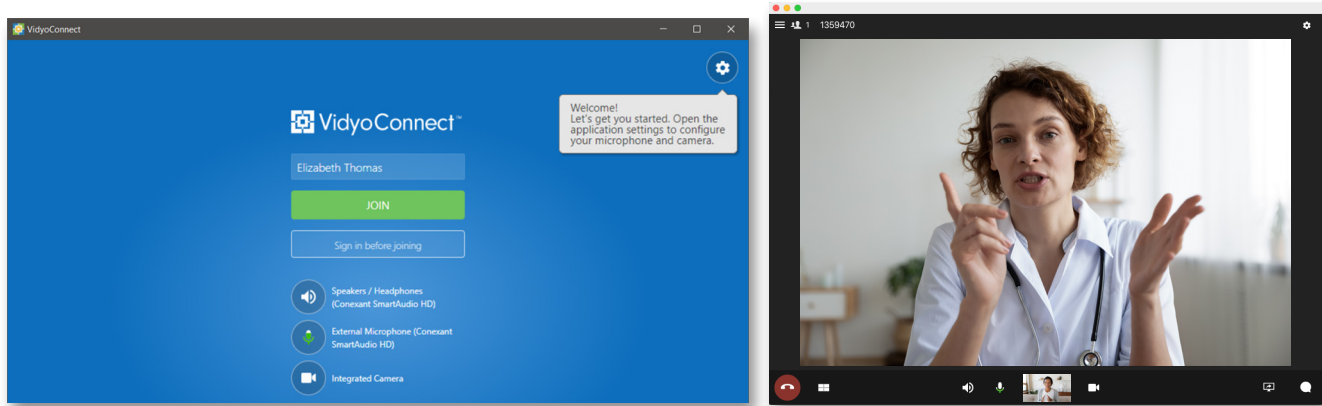
*Please note, that just like a regular visit, your doctor may not join right at the scheduled time of your appointment. They will join your video visit as soon as they can.
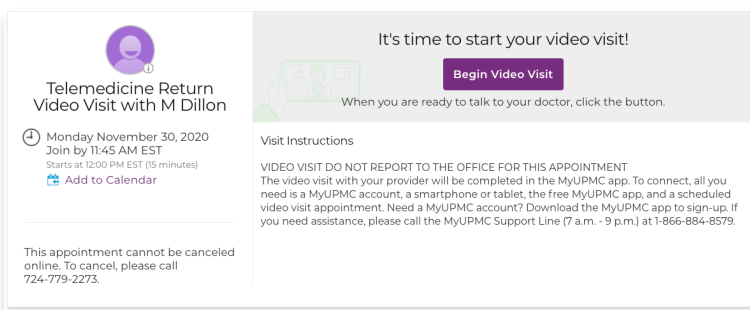
7. Check the box to automatically open VidyoConnect for future appointments. Click on the **Open VidyoConnect** button to proceed.
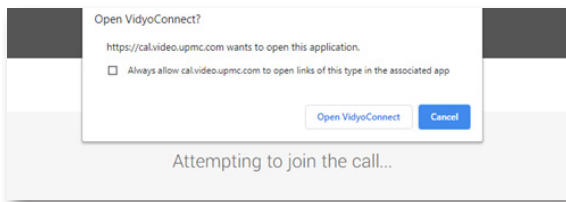
**8.** You can now click the **Join** button to enter your video visit.


If needed: Download the required technology

9. If this is the first time you are using this computer for a video visit, you will need to install a technology component for the video to work. If you need this, you will see messages to guide you as outlined below.

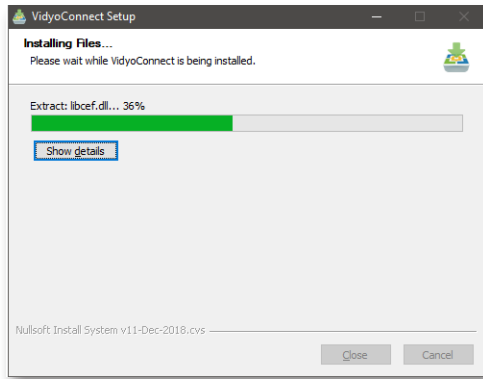Use the instructions for the browser you usually use.

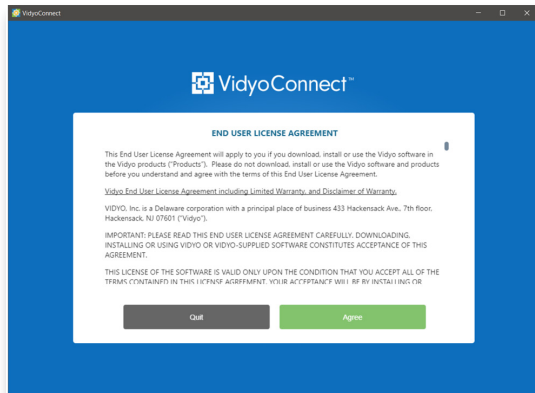Click on the green **Download** button to install VidyoConnect.
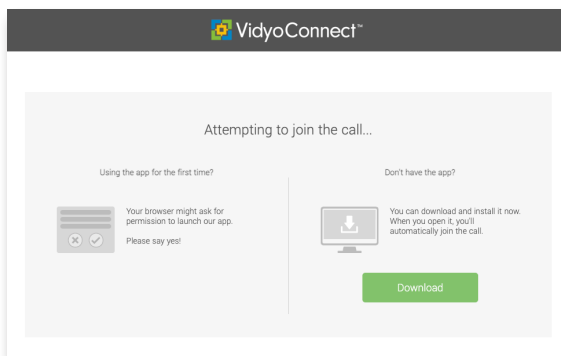
10. The VidyoClientInstall file will be downloaded. Click on the file to open and install.
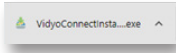
11. The installation process will start. Follow the prompts provided.

12. You will be asked to accept the license agreement to continue. Do so by clicking the green **Agree** button.

13. Since this is your first time with a video visit on this computer, you will need to close this tab on your browser and launch the video from your MyUPMC account one more time.