



Children's Minnesota

# Joining a Virtual Visit

Thank you for using virtual visits for your child's care. The following information will help you navigate the technology requirements for our new virtual care platform. Just like you, we want to help your child grow up happy, healthy and fit.

## Getting started

All virtual visits with this clinic require first logging into your MyChildren's account at <https://www.childrensmn.org/mychildrens/>.

If you are not currently enrolled in MyChildren's, you can enroll at your clinic's patient registration desk or by calling 612-813-6216. Patients under age 18 must have their parent or legal guardian request a MyChildren's account.

## Before your virtual visit

To make sure joining your virtual visit is successful, please follow these instructions before your visit. Please note: there are several steps to prepare for your virtual visit, so allow yourself enough time for each step before your scheduled appointment.

1. Log into the MyChildren's Patient Portal 10-15 minutes before your appointment at: <https://www.childrensmn.org/mychildrens/>.
- If you are joining your virtual visit through a web browser or smartphone, use a Chrome browser (if using a Windows or Android device), or a Safari browser (if using a Mac or iOS device).
2. Once you are signed into MyChildren's, click on **Appointments** to view your list of scheduled appointments, including your virtual visits. (see next page)

## CONTACT US

**For technical support:**

Call 1-877-621-8014

**For questions about your appointment:**

**Please call your clinic.**

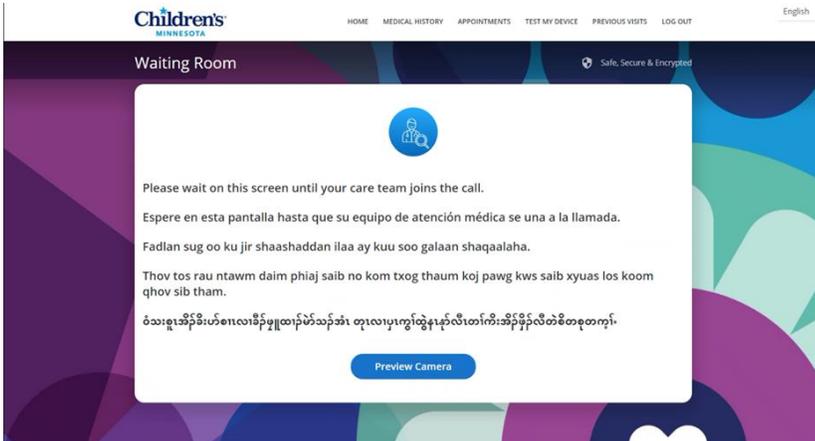
**Children's**  
MINNESOTA

[childrensmn.org/primarycare](https://childrensmn.org/primarycare)

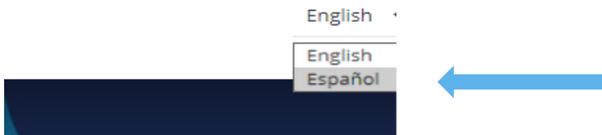
- A video icon  is next to each virtual visit appointment.
- If you do not see your scheduled virtual visit, contact your clinic.

3. Test your computer, tablet or mobile phone to make sure your audio and video settings are working.
  - You will be guided through troubleshooting tips, if needed.
  - Download and install any updates needed on your device.

4. Once your Tech Check is complete, **provide a contact phone number**. Then click **Continue**.
  - You will enter the Virtual Waiting Room. Your care team will be notified you have arrived.



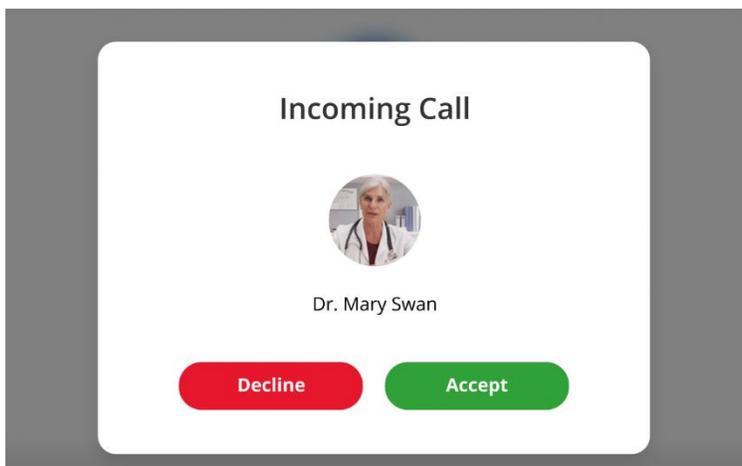
- You can **select English or Spanish** by choosing one from the menu in the upper right corner of your screen.



- You might see a notification asking you to **grant your browser access** to your microphone and camera. You must grant access to use the microphone and camera during the virtual visit.

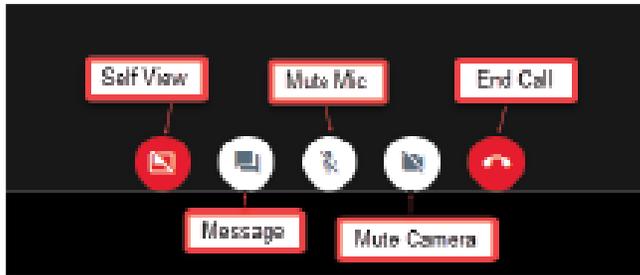
### During your virtual care visit

5. When your care team member starts the virtual visit, you will receive an Incoming Call. Select **Accept** to join the virtual visit.
  - Once you accept the incoming call, your visit will begin.
  - You will see and hear your care team member on the video screen. They will see and hear you.



If you would like other family members to join the virtual visit, have their email or text message information ready so the care team member can invite them when you have joined the visit.

6. When the virtual visit is done, click on the **End Call** button.
  - If you need to rejoin a video visit after selecting **End Call**, select **Join Session** to reopen the video player. The **Join Session** button is available if the scheduled appointment has not expired and the provider has not completed the visit.



### What if the portal isn't working?

Access [this PDF](#) for instructions.