

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/.

C	hildren's
	Sign in to MyChildren's
Email address o	r username
l	
Password	
	Sign in
	Forgot your password?
Feel free to re information. If using, turn on	view our terms of use and privacy policy for more you don't own or control the computer you're "private browsing" to protect your personal tion

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.



childrensMN.org/primarycare



MyChildren's home	
Appointments	
Messages >	
Medical record >	Online access to your Children's Minnesota medical record
Request a copy of medical record	
Patient information	Snanish version available
Pay your bill online	To use the portal in Spanish, go to the Settings area found under your username. Choose "Espanol – Estados Unidos" under "Change Language."
Children's Minnesota news	Para usar el portal en español, inicie sesión
	Para usar el portal en español, vaya a la pestaña Settings (Ajustes) que se encuentra debajo de su nombre de usuario. Seleccione la opción "Change Language" (Cambiar idioma) y elija "Español – Estados Unidos".
	How to schedule COVID-19 vaccines for Children's Minnesota patients
	 Children's Minnesota patients ages 12 years and older can schedule COVID-19 vaccinations at Children's Minnesota primary care clinics. Click here to schedule an appointment. You can schedule your child's well-child check-up for the same time! Well-child check-ups are recommended by Children's Minnesota primary in the same time in the schedule of the same time? Well-child check-ups are recommended by Children's Minnesota primary in the same time in the schedule of the schedule of

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

~		
Chi	Ы	ron'e
UШ	IU	u ens

MINNESOTA		
< Appointments	Appointments	
View Upcoming Appointments	Tuesday, Jul 27, 2021	
Schedule a New Appointment	Your video visit is ready to join.	
	Clinic-TeleHealth Future Video	
	10:20 a.m. CDT	
	For Patient15 Healthelife15 with Fate, Bryan H 612-813-6107	
	View Instructions	

- 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.

	Test My Device	
On the followin	ng screens, we'll check your camera, micro prepare you for your visit.	phone and speakers to
	Enter your name	•
	Test My Connection	



- 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.

Children's	HOME	MEDICAL HISTORY	APPOINTMENTS	TEST MY DEVICE	PREVIOUS VISITS	LOG OUT	English 🛩
Waiting Room					😵 Safe, Secure 8	k Encrypted	
		Bo					
Please wait on this screen until you	ır car	e team joins th	e call.				
Espere en esta pantalla hasta que	su eq	uipo de atenci	ón médica se	e una a la lla	amada.		
Fadlan sug oo ku jir shaashaddan i	laa ay	/ kuu soo galaa	in shaqaalah	ha.			
Thov tos rau ntawm daim phiaj sai qhov sib tham.	b no l	kom txog thau	m koj pawg I	kws saib xy	uas los koon	'	
ဝံသးစူၤအိဉ်ခ်ိးဟ်စၢၤလၢခဵဉ်ဖှူထၢဉ်မာ်သဉ်း	ာံ၊ တုၢ	လၢပ္၊ကွၢ်ထွဲနၤနုဒ်	လီၤတၢ်ကိုးအိုဉ်	ဖိုဉ်လီတဲစိတ	စုတက္•်ာ		
		Preview Camera					

• 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.