

How do I participate in a telehealth visit using a desktop or laptop computer?

Getting Started

Please call Whitney M. Young, Jr. Health Center (WYH) at **518-465-4771** to schedule the appointment and obtain your patient portal username and password if you have never previously accessed the patient portal for WYH.

- *If you have used the portal before, but you have forgotten your username, please call for that information.*
- *If you have forgotten your password, please follow the steps on the patient portal or Healow app to reset it. Please access the patient portal through this link:*

https://mycw11.eclinicalweb.com/portal265/jsp/100mp/login_otp.jsp

IMPORTANT: Before getting started, please make sure you are in a secure, private location to keep your health information private.

How to complete a telehealth visit through the Patient Portal on a desktop or laptop computer

Step 1: Log in to the Patient Portal

Log onto the patient portal on your laptop or desktop.

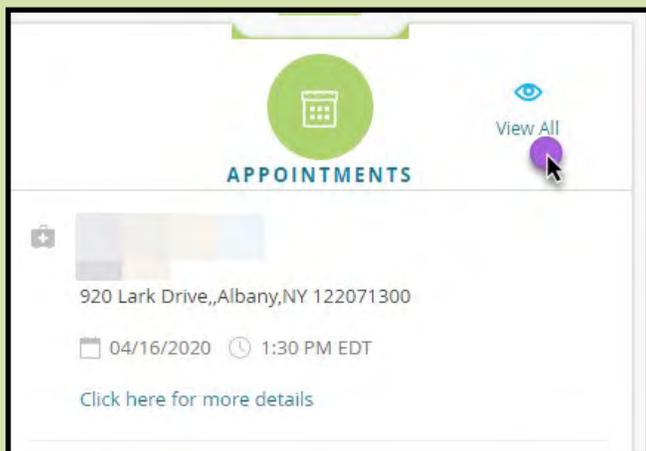
Please note that computers used for telehealth visits *must* have a functioning camera and microphone.

Please **do not** use your smartphone's web browser for telehealth visits, unless using the Healow app.

The screenshot shows the login interface for the Patient Portal. At the top, it says "LOGIN TO YOUR ACCOUNT" and "We will send verification code to confirm access to this number. Standard text messaging rates apply." Below this is a button labeled "Using Mobile Phone" with a mobile phone icon. In the center, there is an "OR" separator and the instruction "Enter the details below". There are two input fields: "User Name" and "Password". Below the "User Name" field is a link for "Trouble logging in". To the right of the "Password" field is a "Login" button. At the bottom of the page, there is a question "Would You Like To Join Our Practice?" and a "Pre-Register" button.

Step 2: Viewing and joining appointments

Once logged in, click on **“view all”** in the appointments section of your dashboard page to locate your upcoming telehealth visit.



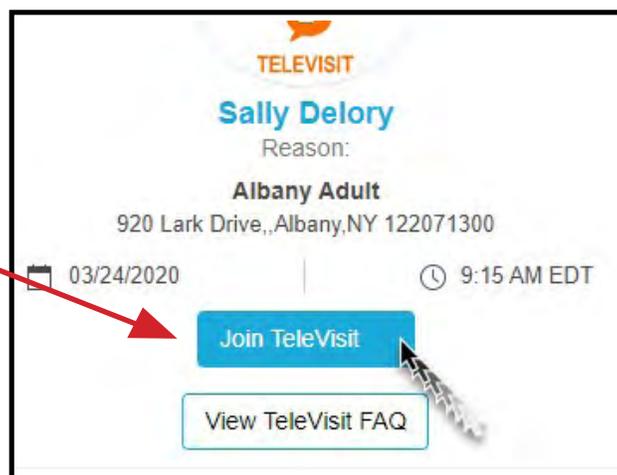
Step 3: Joining your TeleVisit

Telehealth visits have an icon on the upcoming appointment that says **“Join TeleVisit.”**

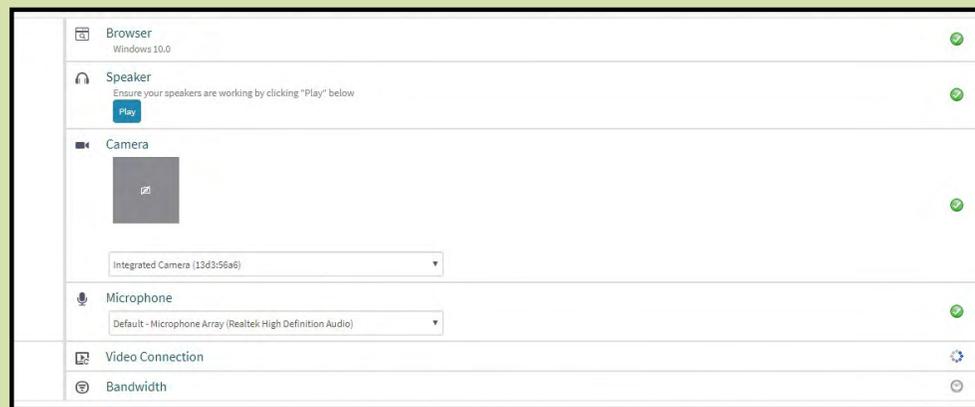
You can initiate the visit within 10 minutes of your scheduled appointment time.

Please keep in mind, you **must** log into your appointment first before the provider can join. ***If you are 30 minutes late for your appointment, you will be unable to join the visit.***

Click on **“Join TeleVisit”**, then proceed through the screens. You are not required to take your vitals. This page can be left blank, click **“submit vitals”** located on the left lower side of the page.



Step 3: System Compatibility Check



The system will perform a **“system compatibility check”** prior to allowing you to proceed to start the appointment.

If all requirements are met, you can select **“proceed”** at the lower left corner of the screen.

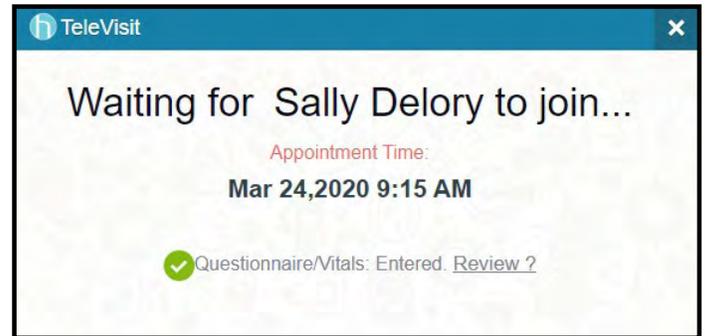
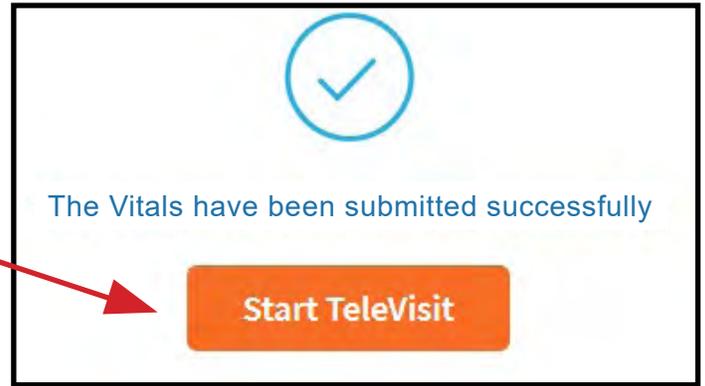
Step 4: Starting your TeleVisit

The final step is to click **“Start TeleVisit”**.

You will see a message box that says **“waiting for provider”**.

If your connection to the provider is interrupted, you can re-join the appointment by following the previous steps.

The provider will begin the face to face- to-face TeleVisit, and disconnect when the visit ends.



**If you have any questions or concerns, please call
Whitney Young Health at (518)465-4771.**

During your TeleVisit: Icons and Actions



Once your TeleVisit has started, the following options will be available to you by clicking on the icons:



Allows the patient to pause and continue the video



Allows the patient to mute and unmute the audio



Opens up a chat window



Allows the patient to end the visit