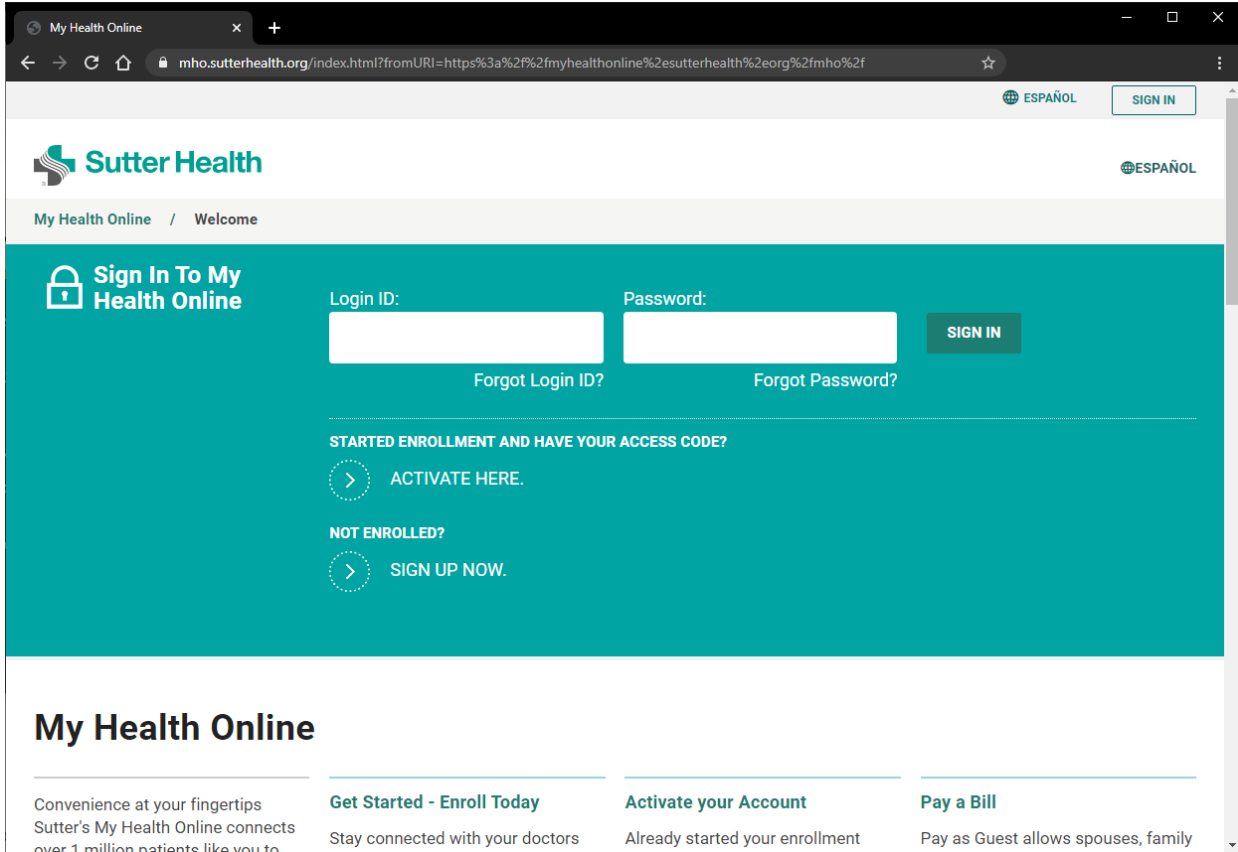
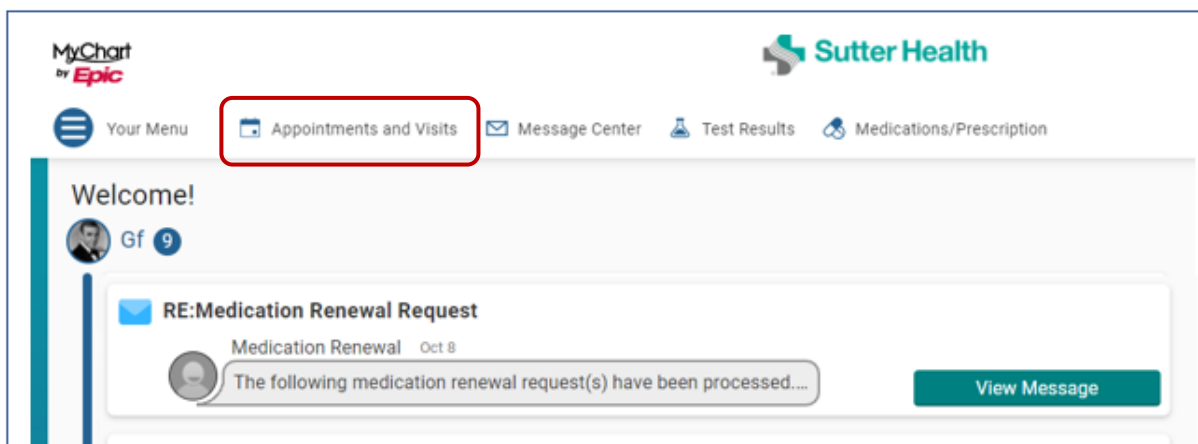


Step 1. Sign in to your My Health Online account from your web browser.



The screenshot shows the Sutter Health My Health Online sign-in page. The browser address bar shows the URL: `mho.sutterhealth.org/index.html?fromURI=https%3a%2f%2fmhealthonline%2esutterhealth%2eorg%2fmho%2f`. The page features a teal header with the Sutter Health logo and a "SIGN IN" button. Below the header, there is a "Sign In To My Health Online" section with a lock icon. The sign-in form includes fields for "Login ID:" and "Password:", a "SIGN IN" button, and links for "Forgot Login ID?" and "Forgot Password?". Below the form, there are two sections: "STARTED ENROLLMENT AND HAVE YOUR ACCESS CODE?" with an "ACTIVATE HERE." link, and "NOT ENROLLED?" with a "SIGN UP NOW." link. At the bottom, there is a "My Health Online" section with four columns: "Convenience at your fingertips" (Sutter's My Health Online connects over 1 million patients like you to...), "Get Started - Enroll Today" (Stay connected with your doctors), "Activate your Account" (Already started your enrollment), and "Pay a Bill" (Pay as Guest allows spouses, family).

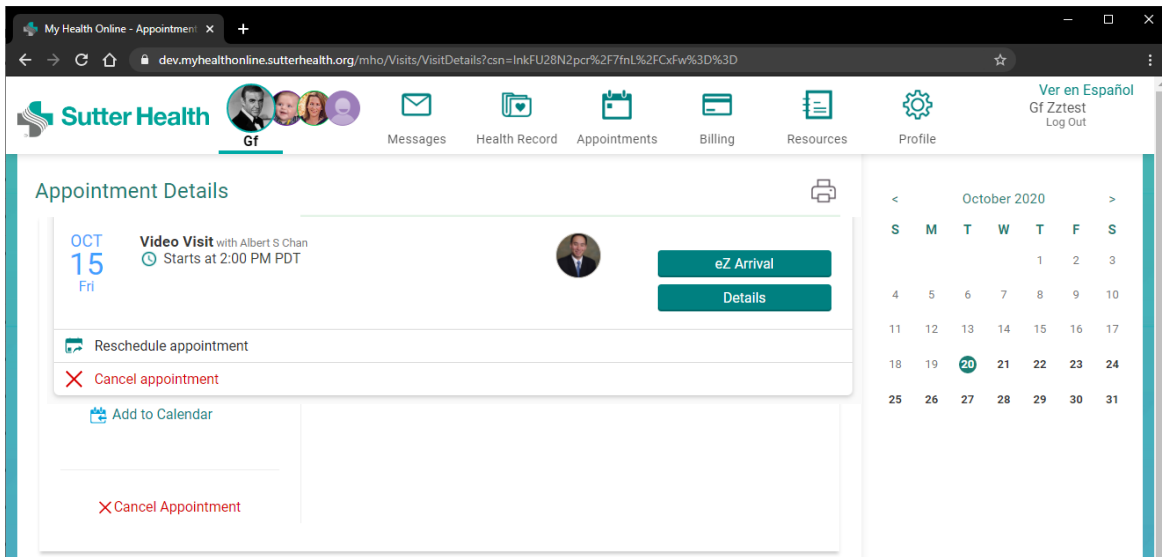
Step 2. Select Appointments and Visits.



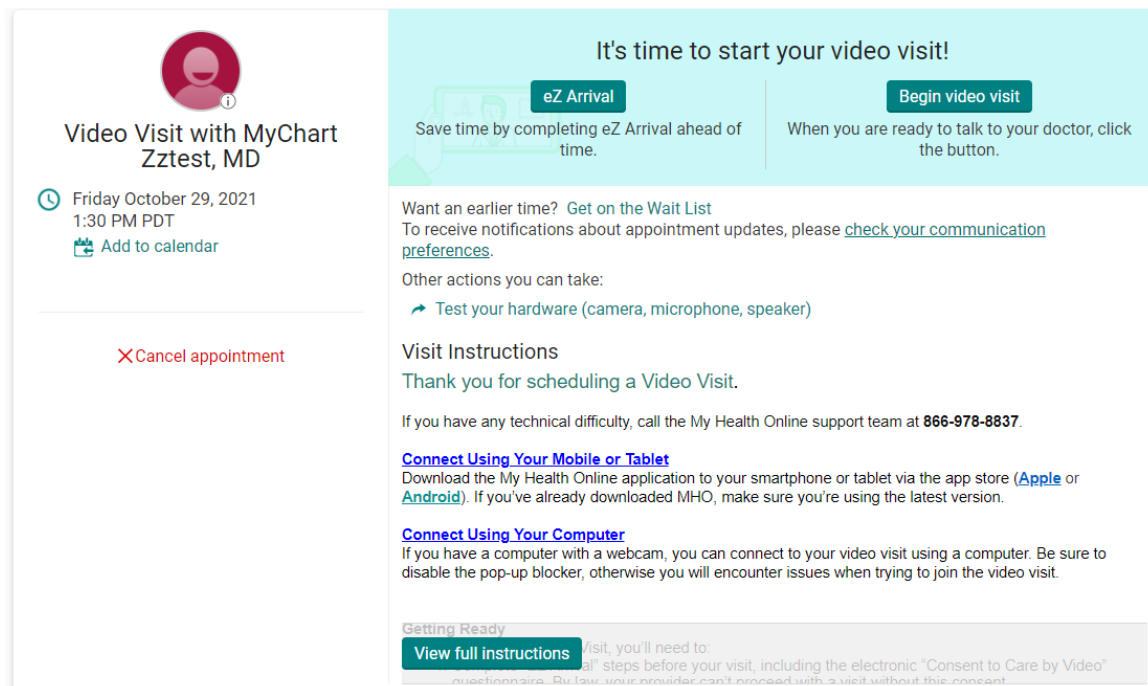
The screenshot shows the MyChart by Epic interface. The top navigation bar includes "MyChart by Epic" and the Sutter Health logo. The main navigation menu has several items: "Your Menu", "Appointments and Visits" (highlighted with a red box), "Message Center", "Test Results", and "Medications/Prescription". Below the navigation bar, there is a "Welcome!" message with a user profile icon and a notification for "RE: Medication Renewal Request" dated Oct 8. The notification text reads: "The following medication renewal request(s) have been processed..." and includes a "View Message" button.

Step-by-Step Instructions for Patients: Video Visits on Your Computer

Step 3. Save time by completing the EZ Arrival before your appointment. If you didn't use EZ Arrival, click "Details" 15 minutes prior to your visit.



Step 4. The details of the video visit will display. If you want to ensure your PC is set up correctly for video visits, then you can click the "Test your hardware (camera, microphone, speaker)". When you are ready, click "Begin video visit".






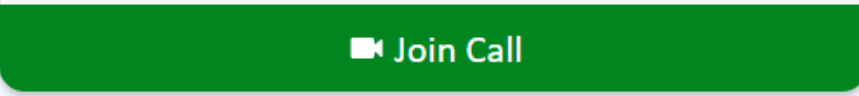
Step-by-Step Instructions for Patients: Video Visits on Your Computer

Step 5. If prompted, allow your browser to access your device's microphone and camera. A hardware test will automatically be conducted and results will be displayed. If your hardware is configured correctly you will see this screen, otherwise you will be prompted to correct the issues. To start the video visit, click "Join Call".

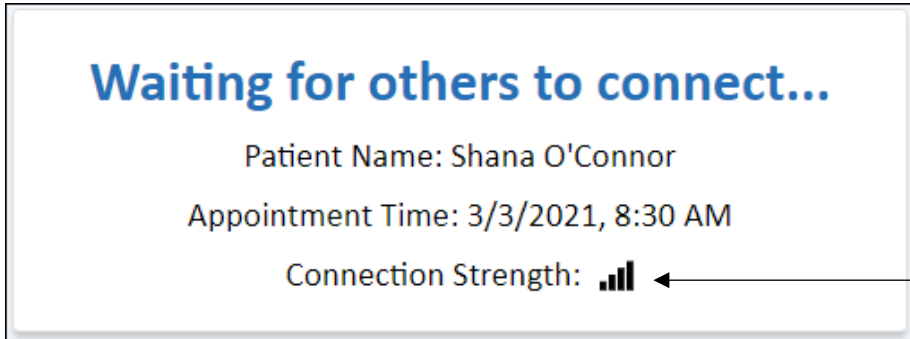
Hardware Test: Success

You're ready for your video call.

 Camera	<input checked="" type="checkbox"/>	ON
Integrated Camera (04f2:b52c)		
 Microphone	<input checked="" type="checkbox"/>	ON
Microphone Array (Realtek High Definition Audio)		
 Speaker	<input checked="" type="checkbox"/>	
Speaker/HP (Realtek High Definition Audio)		
Display Name	<input type="text" value="Shana O'Connor"/>	



Step 6. If the provider has not yet joined the call, the patient will see this message:



Note: This will display your video network connection strength.

You're All Set. Once the provider is ready for the visit, you will be connected.

