

Connect

Patient Portal



Starting a Video Visit via a Computer

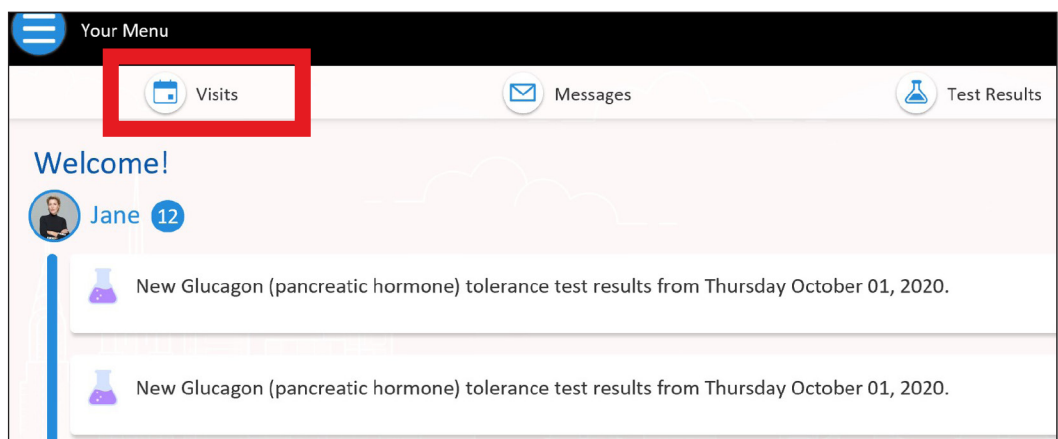
IMPORTANT NOTICE

Please ensure you have completed the following steps prior to your scheduled Video Visit:

1. Download the required ZOOM software to your device by visiting zoom.us/download and clicking “Download” under ZOOM Client for Meetings. You do not need to create a ZOOM account
2. Create a Connect account if you have not done so already. Please reference the “Creating an Account” patient guide for additional instructions
3. Disable any pop-up blockers enabled within your web browser as this may interfere with your appointment

STEP 1:

Log into your Connect account, click “Visits” and select your scheduled appointment



For any questions, or additional support, please call Connect Technical Support at (646) 962-4200 or visit MyConnectNYC.org

Connect

Patient Portal



Weill Cornell
Medicine



NewYork-
Presbyterian



COLUMBIA

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STEP 2:
Complete the
“eCheck-in” process

Get ready for your visit!

ECHECK-IN

Save time by completing eCheck-In ahead of time. You must complete eCheck-In before joining the video visit.

BEGIN VIDEO VISIT

Once eCheck-In is complete, start your video visit with the button.

eCheck-In

Personal Info Medications Allergies Questionnaires Insurance

Please review the personal information that we have on file. If your contact or personal information has changed or is incorrect, click the **Save Changes** button. When the card is updated, select the “This information is correct” button.

Verify Your Personal Information

Contact Information	Details About Me
007 Drive NEW YORK NY 10019 Going somewhere for a while? Add a Temporary Address	Preferred First Name ⓘ <i>Not entered</i> Gender Identity <i>Not entered</i> Sexual Orientation <i>Not entered</i> Background WHITE Language ENGLISH
512-468-3539 512-468-2536 <i>Not entered</i> jackthomasarker@gmail.com	EDIT

STEP 3:
Once the “eCheck-in”
process is completed,
select “Begin
Video Visit”

It's time to start your video visit!

BEGIN VIDEO VISIT

When you are ready to talk to your doctor, click the button.

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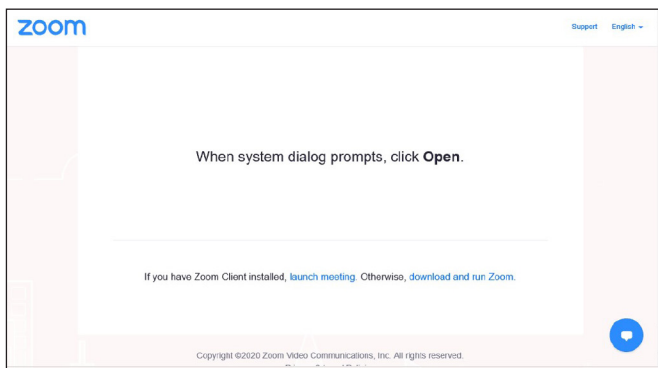
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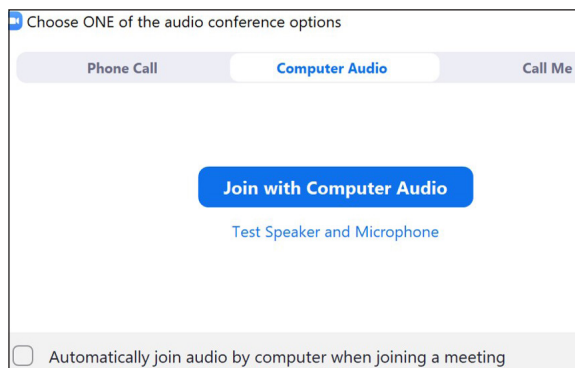
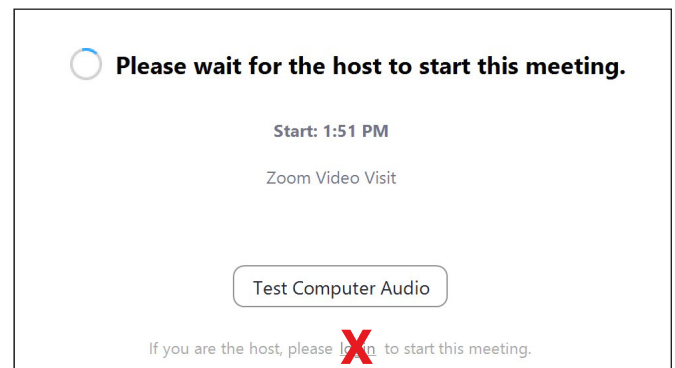
STEP 4:

Once you have selected “Begin Video Visit” a ZOOM pop-up should appear. If not, please ensure ad-blockers are disabled in your browser. You may also need to select “launch meeting”



STEP 5:

Please wait until your provider joins the session. Do not click the “login” button, your provider will be joining shortly



STEP 6:

When prompted, please choose your preferred method to connect to audio and allow access to your camera. You are now connected to your Video Visit



FRIENDLY REMINDERS AND TIPS

- Make sure you are in a quiet, well-lit room with a strong Wi-Fi signal
- We encourage you to join your Video Visit 10-15 minutes prior to your scheduled time
- If your connection gets lost, you can restart the video by selecting the appropriate appointment and clicking “Begin Visit”

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