

# Joining your virtual visit



Learn more about virtual visits at [www.bostonchildrens.org/virtualvisits](http://www.bostonchildrens.org/virtualvisits).

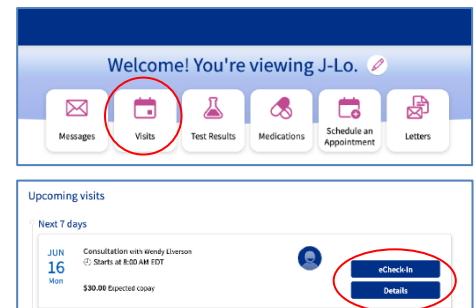
## I have a MyChildren's account:

### Prepare

- Up to 7 days before your appointment, you can eCheck-In to complete the required documents.
- From appointment reminders: Select **Check in Online**.
- From MyChildren's: Log in and select the **Visits** tab from the main menu. Under Upcoming Visits, select **eCheck-In**

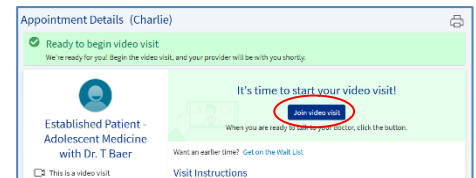
### Invite a Guest

- From the MyChildren's main menu, select the **Visits** tab.
- Select **Details** for your upcoming visit.
- Select **View and Invite Participants**.
- You will be prompted to enter an email address or phone number for the guest.



### Join (available 15 minutes before your visit)

- From MyChildren's: Login and select the **Visits** tab from the main menu. Under Upcoming Visits, select **Join Video Visit**.
- From appointment reminders:
  - If you have not completed eCheck-In, the reminders will direct you to eCheck-In before you can join.
  - If you have completed eCheck-In, choose the **Join Video Visit** link.
- Zoom will launch, and you will be in a virtual waiting room until your provider joins.



## I do not have a MyChildren's account:

### Prepare

- If you receive an eCheck-In link, you can eCheck-In to complete the required documents.

### Join/Invite a Guest

- One hour before your appointment, you will receive an email with a Zoom link. To invite a guest, forward the link.
- Zoom will launch, and you will be in a virtual waiting room until your provider joins.



[Learn about MyChildren's on our website.](http://www.bostonchildrens.org/virtualvisits)

**Need Support? Call the Digital Health Support Team at 617-919-4396.**

We are available Monday, Tuesday, Wednesday, and Friday from 7 a.m. to 5:30 p.m.; Thursday from 7 a.m. to 6:30 p.m.; and Saturday from 8 a.m. to 1 p.m. (ET).