

# Brown University Health Telehealth: How to Participate in a Remote Video Visit

Please note in order to participate in a Remote Video Visit, you must:

1. Have an active MyLifespan account.
  - a. To create one go to <https://my.lifespan.org/mychartprd/signup>
2. Have an active MyChart mobile application on your smartphone.



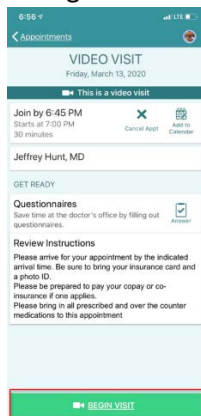
Contact our patient portal customer service team during normal business hours at **401-606-6957 (606-MYLS)** if you are having difficulty or need help with signing up for MyLifespan or downloading the mobile app.

On the day of your video visit:

1. Open the MyChart app from your phone.
2. Select "Appointments" (calendar icon).
3. Select your specific upcoming "video visit" appointment.



4. Select the Begin Visit button at the bottom of your screen.



*If you have any questions, contact our patient portal customer service team at **401-606-6957 (606-MYLS)**.*

5. Visit will open automatically.



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