MHS Video Connect

Patient Tips

Getting into your appointment

Each appointment has its own unique virtual treatment room that opens only a few minutes before the scheduled visit.

✅ **Tip:** Confirm the date and time in the email you received the day your appointment was scheduled.

You will need to copy and paste the appointment link sent to your email into a new browser window.

✅ **Tip:** The current versions of Google Chrome or Safari work best.

Ensuring a good internet connection

Test the device you plan to use at the location where you will be during the visit.

✅ **Tip:** Close open applications on your device that are not in use.

✅ **Tip:** Boost signal strength by moving closer to a window or wireless router.

✅ **Tip:** Clear your browsing history in your browser settings.

Making sure you and your provider can see and hear each other

Be sure that your camera and microphone are on.

✅ **Tip:** In your device Settings, confirm that the correct camera, microphone, and speakers are selected and not disabled or blocked.

If you need additional technical assistance, contact your local military hospital, clinic, or health care team.

Learn More

Use your phone camera to scan the QR code to learn more.

Health.Mil/MHSVideoConnect