




### This Tip Sheet includes each of the following:

-  **1.** Instructions for activating your **MyHSS** account online. (page 1)
-  **2.** Instructions downloading the necessary applications to conduct your **Virtual Visit** on a mobile device. (page 1)
-  **3.** Instructions for checking in and initiating your **Virtual Visit**. (page 2)

**If you run into any technical difficulties that are not answered in this document, please call the MyHSS Help Desk at 844.269.4509.**

## Instructions for Activating Your MyHSS Account




If you have already activated your account, jump ahead for instructions on how to download the [MyHSS](#) and [Zoom](#) mobile applications, and how to start your Virtual Visit when it comes time.

- A.** If you have received a [MyHSS](#) activation code from your HSS physician's office, open your web browser and navigate to [myhss.hss.edu/MyHSS/accesscheck.asp](https://myhss.hss.edu/MyHSS/accesscheck.asp)
1. Follow the steps on screen to enter the required information, clicking the green **Next** button to navigate between pages.
  2. After accepting the terms and conditions, you will be brought to your [MyHSS](#) homepage.
- B.** If you do not have an activation code, open your web browser and navigate to [myhss.hss.edu/MyHSS/signup](https://myhss.hss.edu/MyHSS/signup)
1. Follow the steps on screen to enter the required information, clicking the green **Next** button to navigate between pages. **Note:** all information you provide is kept confidential. The information is used by our ID verification vendor, Experian to help us confirm your identity.
  2. As a final step, you will be presented with the [MyHSS](#) Terms & Conditions of Use. After reviewing, click **Accept** if you agree with the Terms and Conditions.
  3. Activation is now complete – you will be brought to your [MyHSS](#) homepage.



## Instructions for Downloading MyChart and Zoom

If you plan to use a mobile device (iPhone, iPad, Android phone, Android Tablet), you must first download BOTH the [MyChart](#) and [Zoom Cloud Meetings](#) applications. If you plan to conduct your visit through a desktop or laptop computer, you may skip this step.

### A. To download MyChart

1. Open either the Apple App Store  or the Google Play store. 
2. Search for and download / install the **MyChart** app 
3. Open the **MyChart** app and add Hospital for Special Surgery to your organization list. Follow the on screen instructions to log in using your existing [MyHSS](#) username and password.

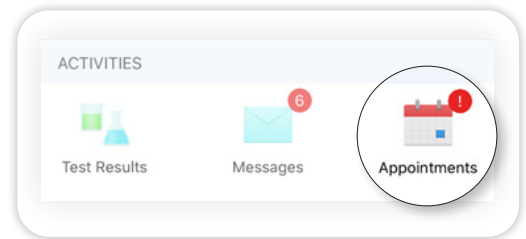
### B. To download Zoom Cloud Meetings

1. Open either the Apple App Store  or the Google Play store. 
2. Search for and download / install the **Zoom Cloud Meetings** app.
3. No further action needed – on the day of your visit, you will be able to join your video visit without creating a Zoom account.

## Instructions for checking in and initiating your Virtual Visit.

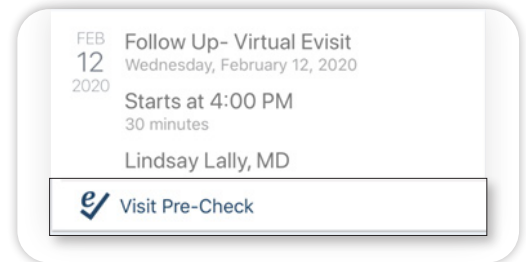
The following instructions were created using an Apple iPhone. You may experience slight variations depending on which type of device you are using to conduct your Virtual Visit.

1. Once logged into **MyHSS**, tap **“Appointments”**

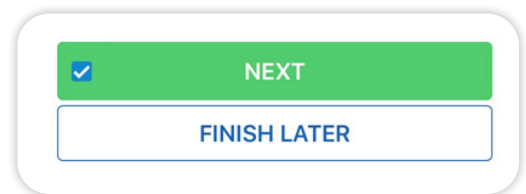


2. Tap **“Visit Pre-Check”**

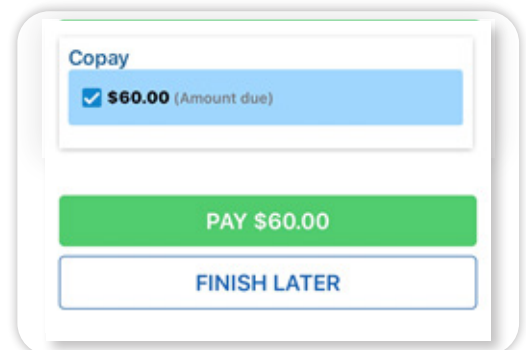
If you do not see the **“Visit Pre-Check”** option, skip to step 8.



3. Follow the prompts on the screen to review and confirm your personal details. After making any necessary edits on each page, check the box next to **“This information is correct”** and then **click “Next.”**

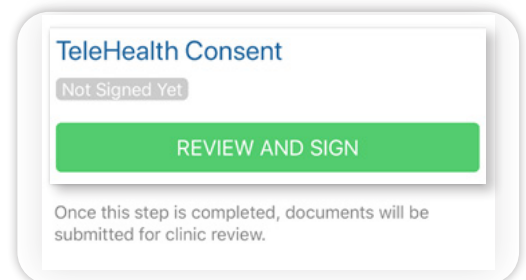


4. As a reminder, you will be responsible for either co-payment if your insurance is accepted, or to pay the cost of the visit. **Note:** amount due will vary based on your insurance provider and coverage details.

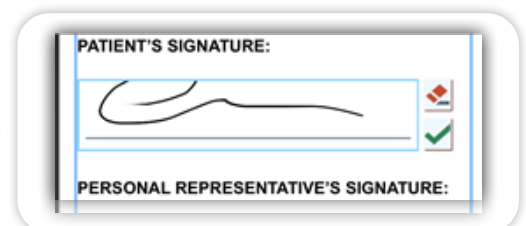


5. If you have previously had a virtual visit with HSS, skip to step 8.

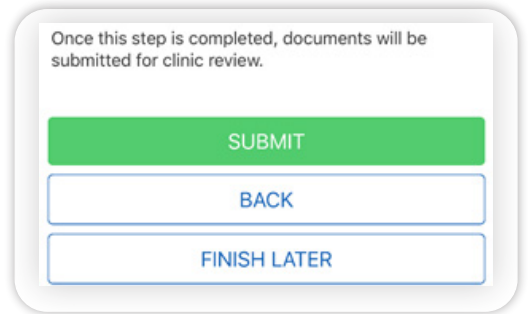
Otherwise, if this is your first virtual visit with HSS, you will be required to sign a Telehealth Consent form. **Click “Review and Sign”**



6. After reviewing the document, use your finger to sign inside the blue box, and **tap** the green check icon.

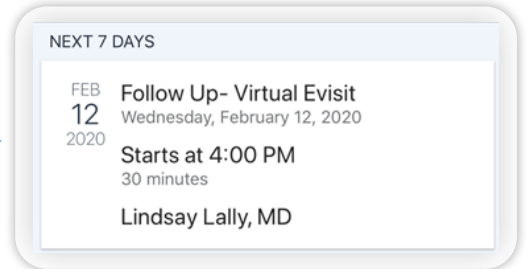


7. Once all consent forms have been signed, the “**Submit**” button will turn green. **Tap** to complete the Visit Pre-Check.

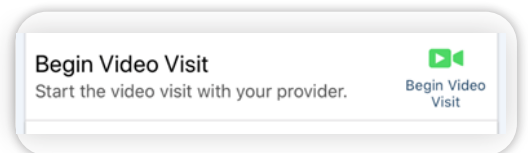


8. Your Virtual Visit will appear in your “**Appointments**” menu. If you see the words “**Visit Pre-Check**” below the appointment details, refer back to steps 1-7.

Otherwise, **tap** on the Virtual Visit to open the details.

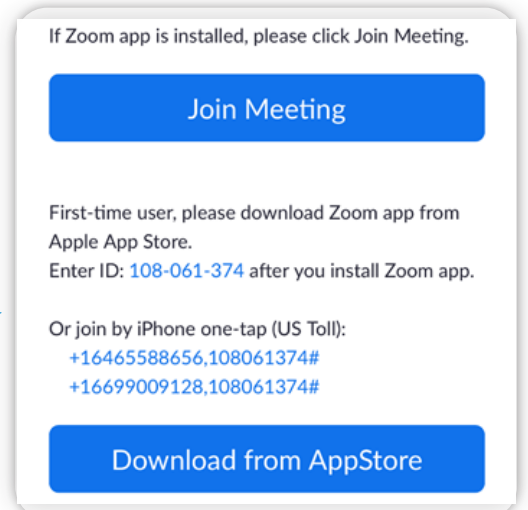


9. If your visit is within the next 30 minutes, you will see a green camera icon labeled “**Begin Video Visit**.” **Tap** this icon to begin your visit.

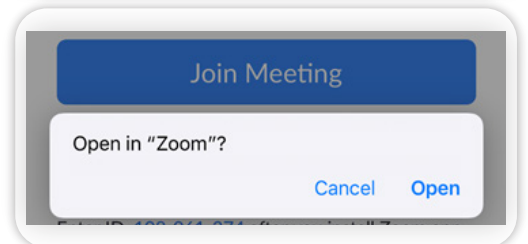


10. If the ZOOM app is installed on your device, skip to step 11.

If you have not yet installed the ZOOM app, **tap** “**Download from AppStore.**” Follow on-screen instructions to download the app using your Apple ID and password.



11. Once the ZOOM app is installed on your device, click “**Join Meeting.**” You will be prompted to “**Open in Zoom?**” **Tap** “**Open.**”



12. You are now in the virtual visit. If you see a message stating, “**Waiting for the host to start this meeting,**” you are in the virtual waiting room. Once your clinician joins, your Virtual Visit will begin.

