

How to join a virtual visit from your desktop or web browser

For the best experience, use your mobile device and the Allina Health account mobile app available for [Apple](#) and [Android](#) devices.

If you are unable to use a mobile device for your visit, please make sure:

- the camera, microphone and speaker are enabled on your computer
- you join the visit using a supported web browser
 - Chrome 75.0 or earlier version
 - Internet Explorer 11.0

Instructions

Step 1: Open a supported web browser on your computer.

Chrome 75.0, or earlier version

Internet Explorer 11.0

Step 2: Sign in to your [Allina Health account](#) with your username and password.

Password assistance is available by calling 1-866-301-6698.

Step 3: Scroll until you find Appointments and click on View Details for your virtual visit appointment.

Step 4: Click eCheck-In

eCheck-In should be completed prior to your visit and can be done up to five days before. You may be prompted to verify your medications, allergies, answer questions and complete other information.

Step 5a: Click on Test Hardware, if it is *more than 30 minutes* before to your visit.

Chrome: Install the Vidyo extension and download the VidyoWeb plugin

Internet Explorer: Download VidyoWeb plugin

Step 5b: Click on Begin Video Visit, if it is *less than 30 minutes* before your visit.

You can join the visit up to 30 minutes before the scheduled time.