

How to join a virtual visit from your mobile device

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

Instructions

Step 1: Download or launch the Allina Health account app.

iOS devices: <https://itunes.apple.com/us/app/allina-health-account/id1265997284?ls=1&mt=8>

Android device: <https://play.google.com/store/apps/details?id=org.allinahealth.android>

Step 2: Sign in with your username and password.

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

Step 3: Choose Appointments.

Step 4: Choose your scheduled virtual visit appointment.

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

Step 5: 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 6: Choose Begin Visit.
