

Connecting to Your Virtual Visit Through the MyChildren'sLA Patient Portal

OVERVIEW

This guide will help you connect to your child's virtual visit the MyChildren'sLA Patient Portal. A few minutes before your appointment, log into the portal and navigate to the Home screen or Appointments tab to launch the visit.

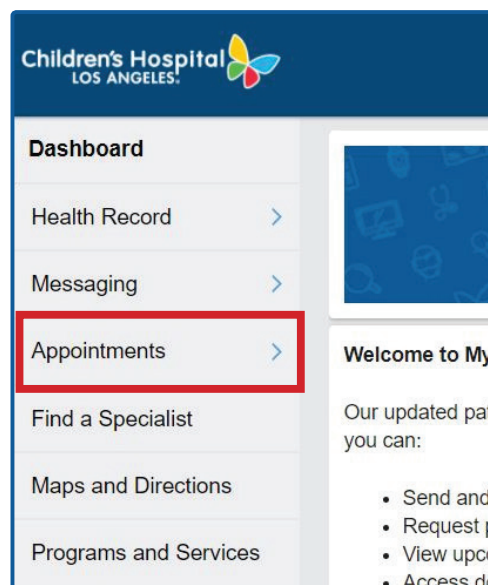
STEPS TO LOG INTO YOUR VISIT

1. Log into the **MyChildren'sLA Patient Portal** from CHLA.org or using the **ChildrensLA app**.



The screenshot shows the login page for My Children's LA. At the top is the logo "My Children's LA". Below it is the text "Sign in to Children's Hospital Los Angeles". There are two input fields: "Email address or username" and "Password". Below the password field is a blue "Sign in" button. At the bottom, there is a link that says "Forgot your password?".

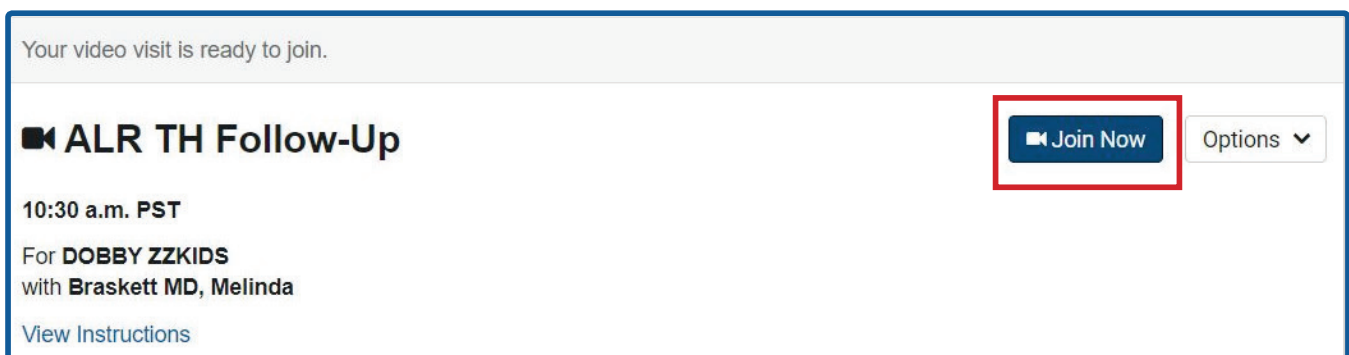
2. Click on **Appointments** in the left navigation bar.



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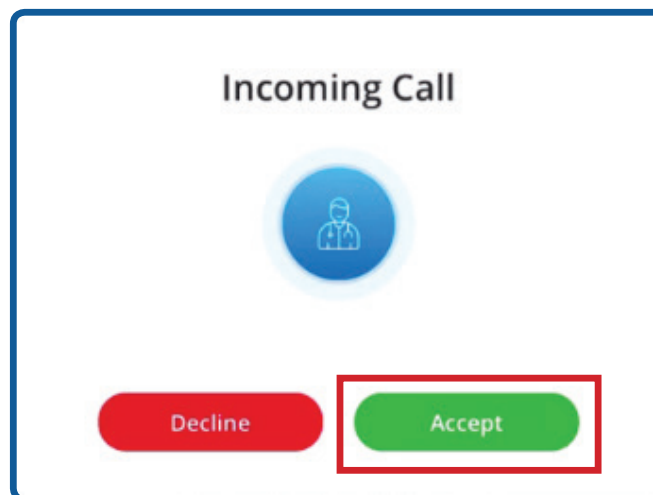
- This will take you to the Appointments page where you will see **"Join Now"** or explore other options. You have the option to: Add to Calendar, Invite someone to join your visit, or Reschedule or cancel your visit. When you are ready, select **"Join Now"** to launch the visit.

****NOTE:** If you chose to reschedule your child's appointment, a care team member will reach out to you to follow up.



- After clicking **"Join Now,"** you will go through a **Tech Check** to ensure you are ready for your child's virtual visit. Following the successful completion of the Tech Check, you will be automatically placed into the video call.

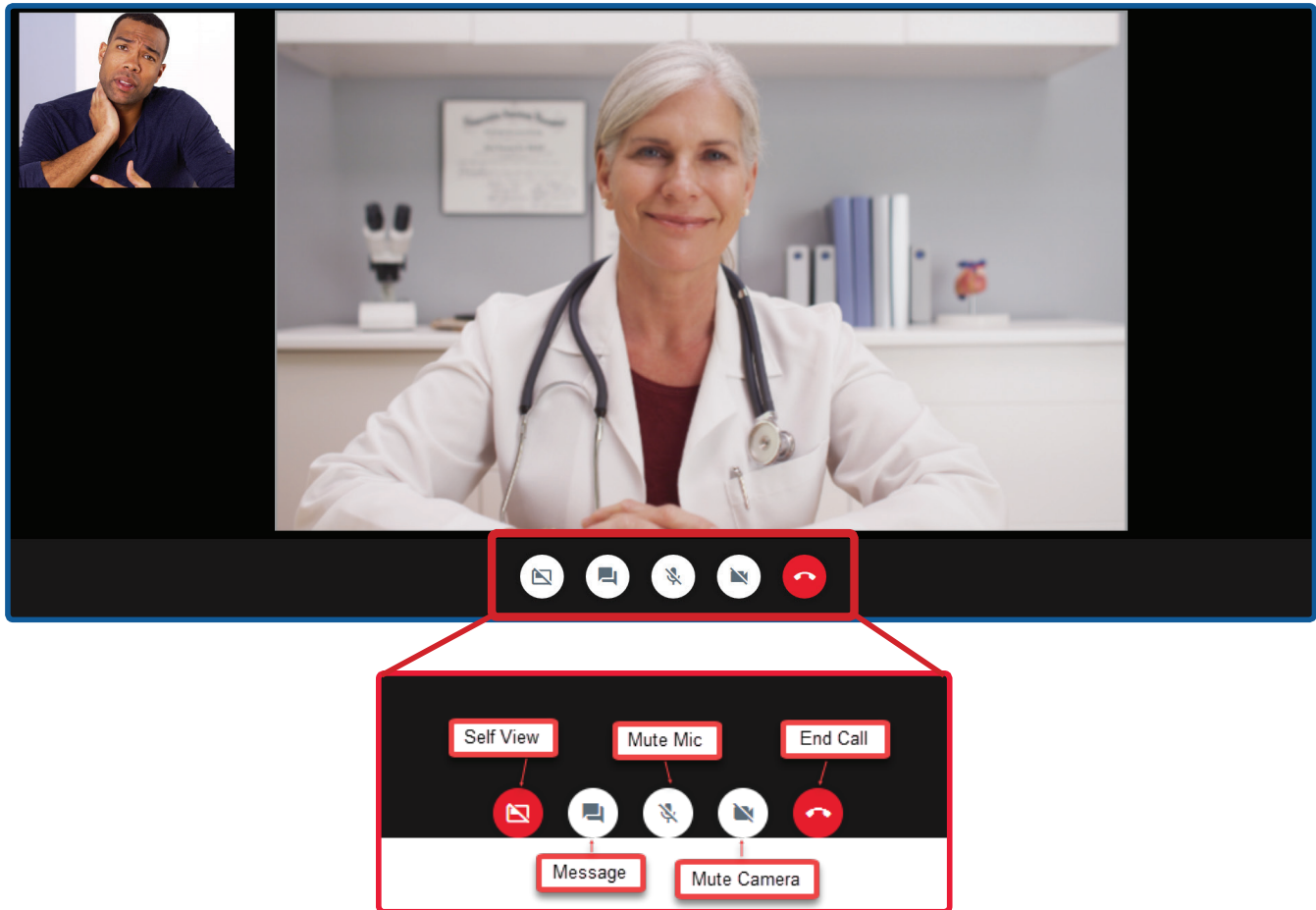
****NOTE:** If you arrive **before** your child's provider, you will enter a Waiting Room until the provider is available. Once the provider joins the visit, you will receive an incoming call. Click **Accept**.



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5. You will see your provider join the video screen to start your child's visit.

****NOTE:** Self View, the ability to flip your camera, is only available on a mobile device.



6. When the virtual visit is complete, click on the **End Call button**.

TROUBLESHOOTING

Make sure your web browser is up to date and ensure that it allows microphone and camera access by checking **"Settings."**