Joining a Virtual Visit – Tip Sheet

1. Open a web browser (ex, Chrome, Microsoft Edge, Firefox, Safari)
2. Navigate to the Patient Portal URL: https://connectedcare.mychamp.ca/
3. Login using your Username and Password prior to your virtual appointment

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1. Optional: Click on ‘Pre-Register’ for your visit



1. Optional: Complete the Pre-Registration Survey
2. Optional: You can test your video and audio by clicking ‘Test Connection’ at any time before your appointment. 
3. Click ‘Join’ to join the Virtual Visit. Note: check-in opens 1 hour before your appointment.



1. You will be the first to join the call. Wait for your care provider to join.

