

How to Access a Video Visit Using the Nebraska Medicine App

Please follow these steps to start your scheduled video visit with your provider from your phone.

Video visits are only done through a One Chart | Patient account. If you don't have one, you can make an account by going to [NebraskaMed.com/OneChart](https://www.nebraskamed.com/OneChart) before proceeding with these instructions.

Instructions to download the Nebraska Medicine app

Apple iOS users please follow these instructions:

- Step 1:** Open the App Store.
- Step 2:** Search for **Nebraska Medicine**.
- Step 3:** Click on the **GET** button, and confirm that you want to install the app.
- Step 4:** After the Nebraska Medicine app is installed, click **Open**.
- Step 5:** Log in with your One Chart | Patient account username and password.

Android users please do the following:

- Step 1:** Open the Google Play Store.
- Step 2:** Search for **Nebraska Medicine**.
- Step 3:** Click **Install**.
- Step 4:** After the Nebraska Medicine app is installed, click **Open**.
- Step 5:** Log in with your One Chart | Patient account username and password.

How to join a video visit

- Step 1:** Open the Nebraska Medicine app.
- Step 2:** Log in with your One Chart | Patient account if you aren't already logged in.
- Step 3:** Select **Begin visit** from your home dashboard. If you don't see this, select **Visits** at the top of your screen, find your appointment and then select **Join video visit**. If you do not see the **Join video visit** button, it is too early to start the visit. You can log in to your visit 10 minutes before your appointment time to let the rooming process start. Please note that you may be asked to fill out eCheck-In before joining a video visit. Select **Start eCheck-In** from the notice at the top of the the **Appointments** screen. Follow the prompts before joining your video visit.

- Step 4:** Wait for your provider to join. You may be prompted to allow access to your camera and microphone. Please select **Continue**, then **Allow**.

If you are having problems or need help, please contact our customer service team at **402.559.0700** or by email at onechartpatient@nebraskamed.com. Our representatives are available 24/7 by phone and from 8:30 a.m. to 5 p.m. by email.

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