

Similar to a typical in-person appointment, a Virtual Visit will allow you to meet with a Children's National provider, but from your home or work. During a Virtual Visit you can see and speak to your provider using your computer, tablet, or mobile device (iOS or Android).

The software used for the Virtual Visit is completely web-based and can run on the majority of web browsers with internet access. All you need is a computer, laptop, mobile phone, or tablet with an internet connection and a webcam. For a consistent connection, please use a secure Wi-Fi connection, if available. Please see below for the hardware and software required for the Virtual Visit.

Technology Requirements

If using a computer or laptop to connect to the Virtual Visit, please ensure that your device meets the following requirements:

- Windows or Mac operating system
- High-speed internet connection (no dial-up)
- High-definition webcam with the ability to send and receive video

Web Browser Requirements

A web browser is required to connect to Children's National Virtual Visit application. The following browsers are compatible with the application:

- Microsoft Internet Explorer 8 and higher (Microsoft Edge **is not** a compatible/supported browser.)
- Mozilla Firefox 12 and higher
- Google Chrome 20 and higher
- Apple Safari 4 and higher

Firewall

Please note that you may need to disable the firewall settings on your browser in order to access the site.

Mobile Requirements

If you prefer to use your mobile device to connect with your Provider, for an optimal video experience, please download and use the MyCare app. In order to utilize the MyCare features, you **MUST** have an active data connection on your mobile device. A data connection can be either of the following below:

- High Speed Cellular Data Connection (e.g. XLTE, LTE, 4G, 3G)
- Wi-Fi

NOTE: A data rate of at least 128 kbps will be needed for a minimally acceptable audio/video experience. The application will recommend you switch to "audio-only" mode at data rates lower than 128 kbps.

Mobile Requirements

- IOS: 8.0+
- Android: 4.1+

For technical assistance during your Virtual Visit, please call **1-888-633-9076**.

Virtual Visit Website Address: <http://childrensnational.avizia.com>

Your Virtual Visit Coordinator will contact you with your login and password information after you schedule your Virtual Visit.