



PATIENT & CAREGIVER EDUCATION

Joining through MyMSK

To join your telemedicine visit using MyMSK, follow these steps:

1. Login to your MyMSK account by going to my.mskcc.org or opening the MyMSK app.
 - If you plan to use your MyMSK app for your telemedicine visit, make sure you have the latest version of the app downloaded on your smartphone or tablet.
 - If you don't have a MyMSK account, visit my.mskcc.org, call 646-227-2593, or call your healthcare provider's office for an enrollment ID. For more information, watch our video [How to Enroll in MyMSK: Memorial Sloan Kettering's Patient Portal](#).
 - If your caregiver manages your MyMSK account for you, ask them for your login information or have them help you.
2. On your homepage under Appointments, find the telemedicine visit you're joining. Select "Start Telemedicine Visit" (see Figure 9).

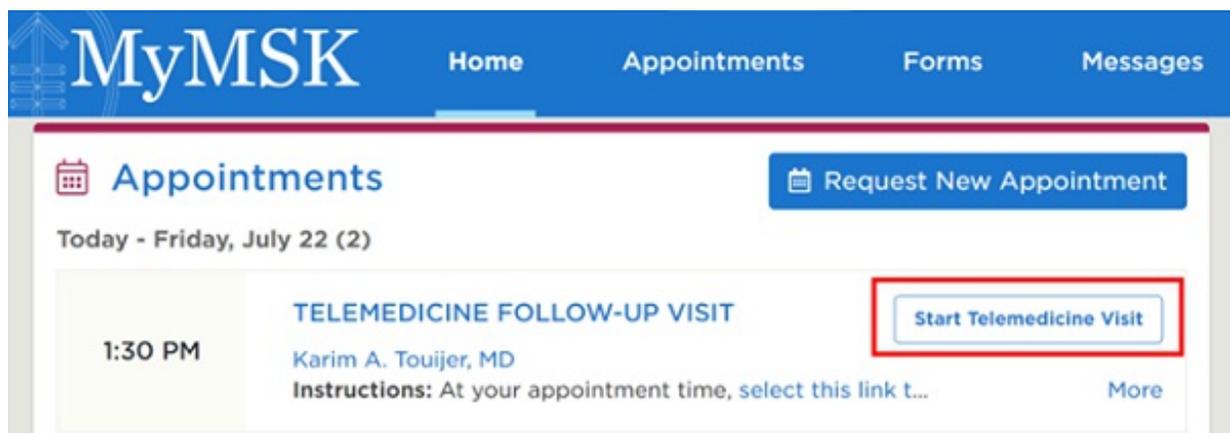


Figure 9. Select "Start Telemedicine Visit"

3. A screen will come up asking for access to your camera and microphone.

Select “Allow” to let your healthcare provider see and hear you (see Figure 10).

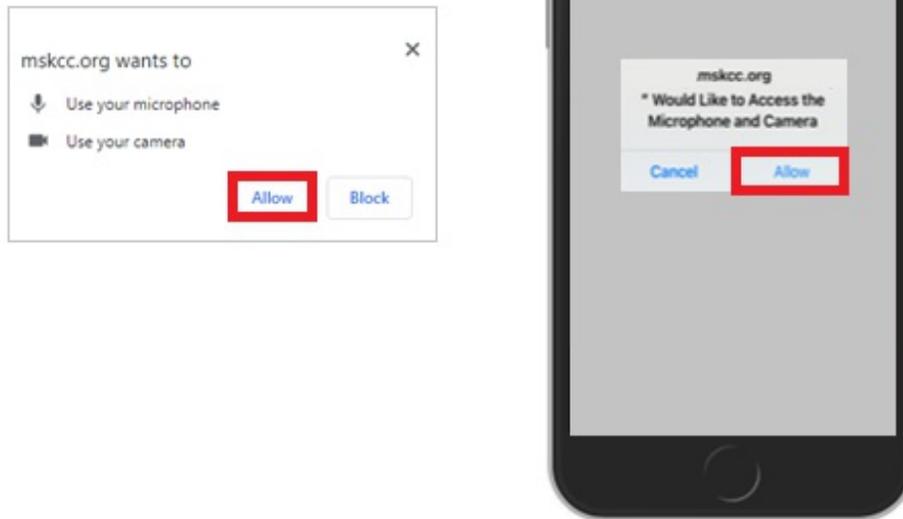


Figure 10. Select “Allow”

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you’re not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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