Accessing the HealtheLife Patient Portal for Virtual Visits

Instructions for Laptop or Computer Use

Step 1: Login to https://scmh.iqhealth.com on a web browser.
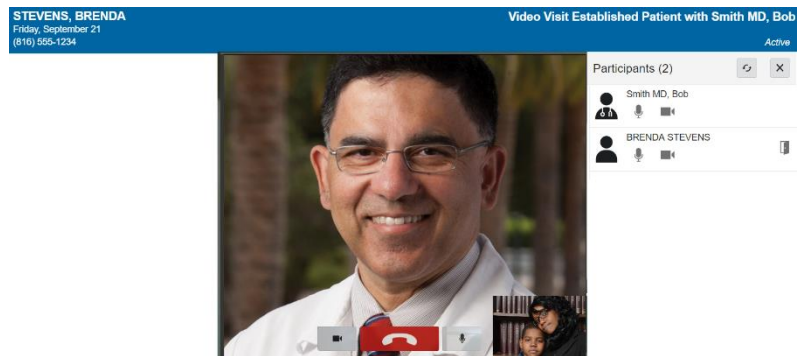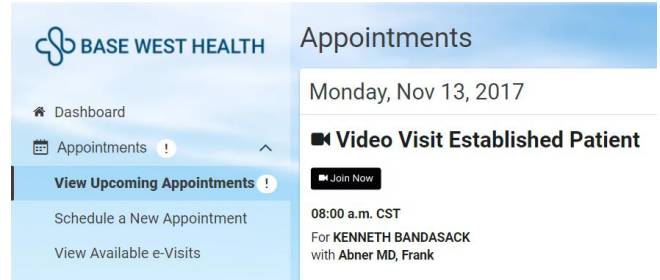
Step 2: Enter Your Username and Password → Sign In

Step 3: Appointments → View Upcoming Appointments

Step 4: Select [■ Join Now]

Step 5: You will be directed to a new screen similar to the one on the right. Once the other participants join you will see them on your screen. You can join the session as early as 15 minutes before your scheduled appointment.
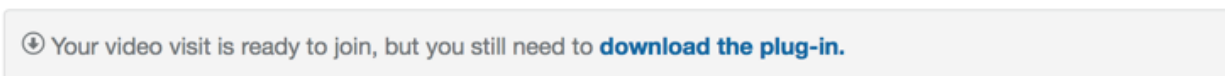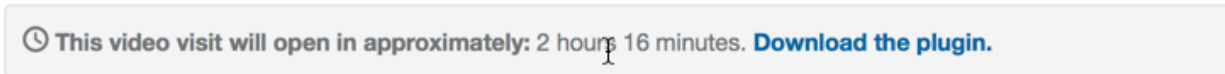
Computers must be equipped with a microphone and webcam.

Notes about Connectivity & Browsers

Google Chrome (Version 72 and earlier releases) or *Mozilla Firefox* (all releases) is recommended. **Download any necessary plug-ins**: If you plan to attend using the *Internet Explorer* (not recommended) or *Safari* desktop browser, you must first complete the following steps to download a plug-in.

a. Click the **Download the Plug-in** link that is displayed in one of the video visit status banners. Alternatively, click **Join Now** if applicable. The plug-in is downloaded automatically.

b. Follow the system prompts to install the plug-in. When you are finished, a confirmation message says that all system requirements have been met. The Join Now button is included in the Success message box if it is time to join the video visit.

Please contact the Rural Health Clinic with questions regarding your patient portal at 906-341-3266 or visit our website: https://scmh.org/patient-portal-at-schoolcraft-memorial-hospital