



PATIENT QUICK START GUIDE

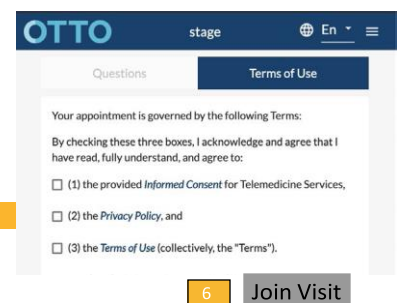
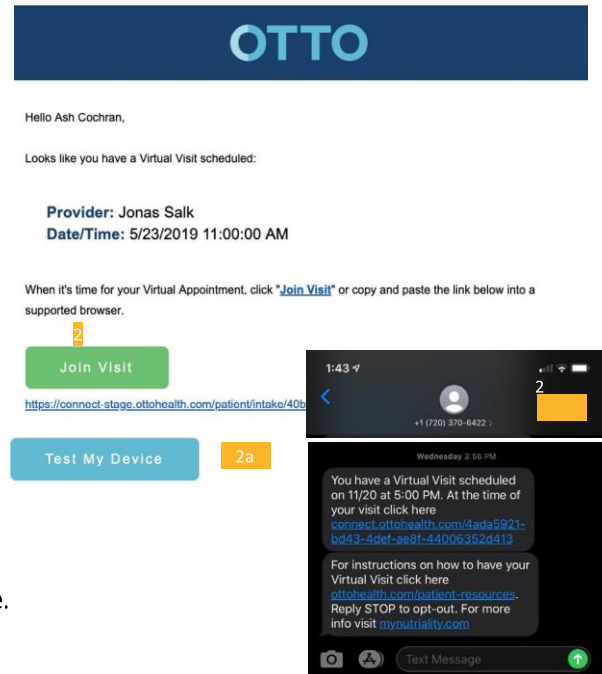
PREPARING FOR YOUR VISIT: Please complete prior to the day of your visit










- Make sure you are in a private, quiet setting with reliable Wi-Fi or cellular service.
- Review the [Devices and Connection Guide](#) on the back of this page or at ottohealth.com/patient-resources.
- Locate your original email or text message from OTTOHealth containing your visit link. (as displayed below)
 - a. If you do not see an email from OTTO, check your junk/spam folder.
 - b. If you still do not see an email, or have not received a text message, reach out to your provider's office. **(844) 843-7942**
- Click on the **Test My Device** button to make sure you are on a supported device (Image 2a) This will reduce problems day of visit.

CONNECTING FOR YOUR VISIT: Please start this process 15 minutes prior to your visit time.

1. Locate your original email or text message from OTTOHealth containing your visit link.
2. Click the secure link in the email/text to see your provider.
 - a. Please click on **Test My Device**
If you have not previously tested your device
3. You will be taken to a welcome page. Click **Get Started** for text message.
For email click **Join Visit**.
4. Review the content on the Terms of Use page. Check all of the boxes, your name and date of birth will be automatically filled in. Please make sure it's correct. Please use calendar for correct format (mm/dd/yyyy).
5. If the Join Visit button at the bottom of the page did not turn blue, make sure you selected the state you reside in and checked all the boxes in Telehealth Risk & Benefits, Consent to use of telehealth, and Otto Health Policy sections.
6. Once those requirements have been met, click **Join Visit**.
If you are asked, **Allow access to camera and microphone**.
Your provider, or member of your care team, will connect with you as soon as they are ready.
 - a. Click at the bottom of the screen to send a message to your care team.
7. Once you have finished your visit, click **End Visit**.

If you have questions regarding your health care needs, payment, or scheduling, please contact your provider's office directly.



 COMPUTER/ LAPTOP	<ul style="list-style-type: none"> Update your browser to the most recent version.  <p>Please note: Internet Explorer and Microsoft Edge are NOT supported.</p> 	<div>  GOOGLE CHROME </div> <div>  FIREFOX </div> <div>  SAFARI </div>
 ANDROID	<ul style="list-style-type: none"> Update your device to the most recent operating system (version 8 or later). 	<div>  GOOGLE CHROME </div>
 iPHONE/PAD	<ul style="list-style-type: none"> Make sure you are using an iPhone 6, or later. Update your device to the most recent operating system (version 11 or later). 	<div>  SAFARI </div>

INTERNET & WIFI

- We recommend using a secure and private internet connection (or cellular service on your mobile device). If you are in a corporate office, firewalls often block the video connection. Turn off WiFi and refresh your page on a cellular device, or try another secure WiFi network on your computer.

TO JOIN VISIT

- Patients join via emailed or texted link.
- No app needed.
- Device must have **front-facing camera**.
- Allow browser access to **camera and microphone**.

AUDIO & VIDEO

- Earphones **must have a microphone**.
- Turn device volume up.

NEED HELP?

- Run a quick test prior to your Virtual Visit:
connect.ottohealth.com/video/test

