BEFORE YOU BEGIN:

- Make sure you are in a private, quiet setting with reliable Wi-Fi or cell service.
- Review the *Devices and Connection Guide* on the back of this page or at *ottohealth.com/patient-resources*.

STARTING YOUR VISIT:

1. Locate your email or text message from OTTO Health containing your visit link.

   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.

2. Click the secure link in the email/text to see your provider.

   a. Check out the **Test My Device** feature prior to joining your visit to make sure you are on a supported device.

3. You will be taken to a welcome page. Click **Let's Go!** .

4. You may be prompted to complete a few questions that will be shared with your provider.

5. Review the Terms of Use page. Check all of the boxes, type your full name, and provide your date of birth to get to your visit.

6. You may be required to provide payment before joining your visit. If so, follow the instructions on the screen.

7. Once those requirements have been met, click **Join Visit** . 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. .

8. Once you have finished your visit, click **End Visit** and complete the brief survey.
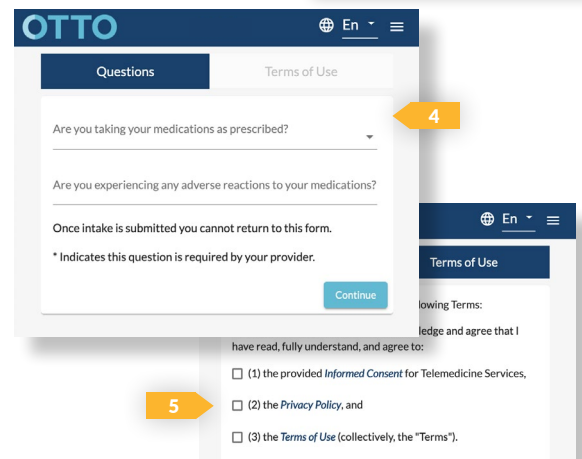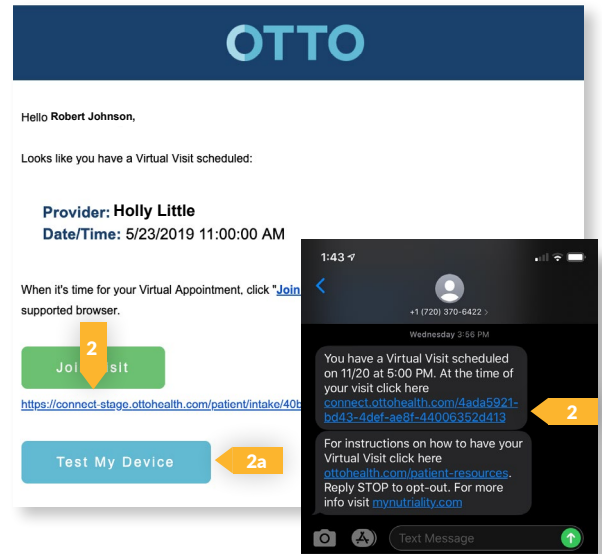
▶ *If you have questions regarding your health care needs, payment, or scheduling, please contact your provider's office directly.*

OTTO
DEVICE & CONNECTION GUIDE
Last updated 1/29/20

COMPUTER/ LAPTOP	• Update your browser to the **most recent version.** • *Please note: You cannot use Internet Explorer and Microso t Edge.*	GOOGLE CHROME FIREFOX SAFARI
ANDROID	• Update your device to the most recent operating system **(version 8 or later).**	GOOGLE CHROME
iPHONE/iPAD	• Make sure you are using an **iPhone 6, or later.** • Update your device to the most recent operating system **(version 11 or later).**	SAFARI

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

• Provider login: *connect.ottohealth.com.*

• Patients join via emailed or texted link.

• **No app needed.**

AUDIO & VIDEO

• Device must have **front-facing camera.**

• Allow browser access to **camera and microphone.**

• Earphones **must have a microphone**.

• Turn device volume up.

NEED HELP?

• Run a quick test before your Virtual Vist: *connect.ottohealth.com/video/test*

• Visit the tech support page: *ottohealth.com/techsupport*