## BEFORE YOU JOIN YOUR VISIT:

- Make sure you are in a private, quiet setting with reliable Wi-Fi or cellular service.
- Review the *Devices and Connection Guide* (page 2) attached to this guide or at *OmniFamilyHealth.org/Virtual-Visits*.
- Don't forget to run a quick test on your device prior to your visit: *connect.ottohealth.com/video/test*.

## JOINING 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 GET STARTED.

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

5. You must agree to the Terms of Use and give your consent to access your visit.

6. Once those requirements have been met, click JOIN VISIT and then START. Your provider, or member of your care team, will connect with you as soon as they are ready.

   a. You must allow access to your camera and microphone to proceed with the visit. If you need help with this step please visit *ottohealth.com/techsupport*.

   b. 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 and complete the brief survey.
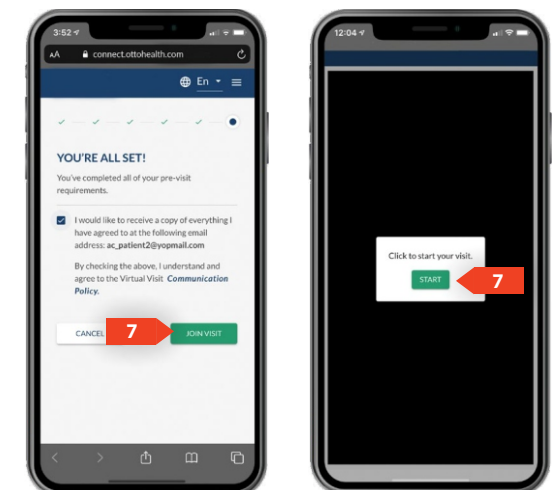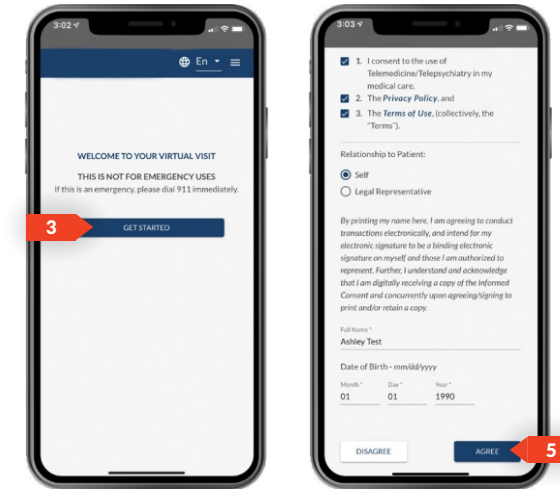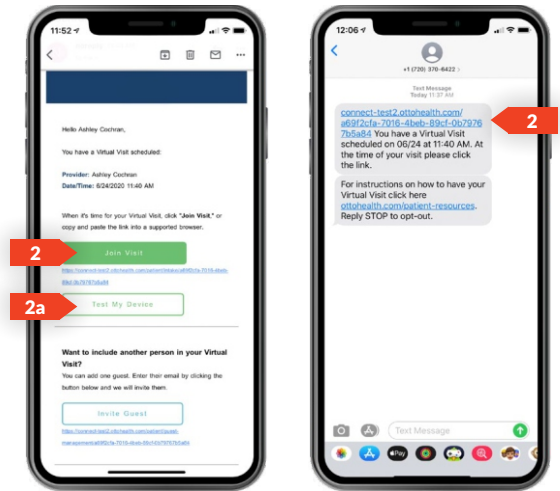
▶ ***If you have questions regarding your health care needs, payment, or scheduling, please give us a call at (866) 707-OMNI (66 64).***

# DEVICE & CONNECTION GUIDE

*Last updated 3/31/20*

## COMPUTER/ LAPTOP

- Update your browser to the **most recent version.**

-  

  *Please note: Internet Explorer and Microsoft Edge are NOT supported.*

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 newer.**

- 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

- 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 prior to your Virtual Vist: *connect.ottohealth.com/video/test*
- Visit the tech support page: *ottohealth.com/techsupport*