


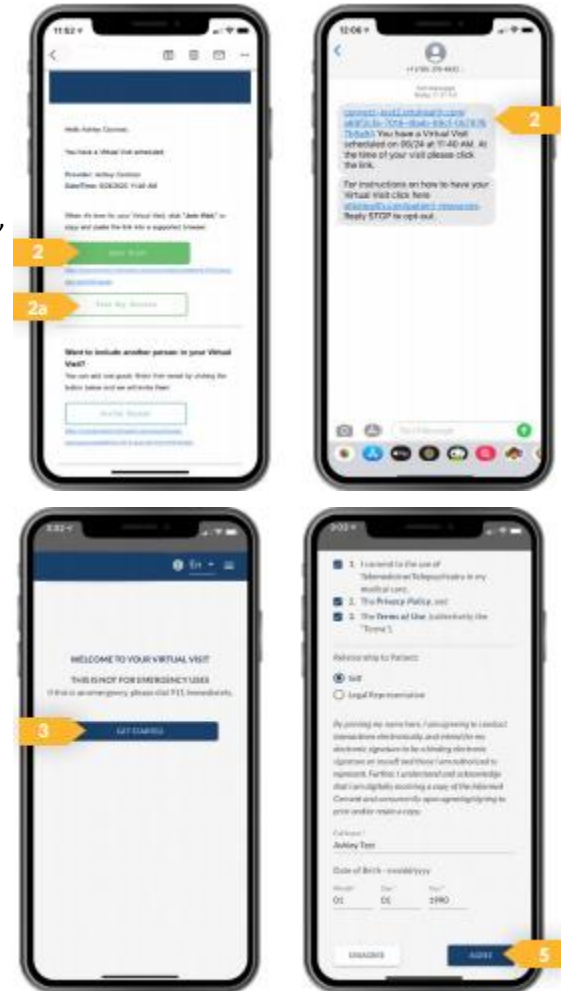
Virtual Visit: Patient Guide

Before You Join Your Visit:

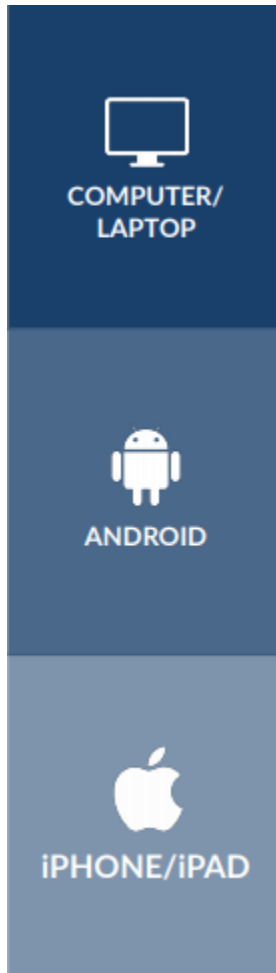
- Make sure you are in a private, quiet setting with reliable Wi-Fi or Cellular service.
- Please do not share your link with others, as the link is specific to your visit. In your e-mail (not available if joining through Text link) Patients may invite one guest only to their visit.
- Review the devices and Connection Guide attached to this guide or <http://ottohealth.com/patient-resources>
- Don't forget to run a quick test on your device prior to your visit: <http://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 noreply@ottohealth.com, check your junk/spam folder.
 - b. If you still do not see an email, or have not received a text message, reach out to NWHS Provider office.
2. Click the secure link in the email/text to see your provider.
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 the requirements have been met, click **Join Visit**. Your provider, or a member of the 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 <https://www.ottohealth.com/techsupport>
 - b. Please do not navigate away from your visit after joining as this will disconnect you when waiting for support staff or Provider. If this happens refresh the page to reload.
 - c. Click  at the bottom of the screen to send a message to your care team.
7. Once you have finished your visit, click **red X**.



Virtual Visit: Patient Guide



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

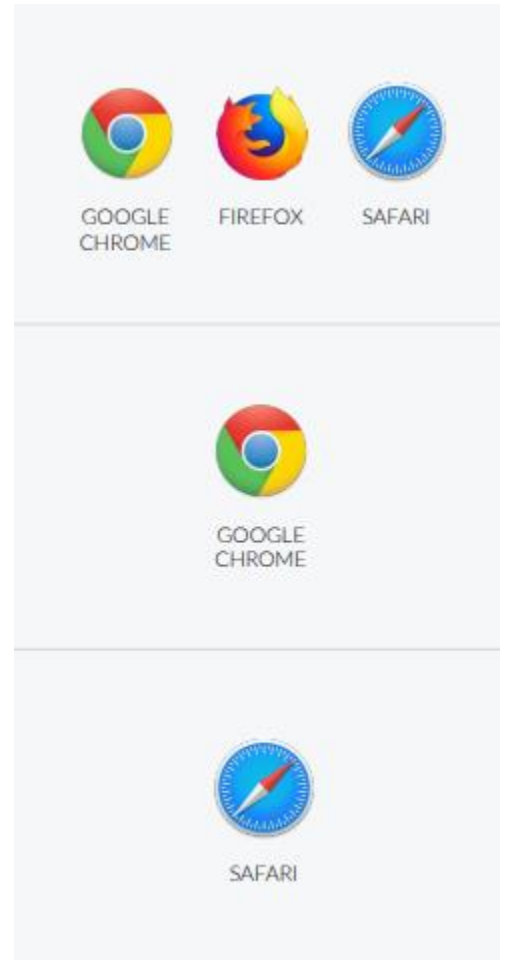
Please note: Internet Explorer is NOT supported.



Update your device to the most recent operating System (Version 8 or later).

Make sure you are using an **iPhone 6, or later**.

Update your device to the most recent operating System (version 11 or later).



Internet & WIFI

- We recommend using a secure and private internet Connection (or cellular service on your mobile device).

Audio & Video

- Device must have front-facing camera
- Allow browser access to camera and microphone
- Earphones must have a microphone
- Turn device volume up

To Join Visit

- Patient join via email or text link
- No app needed

Need Help? Run a quick test prior to your Virtual Visit <https://connect.ottohealth.com/video/test> or Visit the tech support page <https://www.ottohealth.com/techsupport>