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 attached to this guide or at ottohealth.com/patient-resources.
- 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 must fill in what state you are currently located in, as well as verify your name and date of birth and click agree.

5. If you would like to invite a guest, you may do so by clicking the link in your email, or by clicking the invite guest icon once you are in your visit. You will need the guests first name, last name, and email address. The guest will get the email, and click the link to join.

6. Once those requirement 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 contact your provider’s office directly.

Ottohealth.com/patient-resources | (720) 510-2910 | Ottohealth.com/techsupport | Joslin’s Patient Portal Tech Support Line (617) 309-2454 | ITServiceDesk@joslin.harvard.edu
### Computer/Laptop

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

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

<table>
<thead>
<tr>
<th>Google Chrome</th>
<th>Firefox</th>
<th>Safari</th>
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- Update your device to the most recent operating system (**version 8 or later**).

<table>
<thead>
<tr>
<th>Google Chrome</th>
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### Android

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

- Update your device to the most recent operating system (**version 11 or later**).

| Google Chrome |

### iPhone/iPad

| 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.

### 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

- **Provider login:** [connect.ottohealth.com](http://connect.ottohealth.com)
  - Remote Desktop/Citrix users: be sure to open your browser and access OTTO **outside of RDP/Citrix**
- Patients join via emailed or texted link
- **No app needed**

### Need Help?

- Run a quick test prior to your Virtual Visit: [connect.ottohealth.com/video/test](http://connect.ottohealth.com/video/test)
- Visit the tech support page: [ottohealth.com/techsupport](http://ottohealth.com/techsupport)

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Need help? Contact the OTTO support line at: (720) 510-2910  |  Joslin’s Patient Portal Tech Support Line (617) 309-2454  |  ITServiceDesk@joslin.harvard.edu