

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 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.

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 VIST

- **Provider login:** 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 Vist: connect.ottohealth.com/video/test
- Visit the tech support page: ottohealth.com/techsupport