













VIRTUAL VISIT: Device & Connection Guide

Last updated 10/6/20

 COMPUTER/ LAPTOP	<ul style="list-style-type: none">Update your browser to the most recent version.  <i>Please note: Internet Explorer and Microsoft Edge are NOT supported.</i>	 GOOGLE CHROME  FIREFOX  SAFARI
 ANDROID	<ul style="list-style-type: none">Update your device to the most recent operating system (version 8 or later).	 GOOGLE CHROME
 IPHONE/IPAD	<ul style="list-style-type: none">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
 - 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**

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 Visit: connect.ottohealth.com/video/test
- Visit the tech support page: ottohealth.com/techsupport