

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.

## TO JOIN VISIT

- Provider login: [connect.ottohealth.com](https://connect.ottohealth.com).
- 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](https://connect.ottohealth.com/video/test)
- Visit the tech support page: [ottohealth.com/techsupport](https://ottohealth.com/techsupport)