

## BEFORE YOU BEGIN:

- Make sure you are in a private, quiet setting with reliable Wi-Fi or cellular service.
- Review the [Devices and Connection Guide](#) on the back of this page or at [ottohealth.com/patient-resources](http://ottohealth.com/patient-resources).

## CONDUCTING YOUR VISIT:

1. Navigate to your email inbox and locate your appointment confirmation/reminder email from OTTO Health. *If you do not see an email from OTTO, please check your junk/spam folder.*
2. Click **Join Visit** in your email 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 **Let's Go!**
4. You may be prompted to complete a few questions that will be shared with your provider.
5. Review the content on the Terms of Use page. Check all of the boxes, type your full name, and provide your date of birth to proceed with your visit.
6. You may be required to provide payment before joining your visit. If so, follow the instructions on the screen.
7. Once those requirements have been met, click **Join Visit**. Your provider, or member of your care team, will connect with you as soon as they are ready.
8. 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.**

