

<p>COMPUTER/ LAPTOP</p>	<ul style="list-style-type: none"> <li>Update your browser to the <b>most recent version</b>.</li> <li> </li> </ul> <p><i>Please note: Internet Explorer and Microsoft Edge are NOT supported.</i></p>	<p>GOOGLE CHROME</p> <p>FIREFOX</p> <p>SAFARI</p>
<p>ANDROID</p>	<ul style="list-style-type: none"> <li>Update your device to the most recent operating system (<b>version 8 or later</b>).</li> </ul>	<p>GOOGLE CHROME</p>
<p>IPHONE/IPAD</p>	<ul style="list-style-type: none"> <li>Make sure you are using an <b>iPhone 5s, or later</b>.</li> <li>Update your device to the most recent operating system (<b>version 11 or later</b>).</li> </ul>	<p>SAFARI</p>

## 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 VIST

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