



CONNECTIVITY

Why can't I see/hear myself or my provider?

Chances are your device or browser needs to be updated, or you need to adjust the privacy settings to allow applications such as a web browser access to your device's camera and microphone.

Please try the [test my visit link](#) and review the Devices and Connections Guide at the bottom of the page. If you are still experiencing issues call (720) 510-2910 or email support@ottohealth.com.

What type of connection do I need to have a Virtual Visit?

You will need either a **strong**, private Wi-Fi connection or a 4G LTE cellular connection.

Remember, if you do not have **strong** internet or cellular connection, your video or audio quality may not be ideal.

What devices and browsers are supported for Virtual Visits?

Virtual Visits are supported on Google Chrome, Safari, & Firefox browsers.

[Click here](#) for more information on browsers and devices.

BILLING

How much does a Virtual Visit cost?

Standard copays apply.

CONDUCTING YOUR VISIT

How do I join and end a Virtual Visit?

Joining your visit:

Look for the confirmation or reminder emails from OTTO Health containing your secure visit link. Click the **JOIN VISIT** button to see your provider.

Ending your visit:

When you are finished with your visit, click **END VISIT** to wrap things up.

Why can't I join my visit early?

Your practice has allotted an amount of time before your scheduled visit in which you are able to complete your pre-visit requirements. If you are attempting to join a little early, don't worry. Let's run a [quick test on your device](#) to ensure you are ready to go. If your provider joins first, and you have completed your pre-visit requirements, you will be brought to the visit room to see your provider.

SUPPORT

Who do I contact for support?

Please contact your provider's office for any scheduling, health care, or emergent needs.

For technical support, please call (720) 510-2910 or email support@ottohealth.com.