

READY TO START A VIDEO VISIT? FOLLOW THESE STEPS.

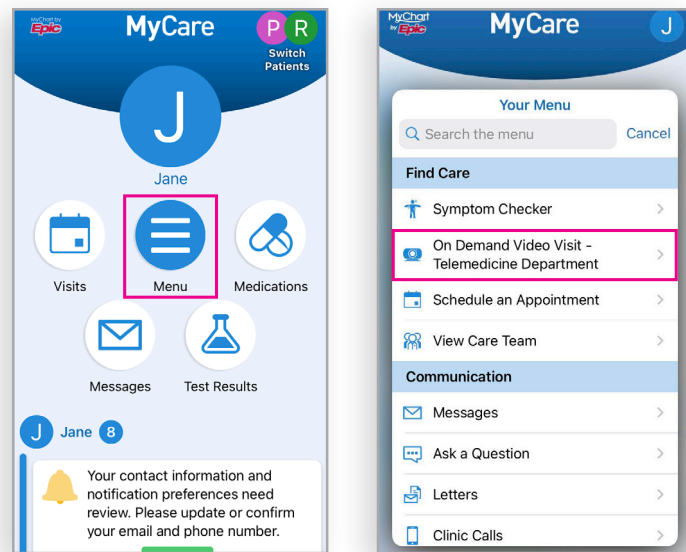
ROCHESTER REGIONAL HEALTH GUIDE



Complete activation and pairing of the device prior to starting a video visit. View our [Quick Start User Guide](#) to learn more.

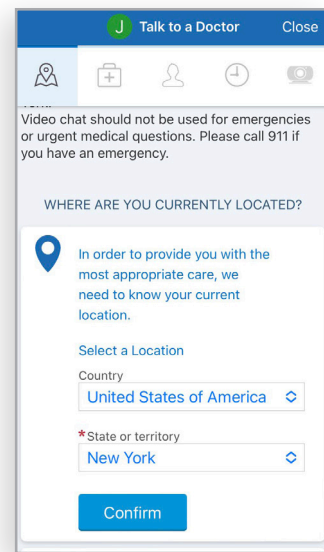
Note: To connect you will need a secure Wi-Fi (2.4 GHz only) or personal hotspot connection. Currently the on-demand functionality is only available to patients 18 years of age and older as well as adult-to-adult proxies.

Scheduling a Video Visit



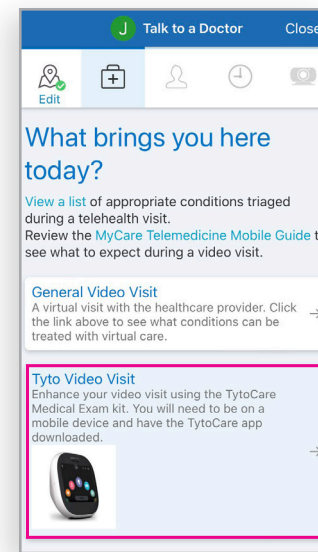
Step 1: Open your MyCare mobile app, tap the **Menu** icon, and then tap **On Demand Video Visit - Telemedicine Department**.

Note: TytoCare video visits are only available with compatible smartphones and tablets through the MyCare app.

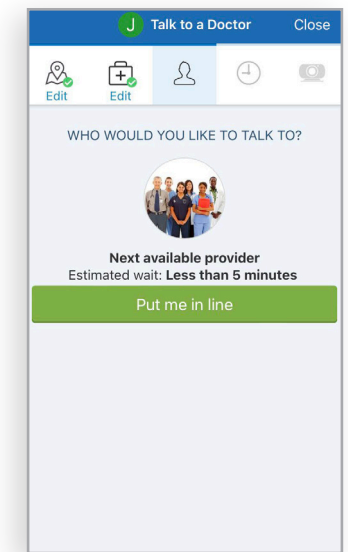


Step 2: Enter your location details, and then tap **Confirm**.

Note: Currently, TytoCare video visits are available only in New York State.



Step 3: Select **Tyto Video Visit**.

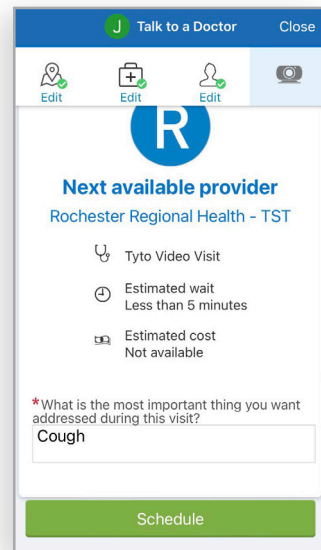


Step 4: Tap **Put Me in Line**.

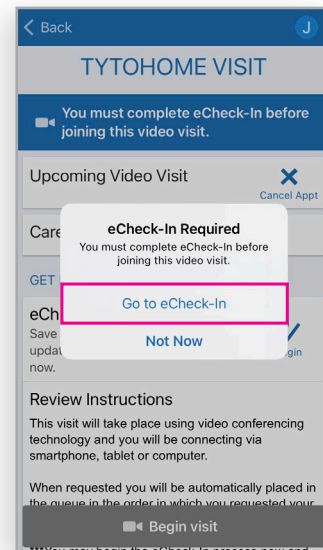
Note: This step will display the estimated wait time.

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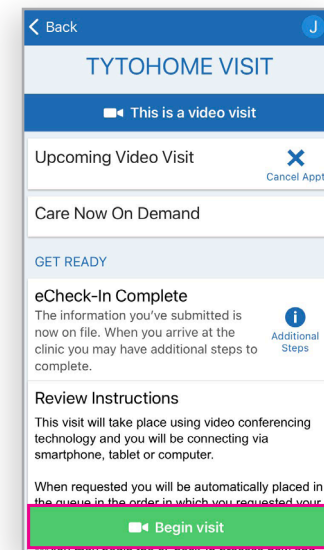


Step 5: Enter the reason for your visit, and then tap **Schedule**.



Step 6: Select **Go to eCheck-In**.

Note: You must complete the eCheck-In process before joining the video visit.



Step 7: Join the video visit.

When your provider is ready to see you, you will receive a notification. Tap **Begin Visit** to start your video visit.

If you need assistance at any point, please contact CareNow at **585.922.TELE (8353)**

OR

TytoCare customer service: **1.866.971.TYTO (8986) option 2**

Email **support@tytocare.com** for Tyto device login, pairing issues, and Tyto error messages.