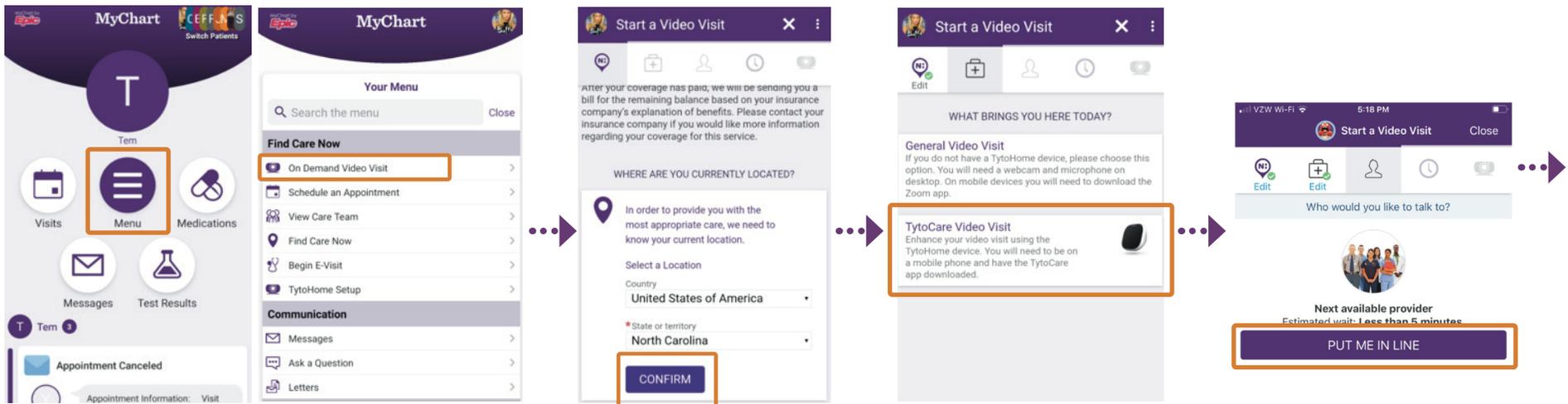


Ready to start a video visit? Follow these steps.

Step 1: Complete activation and pair the device prior to starting a video visit. Go to NovantHealth.org/TytoSetup to learn more.
Tip: To connect you will need a secure Wi-Fi (2.4 GHz only) or personal hotspot connection.



Step 2:

Open your MyChart mobile app and tap the Menu icon and then tap **On Demand Video Visit**.

Tip

TytoCare video visits are only available on smartphones and tablets with the MyChart app.

Step 3:

Enter location details and select **Confirm**.

Tip

Currently, Tyto video visits are available only in North Carolina and South Carolina.

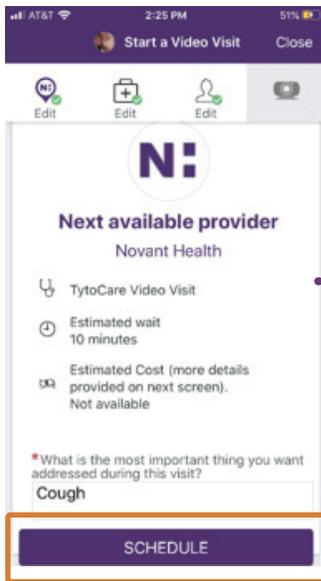
Step 4:

Tap **TytoCare Video Visit**.

Step 5:

Tap **Put Me in Line**.

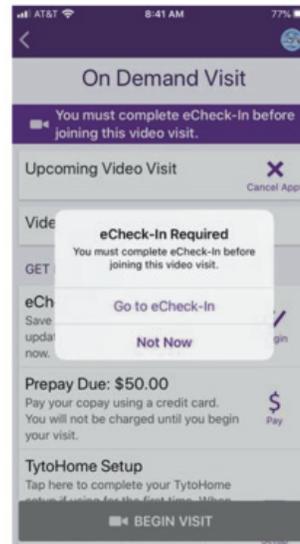
Ready to start a video visit? Follow these steps. | *Continued*



Step 6:

Briefly describe in a few words your reason for the visit. Then tap **Schedule**.

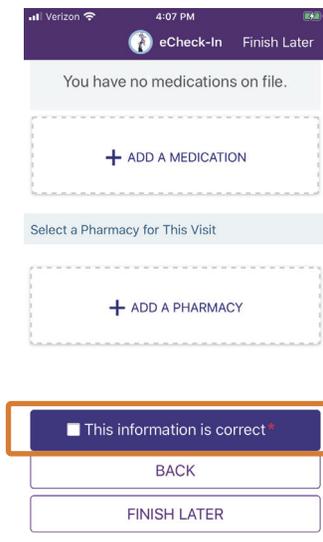
Tip
Costs vary, depending on your insurance and co-pay.



Step 7:

Tap **Go to eCheck-In**.

Tip
If you hit **Not Now** you will be unable to complete your video visit.

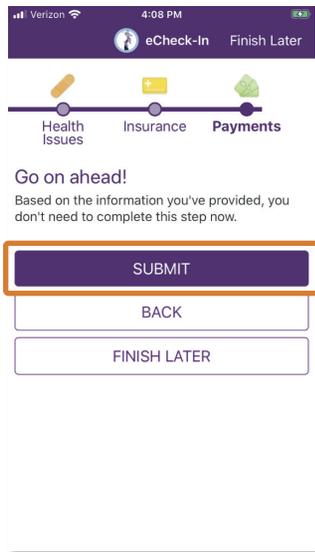


Step 8:

Review and complete each page of eCheck-in.

Tip
Remember to add your preferred pharmacy for the visit.

Ready to start a video visit? Follow these steps. | *Continued*

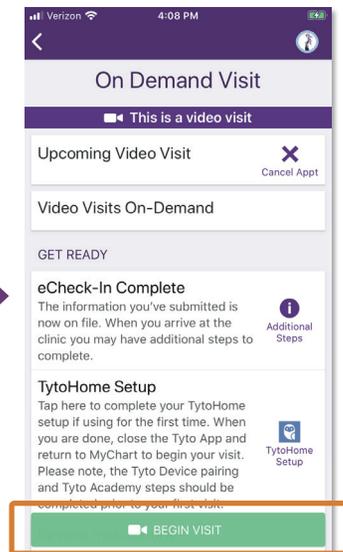


Step 9:

Once eCheck-in is complete, tap **Submit**.
Wait! You're not done yet.

Tip

If you hit "finish later" at the top right then you will not be able to complete your video visit.

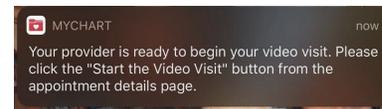


Step 10:

Tap **Begin Visit** and the TytoCare app will launch. You are now waiting for your provider to start the visit.

Tip

Hear chimes? This also means your provider is ready for you.



Step 11:

Turn on notifications and volume for your MyChart app. Notifications need to be turned on for both MyChart App and Tyto app. You will be notified when your provider is ready to see you.

If you need assistance at any point, please contact

My Chart customer service:
Phone: +1 (844) 2Novant
(844-266-8268) for proxy access issues, MyChart login issues (e.g. username and password), MyChart app errors/messages.

or

TytoCare customer service:
Phone: +1 (866) 971- TYTO
(8986) option 2
Email: support@tytocare.com
for Tyto device login and pairing issues, Tyto error messages.