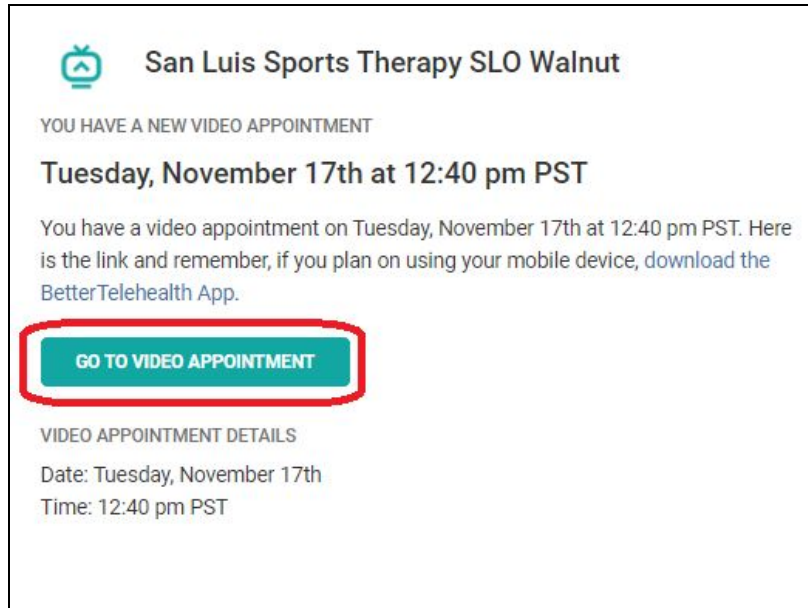


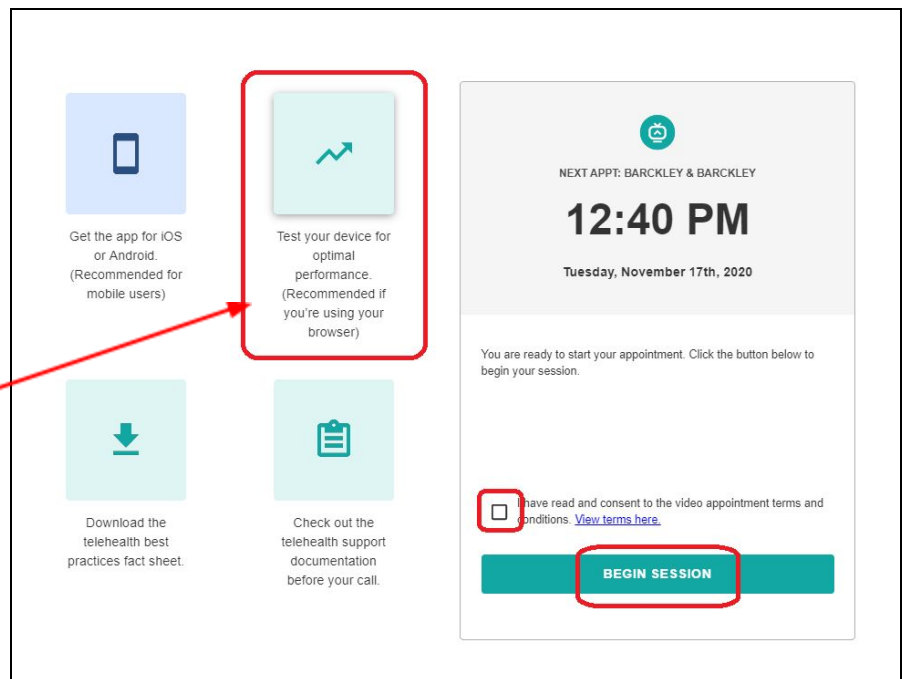
## Patient Guide for Telehealth Using a Computer (PC)



Step 1: When you get your \*appointment reminder via email, click the “GO TO VIDEO APPOINTMENT” link

\*You will receive a 24 hour reminder, as well as a reminder both 1 hour and 15 minutes before your appointment - all will have the link you need to join the telehealth call!

Step 2: You can even test your device before your appointment!



Step 3: Just click the consent box and BEGIN SESSION (up to 15 minutes before your scheduled appointment) and your provider will arrive to your appointment soon!

### Troubleshooting Tips:

- Are you connected to WiFi? If so, are others using devices on the same network (ie, SmartTVs, Gaming, Zoom Meetings...)?
  - Close as many devices that are drawing from the WiFi you need for your BetterPT video call.

## **Operating System & Browser Compatibility**

### **Desktop and Laptop Computers:**

#### Browsers

- Chrome: the most recent version.
- Firefox: the most recent version.
- Edge (chrome): the most recent version.
- Opera: the most recent version.

#### Minimum OS Version

- macOS: 10.9
- Windows: 10

### **Mobile Users:**

#### iPhone and iPad -

We recommend that all iOS users download the Better Telehealth app. It provides a much better experience overall.

- Minimum iOS version: 12

If you are unable to download the app, you must use Safari on iOS (Mobile Safari). Google Chrome on iOS is not supported.

#### Android -

We recommend that all Android users download the Better Telehealth app. It provides a much better experience overall.

- Minimum Android version: 8.0