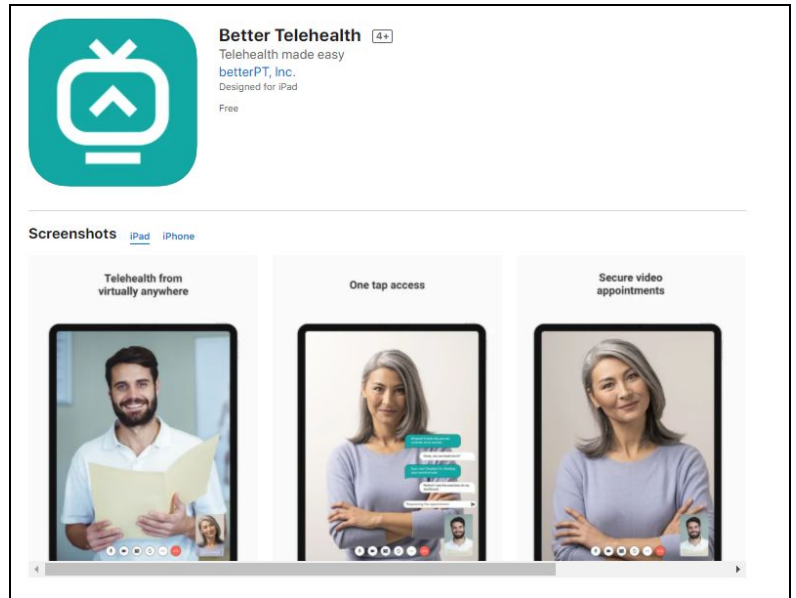
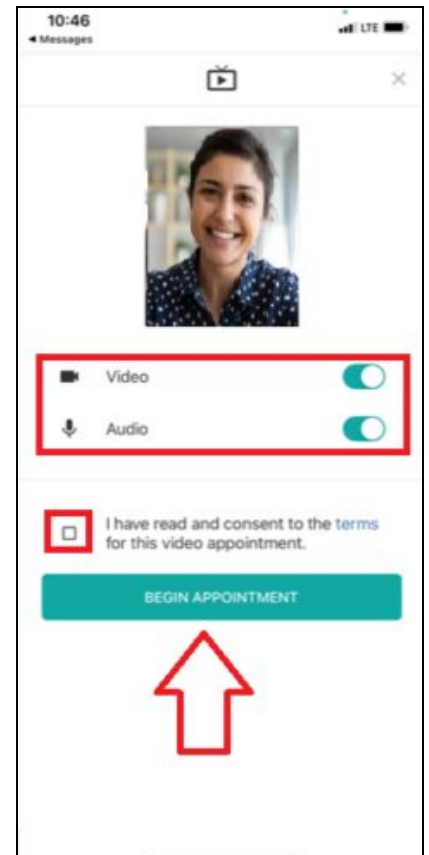
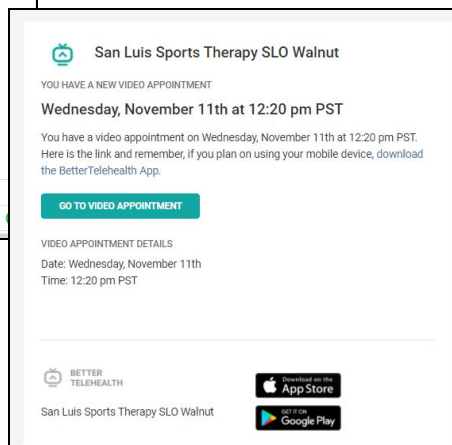
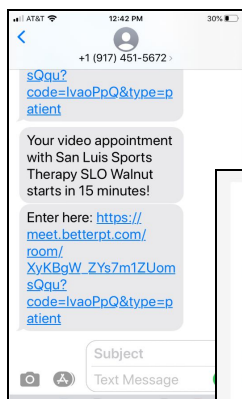


## Patient Guide for Telehealth - Using a Mobile Device:

Step 1: Install the **Better Telehealth** App from Google Play or the Apple Store (you will need your Apple ID username/password)!



Step 2: When you receive your appointment reminder, click on the link in your email or text message to begin the appointment:



Step 3: 10 minutes before your first visit, you can click the link (in the email or the text) and you'll be taken to the waiting room for your visit. Make sure your Video and Audio are enabled, check the box that you are consenting to a telehealth visit, then you can Begin your Appointment! Your provider will arrive to your appointment soon!

## **Troubleshooting Tips:**

- Trouble with audio/video?
  - Are you using the Better Telehealth app (recommended)?
  - 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**

### **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

### **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