

## Before Pairing Your TytoCare Device | Device Requirements

### Apple device user system requirements

✓ The TytoCare device exam kit requires the iOS 10 or newer

### Android device user system requirements

✓ The TytoCare device exam kit requires Android 4.4.4 or newer

**Charge your device by using the supplied charging cable and appropriate inlet. Be sure to charge your device between each use. The appropriate inlet is shown in the picture below.**

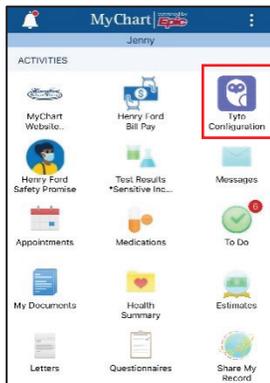


## Pairing Your TytoCare Device | Complete the following steps before your first visit

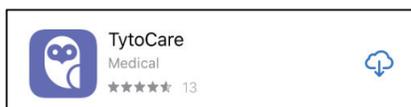
**Step 1:** Download the MyChart App on your smartphone or tablet. Select Henry Ford Health System as your organization. Log into your existing account. If you do not have an existing Henry Ford MyChart account, please call **313-874-7526** to create one.



**Step 2:** Tap the Tyto Configuration icon in the MyChart menu. This one-time setup will allow MyChart to communicate with TytoCare. Please complete this step *before* your first visit.



**Step 3:** Download the TytoCare App from the App Store or Google Play Store onto your smartphone or tablet. **\*IMPORTANT:** Do not sign up for or create a Tyto account.



**Step 4:** Watch the TytoCare setup video tutorial.

Turn on your Tyto Device to pair it with your Tyto app and Wi-Fi network or mobile hotspot. Please note, the app will require you to enter your Wi-Fi password. The Wi-Fi account must be password protected to proceed. 5G Wi-Fi networks are not supported.



**Step 5:** Your Tyto app will display a QR code. Use your Tyto Device to scan the QR code, allowing the device and app to share data. The device will prompt an update to the latest version, which will take approximately 3-5 minutes.

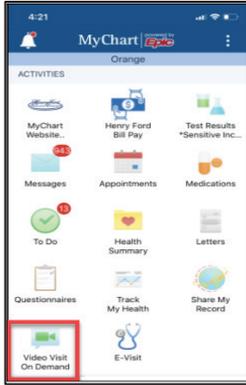


- ❑ For issues pairing your device or connecting to a visit, please call Henry Ford Support at **313-874-7526**.
- ❑ For any device related issues, please call TytoCare Support at **1-866-971-8986**.

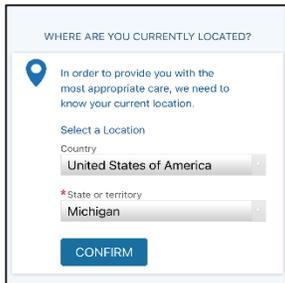
# Initiating a Virtual Visit with your TytoCare Device

**Step 1:** Complete required activation (previous page) prior to starting a video visit.

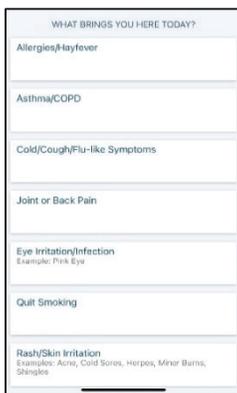
**Step 2:** Log in to your Henry Ford MyChart account and select the **Video Visit On Demand** icon.



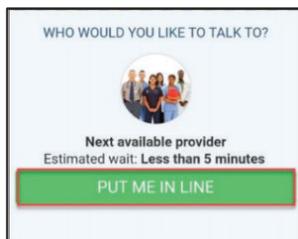
**Step 3:** Enter location details and select **Confirm**.



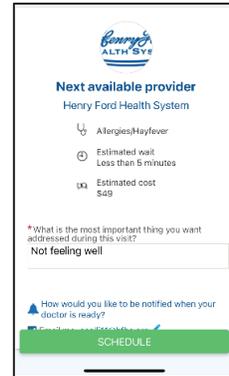
**Step 4:** Select the option that fits most closely with the reason for your visit.



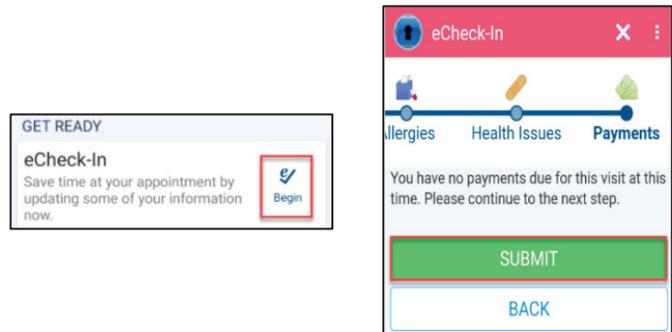
**Step 5:** Tap **Put Me in Line**.



**Step 6:** Briefly describe in a few words your reason for the visit. Then tap **Schedule**.



**Step 7:** Begin eCheck-In. Review each page of eCheck-In, fill out the questionnaire, and tap **Submit** once complete.



**Step 8:** A member of the MyCare On Demand Support Team will reach out to you via telephone to confirm the details of your appointment and Tyto configuration. The support team member will let you know when it is time to join your visit and instruct you to return to the main MyChart Menu. Please do not select Begin Visit until instructed to do so by a Medical Assistant.

**Step 9:** You will then tap on the **Appointments** icon, select the scheduled OnDemand Tyto Exam Video Visit appointment, tap **Begin Visit** and the TytoCare app will launch. You will be entered into a waiting room and notified when it is time to join your visit.

**\*Visits will be billed to insurance first and the patient will be responsible for any co-pay, deductibles, or resulting fees.**

