

# Patient Quick Start User Guide

MemorialCare is excited to provide you with this TytoHome™ Exam Kit to improve your virtual care experience. Please set up your TytoCare device upon receipt so it's readily available for you to use.

## Ensure you have the right devices and proper connectivity

### Connectivity

- Secure Wi-Fi (2.4 GHz only) or personal hotspot
- The Wi-Fi network name and password for your home wireless network
- **5G is not supported.** If you have a 5G device, you must go into settings and turn off 5G in order to use the device with your TytoHome

### Apple devices

- iOS 10 operating system or newer version

### Android devices

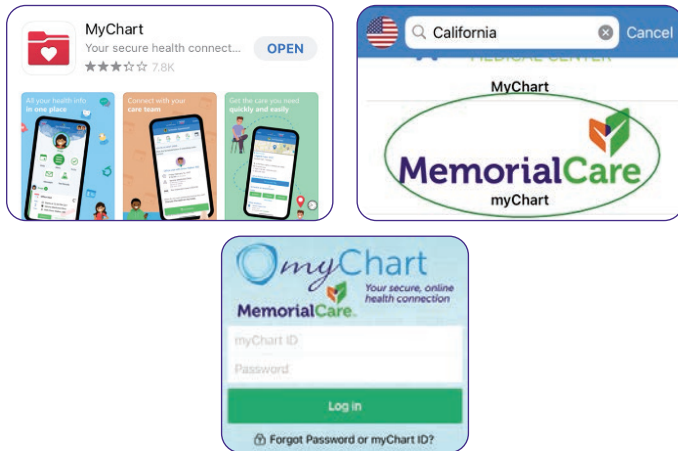
- Android 4.4.4 mobile operating system or newer version

⚠️ **Ensure your device is fully charged prior to activating or conducting your visit. A device with a battery level less than 20 percent will not function properly.**

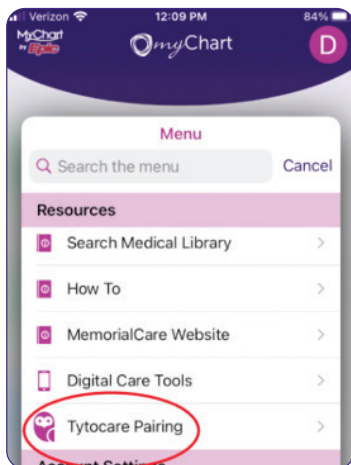
## Setting up TytoCare app and TytoCare device

**Step 1:** Download the myChart app from the App Store or Google Play Store onto your smartphone or tablet (if you have downloaded myChart app, skip step 1). Select MemorialCare as your organization. Log into your existing account.

If you do not have an account, sign up at [mymemorialcare.memorialcare.org/mychart/SignUp](http://mymemorialcare.memorialcare.org/mychart/SignUp).

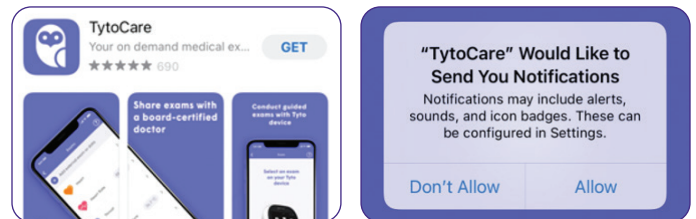


**Step 2:** Tap the TytoCare configuration icon in the myChart menu. This one-time setup will allow myChart to communicate with TytoCare. Please complete this step **before** your first visit.



**Step 3:** Download the TytoCare app from the App Store or Google Play Store onto your smartphone or tablet.

⚠️ **Do not sign up for a TytoCare account. Allow TytoCare to send you push notifications.**



**Step 4:** Watch the TytoCare setup video tutorial. Turn on your TytoCare device to pair with your TytoCare app and Wi-Fi network or mobile hotspot. You will need your Wi-Fi password to sign onto your home network.

⚠️ **For your security, the Wi-Fi account must be password protected to proceed. 5G Wi-Fi networks are not supported at this time.**

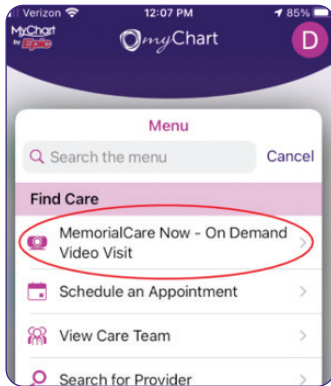
**Step 5:** Your TytoCare app will display a QR code. Scan the QR code under your TytoHome device or on the packaging. This will allow the app and your device to share data. The device will prompt an update to the latest version, which will take approximately 3-5 minutes.



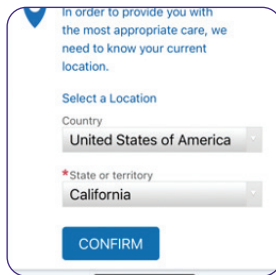
# Schedule a MemorialCare NOW on demand video visit

**Step 1:** Complete required activation listed on the first page.

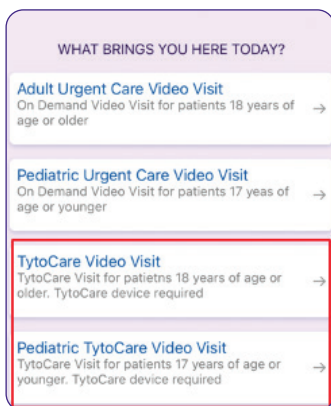
**Step 2:** Log into your MemorialCare myChart account. From the drop-down menu, select **MemorialCare Now – On Demand Video Visit**.



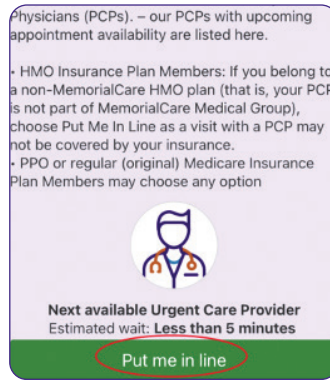
**Step 3:** Enter the location details and select **Confirm**. *You must be located in the state of California at the time of your visit.*



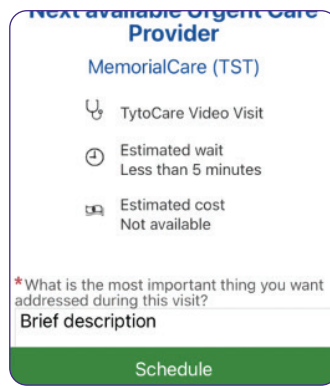
**Step 4:** Select **TytoCare Video Visit** or **Pediatric TytoCare Video Visit** option.



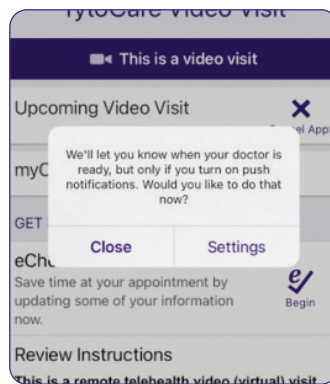
**Step 5:** Tap the **Put Me in Line** button.



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

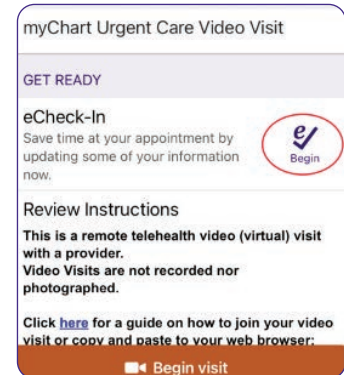


**Step 7:** If you haven't already, please turn on the push-notification option for TytoCare. You will be notified through this app when your provider is ready.



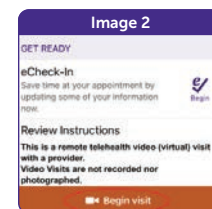
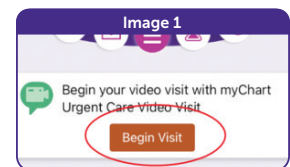
**Step 8:** Begin **Pre-Visit Check-In** process by clicking on the eCheck-In icon.

**⚠️ Pre-Visit Check-In is a required step to start a TytoCare visit.**



**Step 9:** A MemorialCare care team member from the on demand virtual urgent care will reach out to you via text or telephone to confirm your configuration. They will also start the rooming process and let you know when it is time to join your TytoCare visit.

**Step 10:** When it is time to join your visit, you can tap on the **Begin Visit** button (image 1). Another alternative would be to navigate to the appointment section, indicated with a calendar icon, and select the appointment for your visit and tap the **Begin Visit** button (image 2). **The TytoCare app will launch – a login is not required for this app (image 3).** You will then enter the waiting room where your provider will meet you and guide you through the visit using your TytoHome device.



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