ACCESS YOUR VIRTUAL VISIT FROM THE WEB OR ON YOUR MOBILE DEVICE

HOW TO ACCESS ON YOUR MOBILE DEVICE:

1. Open the OTTO Health Welcome email
2. Click the link to go to the Apple/Android store
3. Download the mobile app and click "Forgot your password" on the login screen
4. Click the link in your email to "Recover Password" and then login to the mobile app using your username and new password
5. Update & complete your member profile

6. To begin the pre-scheduled visit, click the Appointments tab at the bottom of the screen
7. Click the Complete Forms button and complete the pre-appointment questionnaire
8. Agree to the Terms of use by checking the box
9. Type your name to authenticate the visit, then click Complete Appointment
10. Finally, select the orange Start button to enter the provider's virtual office

NOTE: BEFORE YOU ATTEMPT TO BEGIN YOUR VISIT, PLEASE MAKE SURE YOU HAVE A STRONG WIFI CONNECTION OR STRONG 4G / LTE SERVICE. IF YOU WOULD LIKE TO HAVE A TEST VISIT WITH A PROVIDER OR NEED ASSISTANCE, PLEASE CONTACT SUPPORT@OTTOHEALTHCARE.COM OR CALL (720)-510-2910.

HOW TO ACCESS ON YOUR PERSONAL COMPUTER:

1. Open the OTTO Health welcome email
2. Click the link to visit app.ottohealth.com using Google Chrome, Safari, or Microsoft Edge.
3. Click the link in your email to create a new password and then login using your username (email) and create a new password
4. Update & complete your member profile
5. To begin your scheduled visit, click the Appointments tab at the top of the screen

6. Next, click Complete Forms
7. Next, complete the pre-visit questionnaire
8. Agree to the Terms of Use by checking the box; type your name to authenticate the visit, and click Complete Appointment
9. Finally, select the orange Start button to enter the provider's virtual office