



ROCHESTER REGIONAL HEALTH

 **tytocare**[™]

GUIDE

QUICK START USER GUIDE

A Step-By-Step Guide for Using the MyCare App

Before Pairing Your TytoCare Device

Device Requirements

Apple Device User System Requirements

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

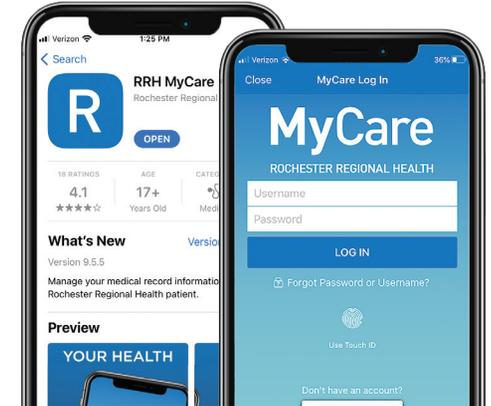
Android Device User System Requirements

- ✓ 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.

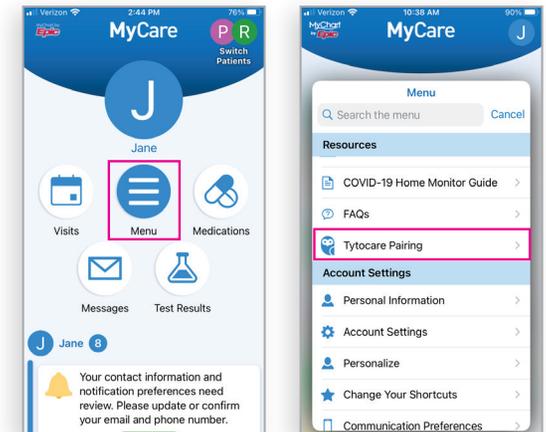


Step 1: Download the MyCare app on your smartphone or tablet. Log into your existing account. If you do not have an existing Rochester Regional Health MyCare account, please call **585.922.1234** to create one.



Step 2: Tap the TytoCare Pairing icon under the MyCare menu. This one-time setup will allow MyCare to communicate with TytoCare.

Note:
Please complete this step before your first visit.

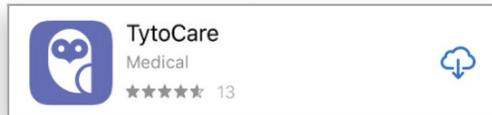


Pairing Your TytoCare Device

Complete the following steps before your first visit.

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

Note: 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.



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.



Step 6: After getting your Tyto device paired to your mobile device, we strongly encourage you to view the tutorials on Tyto Academy within the TytoCare app. Here you can walk through a step-by-step process of how the device works and what to expect from a Tyto visit with a provider.



For issues pairing your device or setting up MyCare, please call MyCare Support at **585.922.1234**.

For any device related issues, please email tytocare@rochesterregional.org.

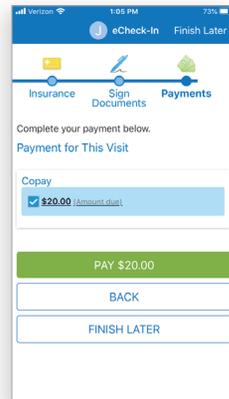
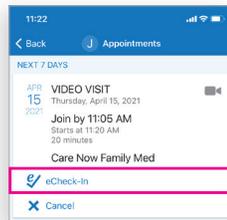
Initiating a Scheduled Virtual Visit with you TytoCare Device.

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

Step 2: Schedule your TytoCare appointment by calling your provider's office. Be sure to mention you would like a Tyto visit.

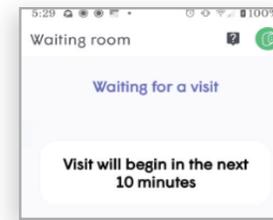
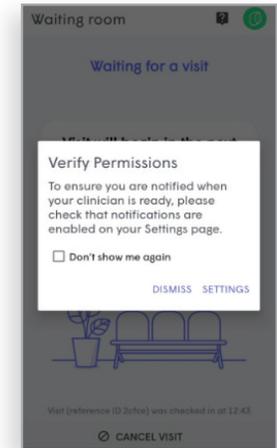
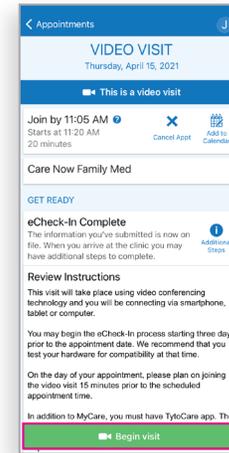
Step 3: Complete your eCheck-In. What you will need to complete your check-in:

- MyCare login credentials: username and password
- You may be asked to upload a photo of your current insurance card.
- Payment information (credit card, HSA or debit card)



Step 4: You will then tap on the **Visits** icon, select the scheduled 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.

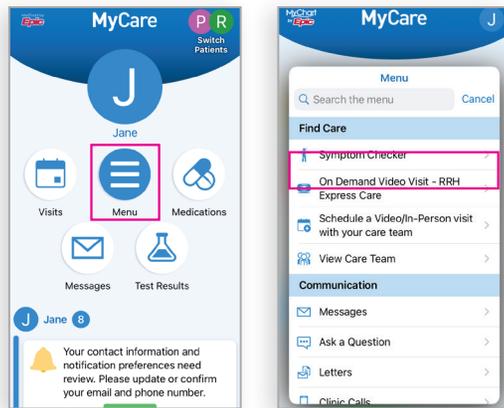
Note: Visits will be billed to insurance first and the patient will be responsible for any co-pay, deductibles, or resulting fees.



Scheduling an on-demand video visit through Rochester Regional Health ExpressCare.

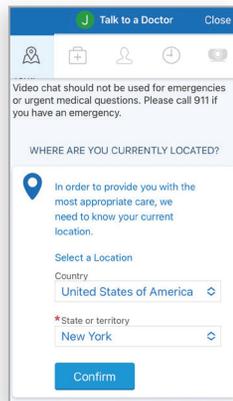
Step 1: Open your MyCare mobile app, tap the **Menu** icon, and then tap **On-Demand Video Visit - RRH ExpressCare**.

Note: TytoCare video visits are available only with compatible smartphones and tablets through the MyCare app.

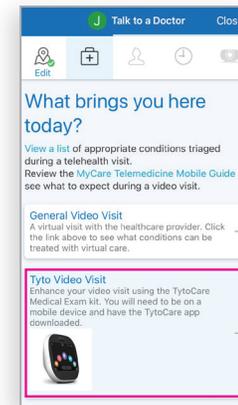


Step 2: Enter your location details, and then tap **Confirm**.

Note: Currently, TytoCare video visits are available only in New York State.

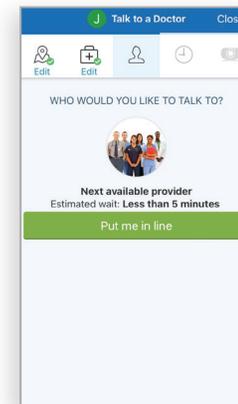


Step 3: Select **Tyto Video Visit**.

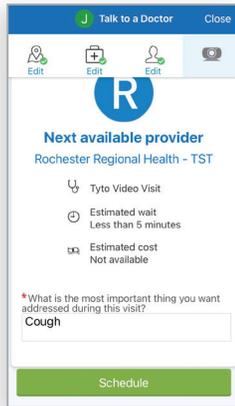


Step 4: Tap **Put Me in Line**.

Note: This step will display the estimated wait time.

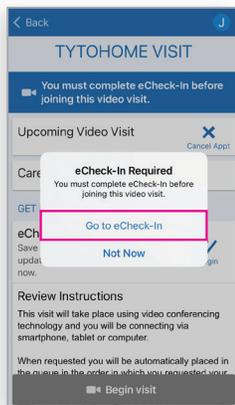


Step 5: Enter the reason for your visit and then tap **Schedule**.



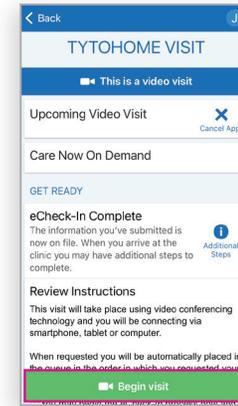
Step 6: Select **Go to eCheck-In**.

Note: You must complete the eCheck-In process before joining the video visit.



Step 7: Join the video visit.

When your provider is ready to see you, you will receive a notification. Tap **Begin Visit** to start your video visit.



If you need assistance with your video visit, please contact RRH ExpressCare at **585.922.TELE (8353)**.

For assistance with your Tyto device login, pairing, or if you receive a Tyto error message, please email tytocare@rochesterregional.org.

