

GETTING STARTED GUIDE



Welcome to DC LIVE powered by TytoCare! Please follow the steps below to prepare your mobile device to use TytoHome and schedule your DC LIVE visit. Once installed and paired, you'll be able to use your TytoHome to capture and share exam data with your provider during your telehealth visit.

(Note: the red arrows shown in this guide are to help you see where to click. They do not appear in the apps themselves.)

Important to note the following requirements:

- You MUST have a MyChart account to use DC LIVE
- Allow the TytoCare app to send notifications and have access to your microphone and camera.
- Accept *End User Agreement* when prompted.

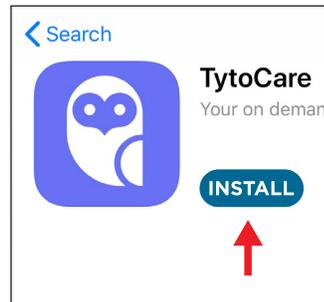
IF YOU HAVE QUESTIONS... Please call 812-450-LIVE (5483).

STEP 1: Download the apps you'll need.



Step 1.1

Go to the app store appropriate for your device and find the apps for TytoCare and MyChart.

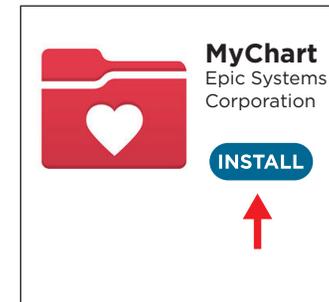


Step 1.2

Install the TytoCare app.

NOTE: Do not open the TytoCare app or create an account in the TytoCare app.

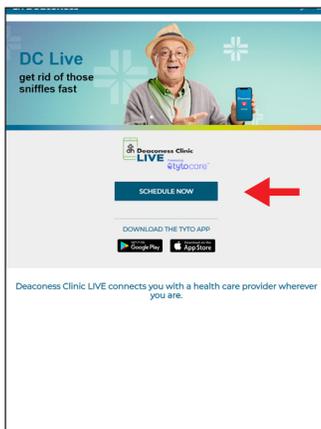
You will create an account via the MyChart app (if necessary), and the TytoCare app will launch automatically when needed.



Step 1.3

Install the MyChart app.

STEP 2: Schedule your Deaconess Clinic LIVE appointment.



Step 2.1

Open a web browser (Chrome, Safari, etc.) and visit deaconess.com/LIVE

Click SCHEDULE NOW, choose a time, enter reason for visit, click continue

Step 2.2

Log in to your MyChart account or Continue as a Guest. If you continue as a guest, you can make an appointment, but you MUST have a MyChart account to use DC LIVE.

Have a MyChart account?

Use your MyChart credentials to schedule this appointment for yourself or someone you have access to.

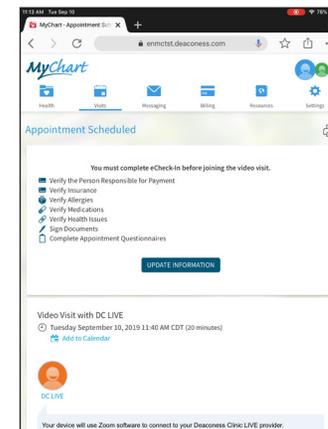
LOG IN

Continue as a Guest

Not a MyChart user? We'll need to collect more information about you or the patient you're scheduling for.

BACK

CONTINUE

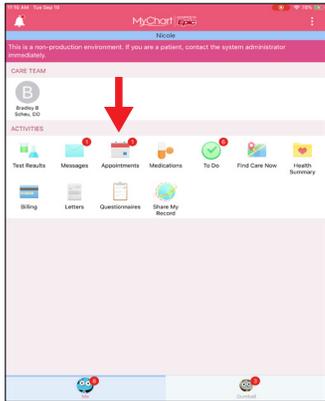


Step 2.3

This is your appointment confirmation page in MyChart.

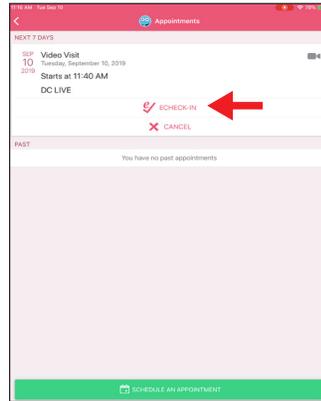
Exit the website and open your MyChart app.

STEP 3: Open MyChart app. Complete eCheck-in at least 20 minutes before your visit begins.



Step 3.1

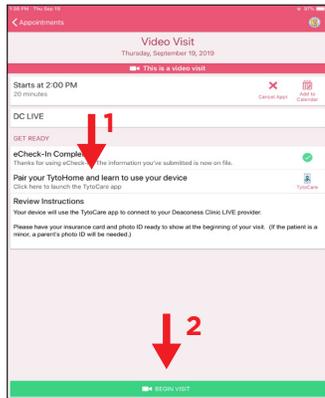
Open your MyChart app and choose *Appointments*.



Step 3.2

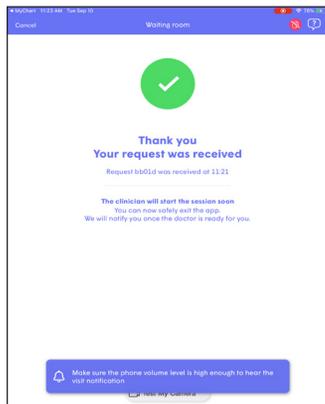
Click the ECHECK-IN button to complete eCheck-In. Do this at least 20 minutes prior to your appointment time.

STEP 4: Open MyChart app. Pair your TytoHome device and begin your DC LIVE visit.



Step 4.1

1. Choose *Pair your TytoHome* prior to starting your visit. An educational video will launch; it is optional to view. Once you exit out of the video, you'll be prompted to enter your WiFi password. Follow prompts to pair your device.
2. Choose *Begin Visit*. This will launch the TytoCare app automatically.



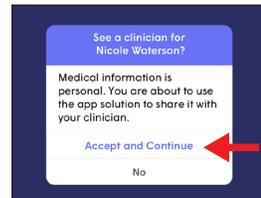
Step 4.5

You have entered the virtual waiting room. The visit will begin when the provider joins. Your mobile device will ring, and you will join the visit.



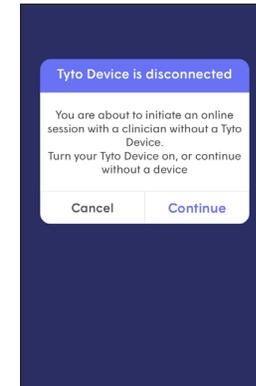
Step 4.2

Choose *OK*



Step 4.3

Choose *Accept and Continue* to share medical information with your provider.



Step 4.4

This prompt is received only if you have not paired or powered on your TytoHome device.

IF YOU HAVE QUESTIONS...
Please call 812-450-LIVE (5483).