



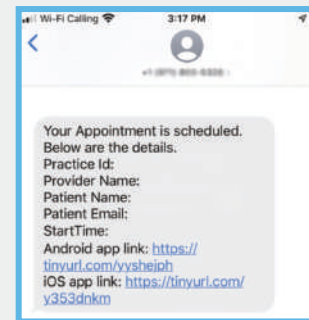
STEP-BY-STEP INSTRUCTIONS FOR PATIENTS USING A BROWSER

**PLEASE ENSURE YOU HAVE A GOOGLE CHROME, WINDOWS EDGE
OR MOZILLA FIREFOX WEB BROWSER INSTALLED ON YOUR DEVICE
12-24 HOURS PRIOR TO YOUR APPOINTMENT TIME.**

STEP 1

RECEIVE LINK

You'll have received a text message and email with your appointment time and a link to download our app. If you choose not to download the app, follow the link in the text or email to use a web browser.



Google Chrome
(Preferred)



Mozilla Firefox



Windows Edge



STEP 2

ENSURE PROPER BROWSER INSTALLATION

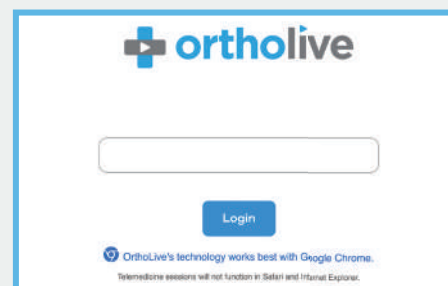
Before your appointment, please ensure you have an approved web browser installed on your device.

If you need to install a browser, perform an internet search with the browser name on your device.

STEP 3

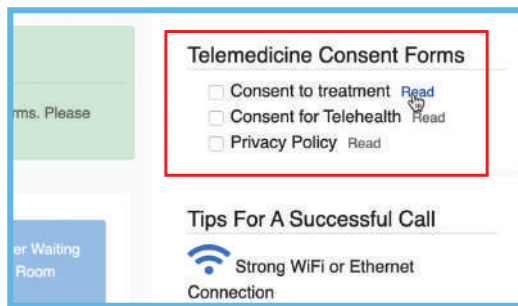
VISIT [PATIENT.ORTHOLIVE.COM](https://patient.ortholive.com)

Five to 10 minutes before your appointment, input the email address listed in the text/email you received and press the blue "Login" button.





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STEP 4

CONSENT TO FORMS

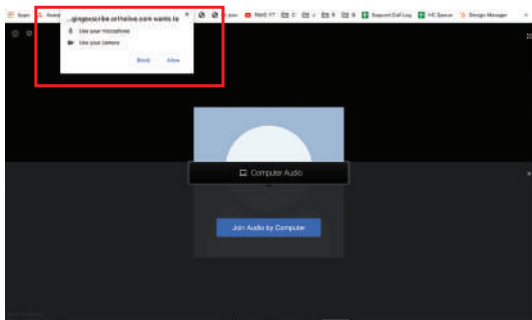
These are forms that state you are agreeing to a telemedicine call. Please read before consenting.

Once you have finished reading the forms you will check the 3 boxes.

STEP 5

ENTER WAITING ROOM - THE MOST IMPORTANT STEP!

Several minutes before your appointment start time you will tap the WAITING ROOM ICON (for example if it is at 3 pm, you will enter at 2:55 pm)



STEP 6

ALLOW CAMERA AND MICROPHONE ACCESS

Upon opening the app you will be asked if you want to give access to your camera and microphone. Allow that access so your physician will be able to hear and see you.

STEP 7

WAIT FOR YOUR PROVIDER

Wait in the waiting room for your provider to enter the call. They might be running late so please be patient with them. Here you will be able to see and hear your provider.

ADDITIONAL INFORMATION

At this time Internet Explorer and Microsoft Edge browsers are not supported. The telemedicine call will not work with these browsers, so you'll have to download one of the browsers mentioned in step 2.

Once you open the waiting room it says "Waiting for Host" this just means your provider hasn't "entered" the room yet. Stay on the line and hold tight. If they do not join promptly, then you may call your provider's office to let them know. The OrthoLive support team, unfortunately, cannot assist with this.

If there is a problem that you found which was not listed on this sheet contact us at (866) 456-7846 and leave a voicemail. Our OrthoLive Support team representatives are working hard to get you to your telemedicine appointment on time.



STEP-BY-STEP INSTRUCTIONS FOR PATIENTS USING A BROWSER

ADDITIONAL INFORMATION

If you have forgotten your Apple ID password and wish to reset it so you can download the app, please follow these directions <https://support.apple.com/en-us/HT201487>

COMMON PROBLEMS AND SOLUTIONS

There are two OrthoLive apps in the App store. One is for patients and one is for doctors. The one for Doctors is labeled "OrthoLiveDr". If your login information is not working or says you must "check your credentials", you have downloaded the wrong app. Make sure you have downloaded the OrthoLive Patient app which is the first app to pop up when you search in the app store (the links on this sheet should take you directly to the patient app).

If you see anything that says "practice code" or if you find yourself putting in information such as your name, and birthdate, you clicked sign up. Go back to the first page of the app and login with the correct email that was sent to you.

Once you open the waiting room it says "waiting for host" this just means your provider hasn't entered the waiting room yet. Stay on the line and hold tight. If they do not come on the line promptly, then you may call your provider's office to let them know. The OrthoLive support team unfortunately cannot assist with this.

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