



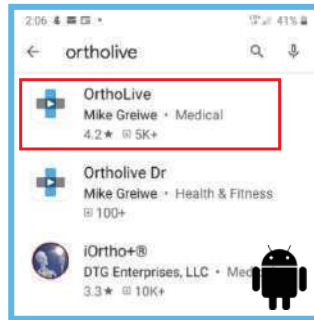
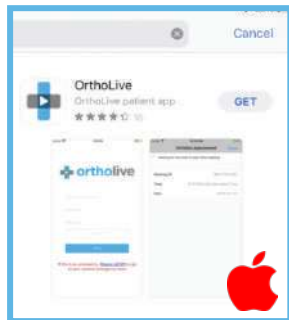
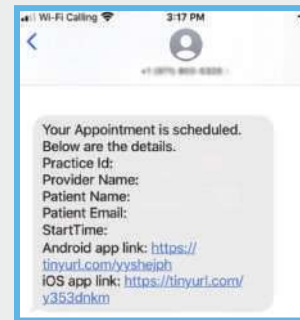
# STEP-BY-STEP INSTRUCTIONS FOR PATIENTS USING THE APP

**THIS SHOULD BE DONE 12-24 HOURS AHEAD OF YOUR APPOINTMENT TIME  
TO ENSURE THE SUCCESS OF YOUR TELEMEDICINE CALL.**

PLEASE NOTE THAT THIS MUST BE DONE ON A SMARTPHONE DEVICE OR A TABLET/ IPAD.  
THIS WILL NOT WORK ON A DESKTOP COMPUTER OR LAPTOP.

## STEP 1 RECEIVE LINK

You will have received a text message and email with your appointment time and a link to download our app.



## STEP 2 DOWNLOAD APP

Download the OrthoLive Patient app onto your phone by clicking the correct link in the text message.

*Note: Do not download the OrthoLive Dr app.*

[Apple Download](#)

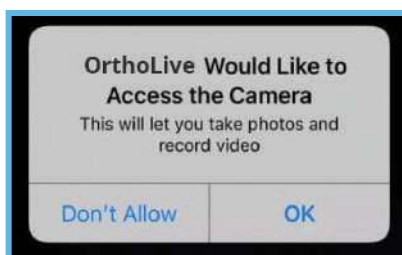
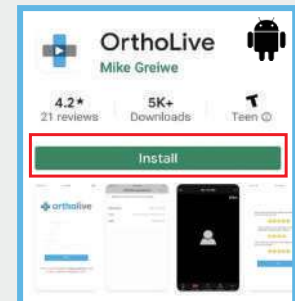
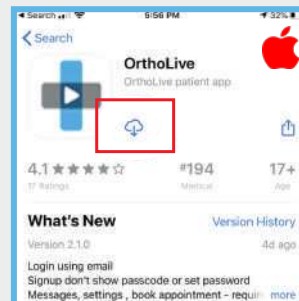
[Android Download](#)

## STEP 3 INSTALL APP

If you are prompted for an Apple ID password and do not remember it, please see the last page for how to obtain your Apple ID.

**Apple Users:**  
Press the Install Icon

**Android Users:**  
Press Install



## STEP 4 ALLOW CAMERA ACCESS

Upon opening the app you will be asked if you want to give access to your camera and microphone.

**TAP ALLOW. IF YOU DO NOT ALLOW YOU WILL NOT BE ABLE TO SEE OR HEAR YOUR DOCTOR.**



## STEP-BY-STEP INSTRUCTIONS FOR PATIENTS USING THE APP

### STEP 5

#### LOGIN

Input the correct email address listed in the text/email you received from no-reply@ortholive.com and (866) 456-7846.

Press the blue login button.

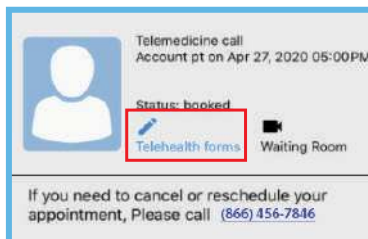
*(Please note that these are both no-reply automatically generated messages and you will not receive a response).*



### IMPORTANT

Under NO circumstances should you press "sign up/click here" if you have an appointment with your provider. You ALREADY have an existing account with your email address.

If you've received this sheet you already have an appointment booked.



### STEP 6

#### 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 and press AGREE.

### STEP 7

#### 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 8

#### 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.



## STEP-BY-STEP INSTRUCTIONS FOR PATIENTS USING THE APP

### 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.

If there is a problem that you found which was not listed on this sheet contact us at (833) 735-0097 and leave a voicemail. Our OrthoLive Support team representatives are working hard to get you to your telemedicine appointment on time.