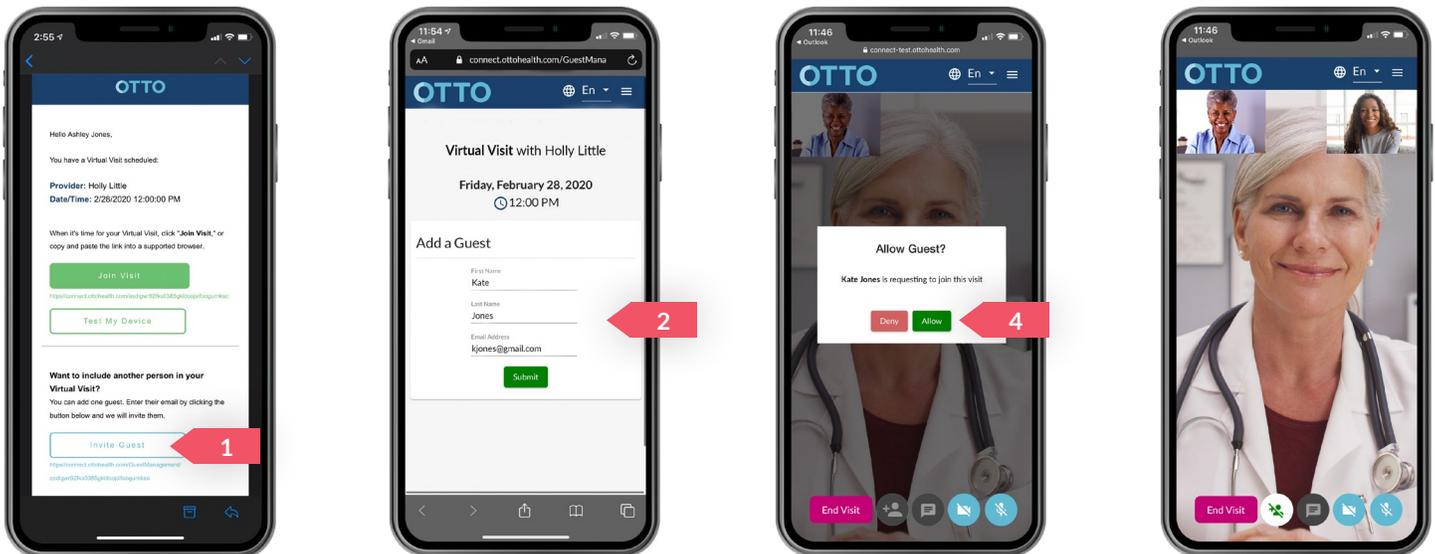


Adding a Guest: BEFORE your Virtual Visit

Use the following steps to invite a guest before your Virtual Visit has started:

1. Locate your Virtual Visit confirmation email and click **Invite a Guest** to be taken to the Guest Management page.
2. Enter the guest's **first name, last name** and **email address**, then click **Submit**. We will send an invite to the email address provided, so it's important to make sure this is accurate.
3. Once the **guest** receives the email invite, they will click **Join Visit** and be prompted to enter their **first name, last name** and **email address** and then click **Request Access**.
4. In the visit, you will be prompted to confirm the **guest's** access to join.
5. Your guest will then be able to join you and your provider in the Virtual Visit.



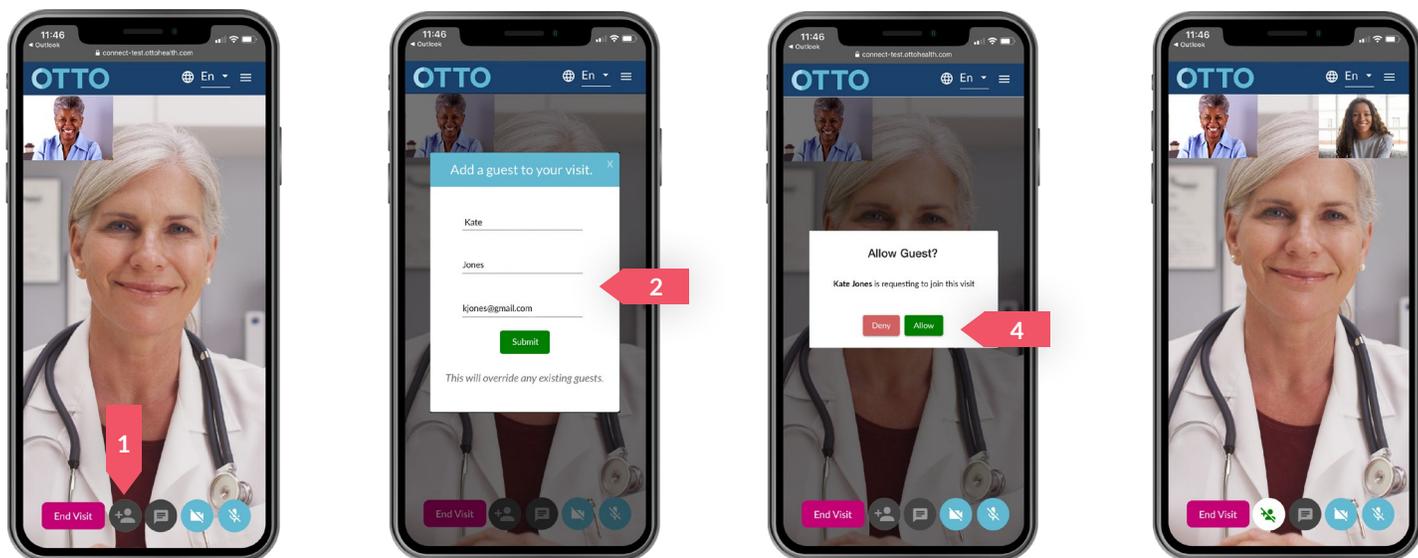
If your guest needs help, here are some resources to help with their visit:

- Test My Device: connect.ottohealth.com/video/test
- Technical Support page: ottohealth.com/techsupport

Adding a Guest - *During the Virtual Visit*

If you decide last minute that you would like to add a guest, no problem. You can add a guest while in a Virtual Visit by following these steps:

1. Click  located at the bottom of your screen.
2. Fill out the **guest's first name, last name** and **email** and then click . We will send an invite to the email address provided, so it's important to make sure this is accurate.
3. Once the **guest** receives the emailed invite, they will click  and be prompted to enter their first name, last name and email address and then click .
 - a. If the guest isn't seeing the email, please have them check their email junk/spam folder.
4. As soon as you have joined the visit, you will be prompted to confirm the **guest's** access to the visit.
5. Your guest will then be able to join you and your provider in the Virtual Visit.



Removing a Guest - *Before the Virtual Visit*

Use the following steps to remove an invited guest:

1. Click  in the Virtual Visit confirmation email and you will be taken to the Guest Management page.
2. Click  next to the guest's name. This will disable their access to the visit.
3. Please repeat the steps on the previous page to add a new guest.

Removing a Guest - *During the Virtual Visit*

Use the following steps to remove a guest while they are in the visit:

1. Click the  again and your guest will be removed from the visit.