



# You're almost done!

Follow these simple steps to activate your MemorialCare Virtual Exam Kit. Please activate your device **within three days** of receiving it.

- 1 Download** the TytoCare app.  
**Note:** Don't create a TytoCare account. It will be created automatically via your myChart account.



- 2 Download the myChart app** to your mobile device and select MemorialCare as your organization.



- 3 Tap 'TytoCare Pairing and Resources'** in the myChart menu under Resources. This one-time step will open the TytoCare app on your mobile device.



- 4 Follow the on-screen instructions** to complete setup. Setting up your device in advance allows you quick access to care when you need it.



For more information about your kit, scan the QR code or visit [memorialcare.org/virtual-exam-kit](https://www.memorialcare.org/virtual-exam-kit).

Need help? Call our 24/7 support line at 844-856-6661.



# Schedule a 24/7 On-Demand TytoCare Visit

Once you've completed the required activation (see Quick Start Guide on the reverse), you can carry out a video visit.

- 1 Log into your MemorialCare myChart account.**  
Select 24/7 On-Demand Video Visit from the Menu.
- 2 Confirm** that you are located in the state of California at the time of your visit.
- 3 Select** "TytoCare Urgent Care Visit" for the correct patient age. (18+ or 0-17)
- 4 Choose a time** for a visit with our 24/7 urgent care provider or a primary care provider.
- 5 Type in** the reason for the visit and tap schedule an appointment.
- 6 Begin the required Pre-Visit Check-In** by tapping the eCheck-In icon. A MemorialCare team member will contact you by phone or text to confirm your scheduled visit.
- 7** When it is time to start your appointment, tap Begin Visit on your home screen and enter the virtual waiting room. A provider will guide you through the visit using your MemorialCare Virtual Exam Kit.
- 8** After your visit, please **complete** the survey on the TytoCare visit page.



703-00135.A01

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