SYNZI™

Synzi Patient Quick Start & Troubleshooting Guide

Synzi software lets patients and caregivers communicate securely with physicians, nurses, and other care team members. Getting started is easy.

GET INVITED

Your Care Team member will send an email or text message inviting you to use the Care Connect application. Click the link in the invitation to install the application.

Welcome to Synzi Community Health's Care Connect app. Start at <u>https://vcare.app.link/</u> <u>PviKEoakP4</u> Reply STOP to unsubscribe

MOBILE APPS

iOS (Apple) - Care Connect – Synzi Care-Connect



Android - Care Connect - Synzi Care-Connect



Everyone 🛈

Install

SIGN IN

Your password is your date of birth



SYNZI™

Common Troubleshooting Tips

iOS (Apple) Devices -

Ensure Notifications are Allowed on the Care Connect Application

1. Log into the Care Connect Application



2. Locate Settings from the options on the menu and select it





3. Double-check to ensure App notifications are allowed



Allow Camera and Microphone Notifications

1. Go to settings on your Cellular Device





2. Locate the Care Connect Application from the settings menu and select



3. Ensure the Camera and Microphone Sliders are turned on, by the green toggle displaying the same as below





Allow Notifications

1. Go to settings on your iPhone



2. Locate and Select the Care Connect Application

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	Game Center	>	
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	Apple Store	>	
synzi	Care Connect	>	



3. Select Notifications from the Menu



4. Ensure Allow Notifications is toggled on by the green slider displaying the same as below

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Care Connect Notifications	
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Notification Grouping	Automatic >



Android Devices -

*Please note: Specifications may vary by device manufacturers.

Ensure Notifications are Allowed on the Care Connect Application

1. Login to the Care Connect application



2. Locate Settings from the options on the menu and Select



3. Double-check to ensure App notifications are allowed

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Allow Notifications

1. Go to settings on your Android phone



2. Click on 'Apps' in the settings menu > Select 'Synzi Care Connect'

Settings	Q	Apps		Ξ	۹.
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Software update Check for updates • 1	Jpdate history	٥	Weather 37.40 MB		
Tips and help Useful tips • New fee	tures		Wireless emergency alerts 430 KB		
About tablet Status - Legal inform	ation • Tablet	۲	Woodoku 198 MB		
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3. Select 'Notifications' under the Privacy menu



4. Ensure Allow Notifications is toggled on, by the blue slider displaying the same as below





Allow App Permissions

1. Go to settings on your Android Phone



2. Click on 'Apps' in the settings menu > Select 'Synzi Care Connect'





3. Select 'Permissions' under Privacy settings



4. Ensure the Synzi Care Connect app permissions are allowed

