# 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



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## **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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	Settings	
	Books	>
P	Podcasts	>
	Game Center	>
5	TV Provider	>
	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

2:09	,ıll 🗢 🔲
Care Connect Notifications	
Allow Notifications	
ALERTS	
Lock Screen Notification Center	Banners
• •	0
Banner Style	Temporary >
Sounds	
Badges	
LOCK SCREEN APPEARANCE	
Show Previews When Unlock	ked (Defa >
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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Ringer and Alerts		
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Units		
Imperial (Fahrenheit, pounds)		~
Metric (Celsius, kilograms)		
App Notifications		
Notifications		Allowe
Devices		
Microphone: Speakerphone		>
Camera: camera2.2 facing front		>



#### **Allow Notifications**

1. Go to settings on your Android phone



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

Set	ttings Q	Apps	Ξά	;
-	Medical Into		Slotomania 182 MB	
()	Accounts and backup Manage accounts · Smart Switch	*	SmartThings 279 MB	
G	Google Google services		Solitaire 164 MB	
	Advanced features	1	Solitaire 390 MB	
0	Labs • S Pen • Side key	<b>⊕</b> ≡	Speech Services by Google 347 MB	
$\odot$	Digital Wellbeing and parental controls		Spotify 81.98 MB	
0	Screen time - App timers Battery and device care		Synzi Care Connect 10.53 MB	
•	Apps	S	Synzi Virtual Care 8.22 MB	
	Derault apps • App settings	46	Teams 371 MB	
8	General management Language and keyboard • Date and time	0	Tips 6.97 MB	
¥	Accessibility TalkBack • Mono audio • Assistant	<b>bub</b>	<b>Tubi</b> 78.26 MB	
		8	Verizon App Manager 42.36 MB	
0	Software update Check for updates · Update history	٥	Weather 37.40 MB	
0	Tips and help Useful tips - New features		Wireless emergency alerts 430 KB	
0	About tablet Status • Legal information • Tablet name	۲	Woodoku 198 MB	
		-		



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

