

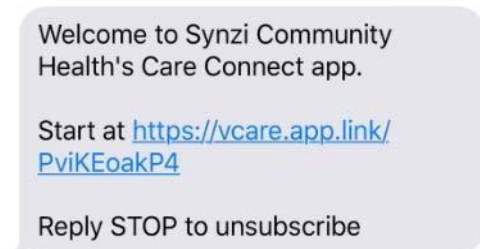


Synzi Patient Quick Start & Troubleshooting Guide

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.



MOBILE APPS

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



Android – Care Connect – Synzi Care-Connect

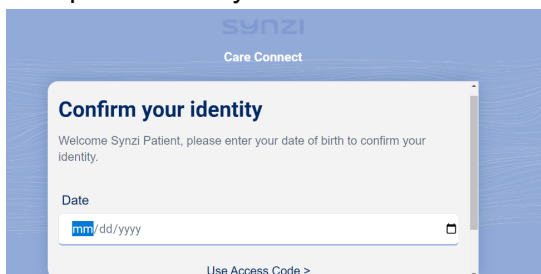


E
Everyone



SIGN IN

Your password is your date of birth

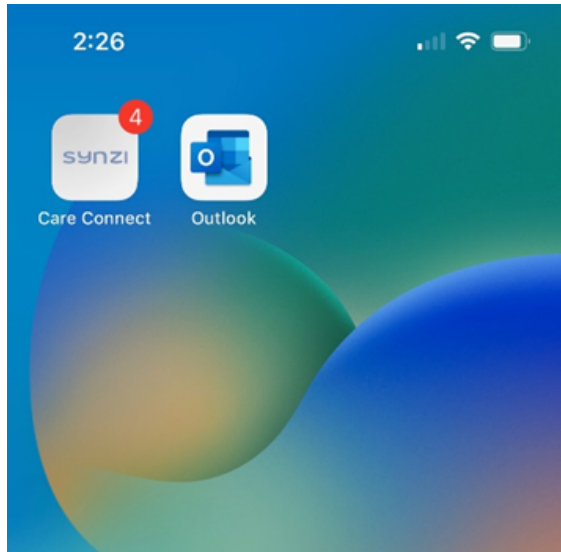


Common Troubleshooting Tips

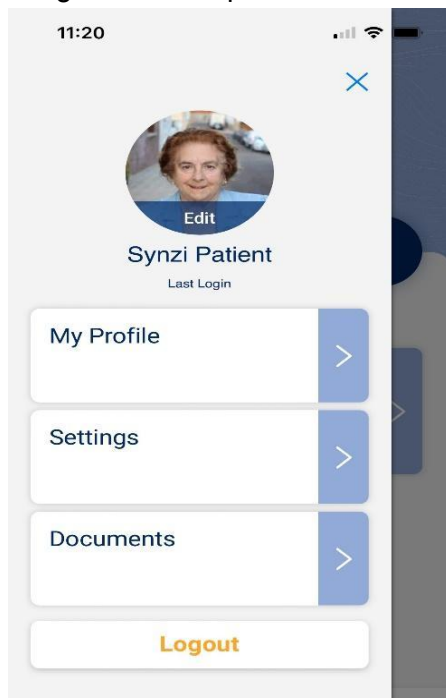
iOS (Apple) Devices -

Ensure Notifications are Allowed on the Care Connect Application

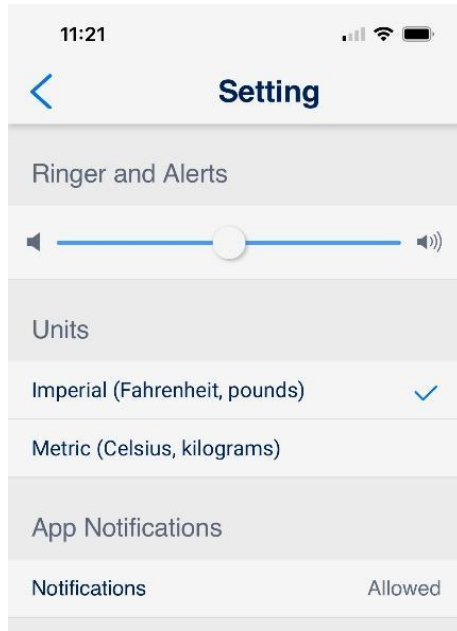
1. Log into the Care Connect Application



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



3. Double-check to ensure App notifications are allowed

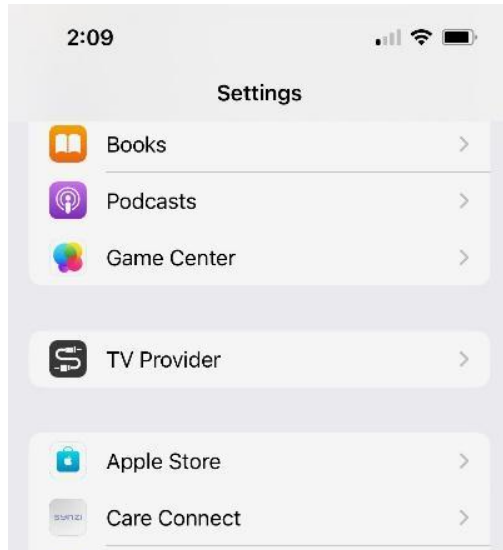


Allow Camera and Microphone Notifications

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



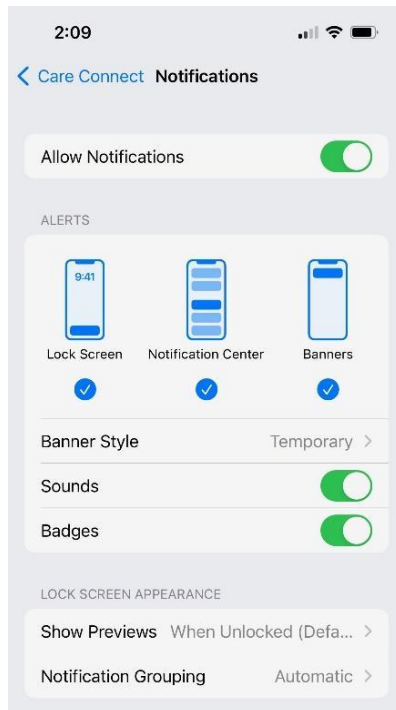
2. Locate and Select the Care Connect Application



3. Select Notifications from the Menu



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

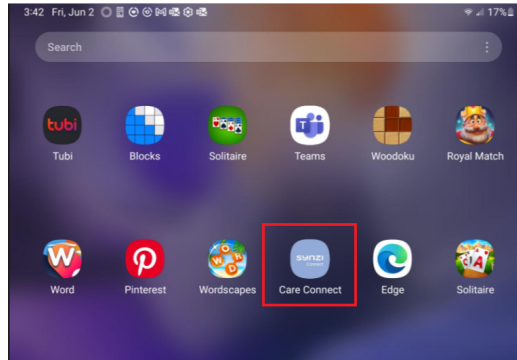


Android Devices -

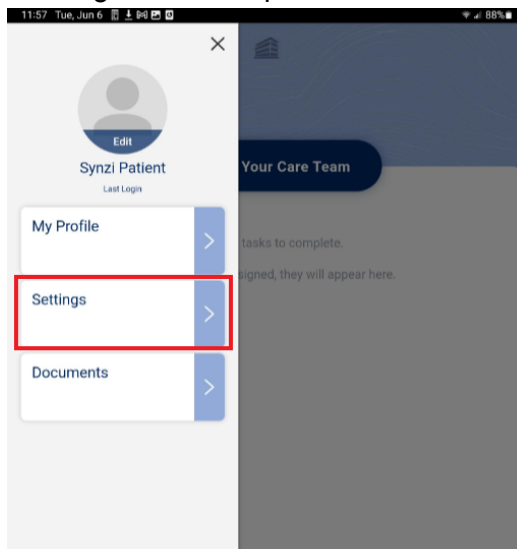
*Please note: Specifications may vary by device manufacturers.

Ensure Notifications are Allowed on the Care Connect Application

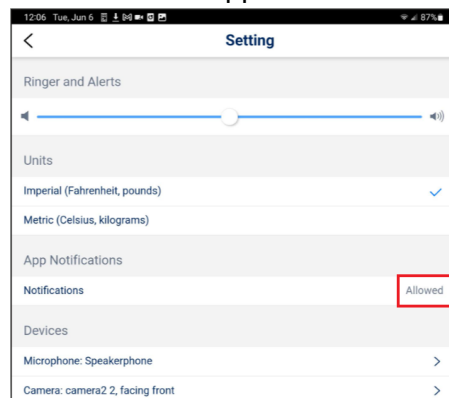
1. Login to the Care Connect application



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

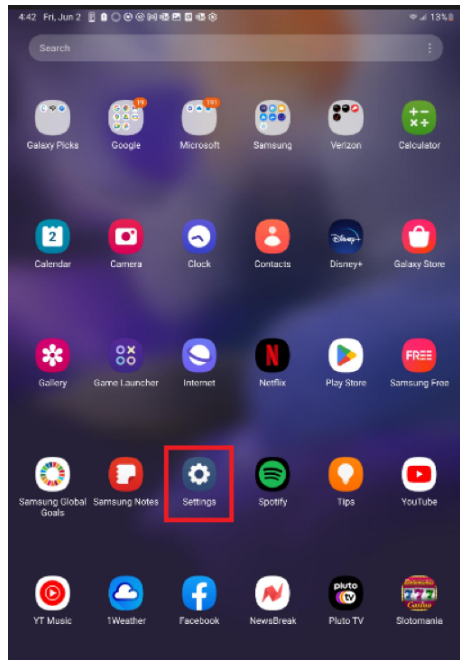


3. Double-check to ensure App notifications are allowed

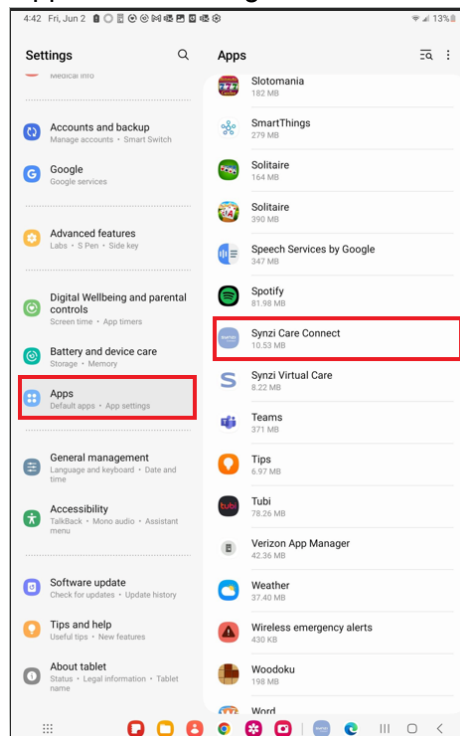


Allow Notifications

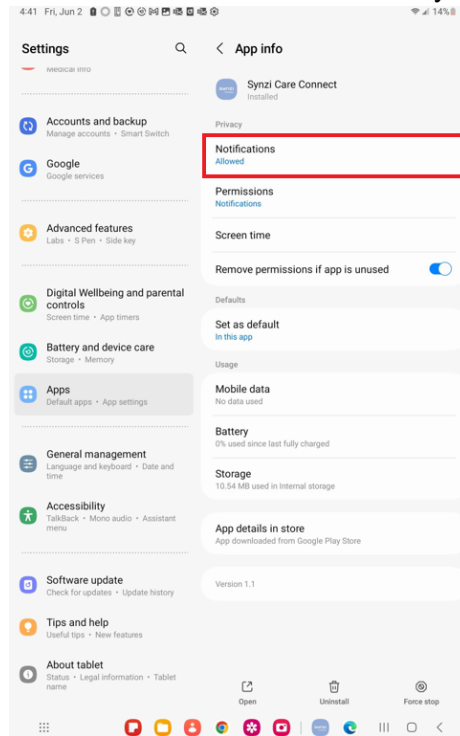
1. Go to settings on your Android phone



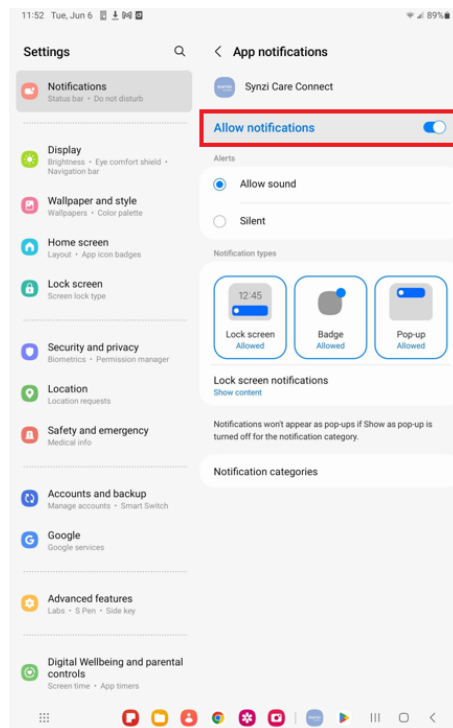
2. Click on 'Apps' in the settings menu > Select 'Synzi Care Connect'



3. Select 'Notifications' under the Privacy menu

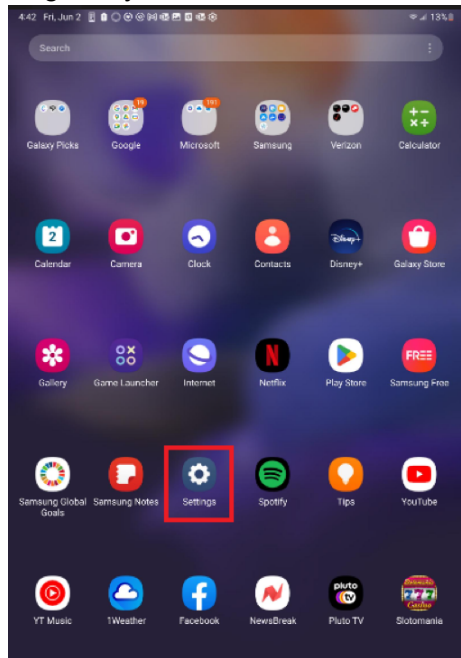


4. Ensure Allow Notifications is toggled on, by the blue slider displaying the same as below

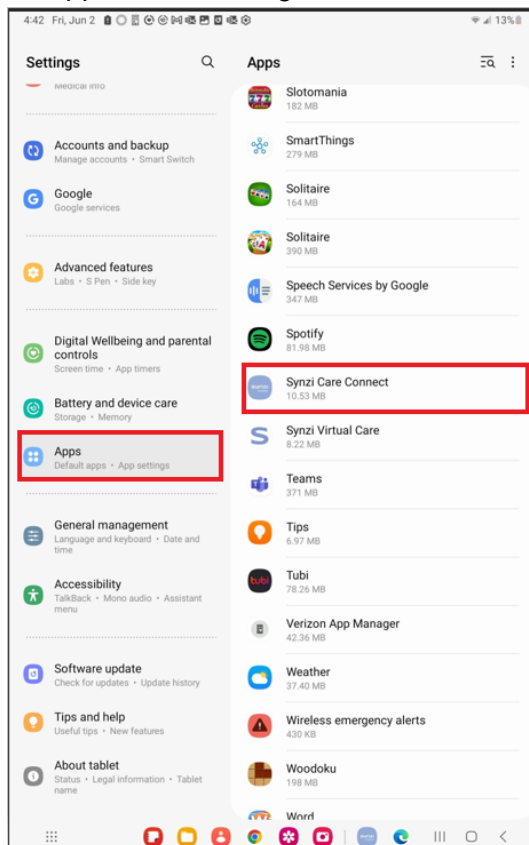


Allow App Permissions

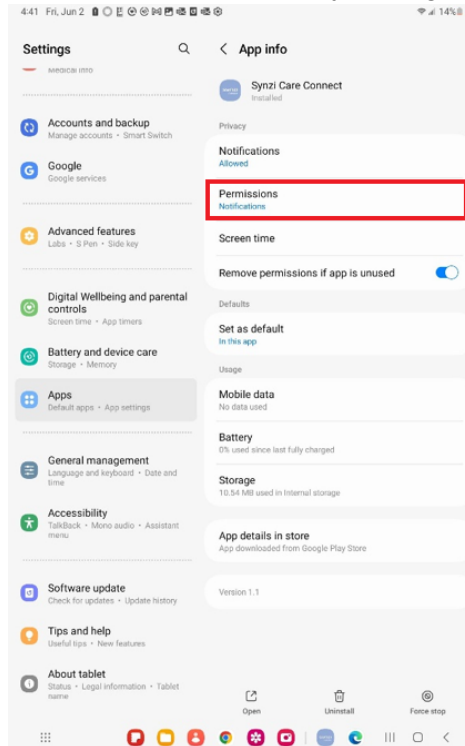
1. Go to settings on your Android Phone



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

