



TytoCare Support Portal



Select Language

Sign In

Tyto Shop

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Welcome to TytoCare Support Center

We're here to help

How can we help?



Tyto device

Set up

Password

Online

Overview

Tytohome

Pairing

Welcome visit

Search for your TytoCare Device Serial Number



[How to find my serial number](#)



The TytoCare Support Portal is your secure, end-to-end encrypted platform for managing support needs and delivering expert assistance to your consumers.

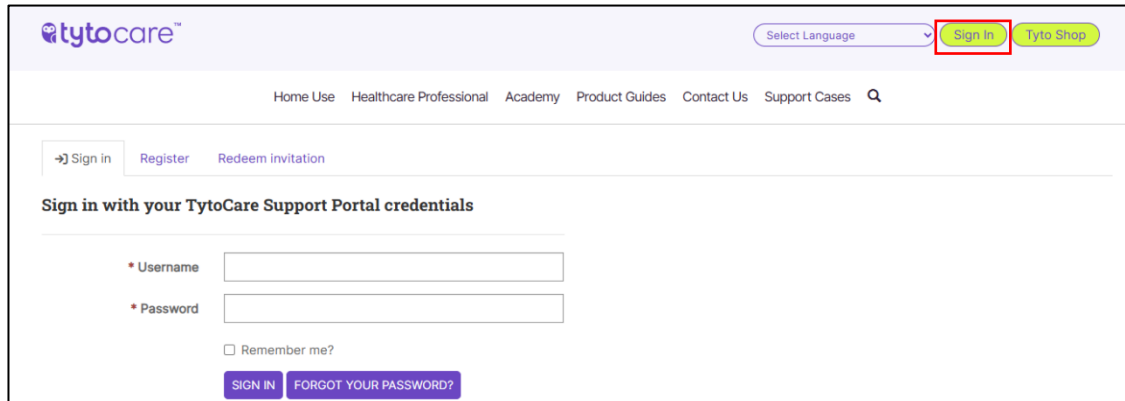
Through this portal, you can:

- Create, update, and track support cases
- Access the **TytoCare Technical Hub** for troubleshooting guides and essential tools
- Explore knowledge articles, "How-To" videos, and FAQs
- Download support, product, and marketing documentation

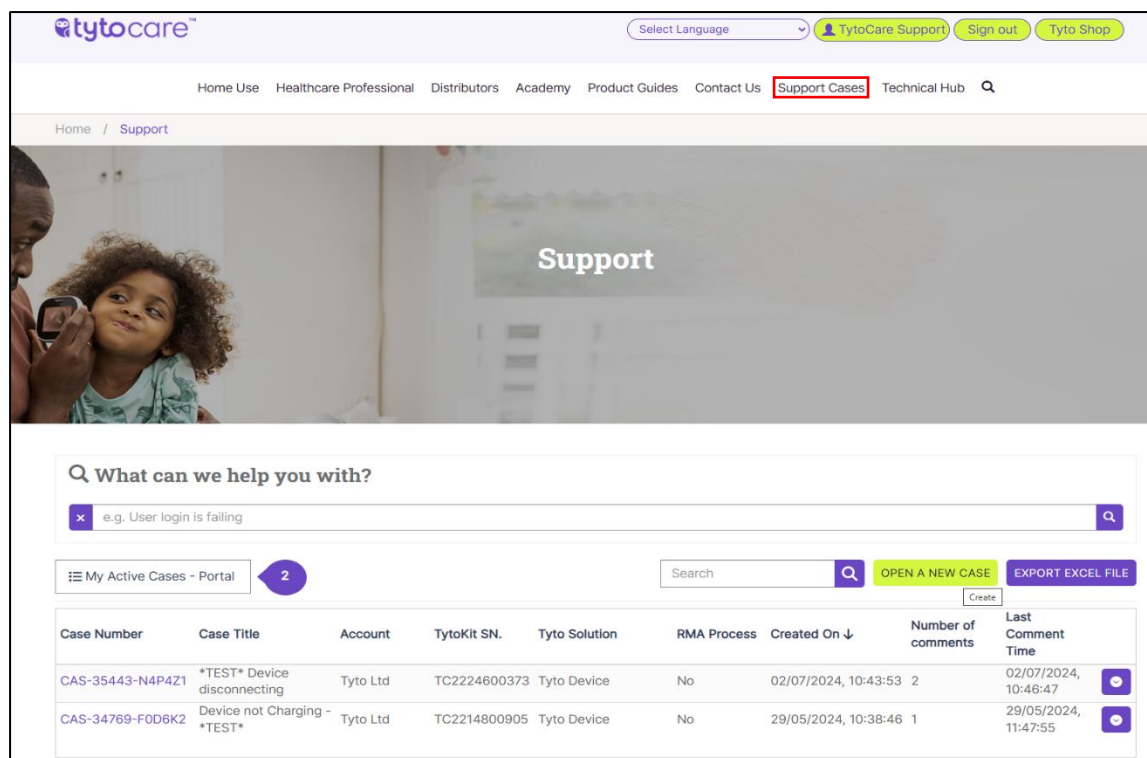
Built to support professionalism and efficiency, this platform helps you resolve technical issues, address inquiries effectively, and ensure consumers get the most out of their TytoCare experience.

Creating a support case:

1. Enter the [TytoCare Support site](#).
2. Click "Sign in" (in red) and enter the account credentials assigned by TytoCare Support.



3. In the navigation bar, click on "Support Cases" to view all the cases reported for your organization, and "Open a New Case" (Green box in the middle) to report a new case.



Case Number	Case Title	Account	TytoKit SN.	Tyto Solution	RMA Process	Created On ↓	Number of comments	Last Comment Time
CAS-35443-N4P4Z1	*TEST* Device disconnecting	Tyto Ltd	TC2224600373	Tyto Device	No	02/07/2024, 10:43:53	2	02/07/2024, 10:46:47
CAS-34769-F0D6K2	Device not Charging - *TEST*	Tyto Ltd	TC2214800905	Tyto Device	No	29/05/2024, 10:38:46	1	29/05/2024, 11:47:55

- Note: you can change the language of the site to your preferred language on the top tool bar.

- Fill in the case fields as shown below. In the drop-down menus select the relevant answer (see inside the fields for examples). It is highly recommended to add a photo or video of the occurrence to assist in the investigation – you can add attachments at the bottom of the form. Click “Submit” when finished.

1

Title *

Title of the case, example: "Device not Charging / Cannot login to TytoCare app/ etc."

Product Used *

Tyto Home

Tyto Pro

Tyto Clinic

Tyto Remote Patient Monitoring

Tyto Annual Wellness

Other

Tyto Solution *

Clinician Dashboard

Tyto App

Tyto Device

Tyto Server

Tyto Insights for Wheeze Detection

Other

TytoKit SN.

Device Serial Number - Appears on the bottom of the device (Starts with TC)

Tyto Component

Tyto Base

Tyto Exam Camera

Tyto Otoscope

Tyto Stethoscope

Tyto Thermometer

Tyto Tongue Depressor

Tyto Disposable - Ear Specula

Tyto Disposable - Tongue Depressor

USB Charging Cable

Wall Charger

Pulse Oximeter and Adaptor Cable

Case Description *

Full details of the issue including troubleshooting steps executed by the support team (according to support scripts):
Example -
1. Device Isn't turning on.
2. Asked the user to charge the device at least 1 hour- Blue / Orange LED light turns on
3. Long press on the power button for 10 sec. - device still doesn't turn on .

App Username (Cloud admin username) *

Input the TytoCare username for which the issue occurred - e.g. TytoCare application or clinician dashboard username

Consumer Contact First Name *

Name of the Consumer / Tier 1 agent / Clinician

Consumer Contact Phone *

Always ask consumer permission to share the phone number with TytoCare

Phone and/or email if further follow up is required

Support Representative Name *

Name of the person reporting the issue (Tier 1 agent/ project manager/ etc.)

Attach a file

Choose Files

No file chosen

SUBMIT

CANCEL

5. After submitting, click “Support Cases” again to view your cases.

Choose between viewing your:

- **Active Cases**
- **Resolved Cases**
- **All Cases**

The default view is the active cases and the amount of active cases is represented by the number to the right of the menu.

What can we help you with?

x
e.g. User login is failing

New Portal Comment Added.

My Active Cases - Portal
2

My Active Cases - Portal
All Cases - Portal
Resolved Cases - Portal

	Title	Account	TytoKit SN.	Tyto Solution	RMA Process	Created On ↓	Number of comments	Last Comment Time
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CAS-34769-F0D6K2	Device not Charging - *TEST*	Tyto Ltd	TC2214800905	Tyto Device	No	29/05/2024, 10:38:46	1	29/05/2024, 11:47:55

Search
OPEN A NEW CASE
EXPORT EXCEL FILE

6. When viewing the case - see responses from TytoCare Support in the Timeline at the bottom and add additional comments or attachments by selecting “Add Comment”.

Active - Open

1

Case Number
CAS-28950-V0V2R2

Last Updated
8/21/2023 4:06 PM

Account *
Tyto Ltd

Tyto Solution *
Tyto Device

TytoKit SN.

Case Description *

Full details of the issue including troubleshooting steps executed by the support team (according to support scripts):
Example -
1. Device Isn't turning on.
2. Asked the user to charge the device at least 1 hour- Blue / Orange LED light turns on
3. Long press on the power button for 10 sec. - device still doesn't turn on .

Created On
8/21/2023 4:06 PM

Timeline

less than a minute ago
Modified on 8/21/2023 4:07 PM

Azaria Klein → SYSTEM
Comments are shown here - example: Issue was resolved by the user

Created by SYSTEM

ADD COMMENT

- To view the case details and latest comments click on the purple case number on the left or the purple arrow on the right.

New Portal Comment Added.

My Active Cases - Portal

2

Search

OPEN A NEW CASE

EXPORT EXCEL FILE

Case Number	Case Title	Account	TytoKit SN.	Tyto Solution	RMA Process	Created On ↓	Number of comments	Last Comment Time
CAS-35443-N4P4Z1	*TEST* Device disconnecting	Tyto Ltd	TC2224600373	Tyto Device	No	02/07/2024, 10:43:53	3	19/05/2025, 16:17:47
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- To view and edit your Personal information, or change your login password, click on your profile name on the top tool bar:

TytoCare™

Select Language

TytoCare Support Sign out Tyto Shop

Home Use Healthcare Professional Distributors Academy Product Guides Contact Us Support Cases Technical Hub

Home / Profile

Profile

TytoCare Support

Security

Change Password

Change Email

First Name *

TytoCare

E-mail *

email@email.com

Organization Name

TytoCare

Last Name *

Support

Business Phone *

+123456789

Title

TytoCare Technical Hub

The TytoCare Technical Hub is your centralized resource for essential technical guides and tools designed to enhance your support capabilities and ensure a seamless experience with TytoCare solutions. Whether you're assisting customers with setup, troubleshooting, or ongoing use, these resources empower you to deliver fast, accurate, and efficient support.

Inside, you will find:

- Updated step-by-step **Technical troubleshooting scripts**
- Network testing tools
- Admin portal navigation help
- Release notes for the latest updates
- Guides for supported external devices

Use this hub to stay informed and proactive—helping you support your customers more effectively and maximize the value of TytoCare's technology.

To access the Technical Hub:

1. Go to the [TytoCare Support Portal](#) and log in with your credentials.
2. Once logged in, locate the top navigation bar.
3. Click on **“Technical Hub”** — it's the last item on the top menu.

