

iPad Return Instructions

As part of the upgrade to in-office Check-In with Arrive workflow, Kyruus Health will no longer be supporting iPads for the Check-In solution. As a reminder, your patients will now be able to check-in using their own digital devices or using any iPad supplied by your organization, simply by scanning a QR code.

Please follow the steps below within three (3) business days after acknowledging the Notice of Upgrade & Updated Terms to ensure a successful device return and avoid non-return fees.

1. Complete [this support form](#) with your office address and contact details. You will be asked to provide:
 - a. Email address for any follow up questions
 - b. Subject - please enter as Hardware Return
 - c. Enter your Practice Name and Athena ID, separate multiple locations with a comma (ex: 123, 456)
 - d. Office Name or if all are included, enter All
 - e. Contact name and phone number for any follow up questions
2. Watch for an email with the FedEx return label, which will be emailed to you within 2-3 business days.
3. Print the return label.
4. Carefully pack the iPad(s) and any Kyruus Health equipment (cables, charging stations) in a box.
5. Attach the return label to the outside of the box, making sure that it is visible and the barcode is not covered.
6. Drop off the package at any FedEx location or schedule a [one-time FedEx pick up](#).

Note: any hardware or Kyruus Health equipment (cables, charging stations, etc.) that are not returned are subject to a replacement fee:

iPad charging solution	\$20
iPad	\$220
iPad case	\$30