



LiveHealth  
O N L I N E



## HOW TO USE LIVEHEALTH ONLINE ON YOUR COMPUTER/MOBILE DEVICE

### What you need for use with a computer:

To enjoy the best experience on LiveHealth Online, make sure you have :

- \* High-speed internet access
- \* A bandwidth of 384 kbps (500 is best)
- \* A webcam or built-in camera
- \* Audio capability

### **Browser**

Next, make sure you are using the right browser. LiveHealth Online works on:

- \* Microsoft Internet Explorer (7.0 or later)
- \* Mozilla Firefox (3.6 or later)
- \* Safari (4.0 or later)
- \* Google Chrome (4.1 or later)

Also, in your settings, turn on:

- \* JavaScript
- \* Cookies

### **Software**

Before your visit, make sure you have the right software, too. LiveHealth Online works on:

- \* Windows (XP, Vista, 7 and 8)
- \* Macintosh OS X (10.6 or later)

Finally, you will need:

- \* Adobe Flash (10.1 or later)
- \* Adobe Reader (7 or later)

### **To get started**

Once you have everything you need, close all other programs, such as:

WebEx, Skype, or GoToMeeting. These programs can interfere with LiveHealth Online.

Next, it's easy to start talking to a doctor:

1. Go to [livehealthonline.com](http://livehealthonline.com).
2. Click **Sign up** if you don't have an account
3. Click **login** if you do have an account.
4. Fill out information about yourself and your health issue.
5. You can search for a doctor in your area.

### **Where to go for help**

Call the Customer Support Call Center 24/7 at 855-603-7985 whenever you need help with the website. They can reset passwords, help solve issues when the service did not work or did not meet your expectations.

### What you need for use with your mobile device

First, make sure your mobile device has: The LiveHealth Online mobile app installed, a front-facing camera that supports two-way visits, a high-speed internet connection.

For **iPhone, iPad or iPod** devices, you need an: \*iOS operating system, iPhone® 4S or later model, iPad® 2 or later model, iPad Mini, iPad Air, or iPod® Touch 5<sup>th</sup> generation.

For **Android Devices**, you need an: Android phone (Gingerbread v2.3.3 or above), Android tablet (Gingerbread v2.3.3 or above)

**Download the app:** Search for LiveHealth Online in the App Store or on Google Play.

**Get Started** (1) Open the app. (2) Create a six-digit pin number. You'll need this number every time you use the app. (3) Fill out the *Tell Us About Yourself* page. If you do not already have an account, we'll create one for you and e-mail you instructions on how to use LiveHealth Online. If you've already signed up, we'll find your account. Then, you'll need to pair your device with your web account.