



# How to use LiveHealth Online on your computer and mobile device



## How to access LiveHealth Online on your computer

You can access LiveHealth Online using a computer with a webcam. Simply visit [livehealthonline.com](https://livehealthonline.com) to get started.

### What you need

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

- High-speed Internet access
- A bandwidth of 500 kbps (1 Mb/s is best)
- A webcam or built-in camera
- Audio capability

### Browser

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

- **Google Chrome** (latest version recommended; one version prior supported). Visit: <http://www.google.com/chrome>
- **Mozilla Firefox\*** (latest version recommended; one version prior supported). Visit: <https://www.mozilla.org/en-US/firefox/new/>
- **Microsoft Internet Explorer** (PC ONLY: minimum v9.0; maximum v11). Visit: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>
- **Safari** (Mac ONLY: latest version recommended; one version prior supported). Visit: <https://support.apple.com/downloads/safari>

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)

Linux OS (including Chromebook devices) are not supported. Finally, you will need:

- **Adobe Flash Plug-in** (10.1 or later)  
Visit <https://get.adobe.com/flashplayer/>
- **Adobe Reader** (7 or later) Visit <https://get.adobe.com/reader/>

Firefox users must have the latest version of flash installed.

## To get started

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

- WebEx
- Skype
- GoToMeeting

These programs can interfere with LiveHealth Online.

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

- Go to [livehealthonline.com](https://livehealthonline.com).
- 1. Select **Sign Up** if you don't have an account.
- 2. Select **Login** if you do have an account.
- 3. Search for a doctor in your area.
- 4. Fill out information about yourself and your health issue.



### How to access LiveHealth Online on your mobile device

You can access LiveHealth Online from your Android or iOS mobile device using the native app. Simply visit Google Play™ or the Apple Store<sup>SM</sup> to locate the app for your service. Download the app and follow the instructions to get started! LiveHealth Online is not currently available using the Web browser on your mobile device.

### Device requirements

To use your mobile device, ensure that your device meets the requirements below:

- Online Care app installed (see above)
- To support two-way video visits, your device must have a front-facing camera
- Operating System – **iOS (v7.0 or later required):**
  - iPhone 4S or later
  - iPad 2 or later, iPad Mini or iPad Air
  - iPod Touch fifth generation
- Operating System – **Android (Gingerbread v2.3.3 or above):**
  - Android phone
  - Android tablet
  - Not supported: HTC myTouch and PantechP9070

### Where to go for help

Call the Customer Support Call Center  
24/7 at 1-855-603-7985 whenever  
you need help.