LiveHealth ONLINE

How to use LiveHealth Online on your computer and mobile device

Mobile Access
Connectivity
For the best experience when using the LiveHealth Online app on your Android or iOS device, a **wi-fi connection** is recommended, and may be required by your operator in order to have a visit.

Access
You can access LiveHealth Online from your Android or iOS mobile device using the native app. Simply visit Google Play or the Apple Store to 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 LiveHealth Online on your mobile device, ensure that your device meets the requirements below.

- LiveHealth Online app installed (see above)
- To support two-way video visits, your device must have a front-facing camera
- Operating System - **iOS (v8.0 or later required)**
- iPhone 4S or later*
- iPad 2 or later, iPad Mini, or iPad Air
- iPod Touch 5th generation
- Operating System - **Android (Gingerbread v4.0.0 or above)**
- Android Phone
- Android Tablet
- Not supported: HTC myTouch, and the PantechP9070

Web Access
PC/Laptop
For the best experience when using LiveHealth Online on the web, high-speed broadband Internet access (e.g., cable, DSL) is recommended
- A minimum bandwidth of **1 Mb/s** upload/download is required. However, bandwidth of **3 Mb/s is recommended** for optimal experience
- For the best video quality, connect via a "wired" Internet connection.

Kiosks
- To ensure sufficient video quality, a wired internet connection is required.
- A minimum bandwidth of **5 Mb/s** download / 1 mbps upload is required if line will not be shared with other users; the kiosk should be connected as broadband.
- If kiosk line will be shared, **5 Mb/s** download and **5 Mb/s** upload is strongly recommended for optimal user experience

Supported Browsers

You can access LiveHealth Online from the web using any of the browsers listed below. You will also need to ensure that both JavaScript and Cookies are enabled in your browser settings.

- ▪ *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: http://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/products/ie/home
  In order to support TLS 1.1 and TLS 1.2, Windows 7 or newer is required. Review the Enabling TLS 1.1 and TLS 1.2 in Internet Explorer article to enable TLS 1.1 or higher encryption. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.1 or higher encryption.
- ▪ *Safari (Mac ONLY: latest version recommended; one version prior supported)*
  Visit: http://www.apple.com/safari/download/

Video Recommendations

To take advantage of the enhanced video capabilities, ensure that there is no conflicting software running in the background. There may be other software installed on your workstation that can cause issues with enhanced video. This includes other applications that may try to use your webcam (e.g., WebEx, GoToMeeting, Skype, etc.). Be sure that you have completely quit or exited out of any of these applications prior to having a visit.
If you experience issues connecting with enhanced video, contact your network administrator to ensure the network is configured correctly to allow enhanced video to operate.

Hardware/Software Requirements

For access via the web, ensure that your workstation meets the requirements below.
Operating Systems:

- ▪ **Windows**: 7, 8, and 10
- ▪ **Mac**: OS X 10.6 "Snow Leopard" or later (Intel CPUs only)
- ▪ NOTE: Linux OS (including Chromebook devices) are not supported
- ▪ **Adobe Flash Plug-In** v10.1 or greater installed
- ▪ Firefox users must have the latest version of Flash installed. Visit the following website to check for the latest version available: http://get2.adobe.com/flashplayer/
- ▪ **Adobe Reader** 7 or greater installed
- ▪ USB or built-in webcam (required for two-way video during web visits)
- ▪ Audio – to minimize feedback use headphones, or a headset with built-in microphone

Where to go for help

Call the Customer Support Call Center 24/7 at 1-888-LIVEHEALTH (1-888-548-3432) whenever you need help.