

Service Key – Patients Login

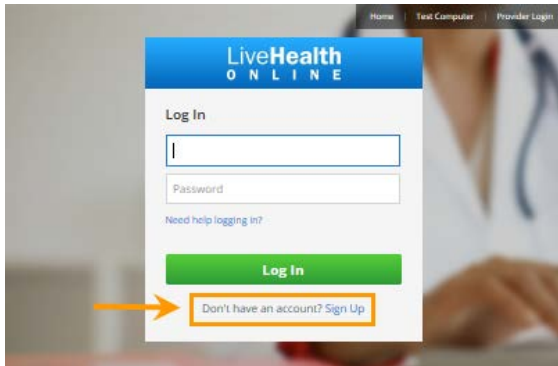
Access to the login page by going to customized URL <https://milehigh.startlivehealthonline.com/landing.htm>

And/or by going to www.LiveHealthOnline.com



Log In

When you are ready for your scheduled conversation/appointment, please enter your LiveHealth Online “User name” and password. If you do not have an account with LiveHealth Online, you will need to create an account by signing up.



LiveHealth Online Sign-Up Page

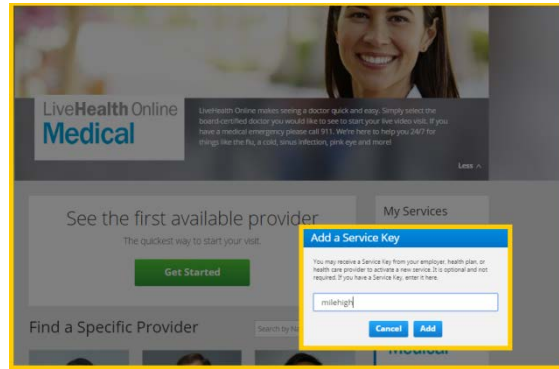
Sign up requires your First Name, Last Name, Email address, and a new password.



Service Key

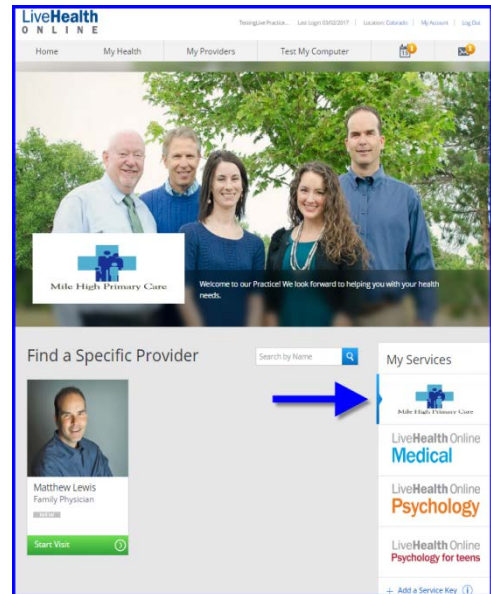
Please enter the service key under “Add a Service Key” once you log in. You will find this option in the right hand side, at the bottom of the menu called “My Services”.

Your service key is **milehigh**



The Service Key will now allow you access to the new practice, under “My Services”.

If you see more than one practice available that is ok, you will need to choose the practice linked to the **service key** provided to view your scheduled appointment.



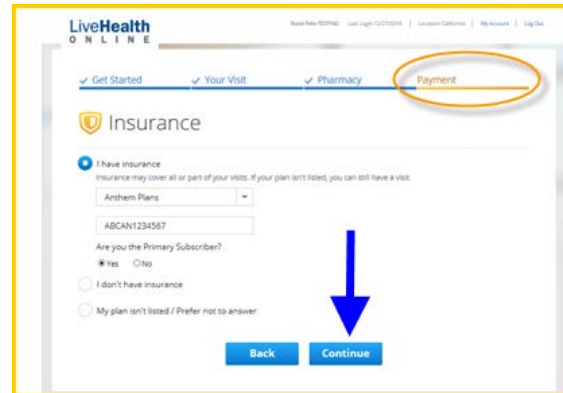
Prior to Visit – Test My Computer

Click on “**Test My Computer**”, when testing Webcam make sure you click on “**Allow**” in order for Enhance Video to work. Click on “**Done**”, once you are done testing.



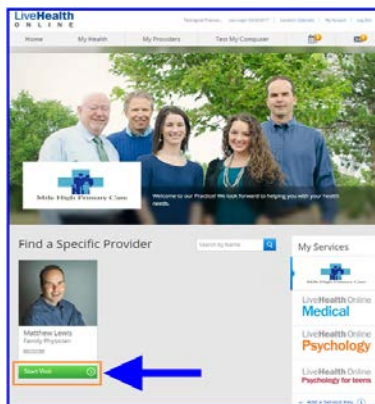
Last step/question “Payment”.

Click on “Continue”.



Patients Starts Online Visit

Click on “Start Visit”.



Patient then enters the online waiting room.

Click on “Text me when provider is ready to see me”, if you wish to have the system ping your mobile device once the physician is ready to see you online.



Patient has 4 steps to review.

Click on “Continue” when done, please note you can skip Pharmacy selection.

