

How to use LiveHealth Online on your computer



What you need

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

- High-speed Internet access
- A bandwidth of 384 kbps (500 kbps 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

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.

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
- GoToMeeting

These programs can interfere with LiveHealth Online.

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

1. Go to [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. Search for a doctor in your area.