# 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

#### 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.

### 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.