

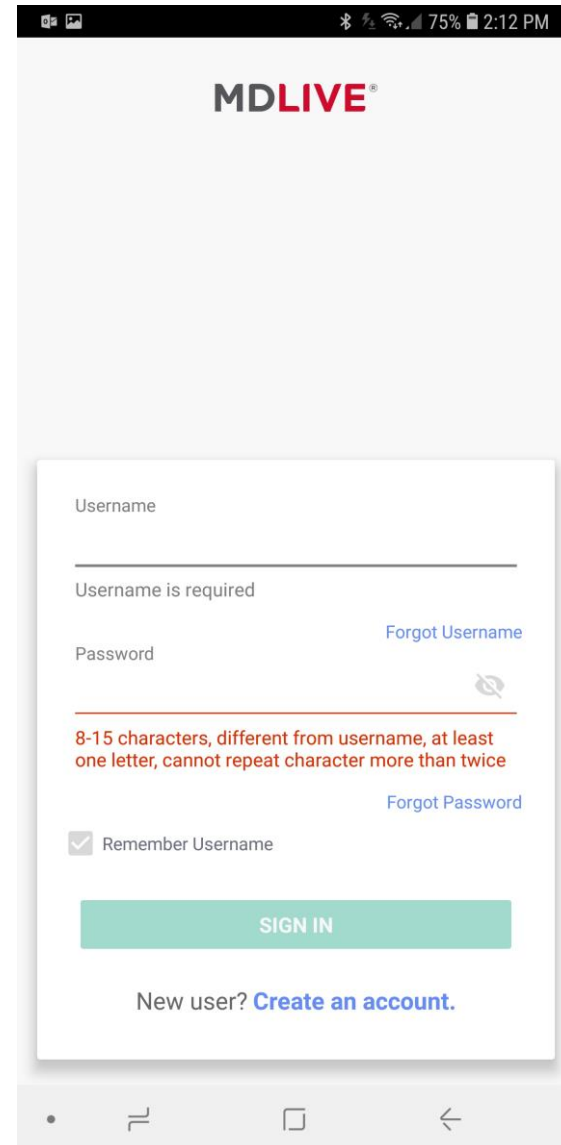
Mobile App Registration

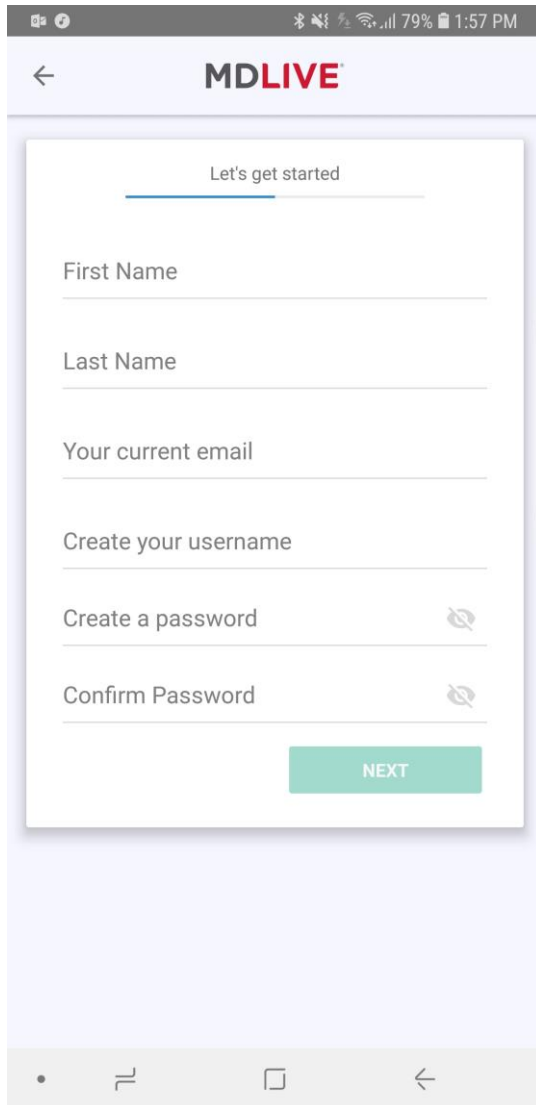
Initial Visit

Member begins process by downloading the MDLIVE Native Mobile Application from the Google Play Store.

Once downloaded and the app is opened, the initial screen will prompt the member to “Create an account”.

Member should select “Create an account” at the bottom of the page since they receive the MDLIVE benefit through their health plan.





MDLIVE

Let's get started

First Name

Last Name

Your current email

Create your username

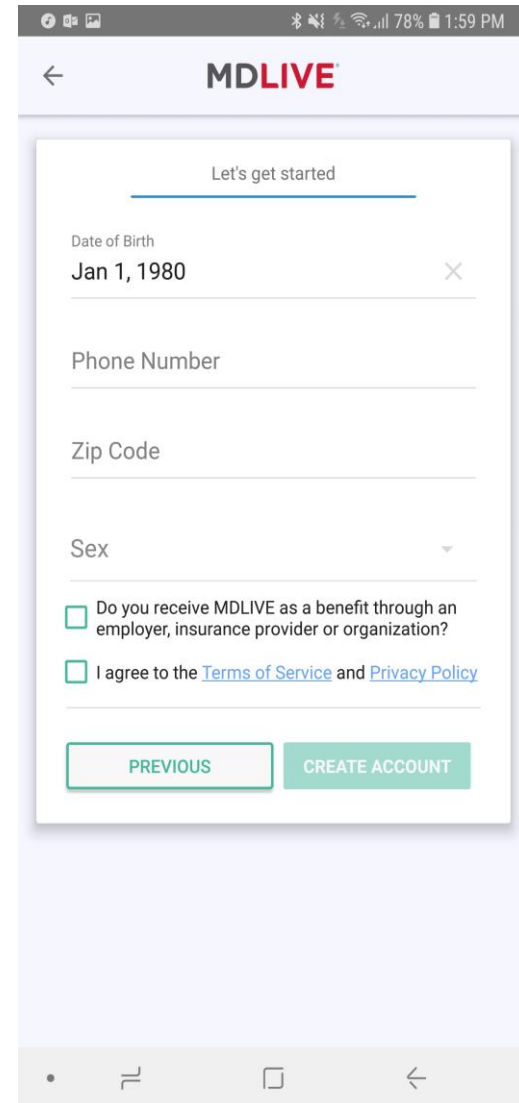
Create a password

Confirm Password

NEXT

This is the first screen of the registration process. It features a header with the MDLIVE logo and a back arrow. Below the header is a section titled "Let's get started" with a progress indicator. The form contains seven input fields: First Name, Last Name, Your current email, Create your username, Create a password, and Confirm Password. The password fields have eye icons to toggle visibility. A green "NEXT" button is positioned at the bottom right of the form area.

They will continue by populating each field with their information



MDLIVE

Let's get started

Date of Birth
Jan 1, 1980

Phone Number

Zip Code

Sex

Do you receive MDLIVE as a benefit through an employer, insurance provider or organization?

I agree to the [Terms of Service](#) and [Privacy Policy](#)

PREVIOUS CREATE ACCOUNT

This is the second screen of the registration process. It features the same header and "Let's get started" section. The form is populated with the following information: Date of Birth (Jan 1, 1980), Phone Number, Zip Code, and Sex. Below the form are two checkboxes: "Do you receive MDLIVE as a benefit through an employer, insurance provider or organization?" and "I agree to the Terms of Service and Privacy Policy". At the bottom, there are two green buttons: "PREVIOUS" and "CREATE ACCOUNT".

Let's get started

Date of Birth
Jan 1, 1980

Phone Number

Zip Code

Sex

Do you receive MDLIVE as a benefit through an employer, insurance provider or organization?

I agree to the [Terms of Service](#) and [Privacy Policy](#)

PREVIOUS CREATE ACCOUNT

When asked “Do you receive MDLIVE as a benefit through an employer, insurance provider, organization?” the member should check the box to the left.

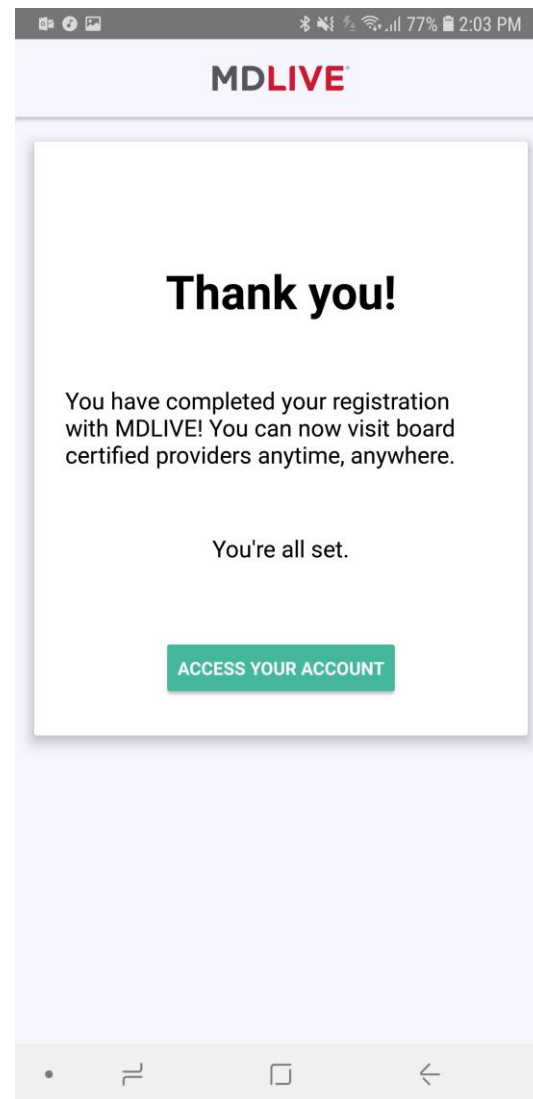
Enter Health Plan Name into the Company name field, and select appropriate group from the listing.

The screenshot shows the MDLIVE mobile application interface. At the top, there is a status bar with icons for signal, Wi-Fi, and battery (78%), and the time 2:00 PM. Below the status bar is a navigation bar with a back arrow and the MDLIVE logo. The main content area is titled 'Benefit Provider' and contains a form with the following elements:

- A header 'Benefit Provider' with a blue underline.
- A text input field labeled 'Benefit Provider'.
- Placeholder text: 'Please enter Employer, Insurance Provider or Organization affiliation'.
- A separator line with 'OR' in the center.
- A link: 'I'm not eligible, [Skip](#)'.
- Two buttons: 'PREVIOUS' and 'NEXT'.

At the bottom of the screen is an Android-style navigation bar with icons for home, app drawer, and back.

Registration is complete!



Mobile App

Subsequent Visit

MDLIVE®

Username

Username is required

[Forgot Username](#)

Password

8-15 characters, different from username, at least one letter, cannot repeat character more than twice

[Forgot Password](#)

Remember Username

SIGN IN

New user? [Create an account.](#)

Member begins process by entering their MDLIVE username and password, then clicking on the “Sign In” button at the bottom.

Member is now logged into the mobile patient portal

Click on “Find a Provider” icon to initiate the consultation process

