

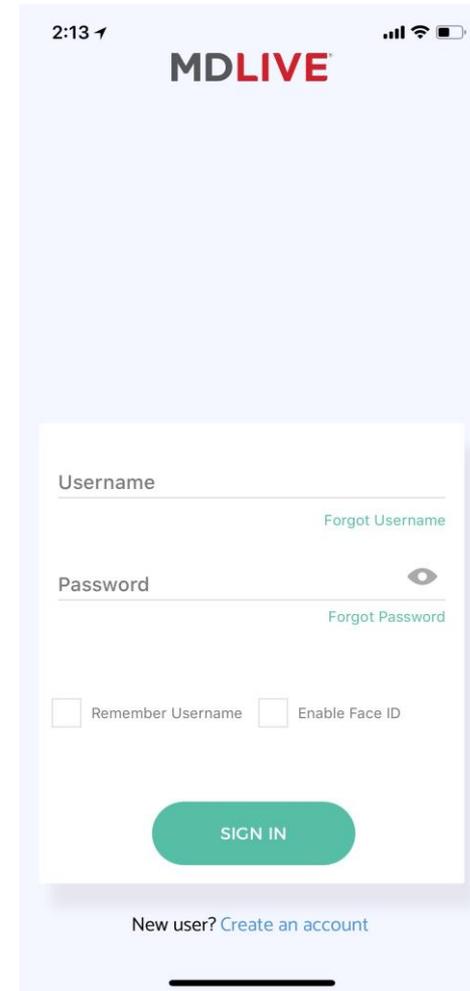
Mobile App Registration

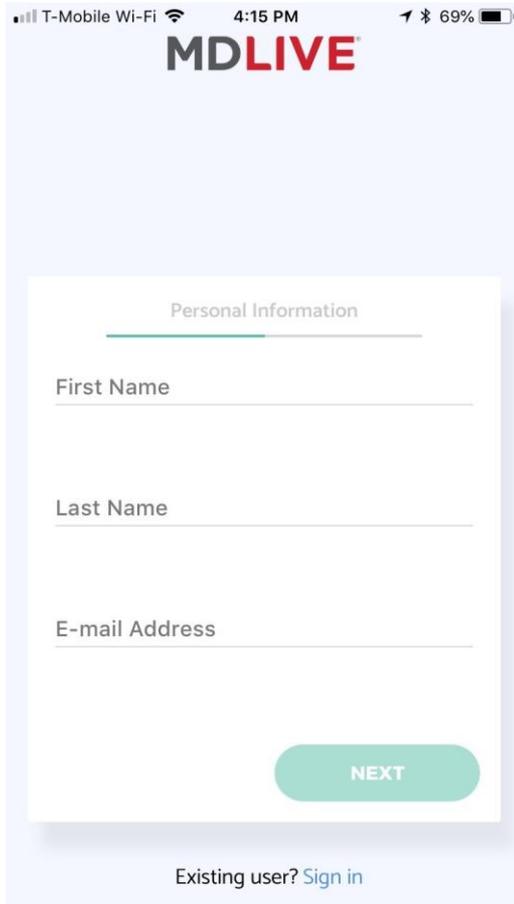
Initial Visit

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

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

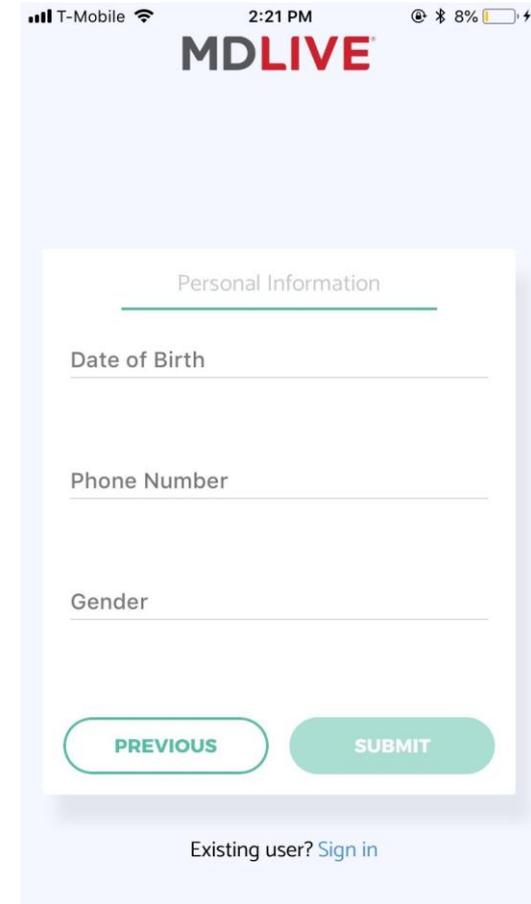
Member should select “Create an account” at the bottom of the page since they receive the MDLIVE benefit through their health plan.



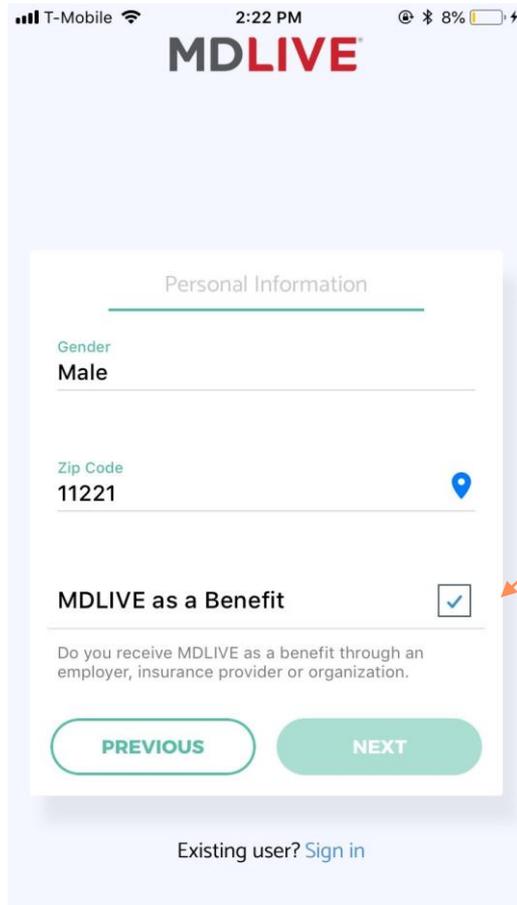


A screenshot of the MDLIVE mobile app registration screen. The status bar at the top shows 'T-Mobile Wi-Fi', '4:15 PM', and '69%' battery. The MDLIVE logo is at the top center. Below it, a section titled 'Personal Information' has a green underline. There are three input fields: 'First Name', 'Last Name', and 'E-mail Address'. A green 'NEXT' button is at the bottom right. At the bottom of the screen, it says 'Existing user? [Sign in](#)'.

They will continue by populating each field with their information



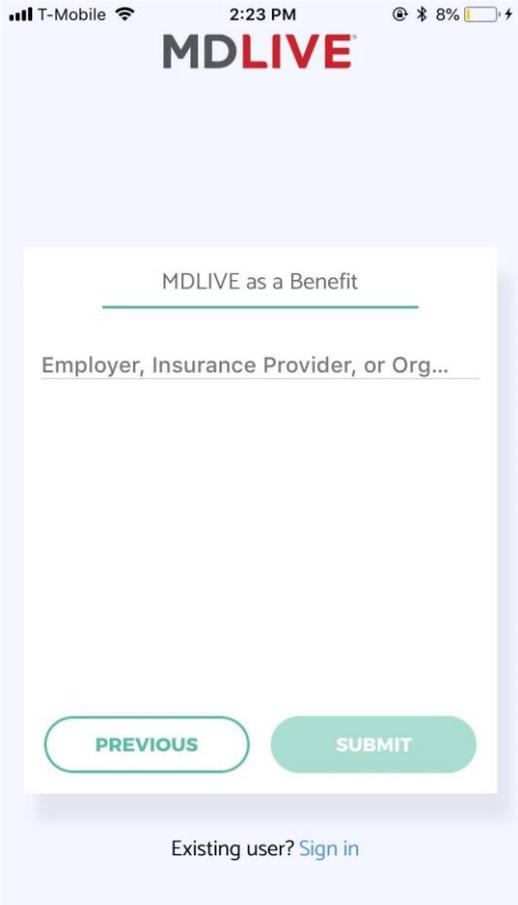
A screenshot of the MDLIVE mobile app registration screen. The status bar at the top shows 'T-Mobile', '2:21 PM', and '8%' battery. The MDLIVE logo is at the top center. Below it, a section titled 'Personal Information' has a green underline. There are three input fields: 'Date of Birth', 'Phone Number', and 'Gender'. At the bottom, there are two green buttons: 'PREVIOUS' and 'SUBMIT'. At the bottom of the screen, it says 'Existing user? [Sign in](#)'.



The screenshot shows a mobile app interface for MDLIVE account activation. At the top, the status bar shows 'T-Mobile', signal strength, Wi-Fi, time '2:22 PM', Bluetooth, and battery at '8%'. The MDLIVE logo is centered at the top of the app. Below it is a 'Personal Information' section with a green underline. The 'Gender' field is set to 'Male'. The 'Zip Code' field is set to '11221' with a location pin icon. The 'MDLIVE as a Benefit' section has a checked checkbox. Below this is the question: 'Do you receive MDLIVE as a benefit through an employer, insurance provider or organization.' At the bottom are 'PREVIOUS' and 'NEXT' buttons. Below the form is the text 'Existing user? [Sign in](#)'.

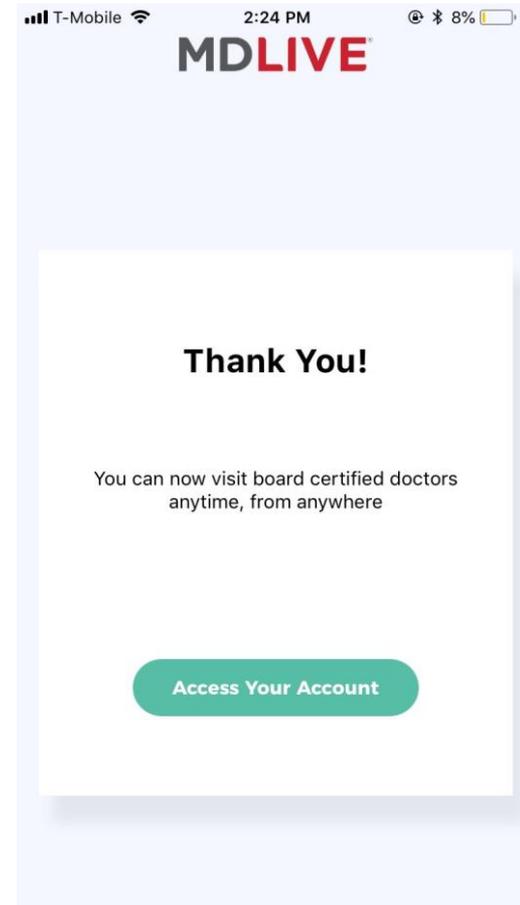
When asked “Do you receive MDLIVE as a benefit through an employer, insurance provider, organization.” the member should check the box to the right

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



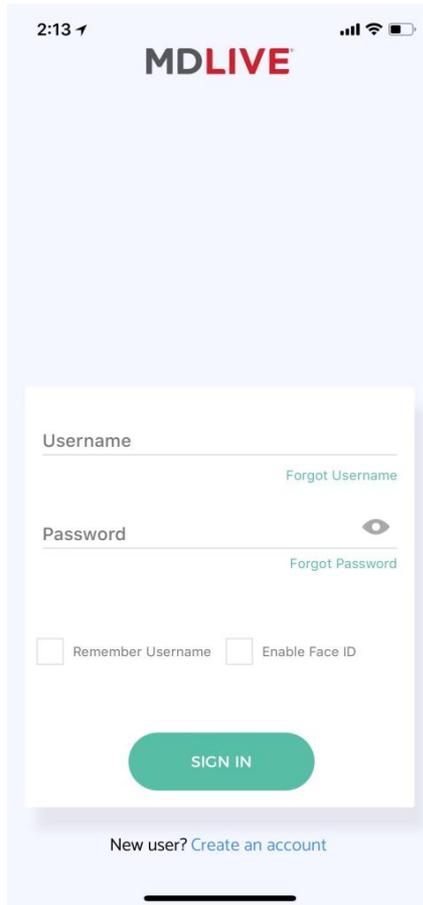
The screenshot shows the MDLIVE mobile app interface. At the top, the status bar displays 'T-Mobile', signal strength, Wi-Fi, the time '2:23 PM', Bluetooth, and a battery level of '8%'. The MDLIVE logo is prominently displayed at the top of the app screen. Below the logo, the text 'MDLIVE as a Benefit' is centered, followed by a horizontal line. Underneath the line is a text input field with the placeholder text 'Employer, Insurance Provider, or Org...'. At the bottom of the form, there are two rounded rectangular buttons: 'PREVIOUS' on the left and 'SUBMIT' on the right. Below the buttons, the text 'Existing user? Sign in' is displayed with 'Sign in' as a blue link.

Registration is complete!



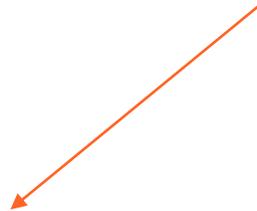
Mobile App

Subsequent Visit



The image shows a mobile app interface for signing in. At the top, the MDLIVE logo is displayed. Below it, there are two input fields: 'Username' and 'Password'. The 'Username' field has a 'Forgot Username' link to its right. The 'Password' field has a toggle icon (an eye) to its right and a 'Forgot Password' link below it. Below the password field, there are two checkboxes: 'Remember Username' and 'Enable Face ID'. At the bottom of the form is a green rounded button labeled 'SIGN IN'. Below the button, there is a link that says '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

