

Mobile Access

Connectivity

For the best experience when using the LiveHealth Online app on your mobile device, a **wi-fi connection** is recommended, and may be required by the service operator in order to have a visit. If allowed by the service operator, a cellular (3G/4G) connection can be used.

For the best experience and quality, ensure that you have a strong signal (4-5 bars) when connected to a cellular network. Also, a minimum bandwidth of **3 Mb/s** upload/download is recommended. You can check your bandwidth by using the Speedtest by Ookla app. If you don't have the app installed, you can navigate to speedtest.net on your mobile web browser, at which point you will be directed to either the App Store or Google Play Store (depending on your device) to download the app.

Access for Patients

Patients can access LiveHealth Online from their Android or iOS mobile device, using the native consumer mobile app. If the patient has been scheduled for a visit, he/she will receive an email with instructions on how to download the app. Alternatively, patients can visit Google Play or the Apple Store to download the app and follow the instructions to get started!

LiveHealth Online is not currently available using a mobile web browser.

Access for Providers

Providers can make themselves available to connect with patients on LiveHealth Online from any iOS mobile device (i.e., iPad, iPhone, or iPod Touch) by downloading the *American Well for Clinicians* mobile app from the Apple Store.

LiveHealth Online is not currently available using a mobile web browser.

Device Requirements

To use LiveHealth Online on your mobile device, ensure that your device meets the requirements below.

- LiveHealth Online app is installed (see above)
- To support two-way video visits, your device must have a front-facing camera
- Operating System - **iOS (iOS 10 or later is required)**
 - iPhone 5 and newer iPad 4th Gen and newer
 - iPad mini 2 and newer iPod Touch 6th generation and newer
- Operating System – **Android API 19 (KitKat v4.4.0 or above)**

Note: only applicable for consumer app

- Android Phone
- Android Tablet
- Not supported: HTC myTouch, all Prestige devices, and the PantechP9070

Web Access (PC/Mac/Laptop)

Connectivity

To test your internet connectivity, click the “Test My Computer” button in the primary navigation bar, and follow the on-screen instructions. For the best experience when using LiveHealth Online on the web, high-speed broadband Internet access (e.g., cable, DSL) is recommended. For the best experience, a minimum bandwidth of **3 Mb/s** upload/download is recommended.

Browser Requirements (Patients and Providers)

LiveHealth Online can be accessed from the web using any of the browsers listed below. Both JavaScript and Cookies must be enabled in the browser settings.

Google Chrome (latest version recommended; one version prior supported)

Visit: <http://www.google.com/chrome>

Mozilla Firefox* (latest version recommended; one version prior supported)

Visit: <http://www.mozilla.org/en-US/firefox/new/>

Microsoft Internet Explorer (PC ONLY: minimum v9.0; maximum v11)

Visit: <http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>

In order to support TLS 1.1 and TLS 1.2, Windows 7 or newer is required. Review the Enabling TLS 1.1 and TLS 1.2 in Internet Explorer article to enable TLS 1.1 or higher encryption. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.1 or higher encryption.

Safari (Mac ONLY: latest version recommended; one version prior supported)

Visit: <http://www.apple.com/safari/download/>

Video Recommendations

Users will be required to download the enhanced video client prior to starting a visit. This can be performed during the “Test My Computer” exercise. Otherwise, users will be prompted to download the client before the visit begins. To help reduce the risk of video issues, ensure that there is no conflicting software running in the background that can cause issues with enhanced video. This includes other applications that may try to use your webcam (e.g., WebEx, GoToMeeting, Skype, etc.). Be sure that you have completely quit or exited out of any of these applications prior to starting your visit.

If you experience issues with your video connection and you are on a managed network, contact your network administrator to ensure the network is configured correctly to allow enhanced video to operate.

Computer Hardware/Software Requirements

For access via the web, ensure that your workstation meets the requirements below.

- **Operating Systems:**
 - **Windows:** 7, 8, and 10
 - **Mac:** OS X 10.6 “Snow Leopard” or later (Intel CPUs only)
 - **NOTE:** Linux OS (including Chromebook devices) are not supported
- **Processor:** 2 GHz Intel Core 2 Duo or equivalent.
- **Memory:** 2 GB or more
- **Hard Disk:** 40 MB or more free space
- **Adobe Flash Plug-In** v10.1 or greater installed
 - * Firefox users must have the latest version of Flash installed. Visit the following website to check for the latest version available: <http://get2.adobe.com/flashplayer/>
- **Adobe Reader** 7 or greater installed
- **Camera/Video:** The telehealth solution will work with most built-in or external USB webcams. For ideal video quality, it is strongly recommended to use a high-definition web camera that supports 720p30 and higher.
 - **Recommendation/User Choice:** Microsoft Lifecam (<https://www.microsoft.com/accessories/en-us/webcams>)
- **Audio (microphone and speakers):** For ideal audio quality, it is strongly recommended that an external microphone and speakers (or speakerphone device) with integrated echo cancellation is used. Even if you have a microphone that is built-in to your PC or webcam, these microphones may result in choppiness and poor quality of audio for broadcasting your voice to the other party.
 - **Recommendation/User Choice:** Phoenix Duet PCS or Executive (<http://www.phnxaudio.com/duet/>).
- **Monitor/Screen Setup:** For providers who are documenting in their existing EMR/EHR system, a dual monitor setup is preferred. This will allow the EMR/EHR system to be used on one of the monitors, while viewing the patient video in the other monitor. Alternatively, if dual monitors are not an option, a single monitor can be used. If using a single monitor, the monitor should be large enough in size (**21.5” with 1080p HD minimum**) to allow for the patient video window and the EMR/EHR system window to exist side-by-side, with minimal or no overlap. The minimum size of the video window is 740 X 550.
 - **Recommendation/User Choice:** 27” 4k monitor(s) with UHD support (for most accurate color rendition and long term support for emerging standards)

Computer Settings

Multiple Accounts: If multiple users have logins on the same workstation, each user must log off when finished using the workstation (as opposed to just staying logged in and switching users).

Sleep / Power Save Mode: Workstations should be configured so that they do not go to sleep or into Power Save mode. This can result in network connectivity issues until the machine is rebooted.

Anti-virus Software:

- Certain anti-virus software may interfere with video and audio connection. If you notice less than ideal conditions in the video or audio (e.g., audio choppiness), anti-virus software may be interfering. Try disabling the anti-virus software prior to conducting a visit. If you are using a company-issued computer, check with your IT department to ensure that the anti-virus software on your local workstation is set up correctly.
- Corporate network anti-virus programs running on user workstations need to be configured to whitelist the American Well enhanced video client executable (AmericanWellVideo.exe). The whitelist configurations may need to be updated every time there is a software/version update to the American Well platform, since each update may change the unique hash value for the executable. Alternatively, clients can whitelist using American Well's digital signature. Using this approach, clients' whitelist configurations may only need to be updated annually, as American Well changes the signing certificate.

Kiosk Access

- To ensure sufficient video quality, a wired internet connection is required.
- A minimum bandwidth of **5 Mb/s** download / 1 mbps upload is required if line will not be shared with other users; the kiosk should be connected as broadband.
- If kiosk line will be shared, **5 Mb/s** download and **5 Mb/s** upload is strongly recommended for optimal user experience

Port Access & Network Connectivity

When accessing the service on a managed network, such as a corporate office, please coordinate with your network administrator to ensure that communication with the following URLs and ports are open:

- <https://startlivehealthonline.com>
- <https://reports.startlivehealthonline.com>
- <https://demo3.myonlinecare.com>
- <https://dnd47qa156mnp.cloudfront.net/>
- <https://evclient.americanwell.com/>
- https://*.lookercdn.com/
- <https://maintenance.myonlinecare.com/>
- <https://amwell.speedtestcustom.com/>

Port	IP Addresses & URLs	Specification	Details
TCP Port 80	207.211.42.230-235	HTTP: Outbound to Portal	Enhanced Video Client version compatibility check to Server
TCP Port 443	207.211.42.230-235	HTTPS: Outbound to Portal	Enhanced Video Client SSL connection for Vidyo Portal authentication and for VidyoProxy Mode
TCP Port 8443	207.211.47.129 (https://speedtest.myonlinecare.net/speedtest/) 70.42.136.171	TCP: bandwidth test traffic	Browser Client to server bandwidth test application messages
TCP Port 17992	207.211.42.230-235	EMCP: Outbound to Portal	Proprietary formatted control messaging for Client connection to Vidyo Manager
TCP Port 17990	207.211.42.230-235	SCIP: Outbound to Portal & Router	Proprietary formatted control messaging for Client connection to Vidyo Router
UDP Ports: 50000-65535	207.211.42.230-235	RTP/sRTP/RTCP: Bi-Directional to and from VidyoRouter	A/V media stream from clients (6 ports per client). RTP and RTCP pair for each audio and video stream

Port	IP Addresses & URLs	Specification	Details
TCP Ports: 80,443,17990,17992 UDP Ports: 50000-65535	70.42.136.198-201 andvidcstr1.myonlinecare.net andvidrtr1.myonlinecare.net andvidrtr2.myonlinecare.net sjcvidprt1.myonlinecare.net sjcvidrtr1.myonlinecare.net sjcvidrtr2.myonlinecare.net	Same as above entries	Enhanced Video Client connections to secondary video system servers at Disaster Recovery (DR) location
TCP Port 8444	207.211.42.128/25 207.211.47.128/25 207.211.52.0/24 70.42.136.0/23 50.224.88.0/23 209.49.0.128/25	HTTPS outbound to application, STAGING SYSTEMS ONLY	Browser client connections to main website Web portal for STAGING systems
TCP Port 8443	207.211.42.128/25 207.211.47.128/25 207.211.52.0/24 70.42.136.0/23 50.224.88.0/23 209.49.0.128/25	HTTPS outbound to application	Browser SSL client connections to Looker web portal, the administrative reporting service
TCP Ports: 443	207.211.42.128/25 207.211.47.128/25 207.211.52.0/24 70.42.136.0/23 50.224.88.0/23 209.49.0.128/25	HTTPS outbound to application	Browser SSL client connections to main website and DR locations