

Welcome!



MDLIVE: TRAINING PRESENTATION

“Employee & Dependent Registration”



Access to Doctors 24/7/365 Anytime, Anywhere

**MDLIVE™**

Landing Page

URL:

www.mdlive.com/mctwf

MDLIVE

888-632-2738

[Home](#)[Register](#)[FAQs](#)[Member Sign In](#)

The Future of Healthcare™

Get immediate access to doctors by video or phone 24/7/365

[REGISTER NOW ▶](#)*Dr. Travis Stork*

Emergency medicine physician and TV host.

[What is MDLIVE?](#)[How it works](#)[Testimonials](#)

MDLIVE Customers Speak

"With the world depending on computers...this is a logical next step. It's so easy and convenient when you have all your medical records and history right there in front of you..."

-Samantha

Who are our providers?

All MDLIVE providers are U.S. Board Certified physicians and licensed behavioral health therapists who are able to treat a wide range of common conditions. For more information, visit the "Our Providers" section at MDLIVE.com.

When should I use MDLIVE?

- If you're considering the ER or urgent care for a non-emergency medical issue.
- Your primary care physician is not available.
- At home, traveling or at work.
- 24/7/365, even holidays!

How much does it cost?

Your cost is just

\$10

per consultation. Credit or debit card is required.

888-632-2738

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REGISTRATION

1. When the employee registers for the first time, the system validates their eligibility.
2. Once they have registered themselves, they will need to register each dependent that shows on the account.

MDLIVE

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[Home](#)[Register](#)[FAQs](#)[Member Sign In](#)

Welcome to MDLIVE. All new members must register.

Please enter the last 4 digits of your SSN and Date of Birth.

*Last 4 of SSN:

Date of Birth:

 [CONTINUE](#)

* To register a spouse or dependent, you must use the primary member's last 4 digits of SSN and Date of Birth.

MDLIVE is committed to offering you and your family the best in telehealth. Each family member must have a separate account as each individual has their own unique personal medical record.

MDLIVE Customers Speak

"My consultation with MDLIVE went smoothly and very quickly. It was a relief not having to sit in a waiting room for hours with other sick people."

- Mona

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REGISTRATION: Selecting the Member

1-888-632-2738

Patient Sign-up

1 Identify Member → 2 Update Account → 3 Complete Profile

Welcome to MDLive You have more than one member in your membership.
Please select the account for which you are registering.

☐ Alicia Smith
☐ dep 1
☐ dep 2

List of individuals to register

Continue

Did you know?

MDLive lets you consult with a provider using:

- Video Conference**
See a provider using your computer and a webcam over the Internet
- Phone Call**
No Webcam? No problem!
Talk to a provider over the phone!
- Secure E-mail Advice**
Ask questions and get advice privately using secure E-mail

- The Employee will select the appropriate name from the list, (which will show themselves and their dependents).
- If they have already registered, the name(s) will no longer show.
- They then select **“Continue”**.



Patient Sign-up

1 Identify Member → 2 Update Account → 3 Complete Profile

Welcome to MDLIVE. Let's start by updating your MDLIVE account.

First Name:	Last Name:
<input type="text" value="Alicia"/>	<input type="text" value="Smith"/>
Username: <input type="text"/>	
Email: <input type="text"/>	
Email Confirmation: <input type="text"/>	
Password: (7 characters or more): <input type="text"/>	Confirm Password: <input type="text"/>
Home Phone: <input type="text"/>	Work Phone: <input type="text"/>
Security question: <input type="text" value="What was the name of your first pet?"/>	
Answer: <input type="text"/>	

Continue

Did you know?

MDLIVE lets you consult with a provider using:



Video Conference

See a provider using your computer and a webcam over the Internet



Phone Call

No Webcam? No problem!
Talk to a provider over the phone!



Secure E-mail Advice

Ask questions and get advice privately using secure E-mail

REGISTRATION

Employees will need to enter their:

1. User name
2. Email address (*twice*)
3. Select a **password**, of 7 characters or more

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Patient Sign-up**1** Identify Member → **2** Update Account → **3** Complete Profile

Please complete your profile by filling out the form below:

Address:

161 WASHINGTON ST

STE 1400

City:

CONSHOHOCKEN

State:

PENNSYLVANIA

Zip:

19428

Country:

United States

Cell:

8886322738

Computer Type:

Date of Birth:

January

1

1969

Gender:

Male

Continue**VeriPoint**

NQA Certified and URAC Accredited

TRUSTe
CERTIFIED PRIVACY

TRUSTe PRIVACY POLICY

ABOUT SSL CERTIFICATES

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REGISTRATION

Employees will continue to the screen and fill out the following:

1. Address, city, state, zip
2. Cell number
3. Computer type (*Mac or PC*)
4. Date of birth
5. Gender, for the dependent selected.



No email or issues with registration?

Our friendly Health Service Specialists are available 24/7/365 , to assist with registration by phone.

MDLIVE

1-888-632-2738

Registration Complete

Thank you for choosing MDLIVE. We are excited to help you with your healthcare needs.

In order to activate your account, we need to confirm you registered with a valid e-mail address. This is for your security.

To verify your email address and complete your account activation, simply open the confirmation email and click the activation link.

You must complete this process in order to access MDLIVE services. We suggest you complete your activation now.

If you do not receive a confirmation email, please check your junk/spam folder or contact member services at 1-888-352-3820.



VerifPoint

HQQA Certified and URAC Accredited

TRUSTe
CERTIFIED PRIVACY

TRUSTe PRIVACY POLICY

ABOUT SSL CERTIFICATES

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An **e-mail confirmation** will be sent for each individual registration. The employee will need to access their email by the address provided, and complete the registration process by clicking on the confirmation link.

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(Example of emailed Registration Link):



The doctor will see you now!

Dear Matthew Jerry,



Thank you for joining MDLIVE. Telehealth made easy. To activate your account, please click on this [activation link](#).

Once you complete your activation you will be able to complete your health history and the emergency contact information for yourself and any members of your family, as well as search for physicians, schedule consultation(s) and manage your own healthcare conveniently.

Questions with your activation? Call us at 888-352-3820.

Best of Health,

MDLIVE Member Services

13630 NW 8th St, Suite 205 Sunrise, FL 33325 www.mdlive.com



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[MDLIVE.com](#) | [Become a Member](#) | [Member Login](#)

[Home](#)

[See a Doctor](#)

[See a Therapist](#)

[Become a Member](#)

[FAQs](#)

[Our Providers](#)

[Contact Us](#)

Account Activated

Your account was successfully activated and it is ready for use.

Login now:

Username or
email:

Password:

[Log In](#)

[Forgot Password?](#)
[Forgot Username?](#)



Consumers

[See a Doctor](#)
[See a Therapist](#)
[Become a Member](#)
[FAQs](#)
[Our Providers](#)

Telehealth Solutions

[Employers](#)
[Health Plans](#)
[Health Systems](#)
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[Careers](#)
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📞 1-800-770-7569

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REGISTRATION

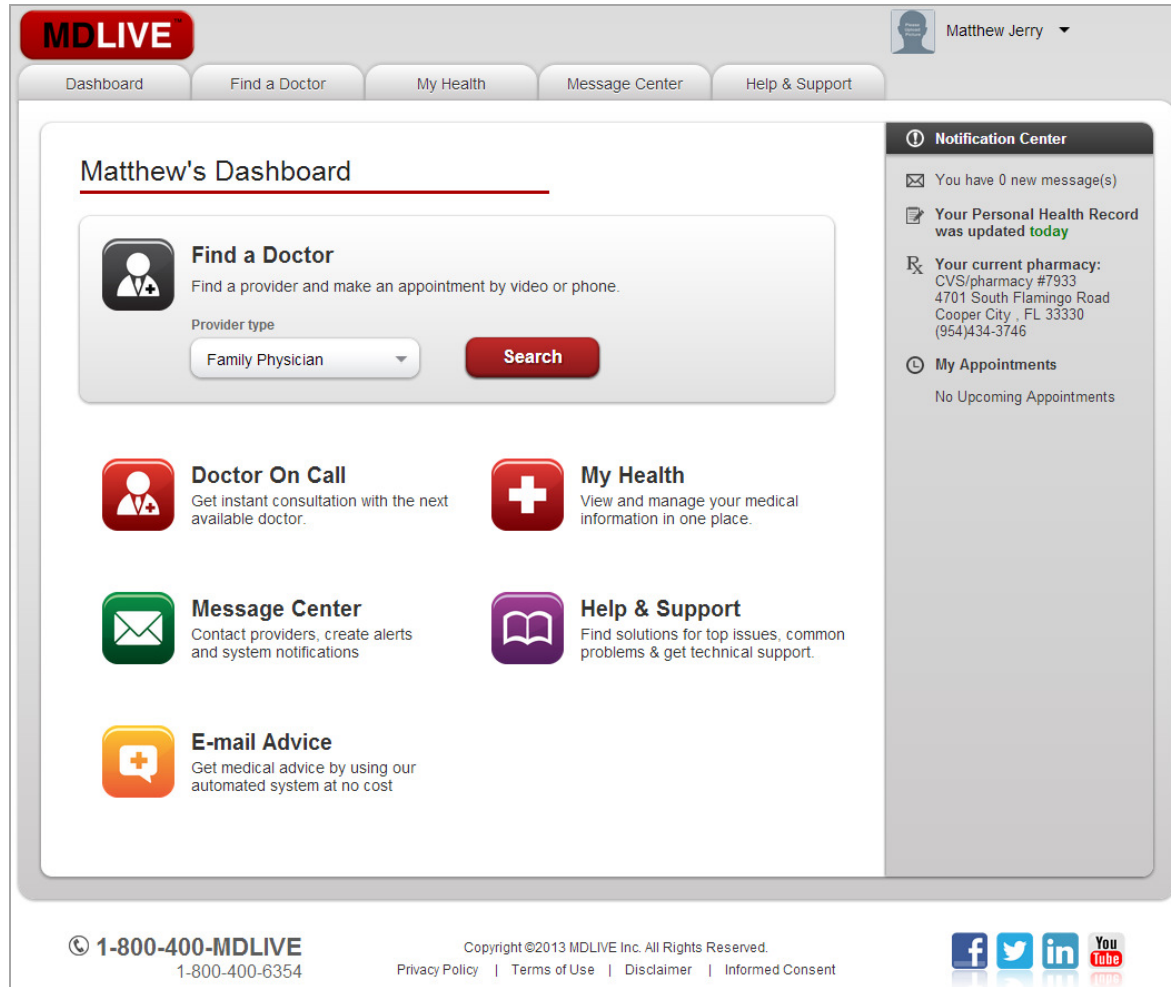
Once an employee
or dependent is
registered, they can:

Re-access their account
by using the email
address and password
they established.

They will be redirected
to the welcome screen
and start to **complete**
their medical history.




Welcome to the MDLIVE portal: MAIN DASHBOARD





MDLIVE Matthew Jerry ▾


Dashboard Find a Doctor My Health Message Center Help & Support


Matthew's Dashboard


**Find a Doctor**
Find a provider and make an appointment by video or phone.
Provider type
Family Physician ▾ **Search**

**Doctor On Call**
Get instant consultation with the next available doctor.

**My Health**
View and manage your medical information in one place.

**Message Center**
Contact providers, create alerts and system notifications

**Help & Support**
Find solutions for top issues, common problems & get technical support.





**E-mail Advice**
Get medical advice by using our automated system at no cost

Notification Center

- You have 0 new message(s)
- Your Personal Health Record was updated **today**
- Rx** Your current pharmacy:
CVS/pharmacy #7933
4701 South Flamingo Road
Cooper City, FL 33330
(954)434-3746
- My Appointments**
No Upcoming Appointments

📞 **1-800-400-MDLIVE**
1-800-400-6354

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Register Dependents

There are two types of dependents:

- Over 18yrs old
- Under 18yrs old

Both will appear in the dropdown under your name in the right-hand corner

- If you have children under 18yrs old, their name will be **black** and allow you to go into their portal without having to register them.
- If your child is over 18 or if is your spouse, their name will be greyed out. If you hover over the name, the statement **Dependent authorization required** will appear. To register them, **the process is the same** as registering yourself.

MDLIVE

Dashboard Find a Provider My Health Message Center Help & Support

Archana Srivastava's Dashboard

Find a Provider
Find a provider and make an appointment by video or phone.

Provider type: Family Physician My location: FLORIDA Search

Archana Srivastava

- MDLive User
- MDLive User
- srinath a** (Under 18yrs old)
- MDLive User
- MDLive User (Dependent authorization required)
- MDLive932561 User
- My Account
- Sign Off



Child that is under 18:

You can click their name in the dropdown and enter their portal.

To return to your account click the **Back to Primary** tab.

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srinath a ▾

Dashboard Find a Provider My Health Message Center Help & Support **Back to Primary**

You are now logged in as srinath a

srinath a's Dashboard

Find a Provider
Find a provider and make an appointment by video or phone.

Provider type: Family Physician ▾ My location: FLORIDA ▾ **Search**

Doctor On Call
Get instant consultation with the next available doctor.

Therapist On Call
Get instant consultation with the next available mental health provider.

My Health
View and manage your medical information in one place.

Message Center
Contact providers, create alerts and system notifications

Help & Support
Find solutions for top issues, common problems & get technical support.

E-mail Advice
Get medical advice by using our automated system at no cost

Notification Center

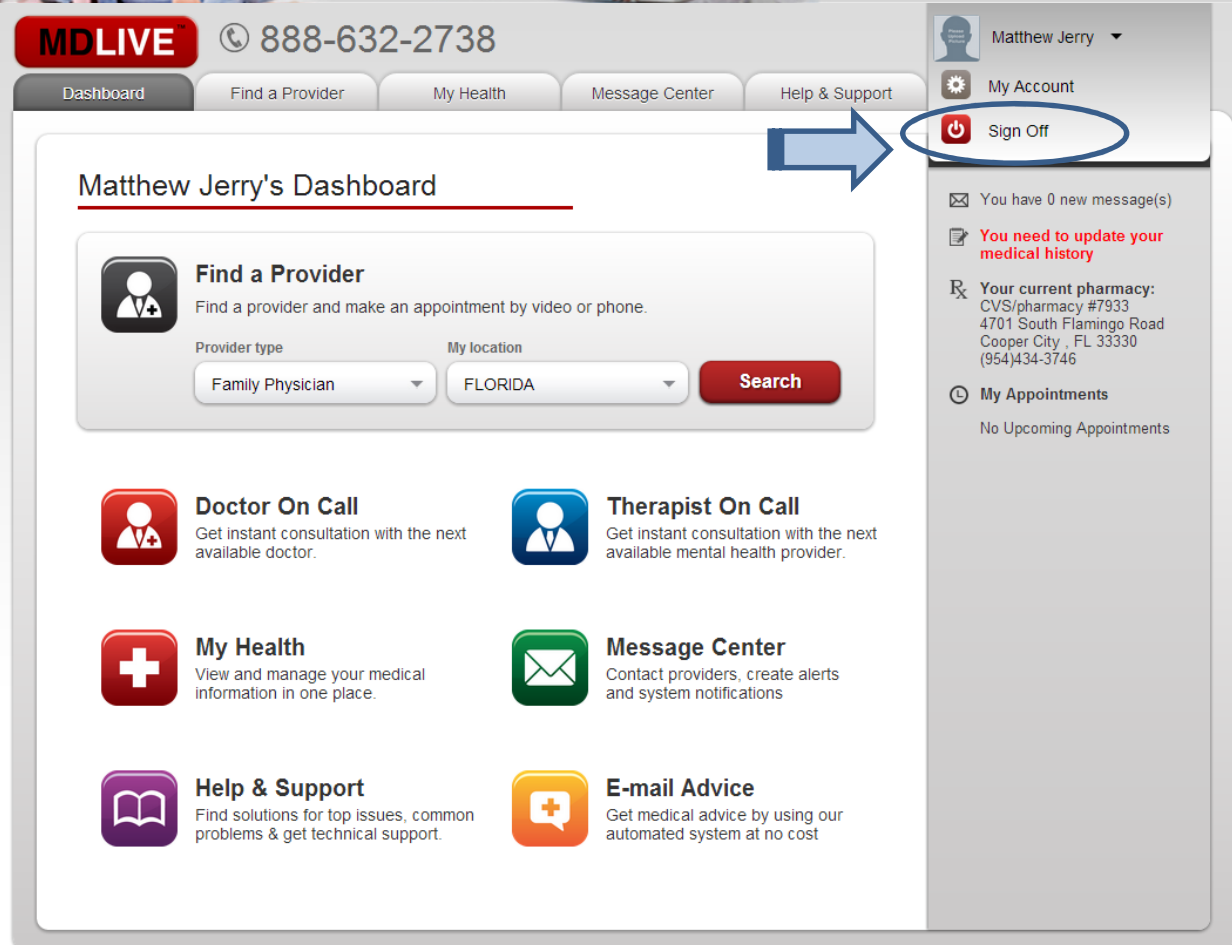
- You have 3 new message(s)
- Your health history was updated 34 days ago
- Your current pharmacy: CVS/pharmacy #7900 10000 W COMMERCIAL BLVD SUNRISE, FL 33351 (954)748-6377
- My Appointments**
No Upcoming Appointments



Register your Spouse or child that is over 18:

To register a new dependent, **the process is the same** as registering yourself.

If you are logged in, go to the dropdown under your name in right-hand corner of the screen and **Sign Off**.



MDLIVE 888-632-2738

Matthew Jerry ▾

My Account

Sign Off

Dashboard Find a Provider My Health Message Center Help & Support

Matthew Jerry's Dashboard

Find a Provider
Find a provider and make an appointment by video or phone.

Provider type: Family Physician My location: FLORIDA **Search**

Doctor On Call
Get instant consultation with the next available doctor.

Therapist On Call
Get instant consultation with the next available mental health provider.

My Health
View and manage your medical information in one place.

Message Center
Contact providers, create alerts and system notifications

Help & Support
Find solutions for top issues, common problems & get technical support.

E-mail Advice
Get medical advice by using our automated system at no cost

You have 0 new message(s)

You need to update your medical history

Your current pharmacy:
CVS/pharmacy #7933
4701 South Flamingo Road
Cooper City, FL 33330
(954)434-3746

My Appointments
No Upcoming Appointments

**MDLIVE™**

Register your Spouse or child that is over 18:

Return to the registration screen, **enter the primary members information**, and walk through the step by step process.

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Welcome to MDLIVE. All new members must register.

Please enter the last 4 digits of your SSN and Date of Birth.

*Last 4 of SSN:

Date of Birth:

 [CONTINUE](#)

* To register a spouse or dependent, you must use the primary member's last 4 digits of SSN and Date of Birth.

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MDLIVE Customers Speak

"My consultation with MDLIVE went smoothly and very quickly. It was a relief not having to sit in a waiting room for hours with other sick people."

- Mona

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Access Dependent Account(s)

Once the dependents are registered, **you can access their account(s) from the member login screen.**

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Home

Register

FAQs

Member Sign In

Member Sign In

⚠️ If this is an emergency, please call 911.

Username:

Password:

[Forgot your password?](#)

[Forgot your username?](#)

SIGN IN

MDLIVE Customers Speak

"A call that took no more than 5 minutes saved me \$\$ and time and lots of aggravation. No waiting room, no charge, no driving across town. ABSOLUTELY AMAZING!! I want to thank you for having this awesome service."

- Michelle Marino

📞 888-632-2738

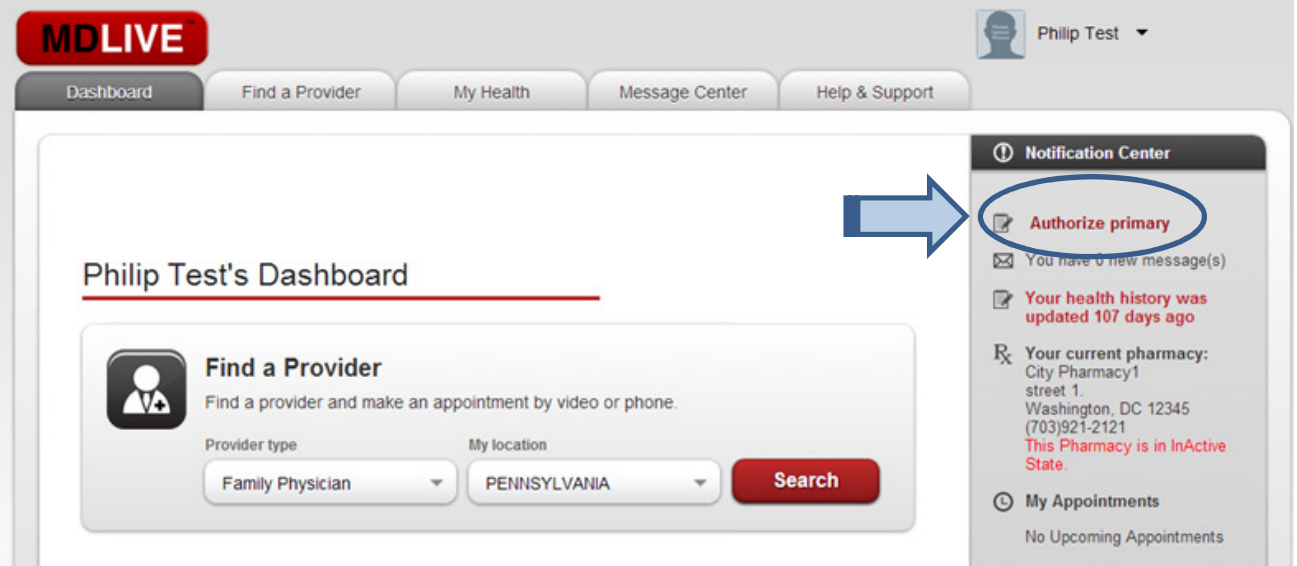
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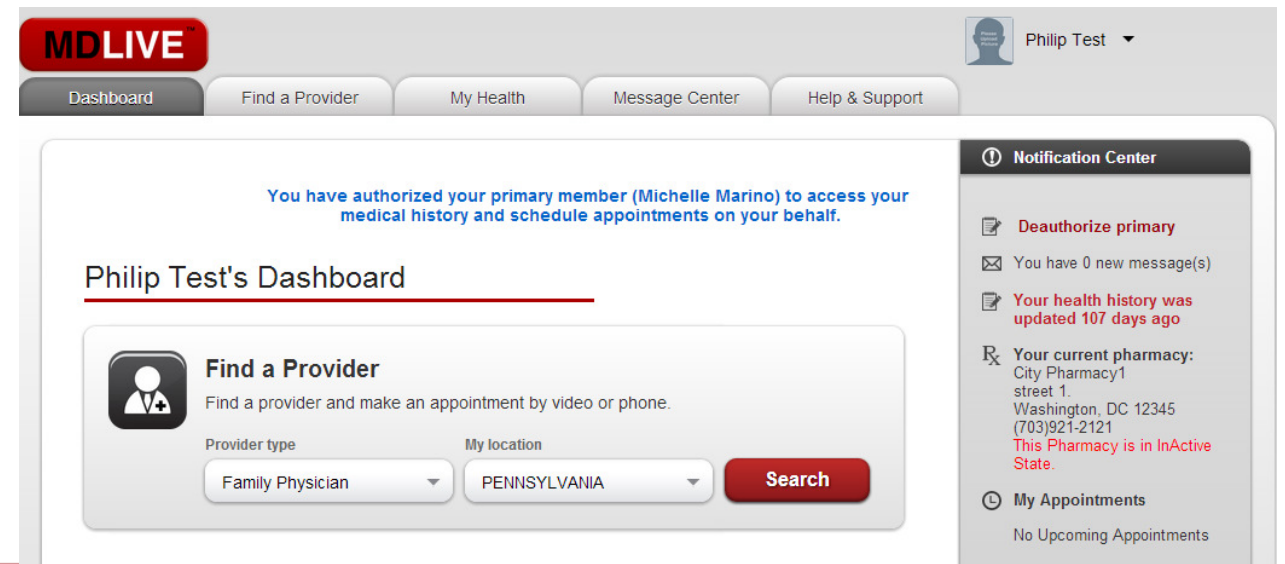
Access Dependent Account(s)

Your dependents who are over 18 have the option to authorize you to enter their portal by clicking **Authorize Primary** in the Notification center on their dashboard.



Once the primary is authorized a message will appear on the top of their dashboard.

You will then be able to move into and out of their portal from the primary's.





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**THANK YOU FOR
REGISTERING
WITH**

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