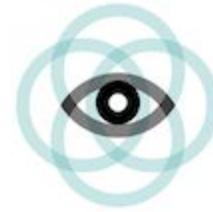


Step-by-step Instructions for Eyecarelive®



INFINITY EYE CARE
FOR VISION. FOR LIFE.

1. **Download the application** needed for your device:

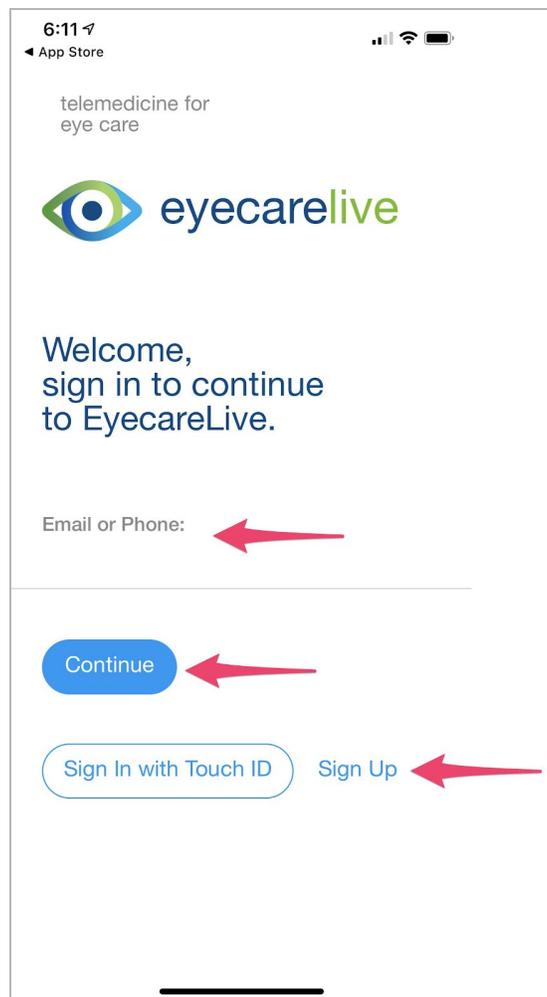
[iPhone App](#)

[Android App](#)

2. **Create an account:**

You will only need to do this step one time.

- a. Enter the email or phone number you want to use
- b. Click **Continue**
- c. Click **Sign-up**



3. Sign-up and agree to HIPPA:

- a. Enter your first name, last name, email address and create a password that you will remember
- b. Check the *Terms of Use* box
- c. Click **Sign-up**

telemedicine for
eye care

 **eyecarelive**

New to EyecareLive?
Sign Up to continue.

| | |
|-------------|------------|
| First Name: | Last Name: |
| David | Snyder |

Email:
MyEyes@gmail.com

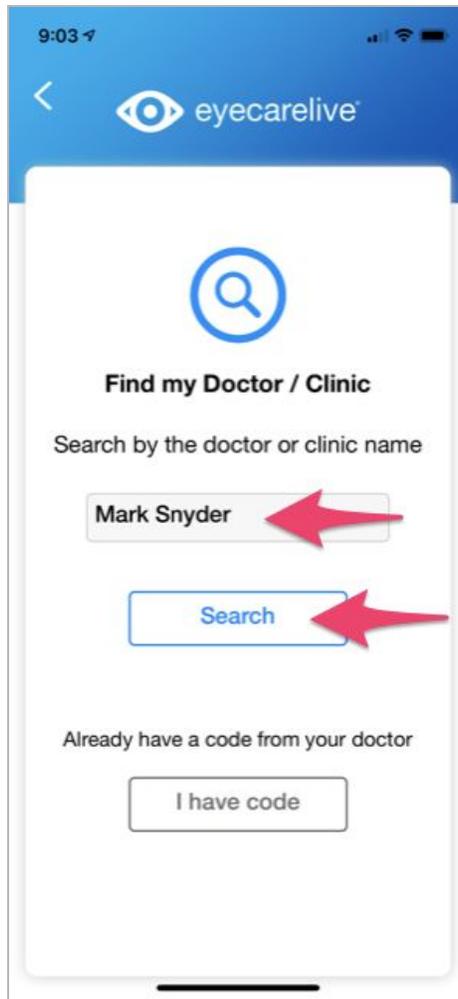
Password:

I agree to [Terms of use](#), [Privacy Policy](#) and [HIPAA Waiver](#)

Sign Up Sign In

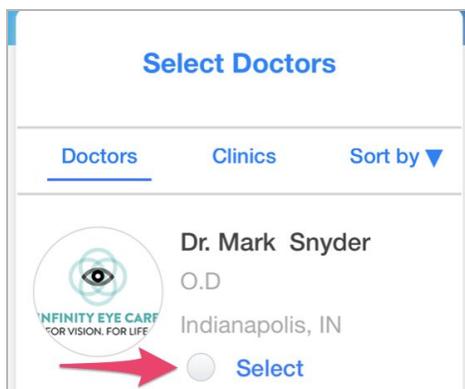
4. Connect with Dr. Snyder:

- a. Enter: **Mark Snyder**
- b. Click **Search**

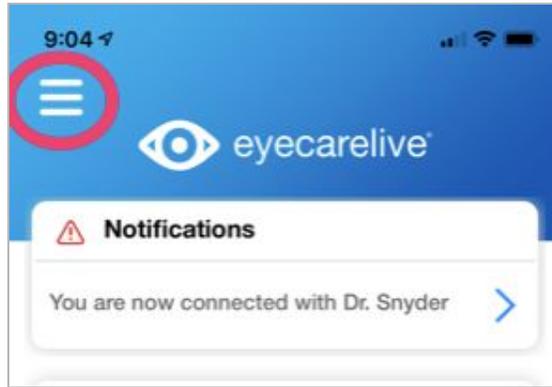


5. Select the doctor:

- a. Click the *Select* radio button



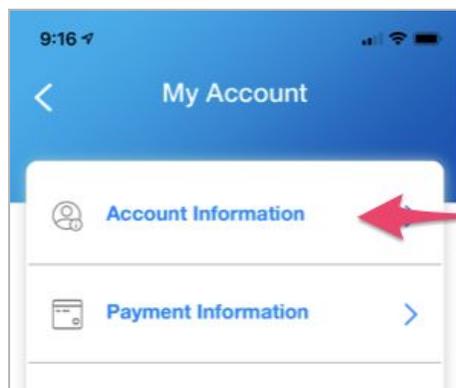
- b. Click **Connect** to confirm Dr. Mark Snyder
 - c. Click **OK** to allow access to your camera
6. Before you make an appointment, you must **update your profile information**:
- a. Click the **3 lines** in the upper left corner to see the navigation menu



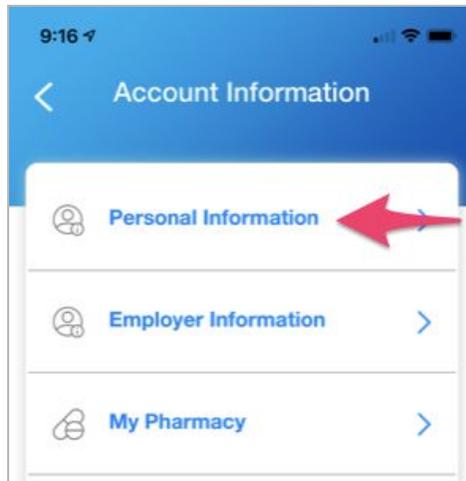
- b. Select **My Account**



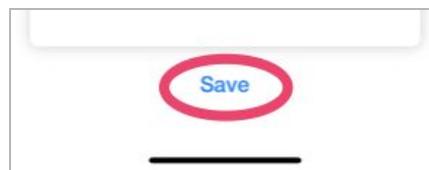
- c. Click **Account Information**



d. Click **Personal Information**



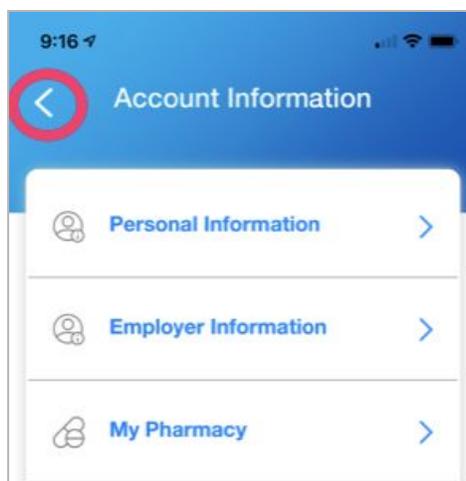
- i. Fill in your personal information (Name, Address, Email, Phone, Etc.)
- ii. Click **Save** (at bottom of page)



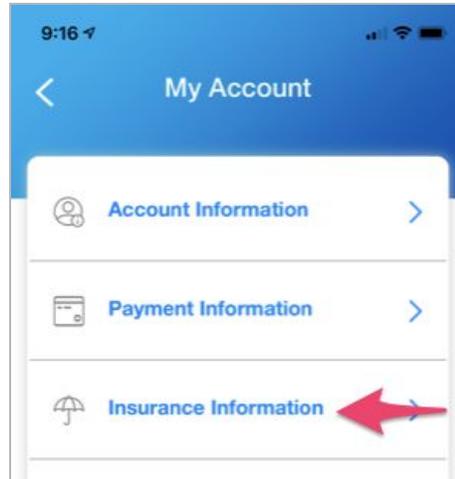
e. From the *Account Information* screen, click **My Pharmacy**

- i. Fill in your pharmacy information (Name, Phone, Address)
- ii. Click **Save**

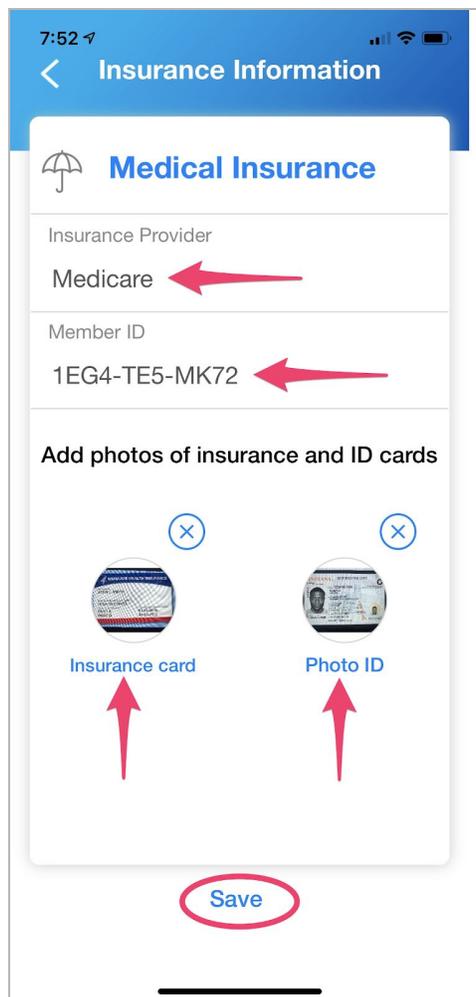
f. Use the **back arrow** (in the upper-left corner) to go back to the *My Account* screen



g. Click **Insurance Information**



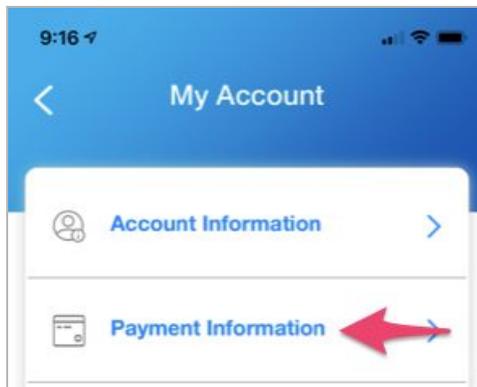
- i. Enter your insurance information (Provider, Member ID)
- ii. Add photos of insurance and ID cards



- iii. **Take a photo of your insurance card/s**
 - 1. If you have more than one insurance carrier, make sure all cards are in the photo
 - 2. The photo must be legible -- we must be able to read all the information on the card
- iv. **Take a photo of your driver's license**
- v. Add them to your Insurance Information (see photo on previous page)
- vi. Click **Save**

h. Use the **back arrow** (in the upper-left corner) to go back to the *My Account* screen again

i. **Click Payment Information**



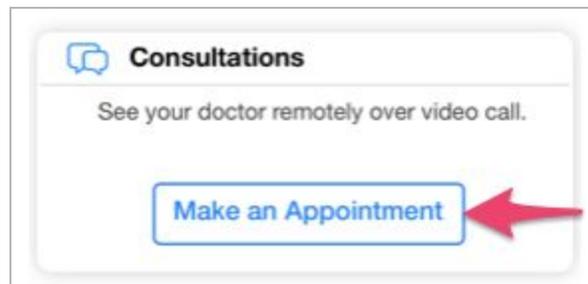
j. Enter your credit card information into all the fields

k. Click **Save Card**

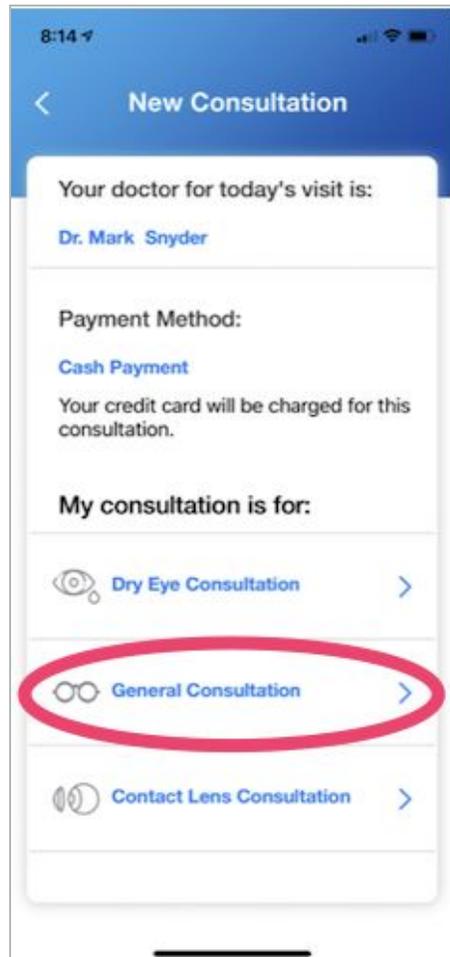
l. Use the **back arrow** (in the upper-left corner) to go back to the *General Navigation* screen

7. **Schedule your virtual appointment:**

a. Click **Make an Appointment**

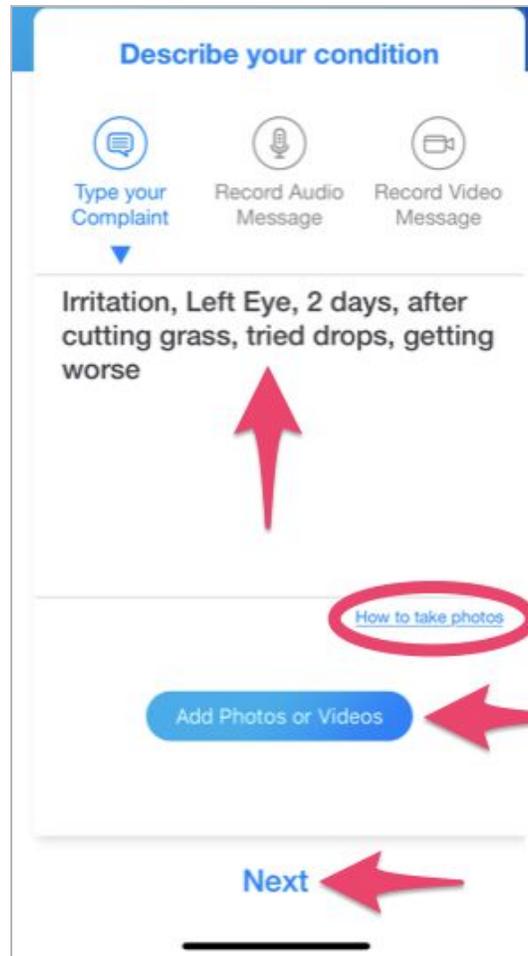


b. Click **General Consultation**

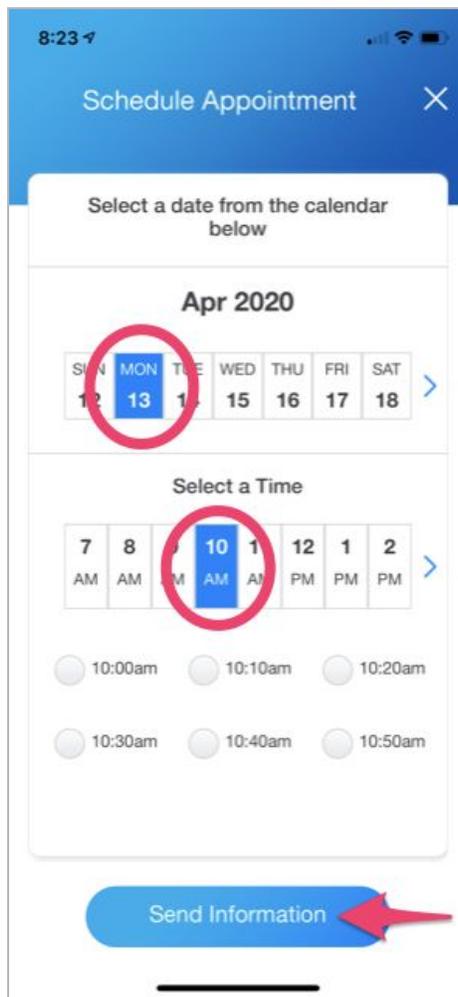


b. Describe your condition

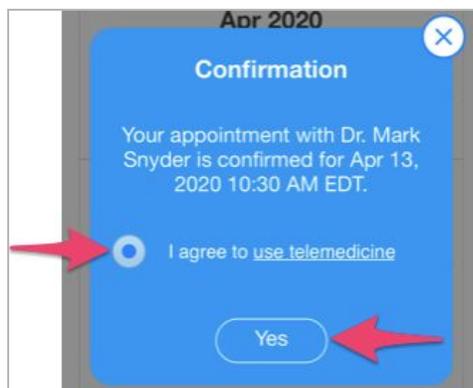
- i. Type your complaint in the provided field. Do your best to explain the situation to Dr. Snyder. See the example below.
- ii. Add photos, if applicable.



- e. Click **Next**
- f. Select a **Date** and **Time** from the calendar provided (see photo on next page)
 - i. Use the radio buttons to pick a specific time within the hour selected
- g. Click **Send Information**



h. Agree to the use of telemedicine and click **Yes**



8. **Congratulations, you did it!**