

DO VIRTUALLY ANYTHING FOR YOUR HEALTH

LiveWell

How to request family and proxy access using LiveWell on your desktop computer

1 Log into LiveWell.

The screenshot shows the LiveWell login page. At the top, it says "LiveWell with Advocate Aurora Health". Below this, there are several informational sections: "Visit wait times longer than usual", "COVID-19: vaccine answers and how to find care", "Visitor Guidelines", "Need additional assistance?", and "Language Assistance Services". On the right side, there is a login form with fields for "Enter Username" and "Password", a "Sign in" button, and links for "Forgot username?", "Forgot password?", "New User?", "Sign up now", and "Make a Payment".

2 Select Menu and then Request Family Access.

The screenshot shows the LiveWell user menu. The "Your Menu" dropdown is open, showing options like "Billing", "Insurance", "Sharing", "Resources", and "Account Settings". The "Request Family Access" option is highlighted. The background shows the user's account page with various navigation options and a list of providers.

3 a. Select Child Proxy.
b. Fill out request form and submit.

The screenshot shows the "Request Family Access" page. It has a header with "MyChart" and "LiveWell". Below the header, there are two main options: "Child Proxy" (Request access to your child's record online. Submit Request) and "Give Access" (Grant access to another LiveWell user. Download Form). There is also a "Back to the home page" button. On the right side, there is an "Important information" section explaining proxy access requirements.

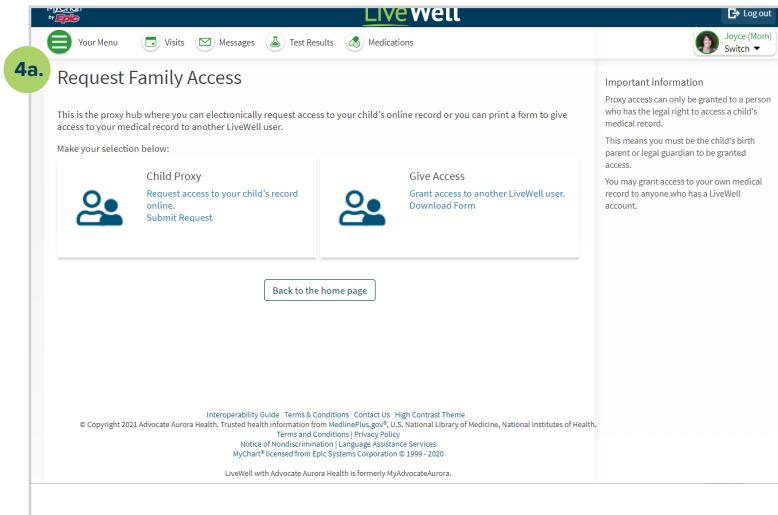
The screenshot shows the "Minor Proxy Access Request" form. It contains several input fields: "Minor: Legal First Name", "Legal Last Name", "Sex", "DOB", "Child's address: Street Address", "City", "State", "Zip", "Your information: Your Legal First Name", and "Your Legal Last Name". There is also a "Street Address" field at the bottom.

continued

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a. Select **Give Access**.

b. Download and fill out the request form. **Mail, fax or email** the form as instructed.



4b.



Adult Accessing Form

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To learn more, visit aah.org/livewell/faq



Download the LiveWell app or learn more at aah.org/livewell



LiveWell Support Team: 855-624-9366

