

# 1 Login:

From a Computer:

- Go to [www.hmsaonlinicare.com](http://www.hmsaonlinicare.com)
- Parents: Login with your email and password.

From a Mobile Device:

- Download the free Online Care mobile app
- Login with your email and password.



## HMSA's Online Care®

### Log In

[Forgot Password or Email Address?](#)

[Log In](#)

[Don't have an account? Sign Up](#)

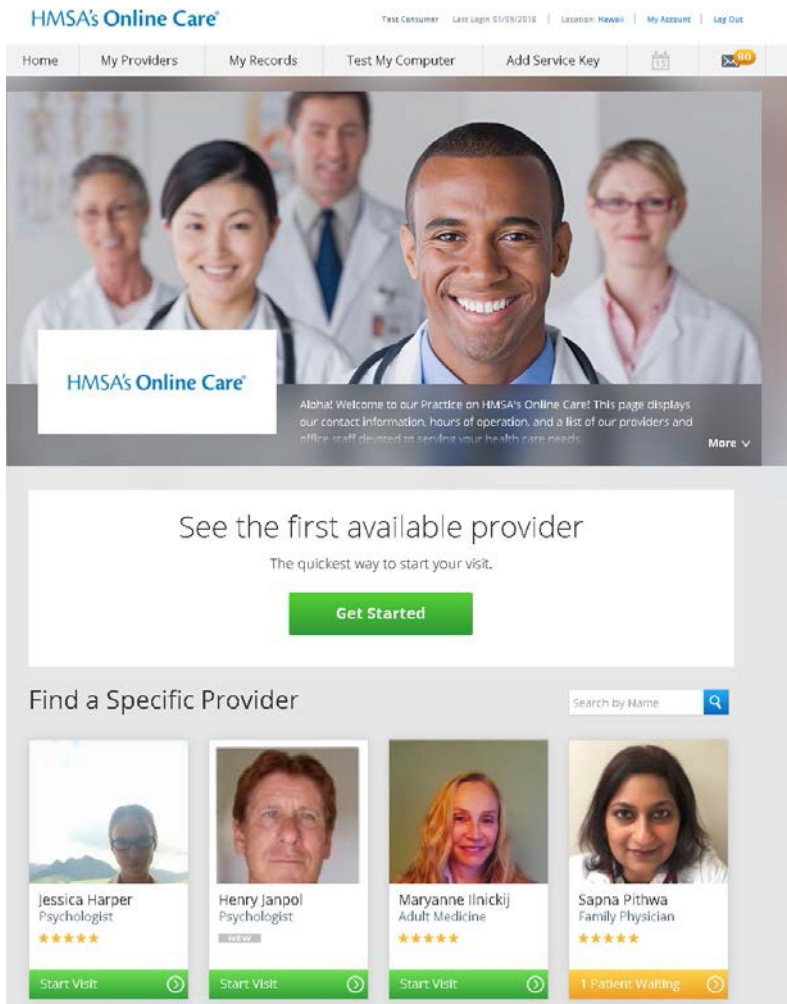
# 2 Select HMSA's Online Care Practice:

- Locate and select the appropriate practice according to needs: **Primary Care, Medical care, Specialty care, Behavioral Health etc.**

The screenshot shows the HMSA's Online Care website interface. At the top, there is a navigation bar with the HMSA's Online Care logo and user information: "Test Consumer", "Last Login 12/26/2018", "Location: Hawaii", "My Account", and "Log Out". Below the navigation bar is a search bar with "Search by Name" and "Add a Service Key" options. The main content area features a "My Services" section with a background image of a stethoscope. Below this, there is a grid of service cards. Each card includes the HMSA's Online Care logo, a service category (e.g., Medical, Behavioral Health, Primary Care, Specialty Care), a brief description, and a "Visit Now" button. Some cards also have a "Schedule" button. The cards are arranged in two rows of six.

### 3 Select Your Provider:

- Select your provider you are scheduled to have an appointment with or use the search feature to find the provider by name



### 4 Get Started:

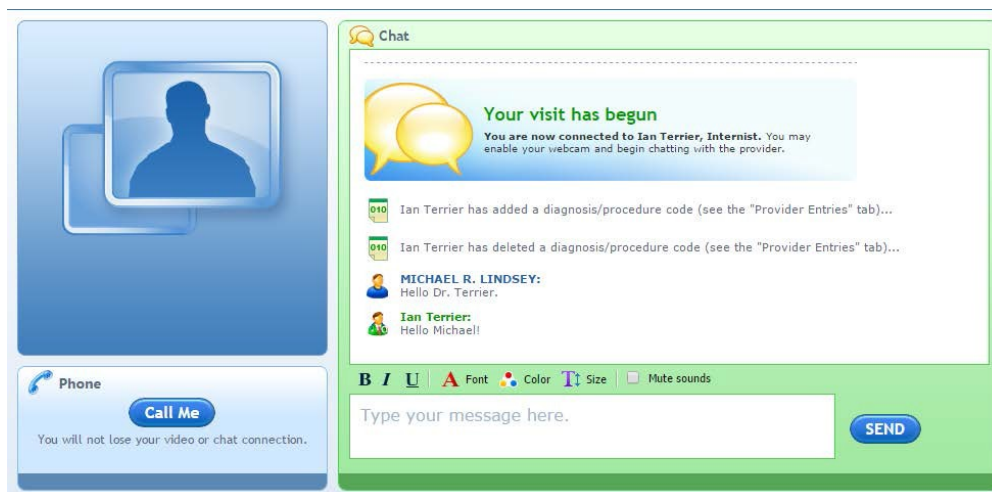
- Parent with dependent(s) have a choice of who the visit is for. Choose yourself or the dependent.
- Complete the intake form questions.
- Select a Pharmacy (if prompted)
- Agree to the terms of Use
- Click **Connect** to start the visit

The screenshot shows the "Get Started" step of the HMSA's Online Care process. At the top, there is a progress bar with four steps: "Get Started" (highlighted), "Your Visit", "Pharmacy", and "Payment". Below the progress bar is a large yellow flag icon and the text "Get Started". The main content area contains two sections. The first section is titled "Who is this visit for?" and has three radio button options: "Myself" (selected), "dependent consumer15" (with a subtext "DOB: 01/01/2000"), and "Another child". The second section is titled "Where can this provider call you for follow-up, if needed?" and has a text input field with the number "808" and two empty boxes for area and number.

[Back](#) [Continue](#)

## 4 Congratulations! Your visit will begin shortly:

- You will now be placed in the waiting room while provider reviews your information
- Once the provider connects, you will be able to see and hear each other.
- When your visit is over, click the red **End** button.



The screenshot displays a patient-portal interface with two main sections. On the left is a blue sidebar containing a video call icon with a person silhouette and a 'Phone' section with a 'Call Me' button and the text 'You will not lose your video or chat connection.' On the right is a green-bordered 'Chat' window. At the top of the chat window is a notification: 'Your visit has begun' with a speech bubble icon, stating 'You are now connected to Ian Terrier, Internist. You may enable your webcam and begin chatting with the provider.' Below this are two system messages: 'Ian Terrier has added a diagnosis/procedure code (see the "Provider Entries" tab)...' and 'Ian Terrier has deleted a diagnosis/procedure code (see the "Provider Entries" tab)...'. The chat history shows two messages: 'MICHAEL R. LINDSEY: Hello Dr. Terrier.' and 'Ian Terrier: Hello Michael!'. At the bottom of the chat window is a text input field with the placeholder 'Type your message here.' and a 'SEND' button. Above the input field are formatting options: Bold (B), Italic (I), Underline (U), Font color (A), Color (color palette icon), Size (T), and Mute sounds (checkbox).