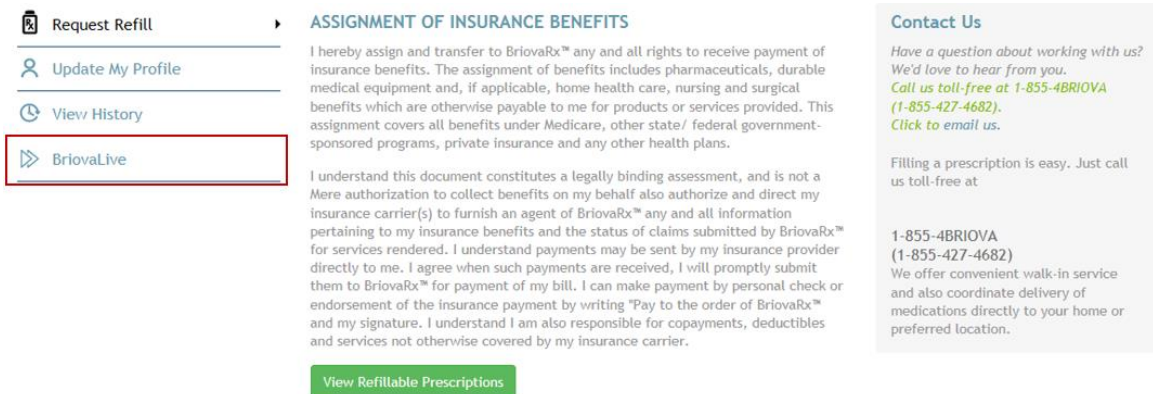


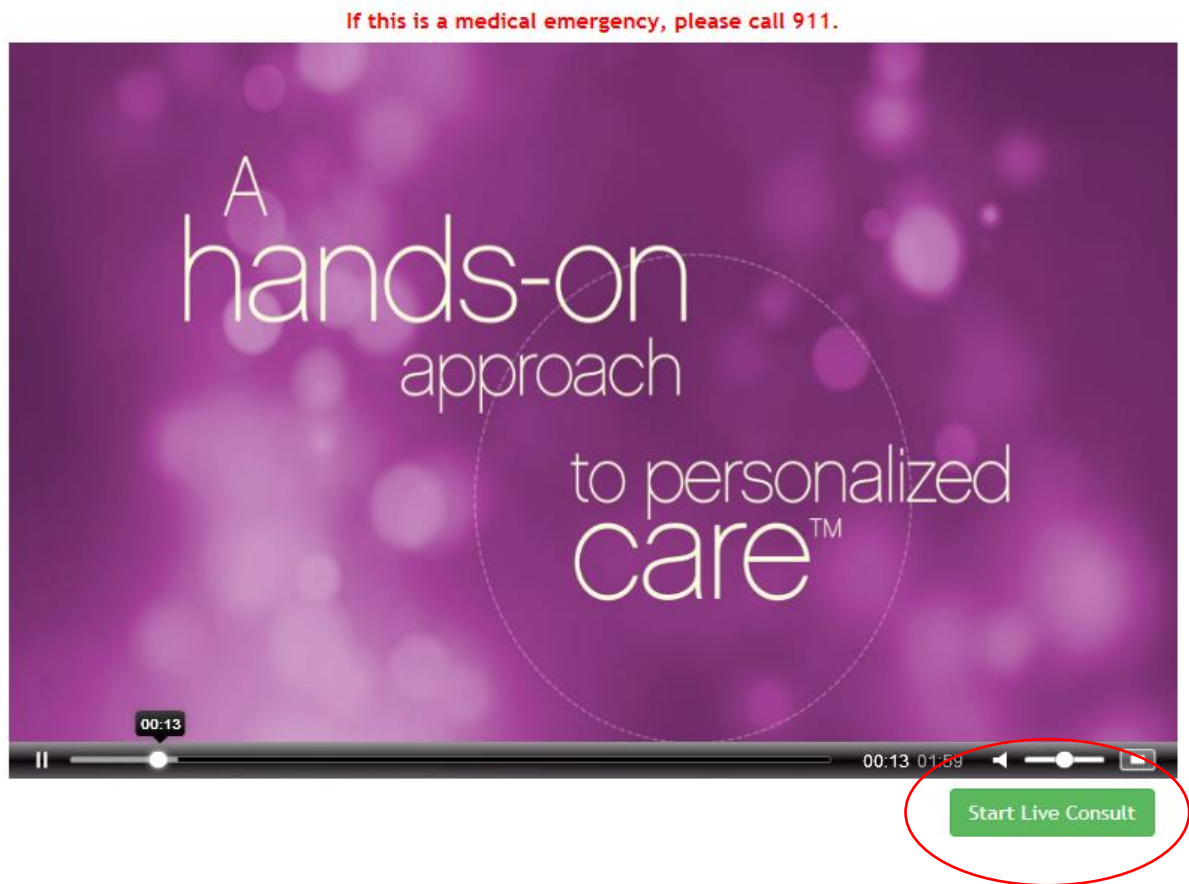
## Using BrioVaLive on-demand with Internet Explorer

1. To start a BrioVaLive session, click on “BrioVaLive” on the left-hand menu.



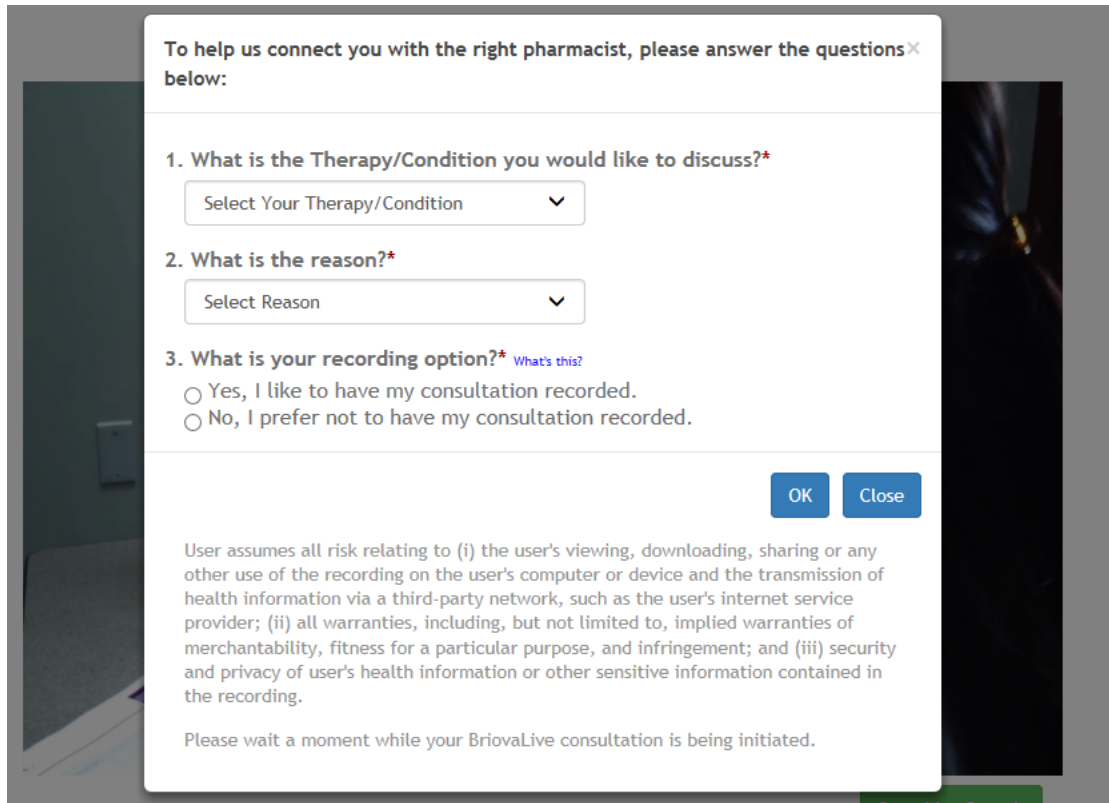
The screenshot shows a web interface with a left-hand menu containing four items: 'Request Refill', 'Update My Profile', 'View History', and 'BrioVaLive'. The 'BrioVaLive' item is highlighted with a red rectangular border. To the right of the menu is a section titled 'ASSIGNMENT OF INSURANCE BENEFITS' containing two paragraphs of text and a green button labeled 'View Refillable Prescriptions'. Further right is a 'Contact Us' section with contact information and a toll-free number.

2. Then click on the “Start Live Consult” button on the bottom of the window.



The screenshot shows a video player with a purple background. The text 'A hands-on approach to personalized care™' is displayed in white. At the top, there is a red warning: 'If this is a medical emergency, please call 911.' The video player controls at the bottom show a progress bar at 00:13 of 01:59. A green button labeled 'Start Live Consult' is circled in red.

3. On the next screen, choose your Therapy/Condition and the reason you are requesting a BriovaLive session. You can also select whether to record your consult. Once you have made your choices, click “OK” to continue.



To help us connect you with the right pharmacist, please answer the questions below:

1. What is the Therapy/Condition you would like to discuss?\*

Select Your Therapy/Condition ▼

2. What is the reason?\*

Select Reason ▼

3. What is your recording option?\* [What's this?](#)

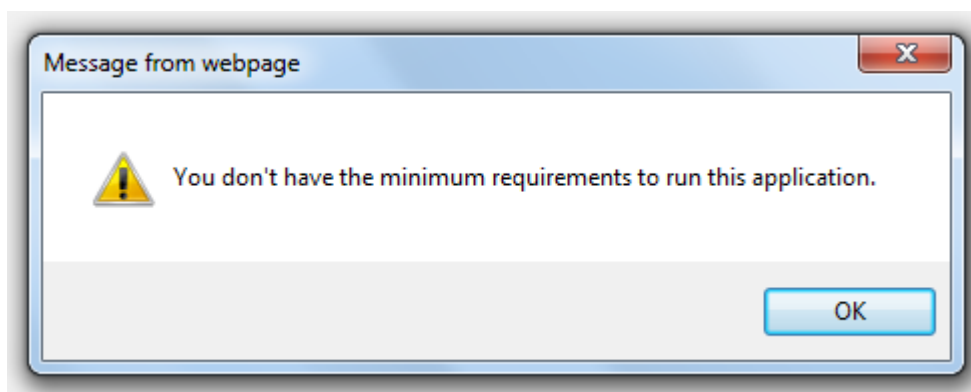
Yes, I like to have my consultation recorded.  
 No, I prefer not to have my consultation recorded.

OK Close

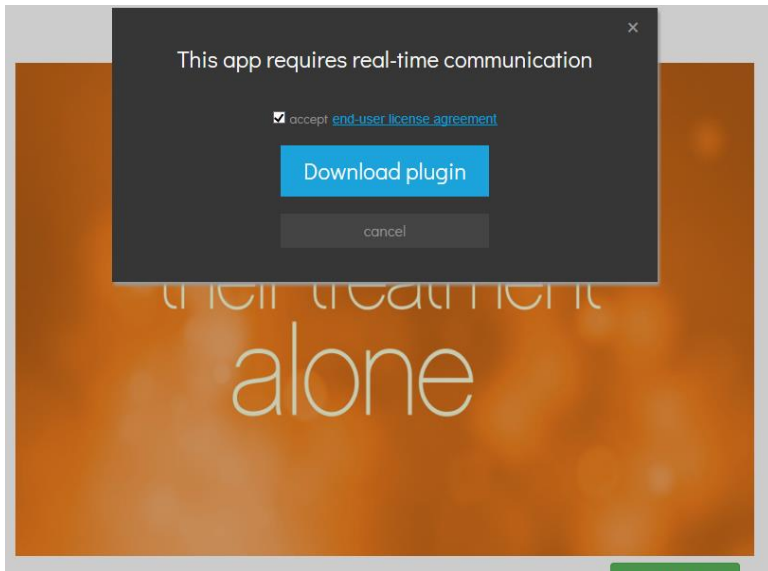
User assumes all risk relating to (i) the user's viewing, downloading, sharing or any other use of the recording on the user's computer or device and the transmission of health information via a third-party network, such as the user's internet service provider; (ii) all warranties, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, and infringement; and (iii) security and privacy of user's health information or other sensitive information contained in the recording.

Please wait a moment while your BriovaLive consultation is being initiated.

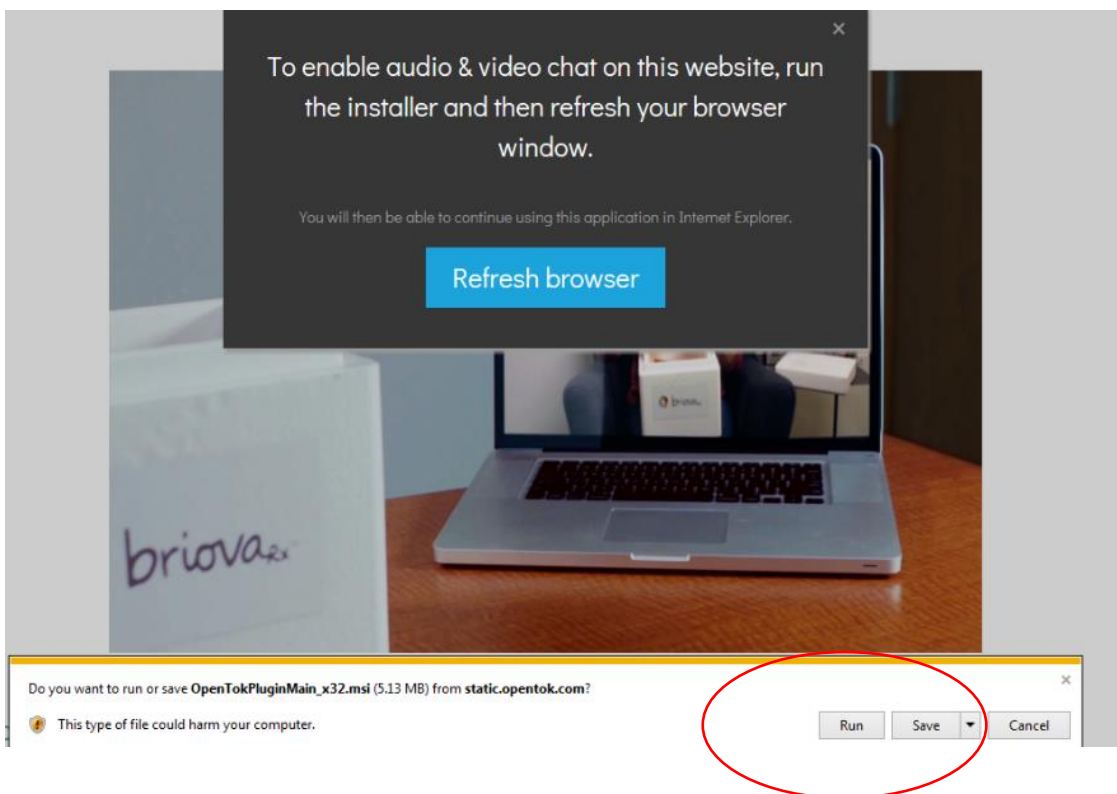
4. BriovaLive requires that Internet Explorer have a plugin called “OpenTok” installed. If you do not have OpenTok installed, you will see the popup below. Click OK to continue installing the plugin.



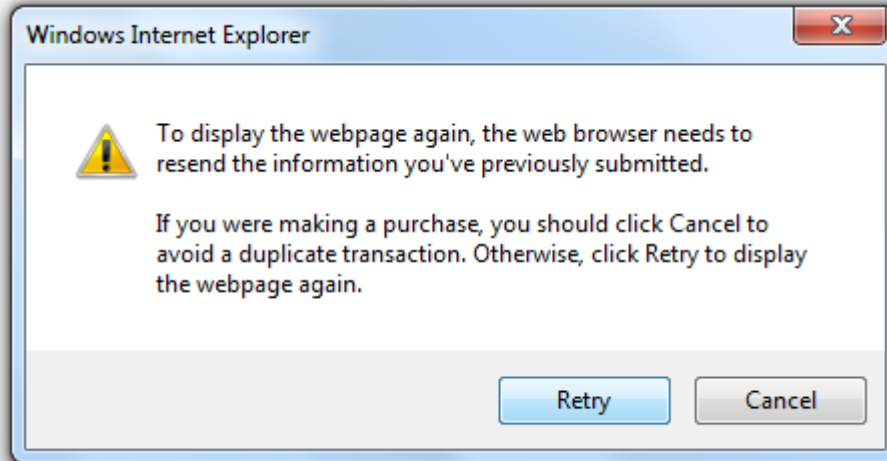
5. Accept the terms and conditions and click on “Download plugin” to continue.



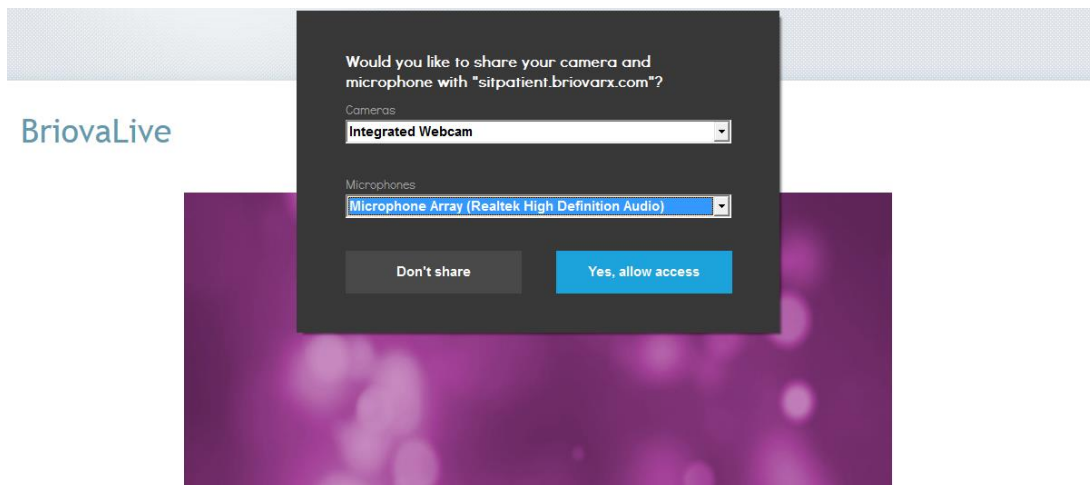
You must click “run” to install the plugin. Once the plugin has installed, you will need to refresh your browser window.



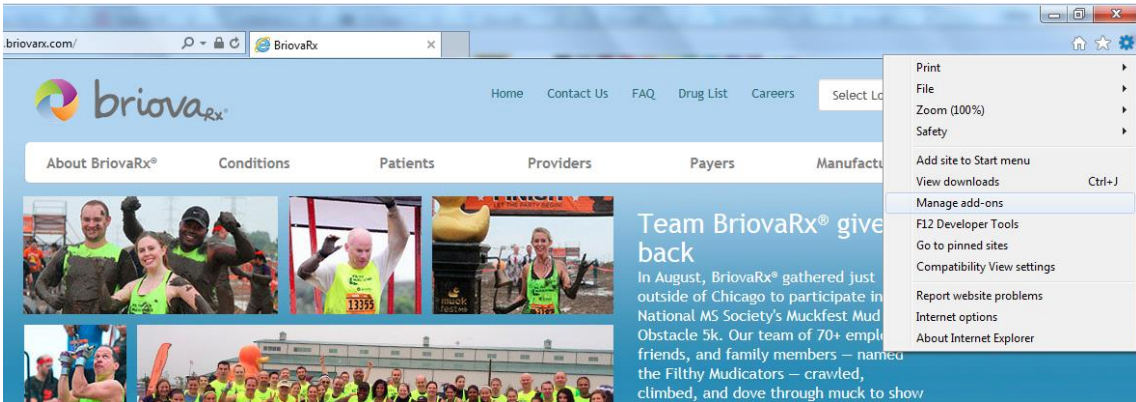
6. If you are prompted with the window below, click “Retry” to refresh the page.



7. Once you successfully install the plugin, you will be prompted to confirm that you want to share your camera and microphone for the consult. Click “Yes, allow access” to continue.



- If you installed the plugin but you are still not able to start a BriovaLive session, you may have to enable the addon.



Under “Toolbars and Extensions”, select “All add-ons” and check if the two highlighted plugins are enabled. If they are not, you must enable them. Once you have done this, restart your browser and start over with requesting a BriovaLive session.

