

CLIENT PORTAL IT GUIDE

Prerequisite Checklist

Before your organization begins using Client Portal, please ensure your IT support does the following:

1. Allow access to the following domains, as well as any subdomains:
 - o mobilehealth.com
 - o mobilehealth.net
 - o clients.mobilehealth.com
2. Allow cookies to the domains above, as well as any subdomains.
3. Add the domains and any subdomains to your email whitelist.
4. Ensure that firewalls are not blocking custom *http* headers.

Issue Resolution

If issues occur after the pre-requisites are complete, please collect the following information and email it to clientservices@mobilehealth.net.

1. The URL where the issue occurred.
2. Steps to reproduce the issue. Include video screen recording or screenshots if possible.
3. Information about the user experiencing the issue, including:
 - o First and last name
 - o Email address
4. Information about the user's environment and device, including:
 - o Smartphone, tablet, laptop, or desktop device
 - o Windows, Apple, or Google operating system
 - o Internet browser and version
5. Date and time when the issue occurred.