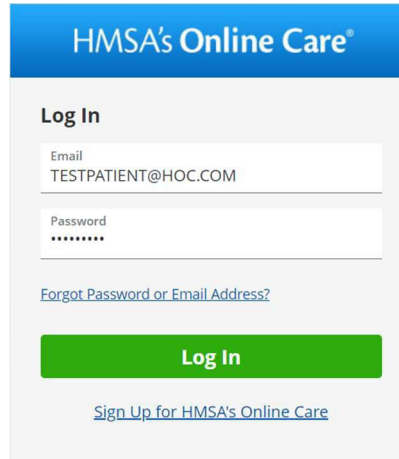


HMSA's Online Care®

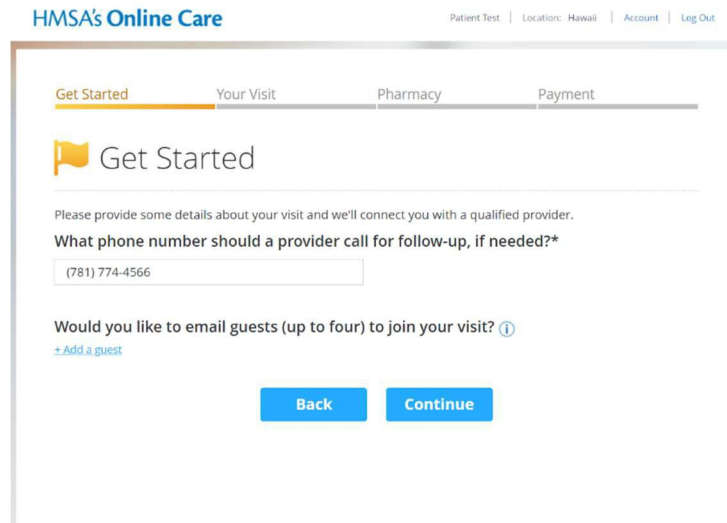
How to Join an Appointment

1. Log on to HMSA's Online Care at hmsaonlinecare.com or on your mobile app using the email and password you used to create your account. Or click the link in your appointment reminder email.



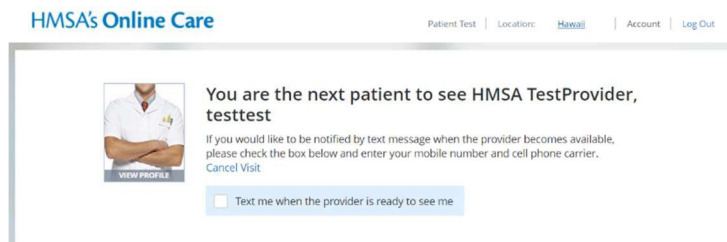
The screenshot shows the login interface for HMSA's Online Care. At the top is a blue header with the text "HMSA's Online Care®". Below this is a "Log In" section. It contains two input fields: "Email" with the text "TESTPATIENT@HOC.COM" and "Password" with a masked password "*****". Below the password field is a link that says "Forgot Password or Email Address?". At the bottom of the login section is a large green button labeled "Log In" and a link below it that says "Sign Up for HMSA's Online Care".

2. Answer the intake questions.



The screenshot shows the "Get Started" intake page. At the top left is the "HMSA's Online Care" logo, and at the top right are links for "Patient Test", "Location: Hawaii", "Account", and "Log Out". Below the header is a navigation bar with four tabs: "Get Started" (highlighted), "Your Visit", "Pharmacy", and "Payment". The main content area has a yellow flag icon and the heading "Get Started". Below the heading is the text "Please provide some details about your visit and we'll connect you with a qualified provider." followed by the question "What phone number should a provider call for follow-up, if needed?*" with a text input field containing "(781) 774-4566". Below this is another question: "Would you like to email guests (up to four) to join your visit?" with a help icon and a link "+ Add a guest". At the bottom are two blue buttons: "Back" and "Continue".

3. You'll enter the provider's waiting room. The provider will be notified that you're there.



The screenshot shows the waiting room notification page. At the top left is the "HMSA's Online Care" logo, and at the top right are links for "Patient Test", "Location: Hawaii", "Account", and "Log Out". Below the header is a profile picture of a provider with the text "You are the next patient to see HMSA TestProvider, testtest". Below the profile picture is a "VIEW PROFILE" link. To the right of the profile picture is the text "If you would like to be notified by text message when the provider becomes available, please check the box below and enter your mobile number and cell phone carrier. Cancel Visit". Below this text is a checkbox labeled "Text me when the provider is ready to see me".

4. The appointment will begin when the provider is ready to see you.