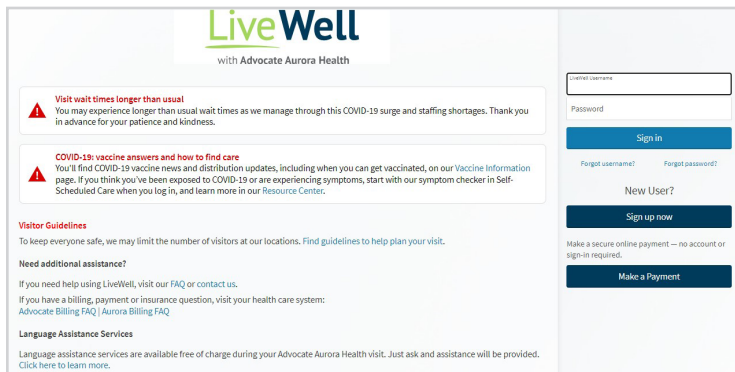


# DO VIRTUALLY ANYTHING FOR YOUR HEALTH

LiveWell

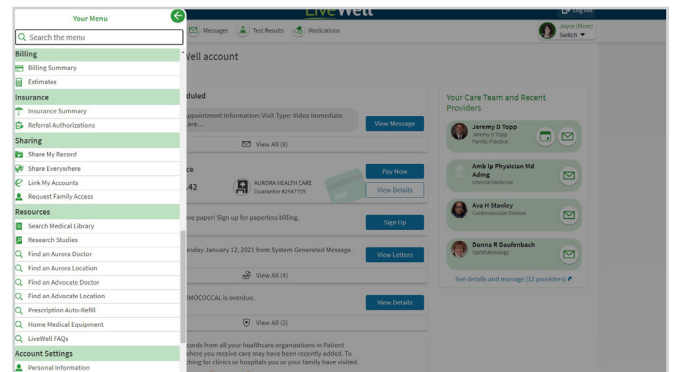
## How to request family and proxy access using LiveWell on your desktop computer

### 1 Log into LiveWell.



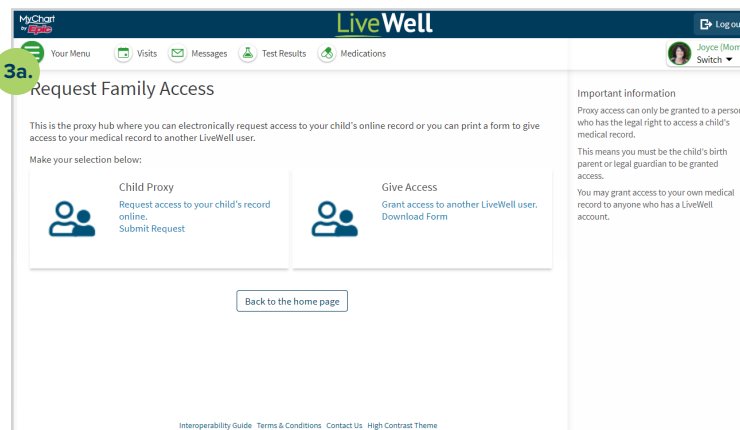
The LiveWell login page features the LiveWell logo and the text "with Advocate Aurora Health". It includes a "Visit wait times longer than usual" warning, a "COVID-19: vaccine answers and how to find care" section, and "Visitor Guidelines". The login section has fields for "Email/Username" and "Password", with links for "Forgot username?", "Forgot password?", "New User?", "Sign up now", and "Make a Payment".

### 2 Select Menu and then Request Family Access.

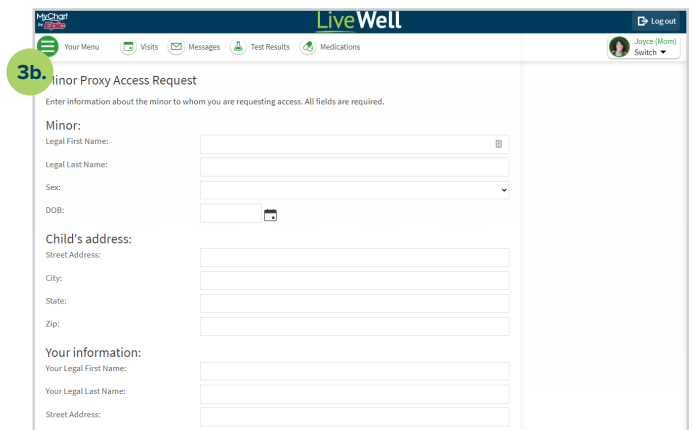


The LiveWell interface shows a "Your Menu" sidebar with options like "Billing Summary", "Insurance", "Sharing", "Resources", and "Account Settings". The main content area displays "My account" information, including "Appointment Information", "Your Care Team and Recent Providers", and "My account" details.

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



The "Request Family Access" page is titled "Request Family Access" and includes a "Back to the home page" button. It features two main sections: "Child Proxy" (Request access to your child's record online. Submit Request) and "Give Access" (Grant access to another LiveWell user. Download Form). A "Back to the home page" button is at the bottom.



The "Minor Proxy Access Request" form is titled "Minor Proxy Access Request" and includes a "Back to the home page" button. It contains fields for "Minor" information (Legal First Name, Legal Last Name, Sex, DOB), "Child's address" (Street Address, City, State, Zip), and "Your information" (Your Legal First Name, Your Legal Last Name, Street Address).

continued


4

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


**4a. Request Family Access**

This is the proxy hub where you can electronically request access to your child's online record or you can print a form to give access to your medical record to another LiveWell user.

Make your selection below:



**Child Proxy**  
Request access to your child's record online.  
Submit Request



**Give Access**  
Grant access to another LiveWell user.  
Download Form

[Back to the home page](#)

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LiveWell with Advocate Aurora Health is formerly MyChartAdvocateAurora.

4b.



**Adult Accessing  
Form**

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To learn more, visit [aah.org/livewell/faq](https://aah.org/livewell/faq)



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LiveWell Support Team: 855-624-9366

