Irish Life
health

Logging in and registering on Irish Life Health Live

1. HOW TO DO I ACCESS IRISH LIFE HEALTH LIVE

Go to www.irishlifehealth.ie/portal/ilhlive

2. REGISTERING AND LOGGING IN AS THE PRIMARY BROKER OR SCHEME ADMINISTRATOR

Our web applications use a single identity database to store login credentials. Therefore, if you want, you can use the same email/password combination for both the Member Portal (used by all Irish Life Health customers) and Irish Life Health Live (for Brokers or Scheme Administrators only).

> If you already use our Member Portal and you are using Irish Life Health Live for the first time, you can log in with the same email and password - **there is no need to re-register**.

> If you don't already use our Member Portal or if you wish to use Irish Life Health Live with a different email address, then you should choose to register.

Upon registering, you should receive an email asking you to confirm your email address. Once you do this you can log in.

When you log in for the first time you will be asked to complete your registration – to verify your identity as a Broker or a Scheme Administrator.

3. COMPLETE REGISTRATION - IDENTIFYING YOURSELF AS A PRIMARY BROKER OR SCHEME ADMINISTRATOR CONTACT

This is where you verify your identity with Irish Life Health Live. You need to complete your registration if you see the screen below when you log in.

You will be asked to enter a member number - this is your Irish Life Health ID which you would have used to log into the old website. You will only need to input this once.

In order to authenticate your identity, we match the ID and email address against our records to confirm your identity.

- If a match is found, then the system has identified you and you will be presented with the home screen below.
- If this doesn't work, then you will need to contact us to get your details updated on our system.
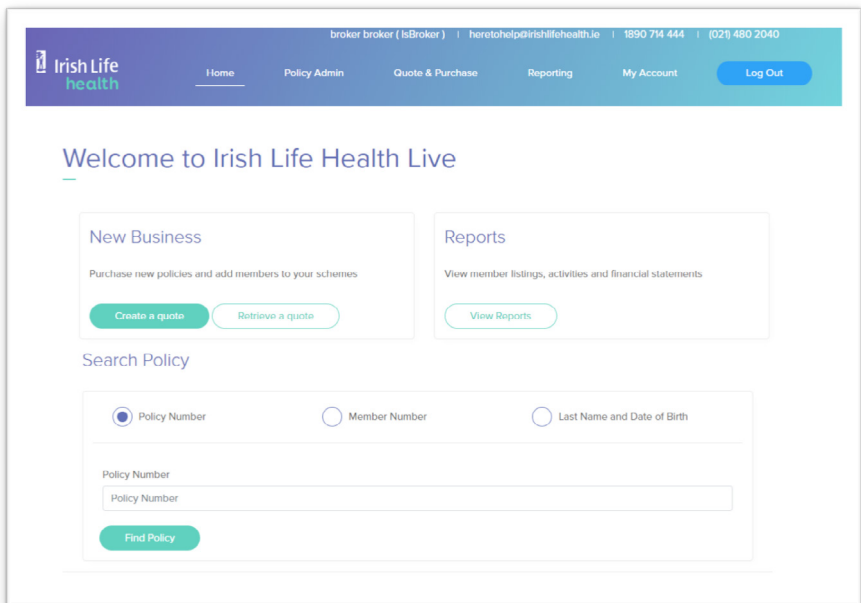
4. ADDING OTHER USERS

If you are the primary Broker or Scheme Administrator you may set up and grant access to your colleagues through the "My Account" feature.

If the person being added doesn't already exist on our system, then they will receive an email with instructions on how to access the system. You will see the message below if the user is added successfully.

> User created successfully agent@broker.ie. A confirmation email has been sent to the created user.

If the person you want to add has already been given access to Irish Life Health Live, a message is shown saying that you can't add this person.

> The user agent@broker.ie already exists as Irish Life Health Live user and cannot be added.

If the person being added is an existing Member Portal user, then no action is required – that person can log in directly by navigating to www.irishlifehealth.ie/portal/ilhlive

> User updated successfully. They can log on as normal with exising password.

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