



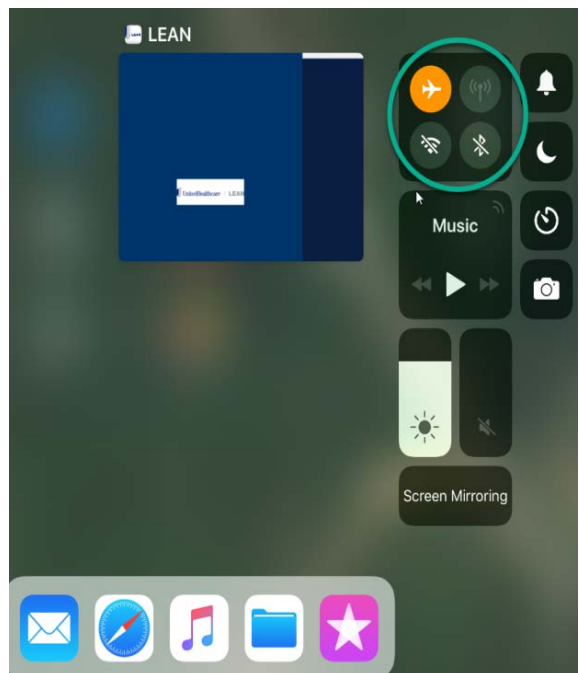
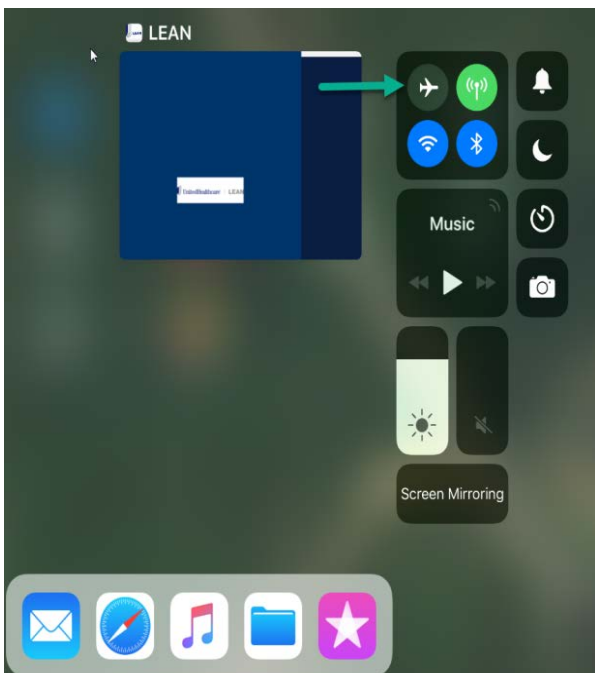
LEAN is designed for use on mobile tablets. It is possible to use LEAN online while using the cellular service provided on a mobile tablet, provided you have sufficient signal strength. Make sure you log into LEAN once while online before using LEAN offline. Until you have logged into LEAN online, you cannot log in offline.

**Step 1. While holding the tablet in landscape orientation, check to see if you are online or offline.** If you use LEAN with a cellular signal, LEAN will always register as online due to the constant signal.



**Step 2. Check your signal strength.** Cellular signal strength is highly variable. Having less than 3 bars of signal strength may result in a signal too weak to upload a completed application. UnitedHealthcare does **not** recommend using cellular signals with LEAN. If you rely on a cellular signal to be online with LEAN, we **recommend** using LEAN offline and uploading applications while on a Wi-Fi signal later.

**Step 3. Force your tablet offline.** You can force your tablet to ignore your cellular/WiFi signal by **enabling Airplane Mode**. This menu is reached by swiping up from the bottom of an iPad® screen, swiping down from the top of an Android screen, or accessing the Settings on your tablet Settings. Simply tap the Airplane icon and it will turn off your cellular, Bluetooth, and WiFi signal ensuring your tablet is offline.





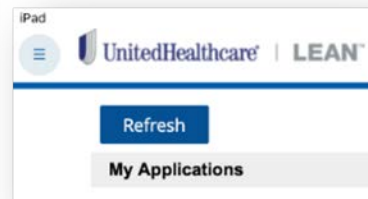
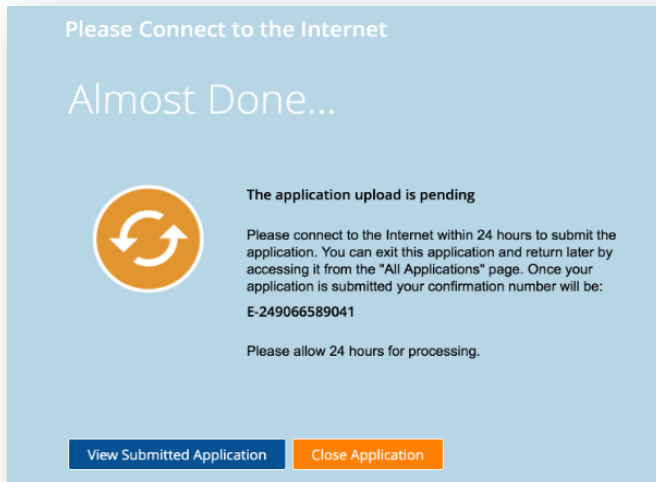
LEAN will automatically detect your connection status if you are connected to the internet. LEAN will display **ONLINE** in blue in the upper right.



If you are not connected, it will display **OFFLINE** in red.



**Step 4. Upload your offline application.** Offline applications have the extra step of needing to be uploaded. UnitedHealthcare will **not** have the application until you upload it. To upload the application, connect to a stable Wi-Fi connection and go to **My Applications**. Tap the **Refresh** button. It may take a couple minutes to change. The application will disappear from the **Action Required** tab and move to the **Submitted** tab.



While applications taken offline will still have a confirmation number, you can tell which applications have not been uploaded because they will have the **Not Submitted** status in **My Applications**, **Actions Required** tab.

**BEST PRACTICE:** Always check to ensure that the application can be found in the **Submitted** tab.