

Going live

What Playground is, what reaches patients while you are in it, and how an owner or manager takes the clinic live: the checks, the subscription, and what to do if it stops halfway.

Setup guide · For Owners, Managers · aminova.health/university/going-live

1. PLAYGROUND MODE

Until your clinic is live, a frame sits around the screen with **Playground Mode** at the top. Everything you do is saved, but nothing leaves the clinic. Don't enter real patient information yet.

Your whole team works in Playground the same way. Patients see nothing about it.

2. WHAT REACHES PATIENTS IN PLAYGROUND

1. Emails and phone alerts to patients are not sent. Where you press send, you see "Not sent: your clinic is still in setup, and nothing goes to patients until it is live."
2. They are not saved up either: nothing sent in Playground goes out later when you go live. Send anything that still matters again after.
3. The one exception is the 6-digit code a patient needs to activate their account. That email is sent.
4. Messages inside the patient app still work.
5. Cards are not charged and prescriptions are not sent. You see that the clinic is in training mode, so nothing was charged or sent.

3. READY TO GO LIVE?

1. An owner or manager clicks **Ready to go live?** on the Playground frame. Nobody else sees it.
2. Read the checks. **e-Prescribing** must be finished if it is on your plan: every active prescriber set up. Card payments and the rest are advised, not required.
3. Tick that your Playground patients will carry over into your live clinic, and that removing any practice records you no longer want is up to you.
4. If something isn't finished, you are asked **Are you sure?**. Press **Go back** or **Continue anyway**.
5. Press **Continue** to see your subscription.

4. CONFIRM AND PAY

Payment comes first and the switch to live comes after it. If no price has been recorded for your clinic, the button is **Request Live Activation** instead: it sends a request, and Aminova confirms when your account is ready.

1. **Confirm your subscription** shows the monthly amount, the plan and any offer, charged from today.
2. If it isn't what you agreed, stop and email legal@aminova.health before continuing.

3. Press **Pay ... and go live**. With a card saved, you are live at once; otherwise you finish paying on the checkout page and come back.
4. You see **You're live**. Press **Reload and start**. Prescribing, video visits and messaging are switched on.

5. PAID, BUT STILL IN PLAYGROUND MODE

If you came back from checkout and see “We could not confirm your payment just now”, give it ten minutes, then press **Finish going live** or contact support@aminova.health. **Payment not completed** means it didn't go through: press **Ready to go live?** again.

1. Open **Ready to go live?** again. It says **Payment received** with one step left.
2. Press **Finish going live**. It won't charge you again.
3. Aminova is alerted on its own and the switch is retried every few minutes anyway.

6. GOING LIVE DELETES NOTHING

Everything you built in Playground stays: protocols, templates, staff, services and your patients. Going live doesn't delete any of it.

So remove test records you made up before you go live, or soon after. Practice patients from the tutorial stay marked as practice and are kept out of sends, bills and reports.