How to **activate your account.**

Gain access to your very own personal health and wellness resource at **virtualcare.telushealth.com/welcome**.

1

Sign up

Let's get your account set up!
First, we'll need your email address:

Email Address

Enter your email address

Why do you need my email? ›

Continue

Enter the email address you would like to use to set up your account.

2

Sign up

In what province do you currently reside?

We need this information in order to connect you with a clinician licensed to practice medicine in your province.

Province

Select your province

Continue

Enter your province.

3

Sign up

There are several ways to get a TELUS Health Virtual Care account. How do you plan to sign up?

I'm eligible through my group or individual health plan

I'm eligible as a student

I'm looking into purchasing my own membership to TELUS Health Virtual Care

I'm not sure

Select your eligibility.

4

Sign up

We'll need to verify your eligibility.

Your plan provider could have either provided us with your email address or provided you with your group number.

I'll enter the email associated with my health plan

I'll enter my group number

Show me a list of eligible health plan providers

Select the option to enter your group number.

5

Sign up

Enter your group number and your personal coverage identifier supplied by your plan provider.

Group Number

9187

Personal Coverage Identifier

Your WIN

Continue

Enter your group number and personal coverage identifier.*

6

Sign up

Good news! Your account is eligible for a TELUS Health Virtual Care membership.

To verify your identity, we'll send you a welcome email with an activation link.

Email me my activation link

Get your unique activation link.

7

Welcome to TELUS Health Virtual Care

Inbox

Organization has invited you to TELUS Health Virtual Care.

You now have 24/7 access to friendly, experienced health care professionals, right on your phone or computer. You can connect to the app whenever you need care, wherever you are, and use encrypted text or video to address health questions and issues as they come up.

To activate your TELUS Health Virtual Care account, please click below:

Activate your account

Have a quick health or wellness question?

Need a prescription refill? Want to avoid

Follow the link in the email you received to activate your account.

8

Sign In

Email Address

example@email.com

Password

Enter your password

Forgot your password? →

Sign in

Enter your email address and choose a password.

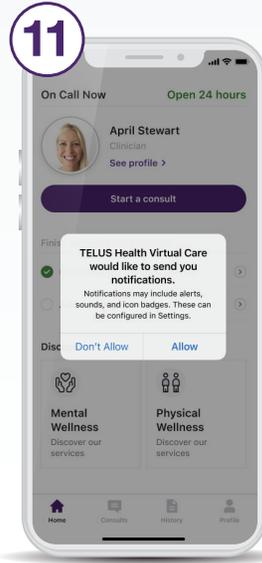
*Your personal coverage identifier number may mean: your certificate number, your employee number or your personal identifier.
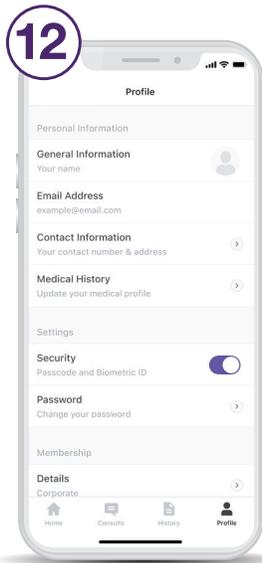
9

TELUS Health
Virtual Care

Download from the App
Store or Google Play.

10

TELUS Health

Virtual Care

Sign in

Become a member

Need help signing in? Contact us

Use your account credentials
to sign in to the app.

11

On Call Now   Open 24 hours

April Stewart
Clinician
See profile >

Start a consult

TELUS Health Virtual Care
would like to send you
notifications.

Notifications may include alerts,
sounds, and icon badges. These can
be configured in Settings.

Don't Allow   Allow

Mental   Physical
Wellness   Wellness
Discover our   Discover our
services   services

Home   Consults   History   Profile

Ensure you have
enabled notifications.

12

Profile

Personal Information

General Information
Your name

Email Address
example@email.com

Contact Information
Your contact number & address

Medical History
Update your medical profile

Settings

Security
Passcode and Biometric ID

Password
Change your password

Membership

Details
Corporate

Home   Consults   History   Profile

Set up your profile
under the Profile tab.

13

Profile

Change your password

Membership

Details
Corporate

Manage Family
Add immediate family members

Receipts
View and download your purchase history

Help

FAQ
Get answers to common questions

Contact Us
help@vc.telushealth.com

Legal

Terms of Use
Agreed to July 22, 2021

Home   Consults   History   Profile
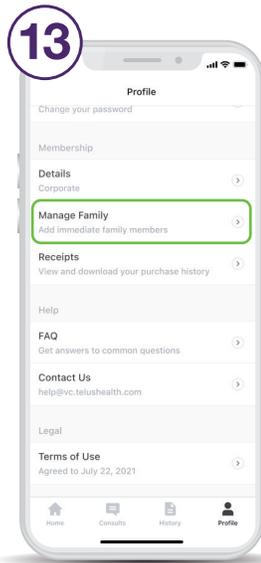
Scroll down the Profile tab
to add family members.

14

On Call Now   Open 24 hours

April Stewart
Clinician
See profile >

Start a consult

Finish setting up your account

✓ Complete my medical profile

○ Add a family member

Discover

Mental   Physical
Wellness   Wellness
Discover our   Discover our
services   services

Home   Consults   History   Profile
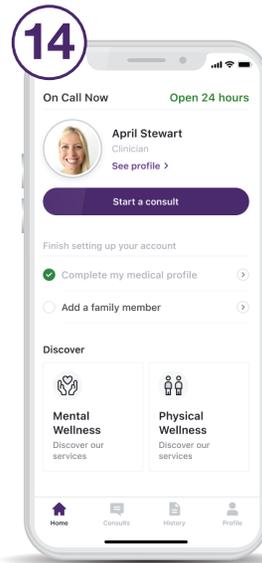
Start a consult from the
home screen as soon
as you need care.

Need help? Contact us at help@vc.telushealth.com

SAMUEL 1855

TELUS Health