

Accessing Telehealth Services

Manual for Laptop or Desktop Computers

Step 1: Visit CarePlusNJ.org/telehealth

Click on the Telehealth Button
to start your session:



Step 2: Login or Create Account

New User?

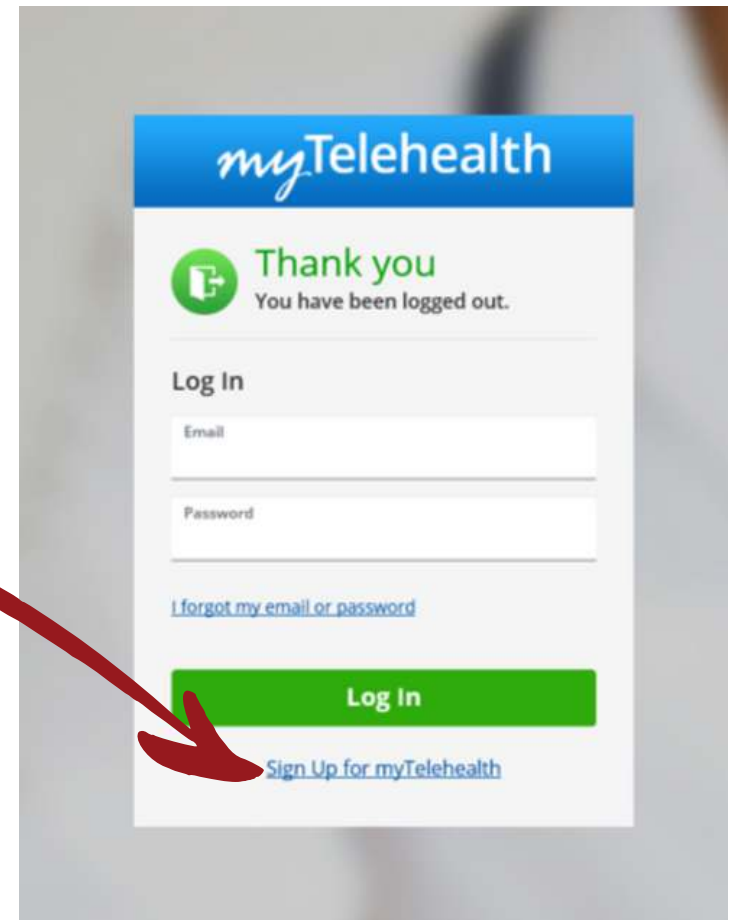
Click on Sign Up for myTelehealth

Active User?

Enter username and password then Log In

Reminder

Bookmark this website!



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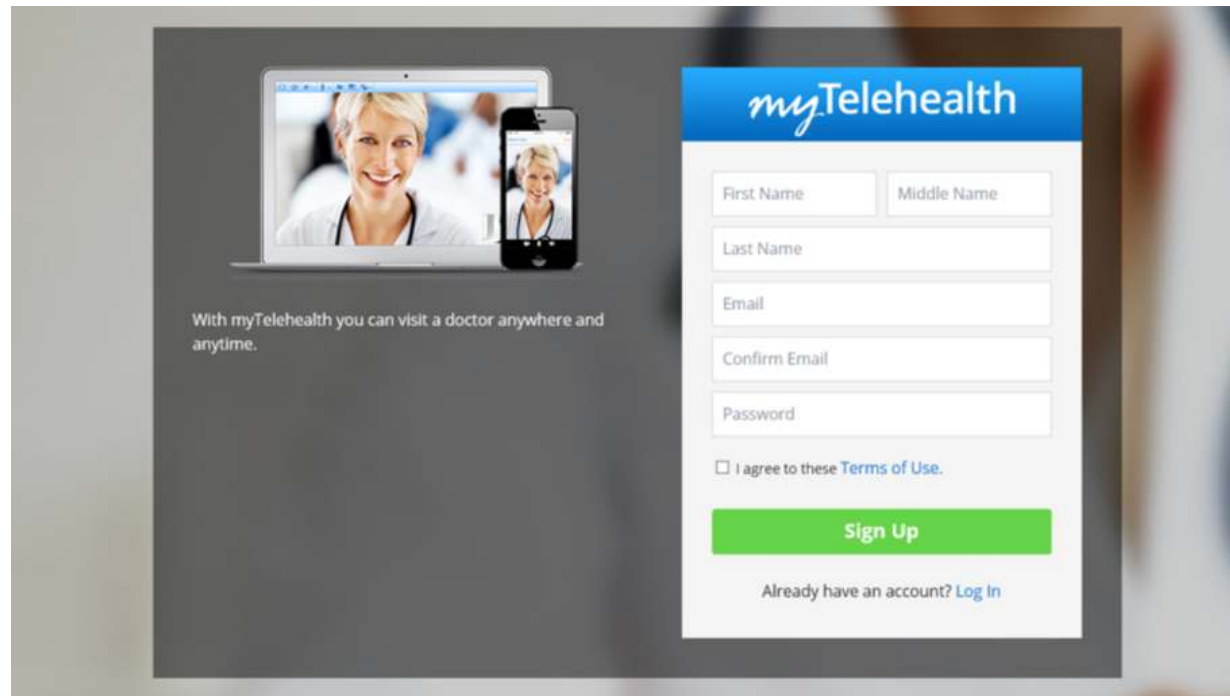
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Step 3: Enter Your Information

Enter First & Last Name

Check “I agree to these Terms of Use”

Click Sign Up



The screenshot shows a laptop screen displaying the myTelehealth sign-up interface. On the left, there is a promotional image of a doctor on a laptop and a smartphone, with the text: "With myTelehealth you can visit a doctor anywhere and anytime." On the right, the sign-up form is titled "myTelehealth" and includes the following fields: "First Name", "Middle Name", "Last Name", "Email", "Confirm Email", and "Password". Below the fields is a checkbox labeled "I agree to these Terms of Use." and a green "Sign Up" button. At the bottom of the form, there is a link: "Already have an account? Log In".

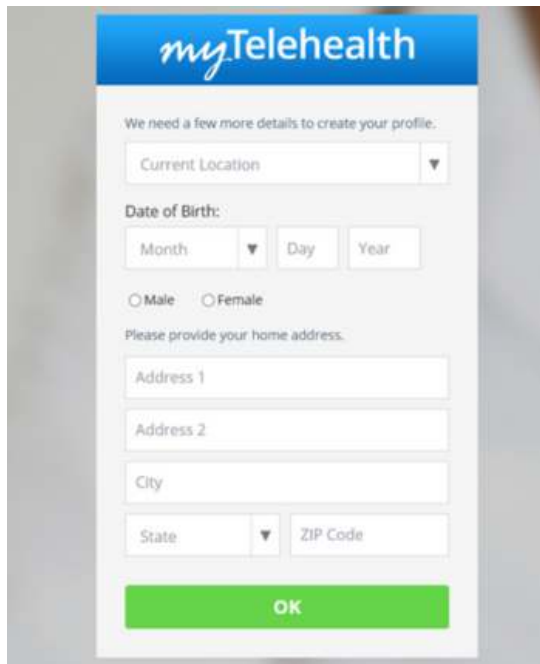
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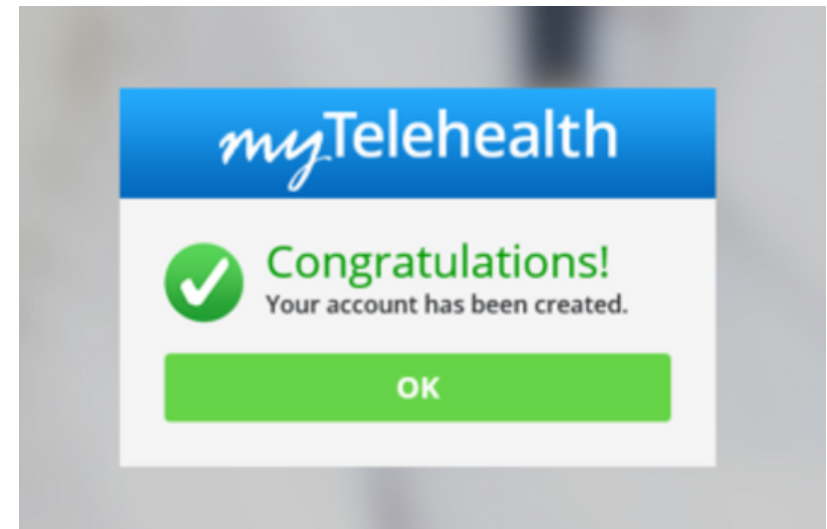
Step 4: Complete all Demographics

Location selected must be New Jersey

Click OK



The screenshot shows the 'myTelehealth' registration form. At the top, it says 'myTelehealth' in a blue header. Below that, it says 'We need a few more details to create your profile.' The form includes a dropdown menu for 'Current Location', a 'Date of Birth' section with 'Month', 'Day', and 'Year' fields, radio buttons for 'Male' and 'Female', and a section for 'Please provide your home address.' with fields for 'Address 1', 'Address 2', 'City', 'State', and 'ZIP Code'. A green 'OK' button is at the bottom.



Success!

Click OK Again

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Step 5: Connect to CarePlus

Click on +Add a Service Key



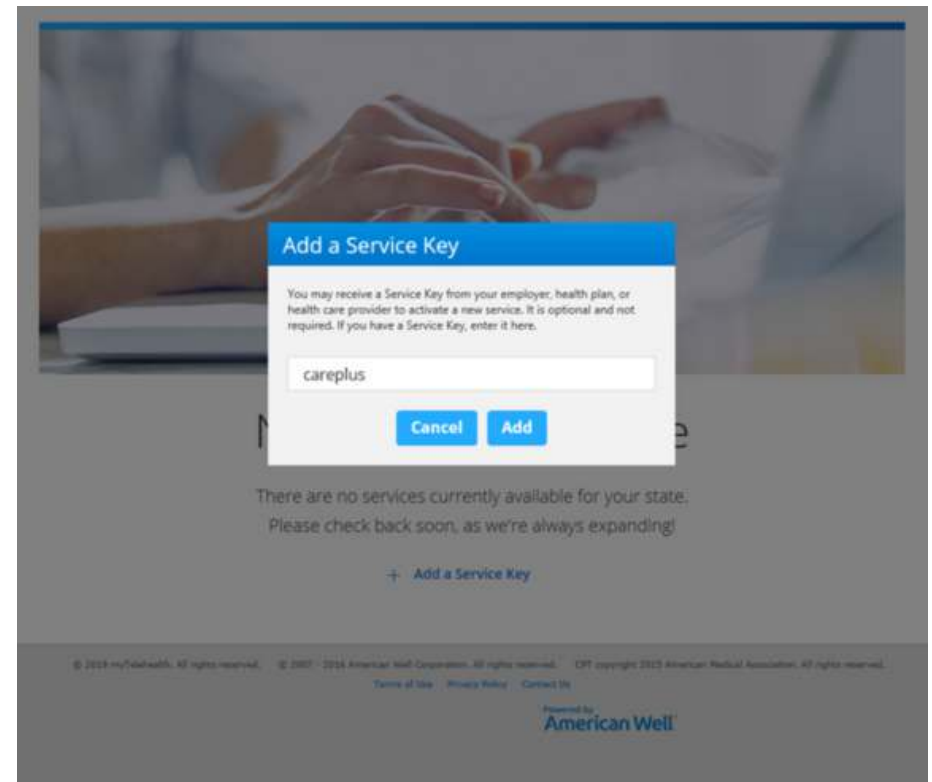
No services available

There are no services currently available for your state.
Please check back soon, as we're always expanding!

+ Add a Service Key

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American Well



Add a Service Key

You may receive a Service Key from your employer, health plan, or health care provider to activate a new service. It is optional and not required. If you have a Service Key, enter it here.

Cancel

Add

There are no services currently available for your state.
Please check back soon, as we're always expanding!

+ Add a Service Key

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Enter careplus

Click Add

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Step 6: Connect to Your Prescriber/Clinician

You are now set up for myTelehealth

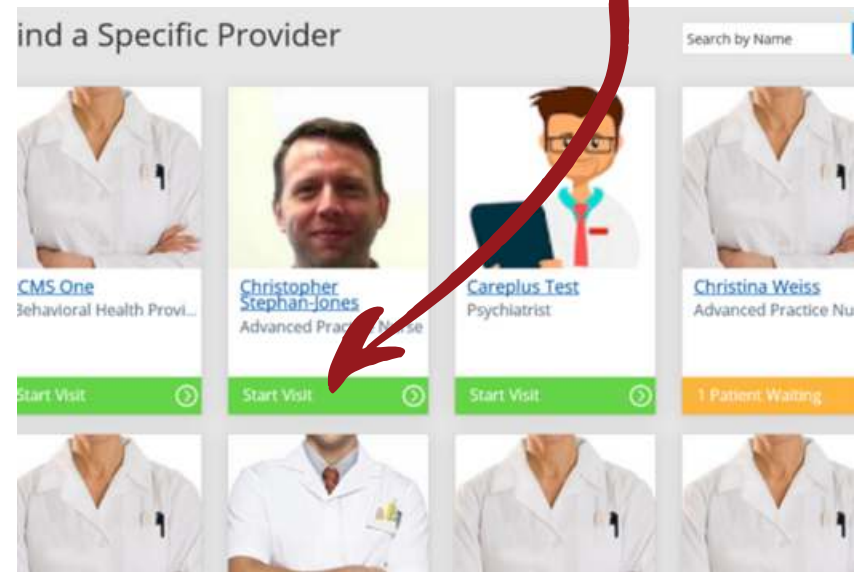
Scroll down to prescribers/clinicians



Your Prescriber/Clinician will be logged in

Find your scheduled prescriber/clinician

Click Start Visit



If your appt. is not until another date/time, please make sure to return to page and then

Click Start Visit at least 15 minutes before your scheduled appointment time

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Step 7: Getting Started

Enter the required information

Click Continue

The screenshot shows the 'Get Started' step of a three-step process. The progress bar at the top has 'Get Started' highlighted in orange, 'Your Visit' in grey, and 'Payment' in grey. Below the progress bar is a yellow flag icon and the text 'Get Started'. The main content area asks 'Who is this visit for?' with two radio button options: 'Myself' (selected) and 'My child'. Below this is a question: 'What phone number should a provider call for follow-up, if needed?*' with a text input field containing '(201) 835-5445'. At the bottom, there is a question: 'Would you like to email guests (up to four) to join your visit?' with a link '+ Add a guest' and a help icon. Two blue buttons, 'Back' and 'Continue', are at the bottom.

The screenshot shows the 'Your Visit' step of a three-step process. The progress bar at the top has 'Get Started' in grey, 'Your Visit' highlighted in orange, and 'Payment' in grey. Below the progress bar is a yellow speech bubble icon and the text 'Your Visit'. The main content area asks 'What would you like to discuss today?' with a text input field. Below this is a question: 'Would you like to share a photo, lab result, or other information with your provider?' with a link 'Attach a file'. A light blue box contains two checked checkboxes: 'Share my health summary, previous visits, and medication history' and 'I acknowledge receipt of these Notice of Privacy Practices'. Two blue buttons, 'Back' and 'Continue', are at the bottom.

You can enter a topic of discussion or leave it blank
Must check off the two required boxes
Click Continue

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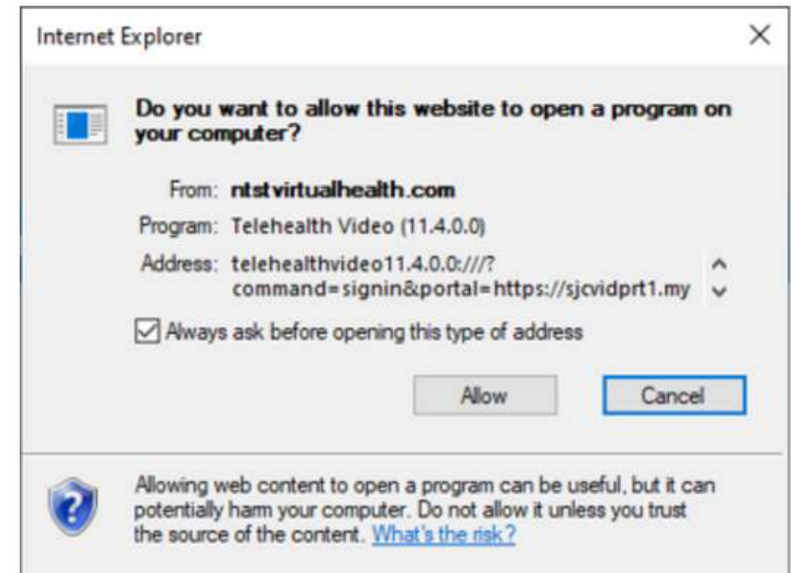
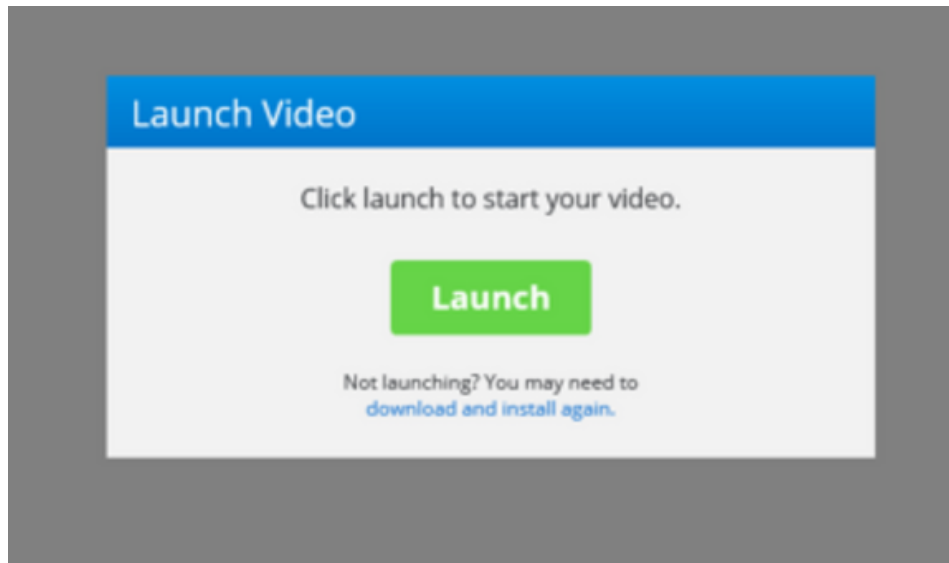
Step 8: Launch Telehealth Solution

Your system will test the device.

It may ask to download first and then launch

Allow your computer to open program

Depending on your device and security settings, this option may not show up on your screen

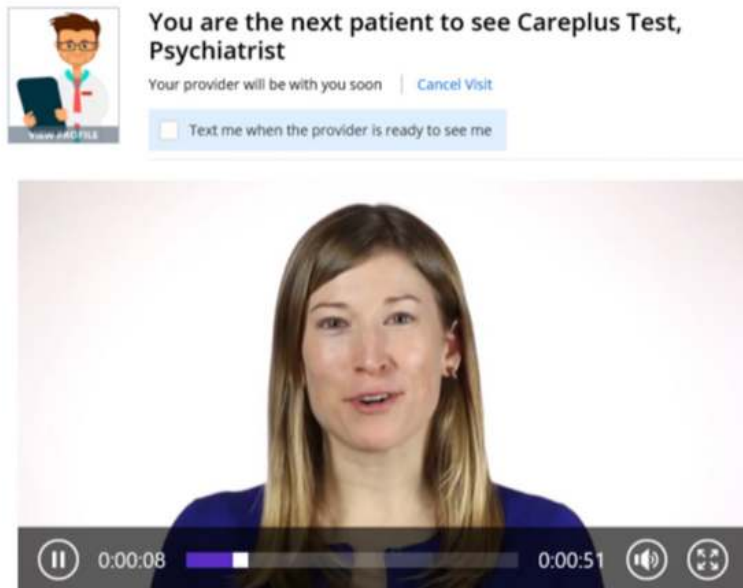


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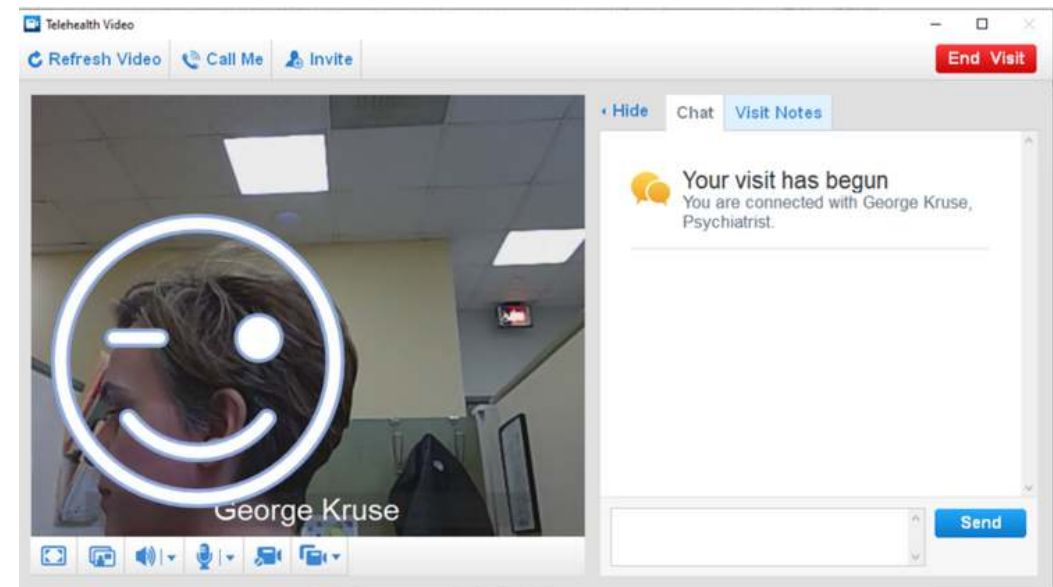
Step 9: Wait for Prescriber/Clinician

You are now in the virtual waiting room
Your prescriber/clinician will be notified.



Step 10: Begin Your Session

Once your session has begun, please make
adjustments to your screen size if needed



When session is complete Either
consumer/prescriber can End Visit