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!
Step 3: Enter Your Information
Enter First & Last Name
Check “I agree to these Terms of Use”
Click Sign Up
**Step 4: Complete all Demographics**

Location selected must by New Jersey

Click OK

Success!

Click OK Again
Step 5: Connect to CarePlus
Click on +Add a Service Key

Enter careplus
Click Add
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
Step 7: Getting Started
Enter the required information
Click Continue

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