

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?

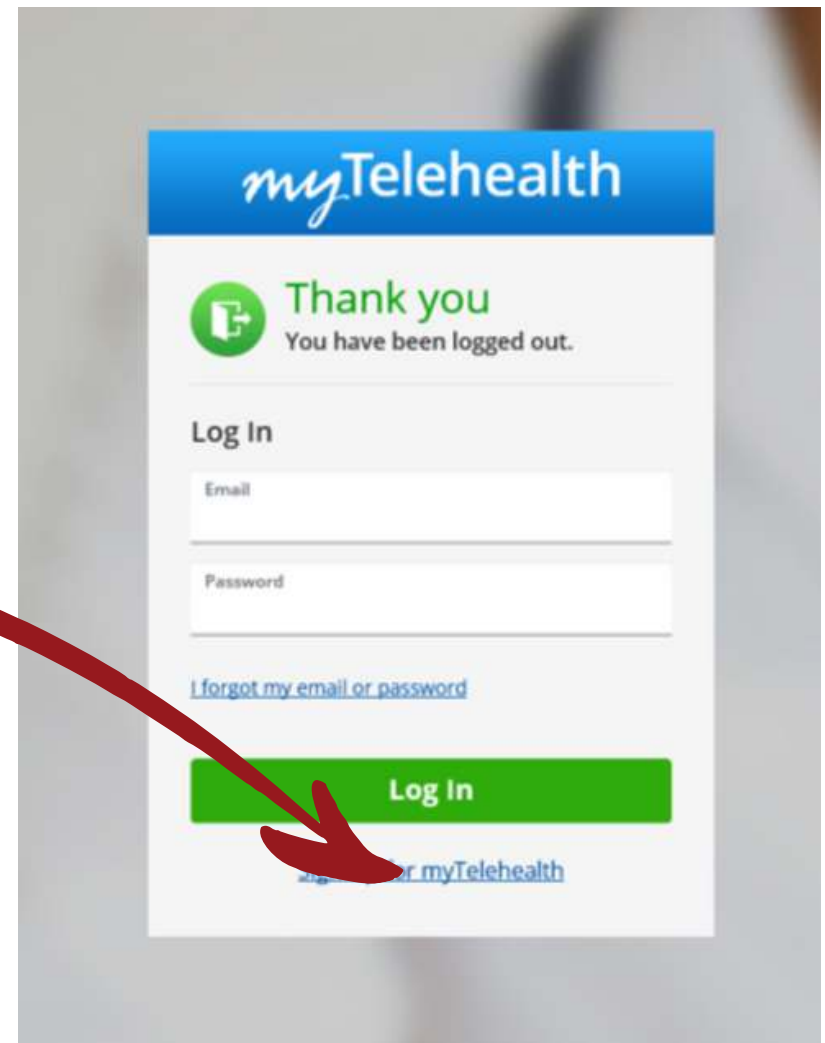
Click on Sign Up for myTelehealth

Active User?

Enter username and password then Log In

Reminder

Bookmark this website!

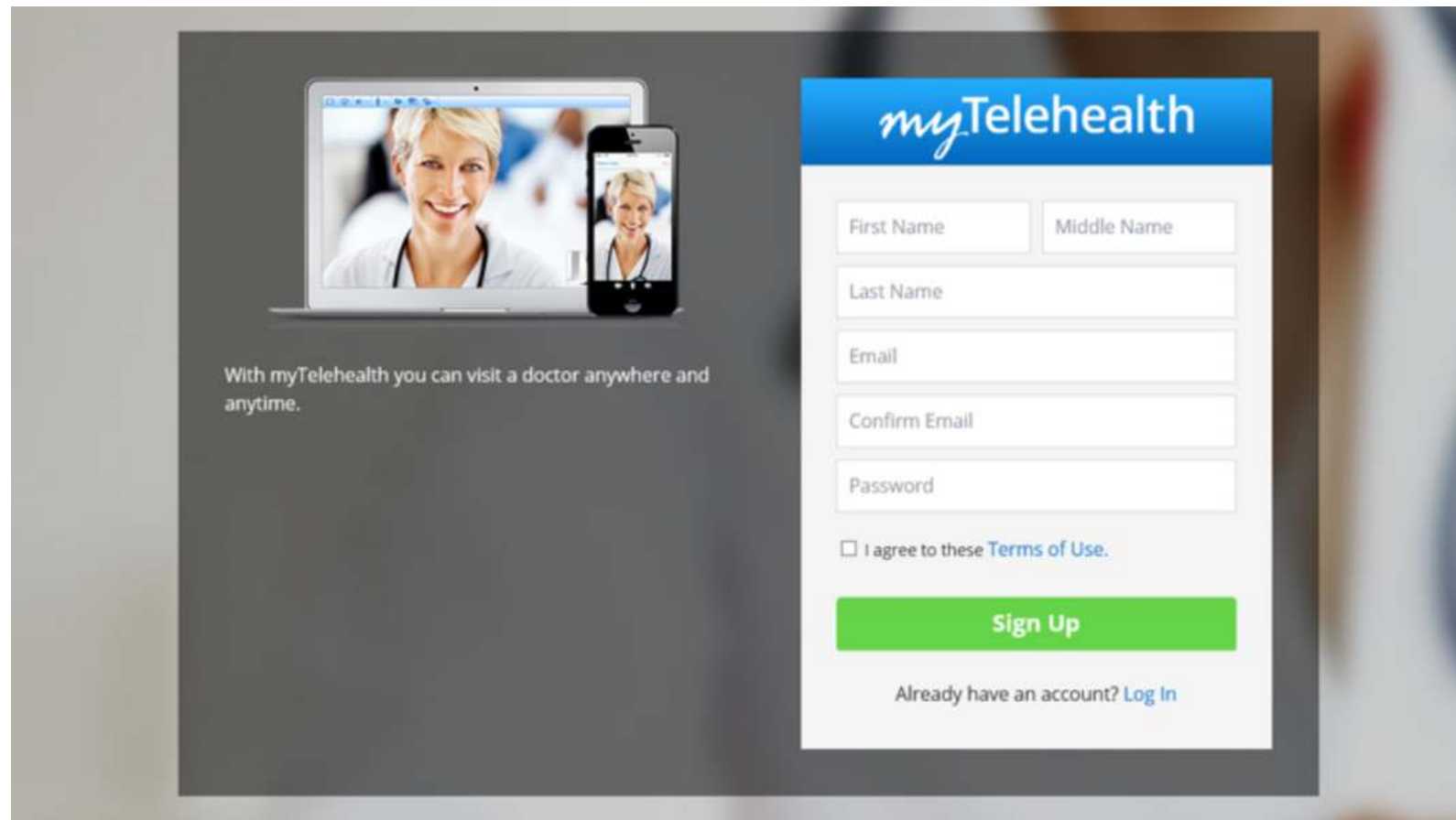


Step 3: Enter Your Information

Enter First & Last Name

Check “I agree to these Terms of Use”

Click Sign Up



The image shows a sign-up form for myTelehealth. On the left, there is a promotional graphic with a laptop and a smartphone displaying a doctor's video call. Below the devices, the text reads: "With myTelehealth you can visit a doctor anywhere and anytime." The form itself is on the right, featuring the myTelehealth logo at the top. It includes input fields for First Name, Middle Name, Last Name, Email, Confirm Email, and Password. Below these fields is a checkbox labeled "I agree to these Terms of Use." and a prominent green "Sign Up" button. At the bottom of the form, there is a link: "Already have an account? Log In".

With myTelehealth you can visit a doctor anywhere and anytime.

myTelehealth

First Name Middle Name

Last Name

Email

Confirm Email

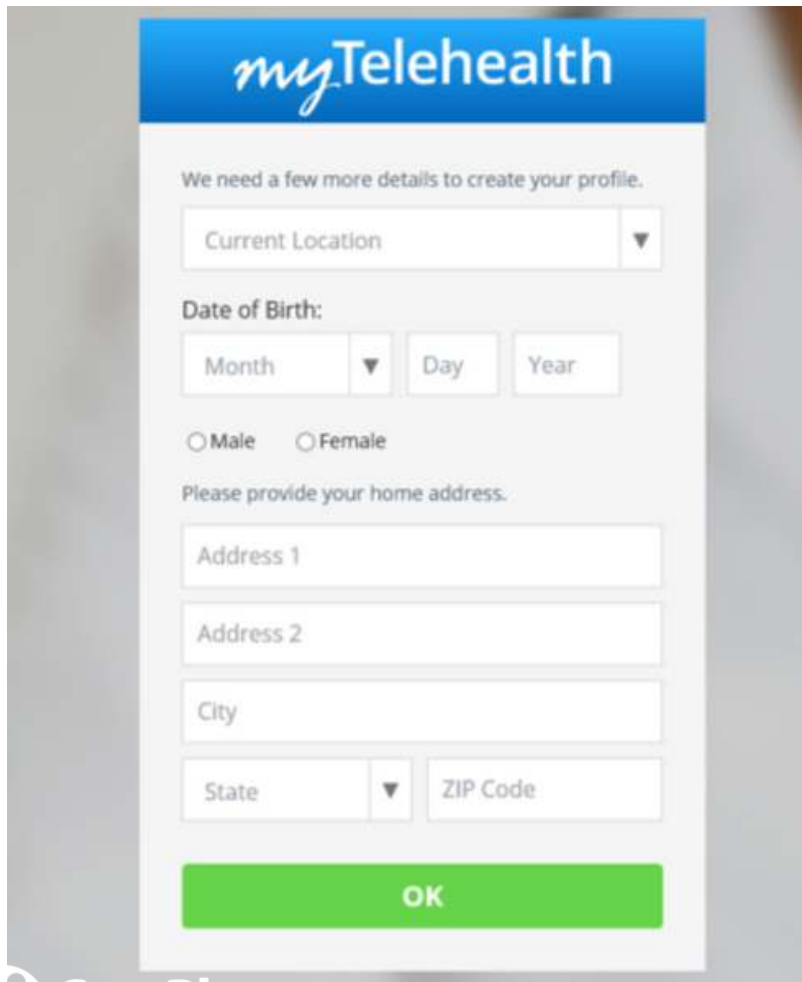
Password

I agree to these [Terms of Use](#).

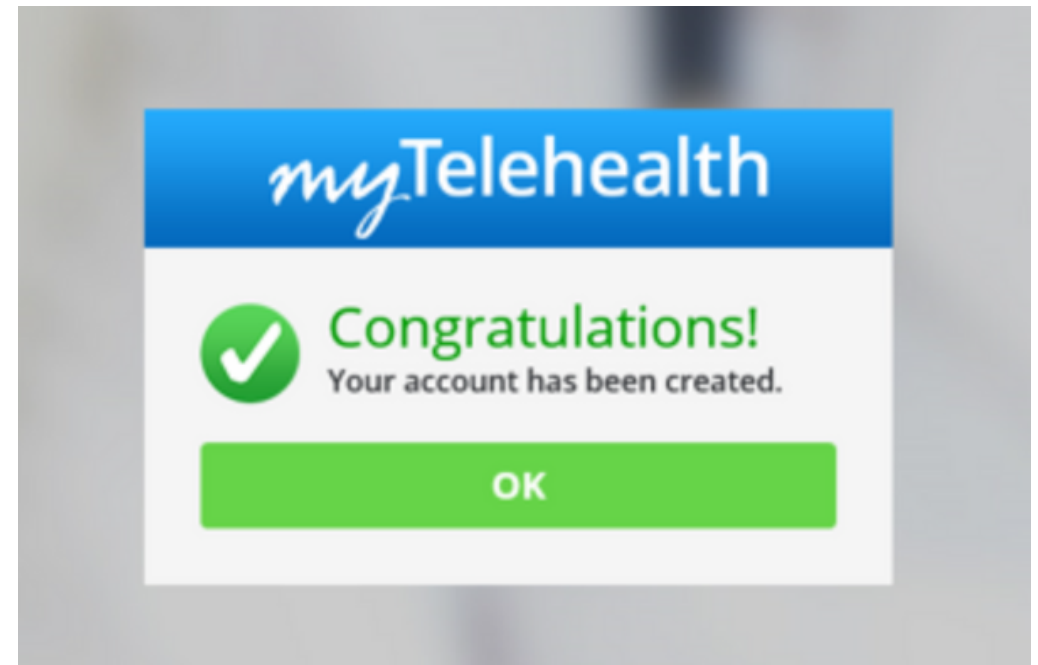
Sign Up

Already have an account? [Log In](#)

Step 4: Complete all Demographics
Location selected must be New Jersey
Click OK



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



Success!
Click OK Again

Step 5: Connect to CarePlus

Click on +Add a Service Key



No services available

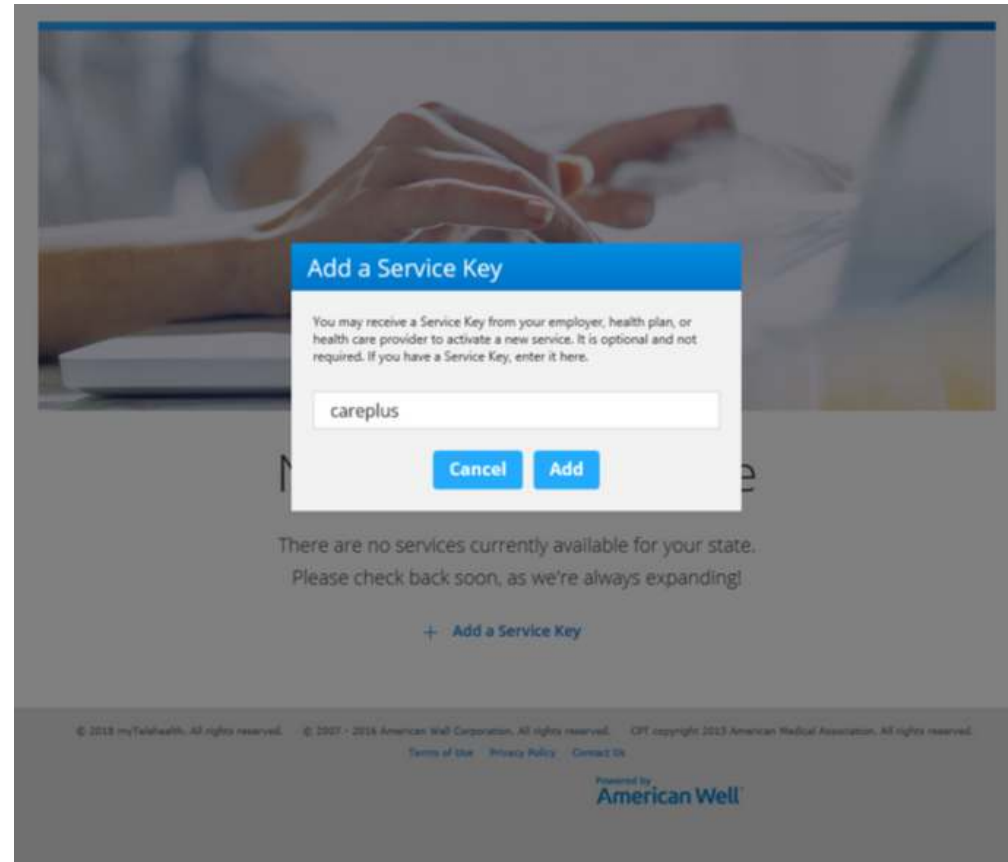
There are no services currently available for your state.
Please check back soon, as we're always expanding!

[+ Add a Service Key](#)

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Powered by
American Well



Enter careplus

Click Add

Step 6: Connect to Your Prescriber/Clinician

You are now set up for myTelehealth
Scroll down to prescribers/clinicians

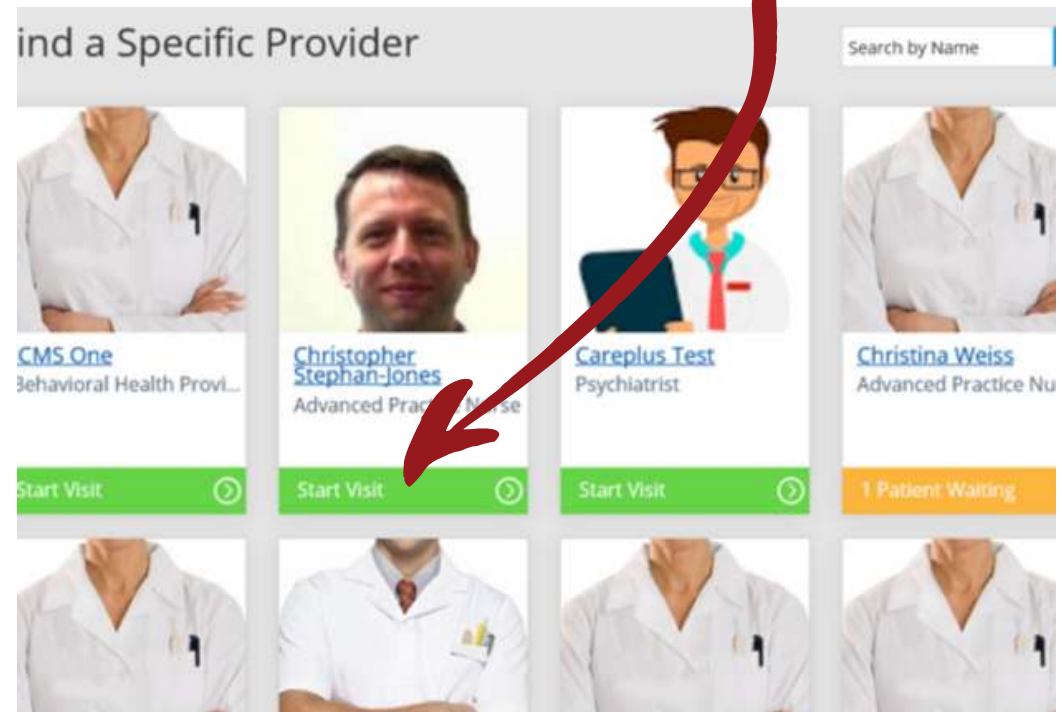


See the first available provider

The quickest way to start your visit.

Get Started

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

Get Started Your Visit Payment

Get Started

Who is this visit for?

Myself

My child

What phone number should a provider call for follow-up, if needed?*

(201) 835-5445

Would you like to email guests (up to four) to join your visit? ⓘ

+ Add a guest

Back **Continue**

✓ Get Started Your Visit Payment

Your Visit

What would you like to discuss today?

Would you like to share a photo, lab result, or other information with your provider?

Attach a file

Share my health summary, previous visits, and medication history

I acknowledge receipt of these Notice of Privacy Practices

Back **Continue**

You can enter a topic of discussion or leave it blank

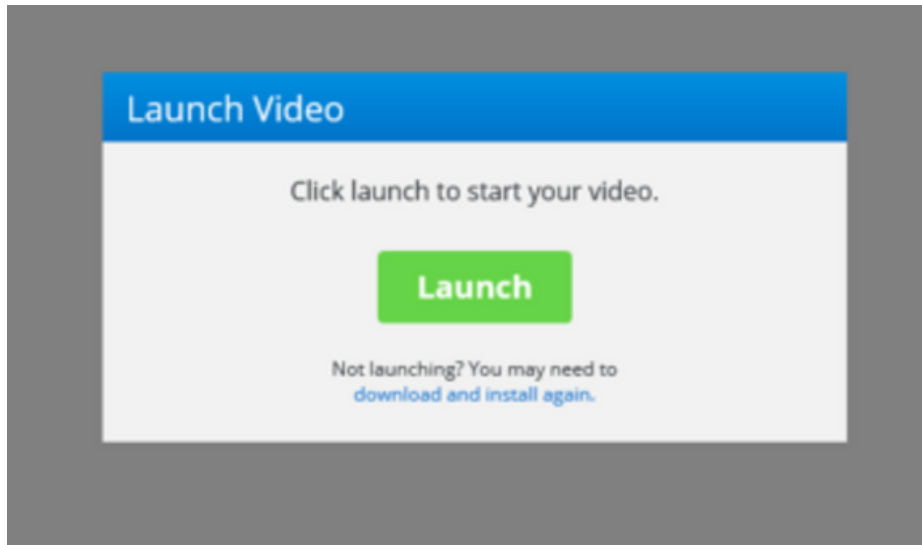
You must check off the two required boxes

Click Continue

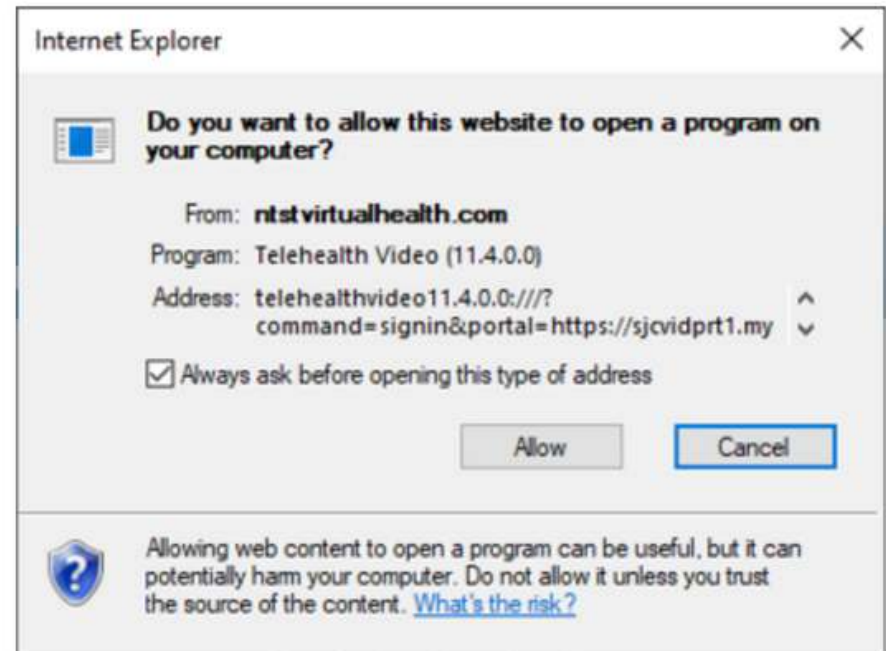
Step 8: Launch Telehealth Solution

Your system will test the device.

It may ask to download first and then launch

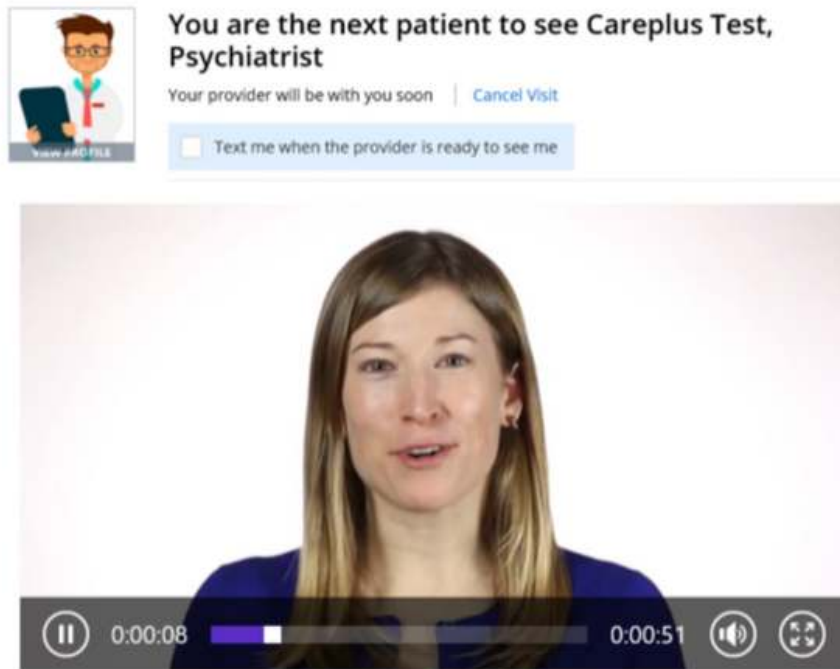


Allow your computer to open program
Depending on your device and security settings,
this option may not show up on your screen



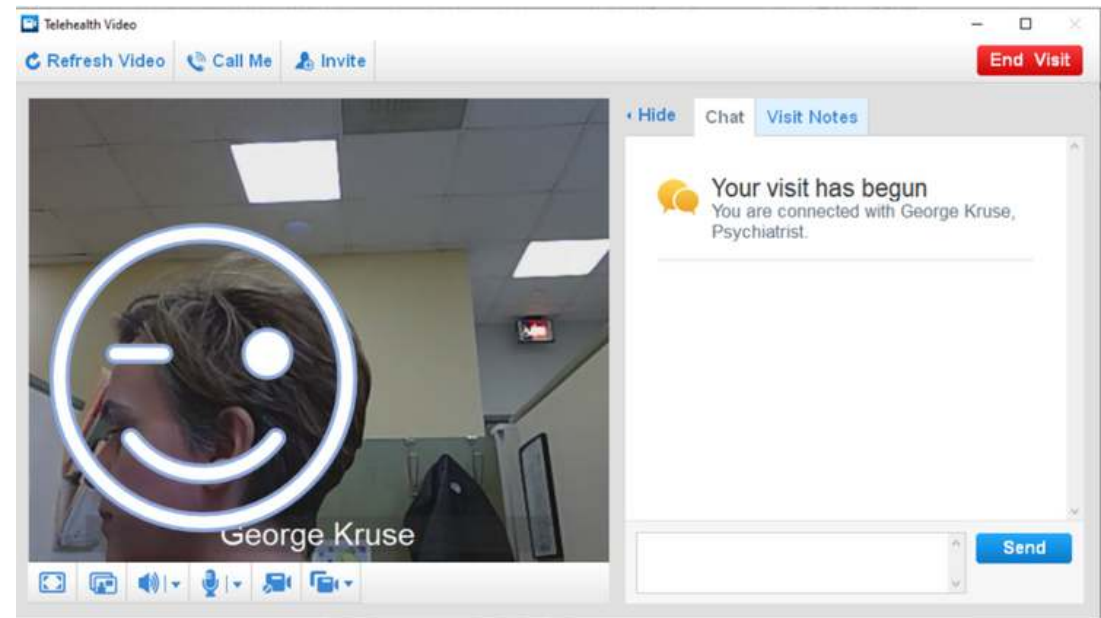
Step 9: Wait for Prescriber/Clinician

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