

How to activate your account.



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

1

TELUS Health

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

TELUS Health

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

TELUS Health

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

TELUS Health

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

TELUS Health

Sign up

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

Group Number
9503

Personal Coverage Identifier
UNB Employee ID
Must be 7-digits

Continue

Enter your group number and personal coverage identifier.

6

TELUS Health

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

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

TELUS Health

Sign In

Email Address
example@email.com

Password
Enter your password

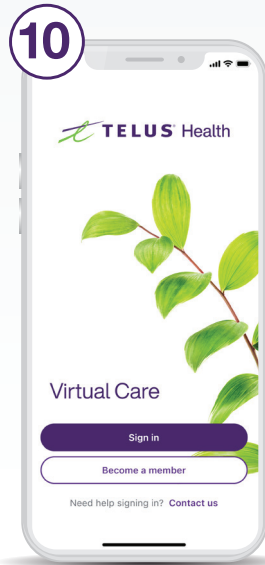
Forgot your password? →

Sign in

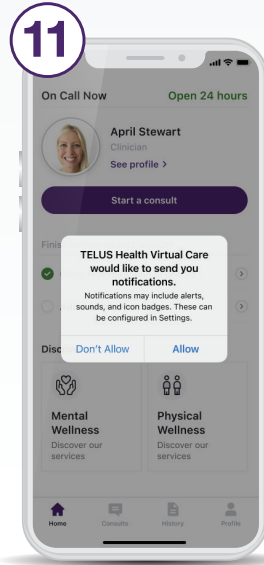
Enter your email address and choose a password.



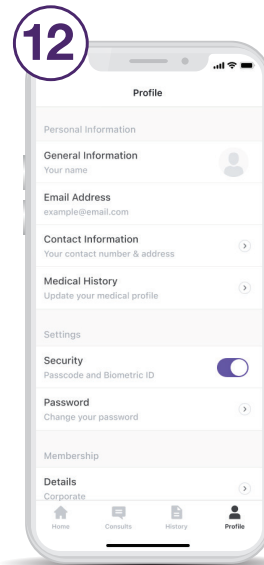
Download from the App Store or Google Play.



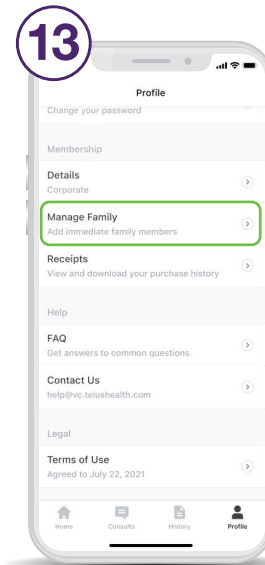
Use your account credentials to sign in to the app.



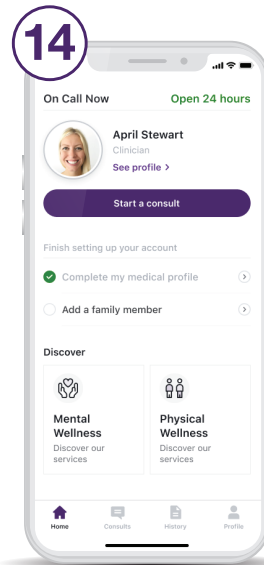
Ensure you have enabled notifications.



Set up your profile under the Profile tab.



Scroll down the Profile tab to add family members.



Start a consult from the home screen as soon as you need care.

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