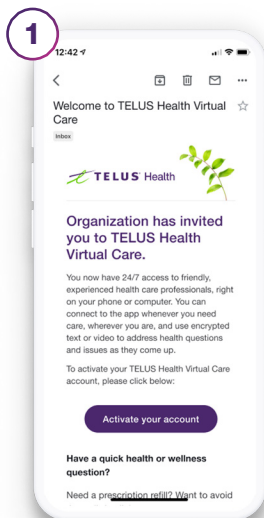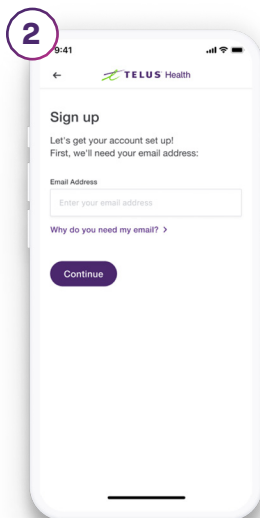# How to **activate your account.**

Gain access to your very own personal health and wellness resource that you can keep in your back pocket.
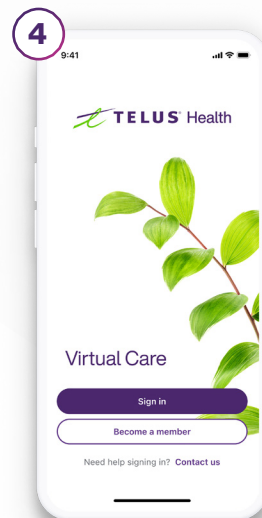
1

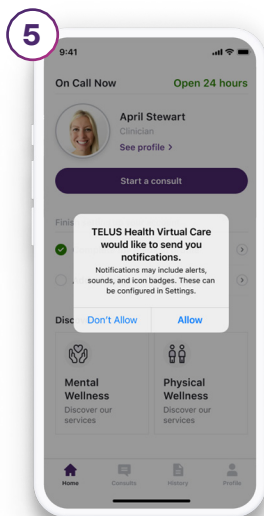

Click on your unique activation link.

2

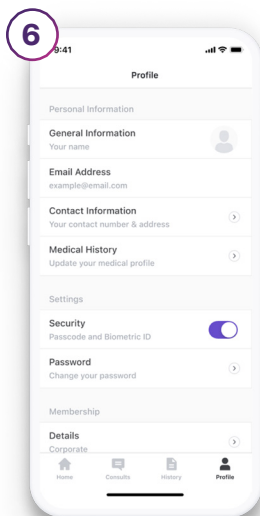Use the same email address to create your account.

3

Download TELUS Health Virtual Care on the App Store or Google Play.

4

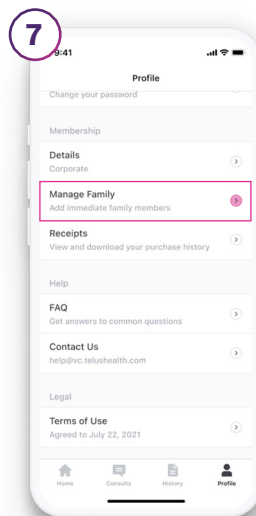
Use your account credentials to sign in to the app.

5
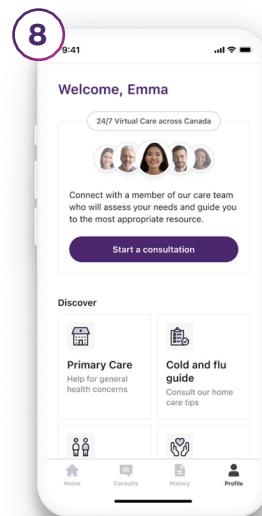

Ensure you have enabled notifications.

6

Set up your profile under the profile tab.

7

Under the profile tab, select "Manage family".

8

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

TELUS Health

Virtual Care membership re-enrollment: web and mobile app.

If you recently switched employers or if your employer switched benefit providers, your TELUS Health Virtual Care account may now have an inactive membership status. To continue using the service through your new employer, you will have to re-enroll your account directly on the mobile or web app.

Re-enroll on the app.

1
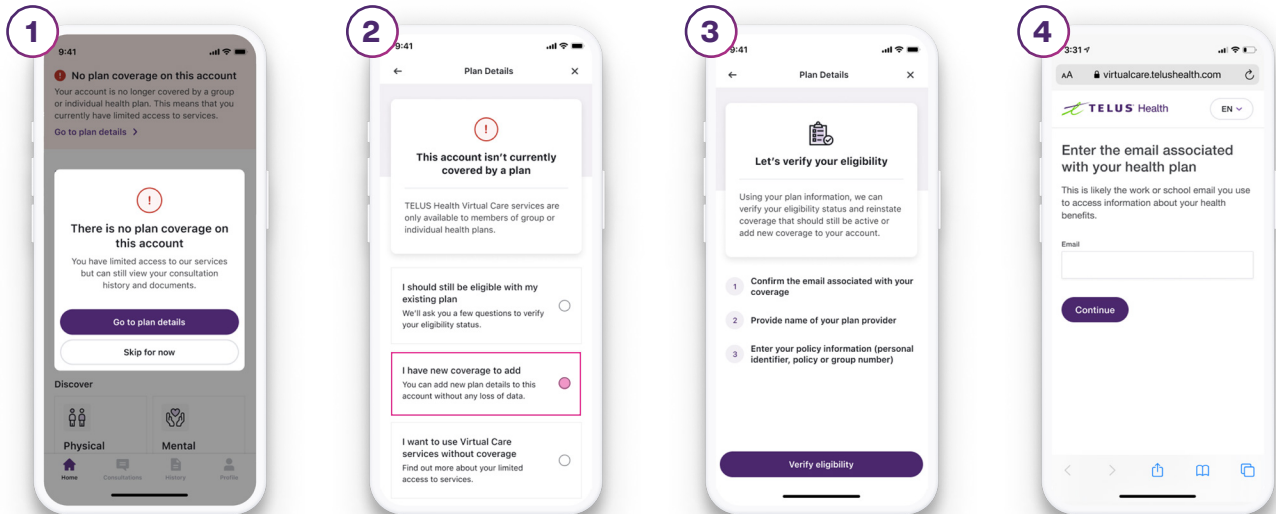
Log in to the Virtual Care app. A pop-up will notify you that you do not currently have active coverage.

2

Click on "**Go to plan details**" and select "**I have new coverage to add**."

3

Confirm you're the primary account holder and verify eligibility by choosing "**Confirm the email associated with your coverage**."

4

Enter a new work or personal email for Virtual Care eligibility under your new company. Eligible users will receive re-enrollment steps via email.

Re-enroll via email.

You may have received an activation email to your new work address. Follow the steps below if you previously had an existing Virtual Care account through your old employer for which you are no longer eligible.

1
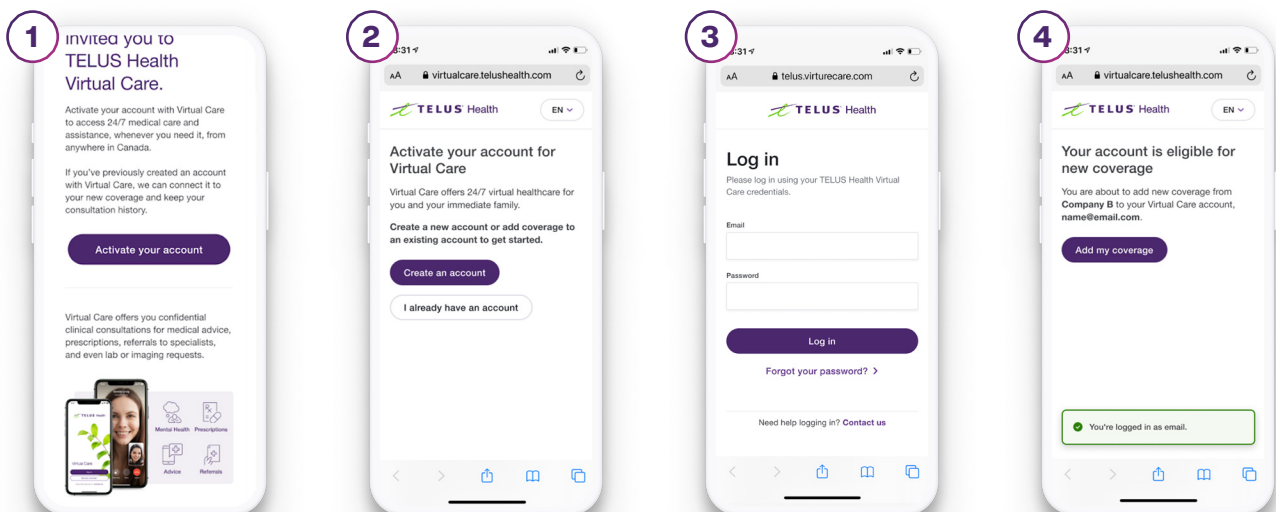
Look for your new invitation email and click on the link to activate your account.

2

Select "**I already have an account**" to re-enroll an existing account.

3

Start by logging in to that old account with your previous credentials.

4

Select "**Add my coverage**." Your new coverage information will be available under your account's **Plan Details** section.

TELUS® Health