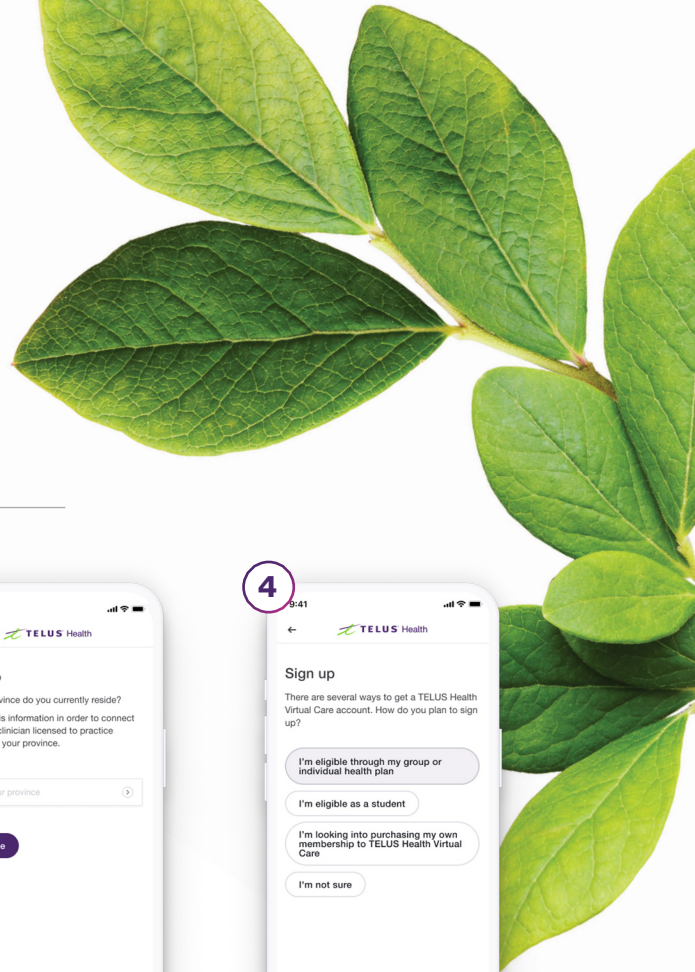
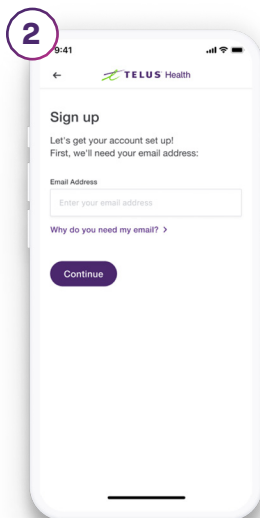


# How to activate your account.

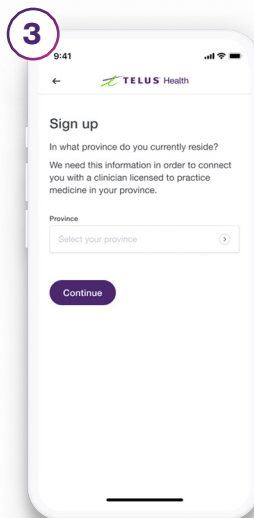
Gain access to your very own personal health and wellness resource that you can keep in your back pocket.



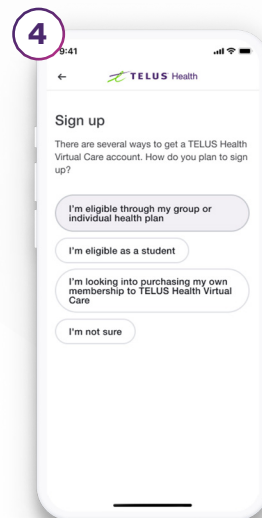
Scan the QR code above or visit [telushealth.com/vcportal](https://telushealth.com/vcportal) and click on the "Create your account" button.



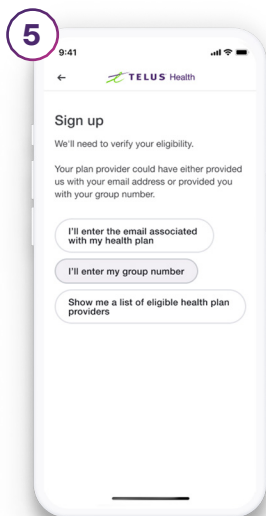
Enter the email you would like to use to set up your account.



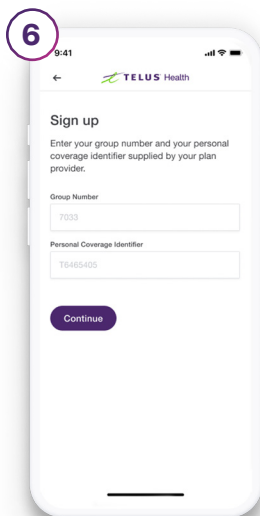
Enter your province.



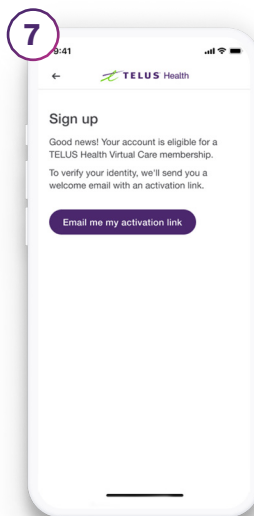
Select your eligibility.



Select the option to enter your group numbers.



Enter your Group Number:  
and Personal Coverage Identifier:



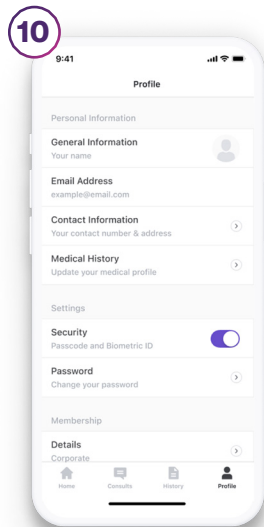
Get your unique activation link.



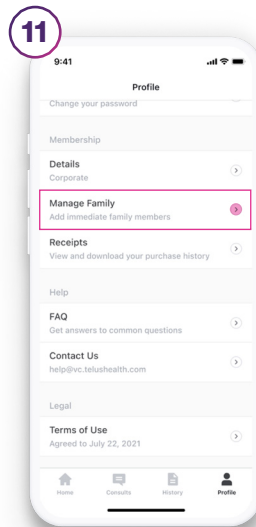
Receive an email to validate your address.



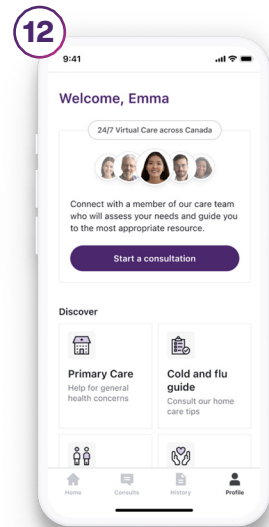
Download TELUS Health Virtual Care on the App Store or Google Play.



Log on and set up your profile under the profile tab



Under the profile tab, select "Manage family".

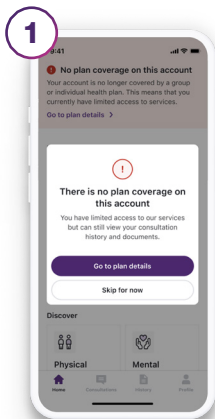


Start a consultation from the home screen as soon as you need care.

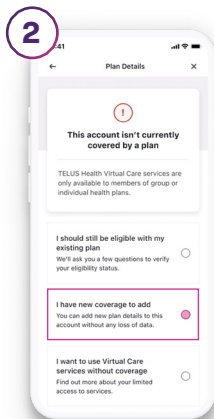
## Virtual Care membership re-enrollment: web and mobile app.

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.

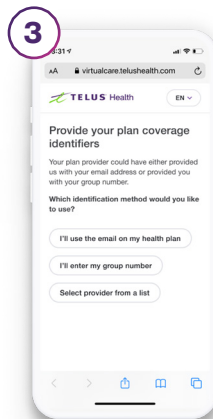
### Re-enroll on the app.



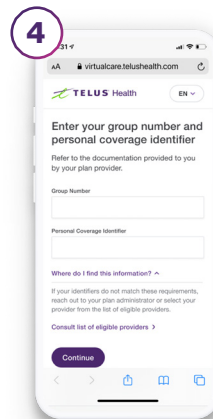
Log in to the Virtual Care app. A pop-up will notify you that you do not currently have active coverage.



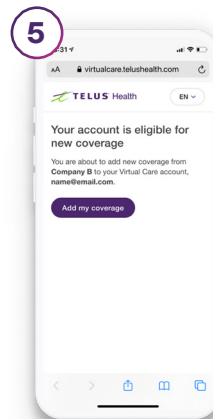
Click on "Go to plan details" and select "I have new coverage to add."



Confirm you're the primary account holder and verify eligibility by choosing "I'll enter my group number."



Enter your group number and personal coverage identifier.



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