

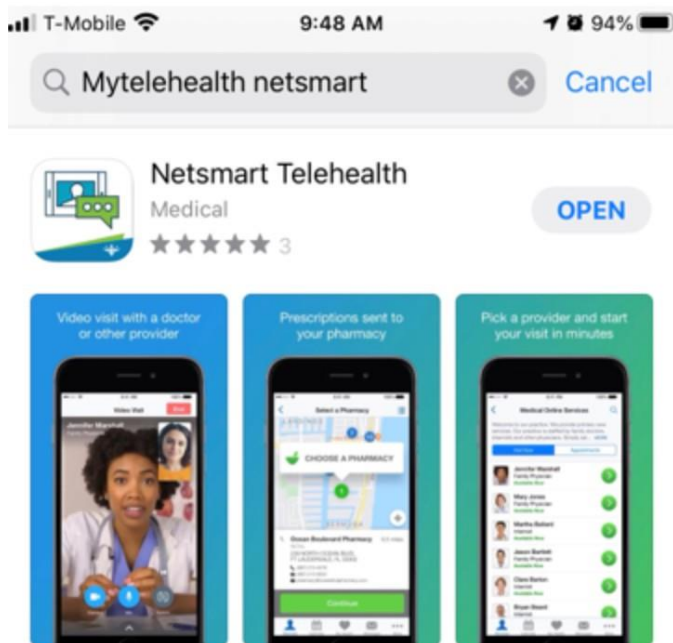
# Accessing Telehealth Services

## Manual for Smartphones, Tablets & Other Devices

### Step 1: Download Netsmart Telehealth

Apple – AppStore

Android – Google Store



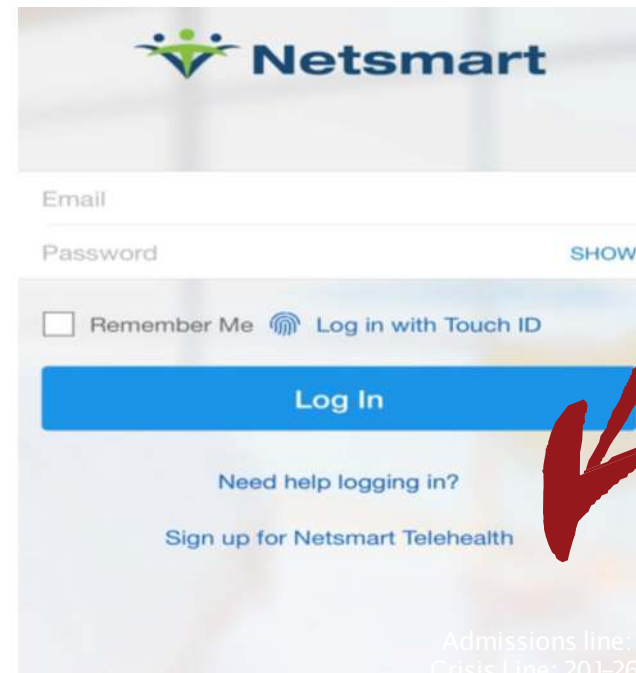
### Step 2: Login or Create Account

First time user?

Sign up for NetSmart Telehealth


Returning?

Enter email and password



T-Mobile 9:30 AM 97%

< About You



\*Indicates required field

First Name (Legal)\*

Middle Name

Last Name (Legal)\*

Date of Birth \*

Gender \*

What is your current location?

New Jersey

Please provide your home address

Address 1 \*

Address 2

Continue

New Jersey

### Step 3: Enter Your Information

Enter All Demographics

Email

Password

Check off “I agree to these terms of use”

Enter service Key: careplus

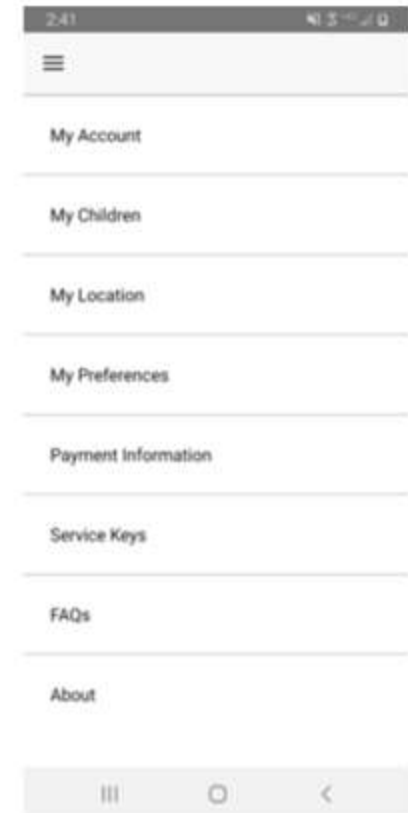
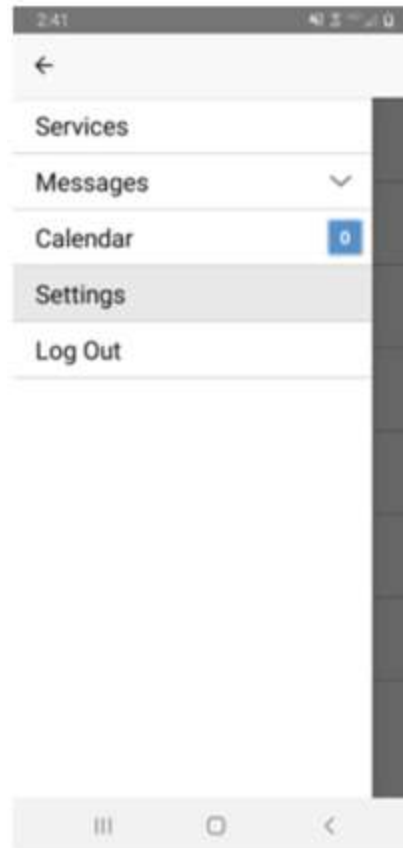
**NOTICE:**

A service key is required to access the portal.

Although the application says Optional, it is required to access your services.

If you did not enter a service key upon registration:

- Navigate to your settings
- Select Service Keys  
**Enter careplus**

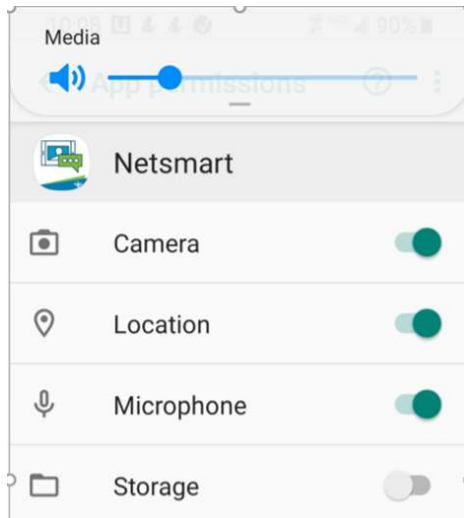


## Key Note Before Connecting With Your Provider

### Mobile Device Check

In the Netsmart App, ensure you have allowed Camera and Microphone permissions.

#### Android Device



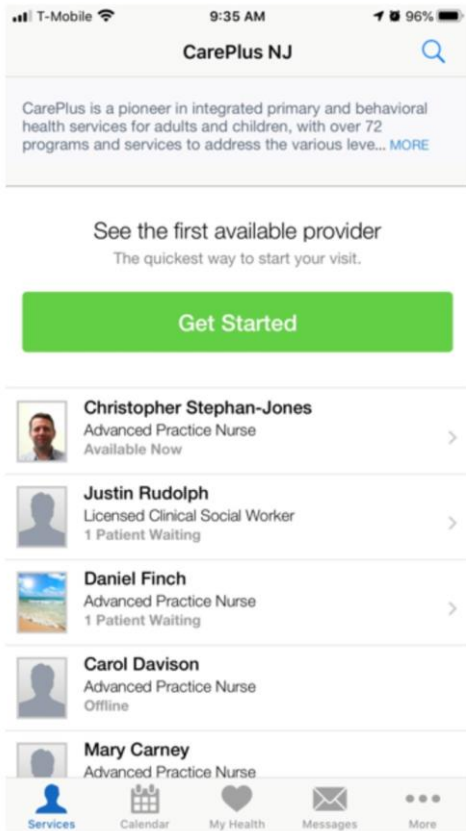
#### iPhone Device



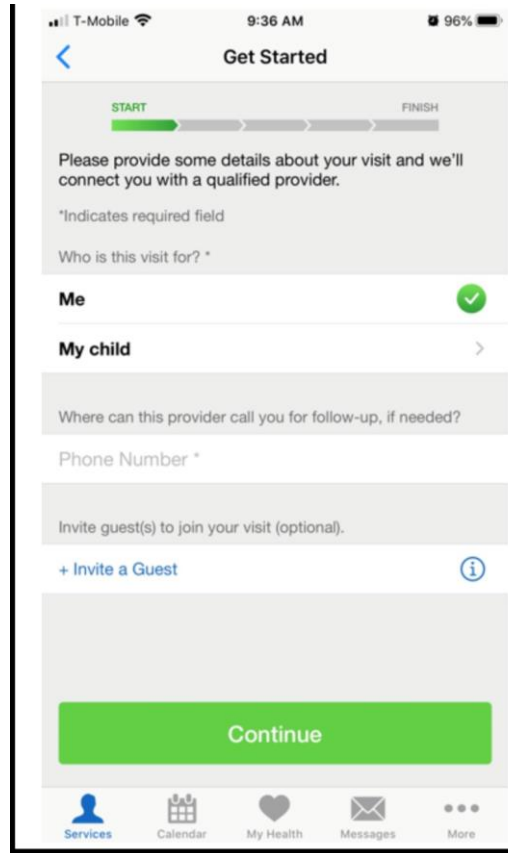
### Internet Check

Wifi or internet connection is very important during the video sessions. Ensure you have a strong WIFI connections, close other applications and streaming services during Telehealth visit.

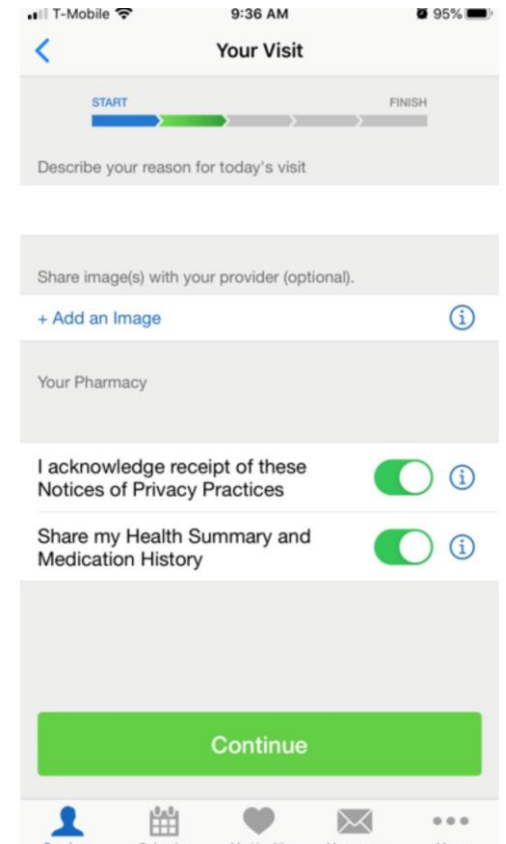
Step 4: Set Up Account  
Tap Get Started



Check "Me" as default  
Enter phone number  
Tap Continue



Check "I acknowledge receipt...."  
Check "Share my Health...."  
Tap Continue



## Step 6: Connect to Your Prescriber/Clinician

You are now in the virtual waiting room

Your provider will receive notification and will  
“Connect Now”

You will automatically be connected to  
provider to begin session

After the session is completed there will be a  
general satisfaction question which consumer  
can choose to complete or just log off

