Accessing Telehealth Services
Manual for Laptop or Desktop Computers

Step 1: Visit CarePlusNJ.org/telehealth

Click on the Telehealth Button

to start your session:

myTelehealth
Launch Telepsychiatry Session
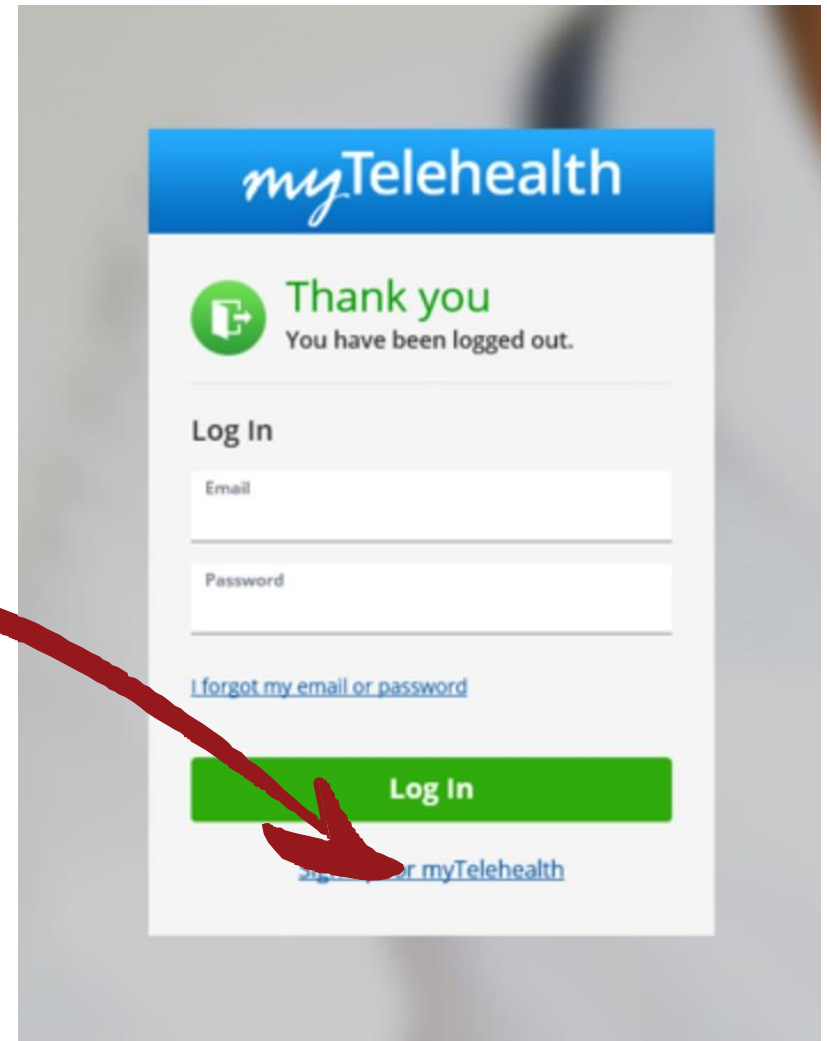Compatible with PCs, Laptops & Tablets only

Step 2: Login or Create Account

New User?

Click on Sign Up for myTelehealth

Active User?

Enter username and password then Log In
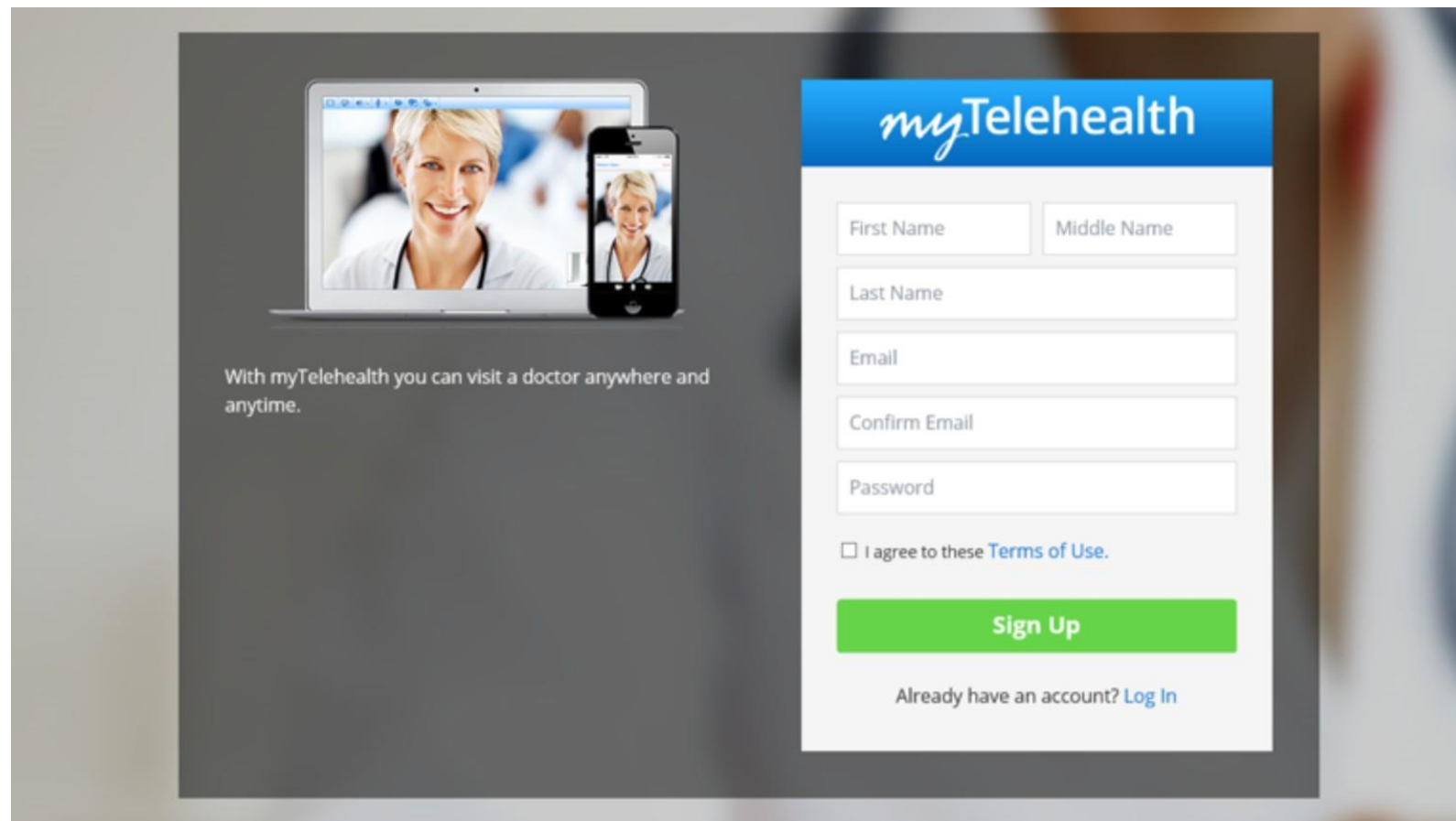
Reminder

Bookmark this website!

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myTelehealth

Thank you
You have been logged out.

Log In

Email

Password

I forgot my email or password

Log In

Sign up for myTelehealth

Step 3: Enter Your Information
Enter First & Last Name
Check "I agree to these Terms of Use"
Click Sign Up

Step 4: Complete all Demographics
Location selected must by New Jersey
Click OK
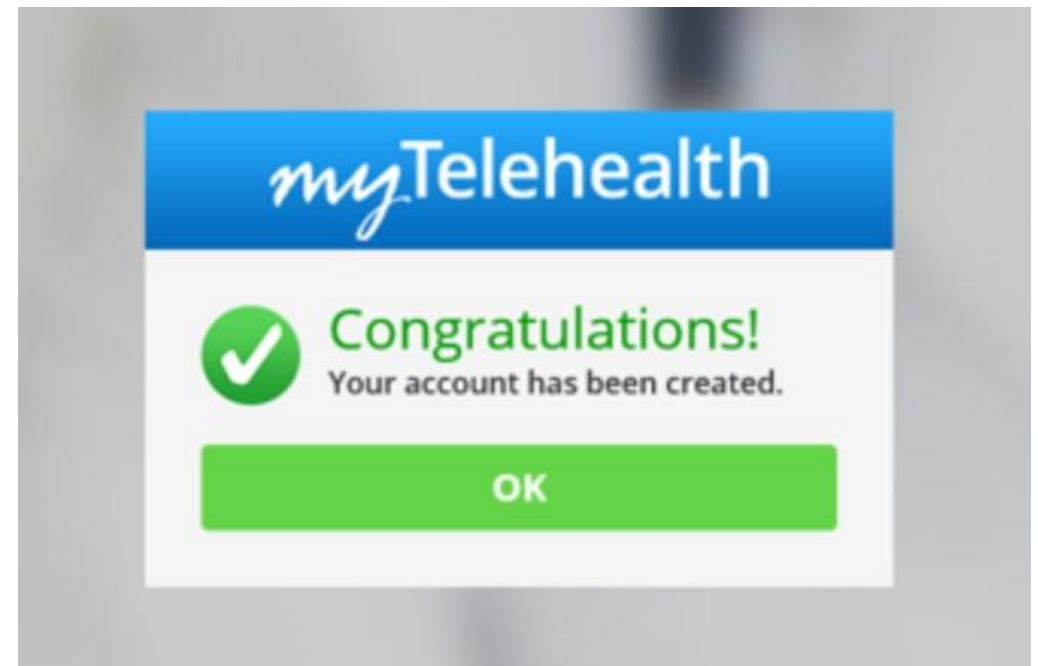
Success!
Click OK Again

Step 5: Connect to CarePlus
Click on +Add a Service Key
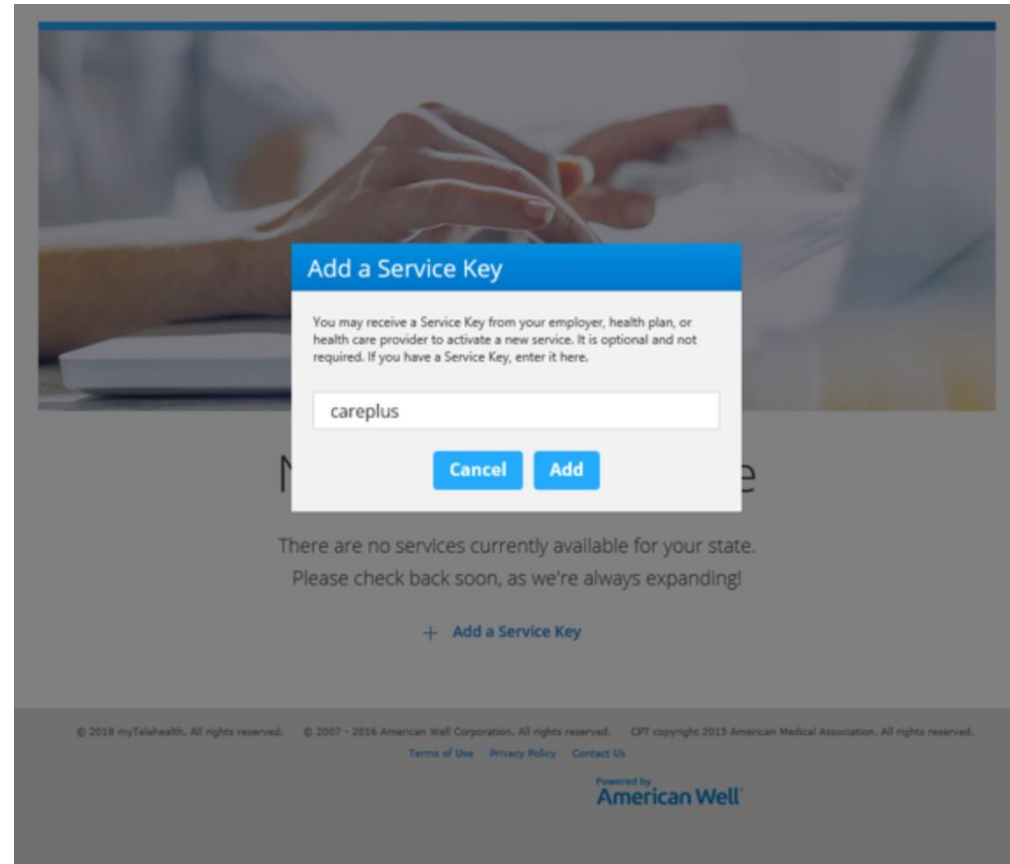
Enter careplus
Click Add

Key Note Before Connecting with Your Provider

Device Check

Once you log into the platform locate the "Test my Computer" within the telehealth solution.

"Test my Computer" ensures your device's microphone and camera is located and not in use by other applications.
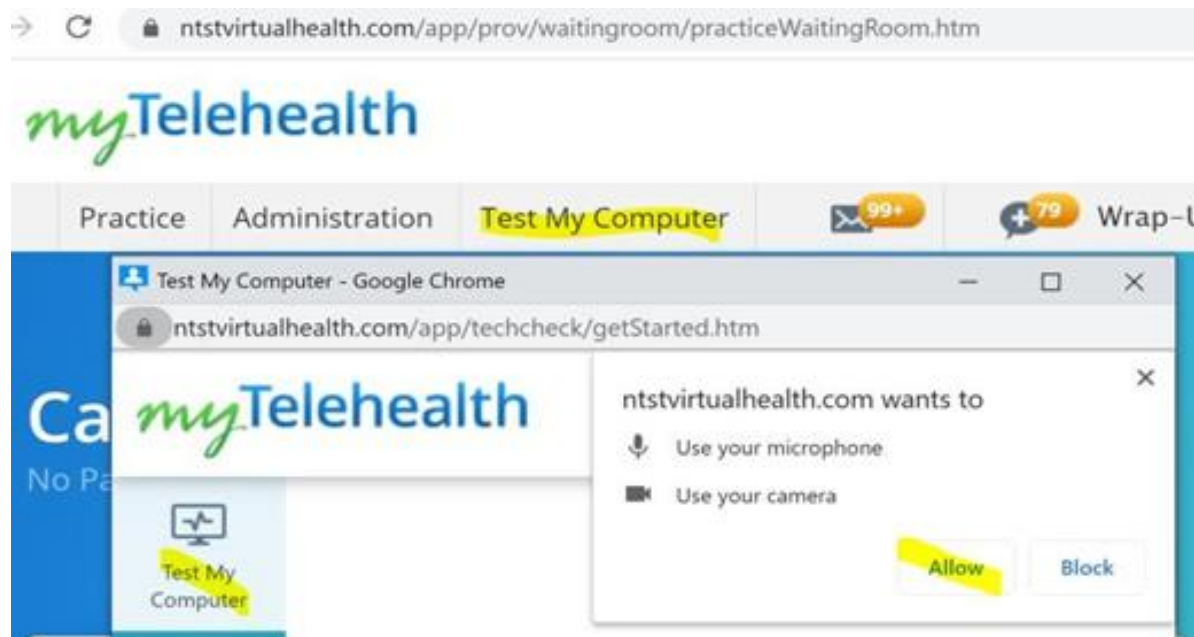
Select "Test My Computer"; "Allow" the Telehealth Solution access to your microphone and camera

Select "Start Test"

After the test you should receive a response saying "your computer is ready for online visit"

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.

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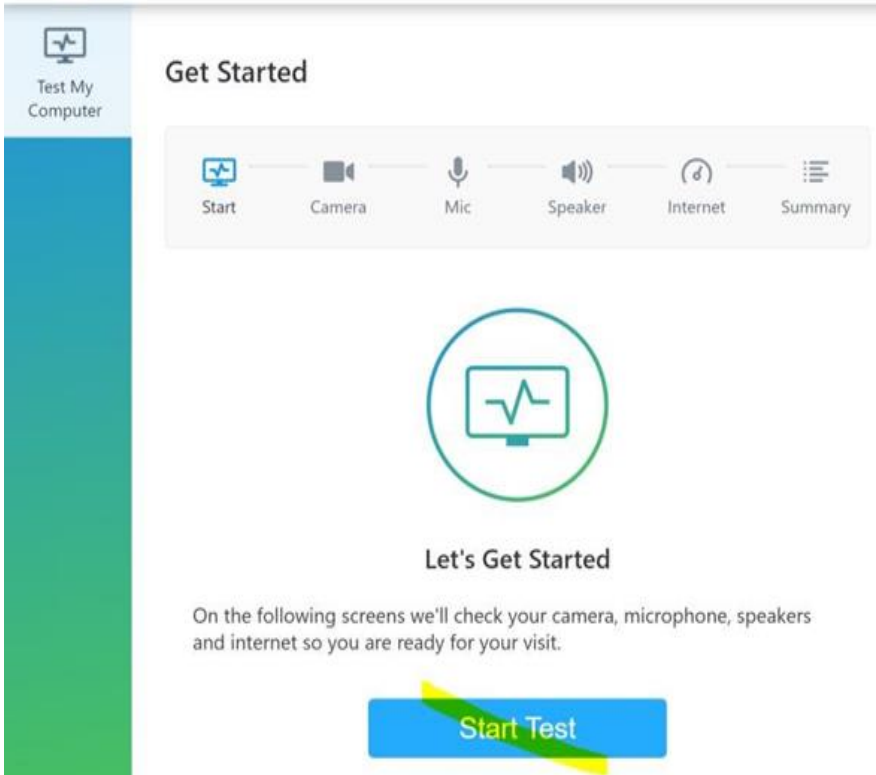Select "Test My Computer"; "Allow" the Telehealth Solution access to your microphone and camera

Step 6: Connect to Your Prescriber/Clinician
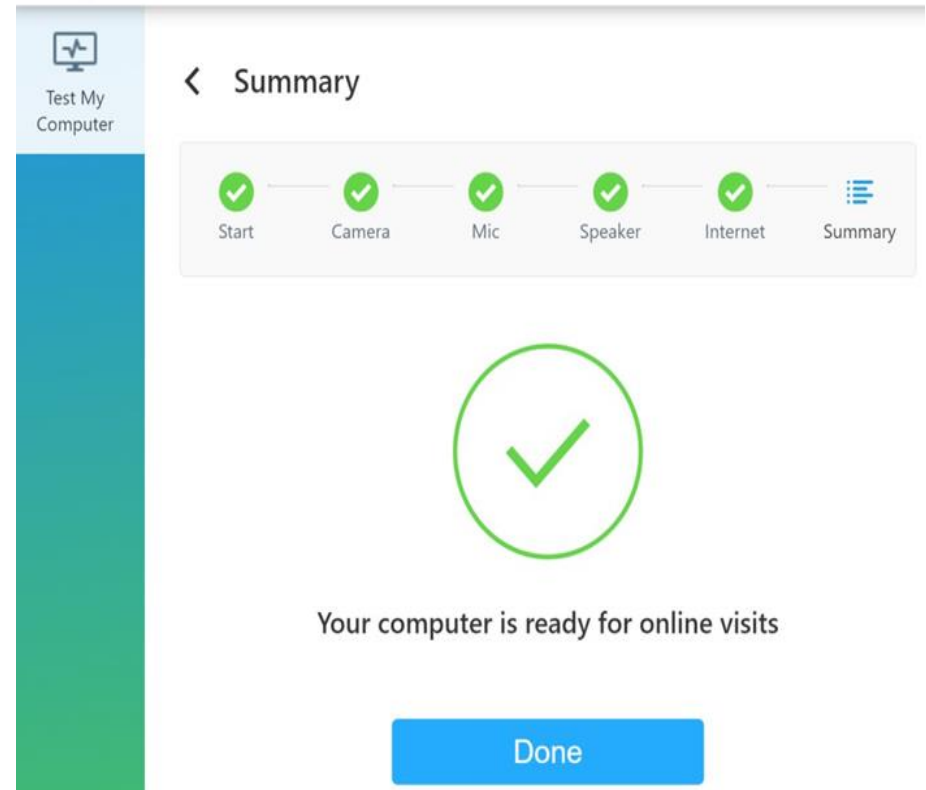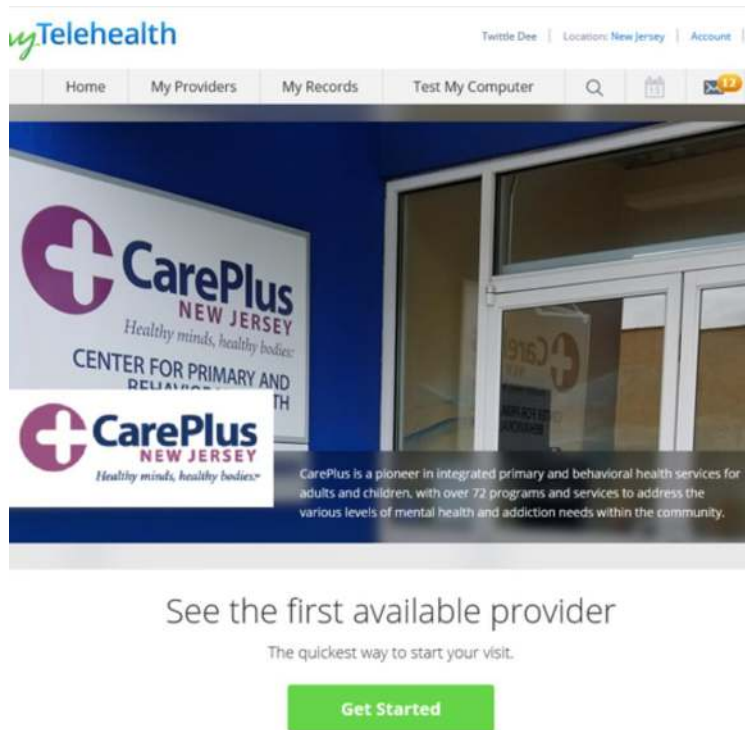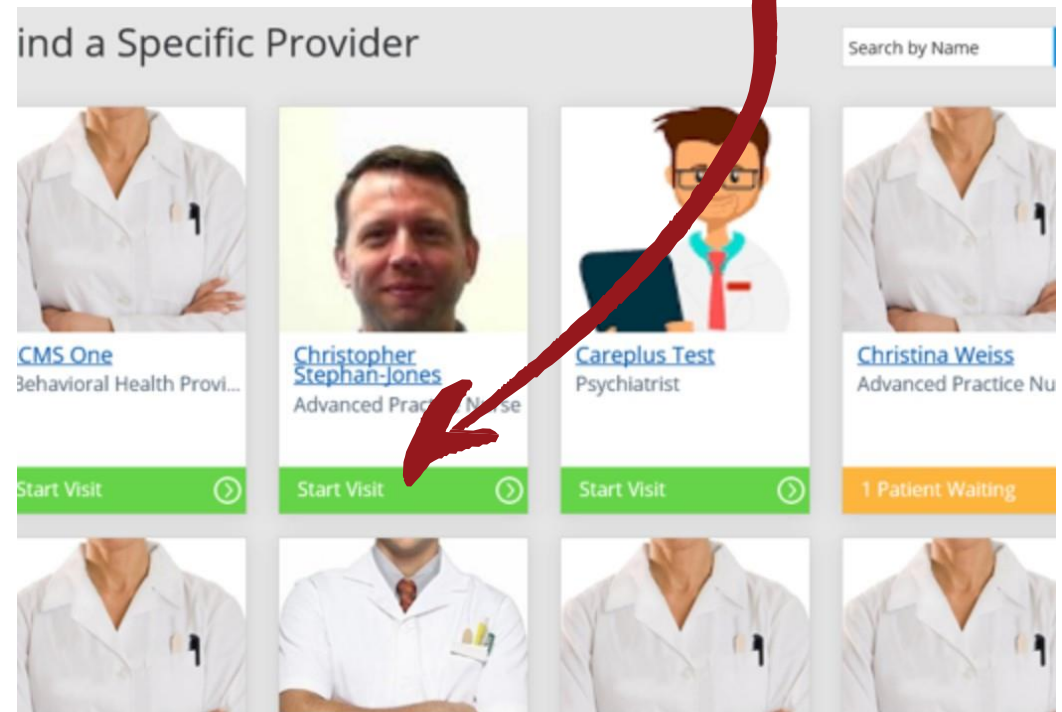
You are now set up for myTelehealth

Scroll down to prescribers/clinicians

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

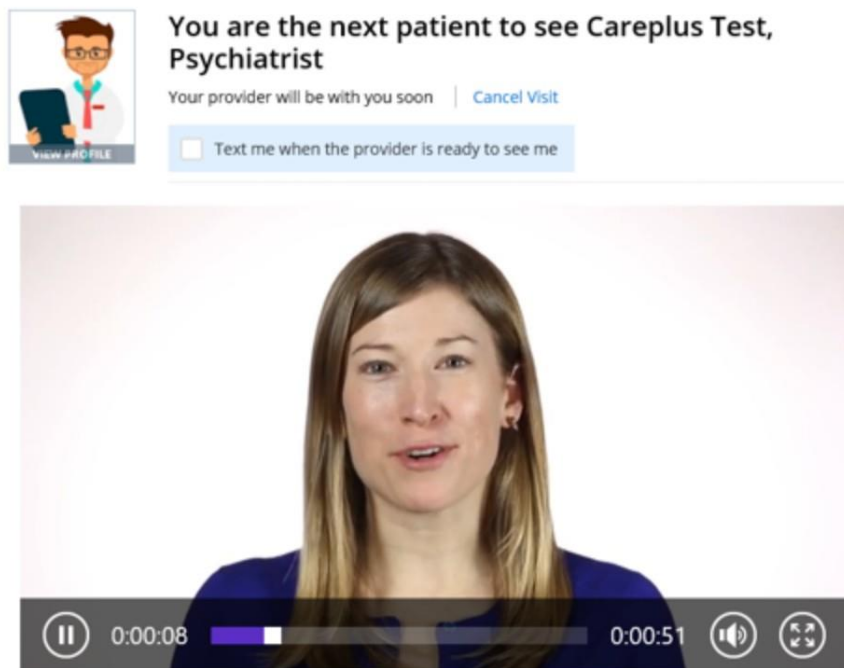☑ I acknowledge receipt of these Notice of Privacy Practices

[Back] [Continue]

You can enter a topic of discussion or leave it blank
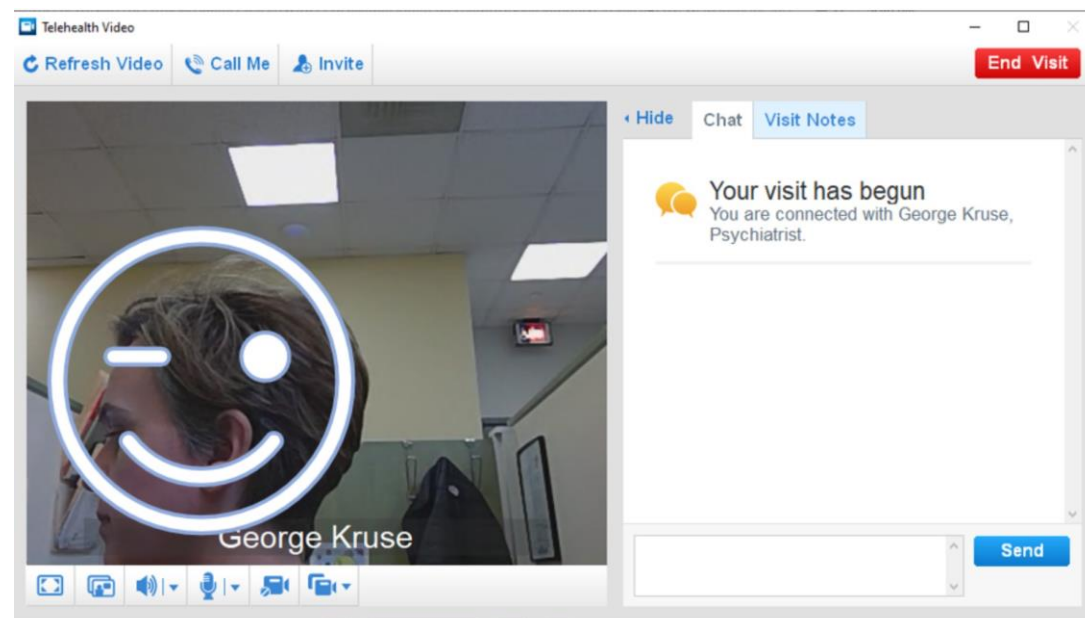You must check off the two required boxes
Click Continue

Step 8: Wait for Prescriber/Clinician
You are now in the virtual waiting room
Your prescriber/clinician will be notified.

Step 9: 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