

Well-being Portal

Flu Campaign User and Registration Guide



TELUS Health Flu Campaign Team

cliniquesmedicales.servicesentreprise@telus.com

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1. New User Registration

If you already have an account, go to the page 8 to access the portal directly

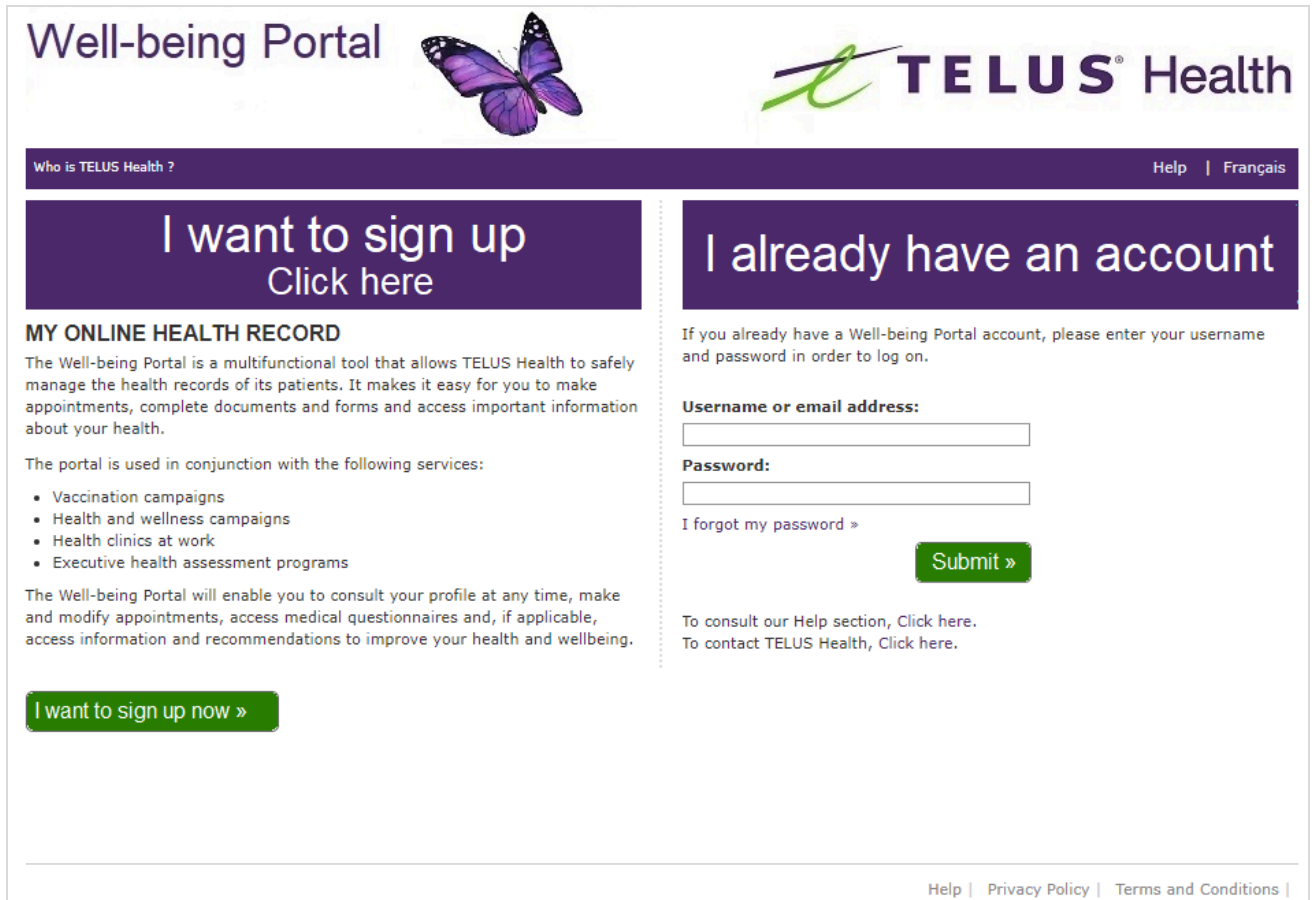
Before you begin, have on hand the **access code** provided to you by your employer.

If you did not receive an access code, please contact your employer before proceeding.

To start taking complete advantage of this handy personal Well-being Portal, you must first sign up and set-up an account by following these simple steps:

- 1) Access the portal by clicking on the following link:

<https://connexion.telushealthcarecentres.ca>



The screenshot shows the 'Well-being Portal' registration page. At the top, there's a header with the 'Well-being Portal' title, a butterfly logo, and the 'TELUS Health' logo. Below the header is a navigation bar with 'Who is TELUS Health ?' on the left and 'Help | Français' on the right. The main content area is divided into two columns. The left column has a purple box with the text 'I want to sign up Click here'. Below this is a section titled 'MY ONLINE HEALTH RECORD' which describes the portal's functionality and lists services like vaccination campaigns, health and wellness campaigns, health clinics at work, and executive health assessment programs. At the bottom of this column is a green button that says 'I want to sign up now »'. The right column has a purple box with the text 'I already have an account'. Below this is a login section with the text 'If you already have a Well-being Portal account, please enter your username and password in order to log on.' It includes input fields for 'Username or email address:' and 'Password:', a link for 'I forgot my password »', and a green 'Submit »' button. At the bottom of the right column are links for 'To consult our Help section, Click here.' and 'To contact TELUS Health, Click here.' The footer of the page contains links for 'Help | Privacy Policy | Terms and Conditions |'.

Well-being Portal

TELUS Health

Who is TELUS Health ? Help | Français

I want to sign up
Click here

MY ONLINE HEALTH RECORD

The Well-being Portal is a multifunctional tool that allows TELUS Health to safely manage the health records of its patients. It makes it easy for you to make appointments, complete documents and forms and access important information about your health.

The portal is used in conjunction with the following services:

- Vaccination campaigns
- Health and wellness campaigns
- Health clinics at work
- Executive health assessment programs

The Well-being Portal will enable you to consult your profile at any time, make and modify appointments, access medical questionnaires and, if applicable, access information and recommendations to improve your health and wellbeing.

I want to sign up now »

I already have an account

If you already have a Well-being Portal account, please enter your username and password in order to log on.

Username or email address:

Password:



I forgot my password »

Submit »

To consult our Help section, Click here.
To contact TELUS Health, Click here.

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- 2) Complete the registration form by entering the access code provided by your employer:

Well-being Portal



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1 SIGN UP NOW

Account creation

Access code: *



An Access code was sent to you that enables us to identify which group you belong to. The Access code is a sequence of letters and numbers.

By clicking on "I agree", you confirm that you have read and agree to the following conditions: [Terms and Conditions](#) and [Privacy Policy](#).

[I agree](#)

[Help](#) | [Privacy Policy](#) | [Terms and Conditions](#)

- 3) After the access code is entered, you will be directed to the registration form
- 4) Complete all of required information in the fields indicated by an asterisk*, then click on "I agree"

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2 SIGN UP NOW

Personal Information

VAC2024DEMOMTL

First Name: *

Last Name: *

Gender: *

Birthdate: *

Phone (Work):

Phone (home or cell): *

Account creation



Email (preferably work email): *

An email with your password will be sent to you for future usage.

[I agree](#)

[Help](#) | [Privacy Policy](#) | [Terms and Conditions](#)

- 5) You will be directed to the following screen showing your campaign name, click on **“Continue”**

Well-being Portal



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Vaccination Preventive Health Progr

1 Information 2 Appointment

FLU VACCINATION



Continue

As TELUS Health is always looking for ways to give you better, more effective health tools, we are pleased to introduce to you our new online health portal.

With this exciting new tool, you will be able to take your appointment, as well as participate in a wellness program, in a safer, more effective and easy-to-use portal environment.

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- 6) Select the city, your desired date and time slot from the choices available in the dropdown menu.

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Vaccination Preventive Health Progr

1 Information 2 Appointment

AVAILABLE TIME SLOTS


You can filter the time slots displayed below by selecting a city and/or a date:

-- City --
-- Date --

For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.

For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring you prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

Appointment location:

Demo Demo Montreal
2525 Rue du Plaisir
Montreal
Quebec
Canada
H1R 3R3
324-662
 Duration: 4 minutes

Click on the desired time slot:

2024-10-31				
8:00 AM	8:04 AM	8:08 AM	8:12 AM	8:16 AM
8:20 AM	8:24 AM	8:28 AM	8:32 AM	8:36 AM
8:40 AM	8:44 AM	8:48 AM	8:52 AM	8:56 AM
9:00 AM	9:04 AM	9:08 AM	9:12 AM	9:16 AM
9:20 AM	9:24 AM	9:28 AM	9:32 AM	9:36 AM
9:40 AM	9:44 AM	9:48 AM	9:52 AM	9:56 AM
10:00 AM	10:04 AM	10:08 AM	10:12 AM	10:16 AM
10:20 AM	10:24 AM	10:28 AM	10:32 AM	10:36 AM
10:40 AM	10:44 AM	10:48 AM	10:52 AM	10:56 AM
11:00 AM	11:04 AM	11:08 AM	11:12 AM	11:16 AM
11:20 AM	11:24 AM	11:28 AM	11:32 AM	11:36 AM
11:40 AM	11:44 AM	11:48 AM	11:52 AM	11:56 AM

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*** If your selection does not return any time slots, this means there are no appointments available on your selected date and you must choose another.

If however, none of your selections are available, contact your on-site coordinator for further instructions.

IMPORTANT: Read the text carefully and select your appointment by clicking on the box that corresponds to your preferred time. Important information concerning your appointment is provided.

Well-being Portal

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[1 Information](#)
[2 Appointment](#)

PLEASE CONFIRM YOUR APPOINTMENT

 For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.

For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring you prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area


Date and Time

2024-10-31 08:00

Appointment location:

Demo Demo Montreal
 2525 Rue du Plaisir
 Montreal
 Quebec
 Canada
 H1R 3R3

324-662

 Duration: 4 minutes

Could you please provide your telephone number where the nurse can reach you at home or at work and with your extension, if applicable.

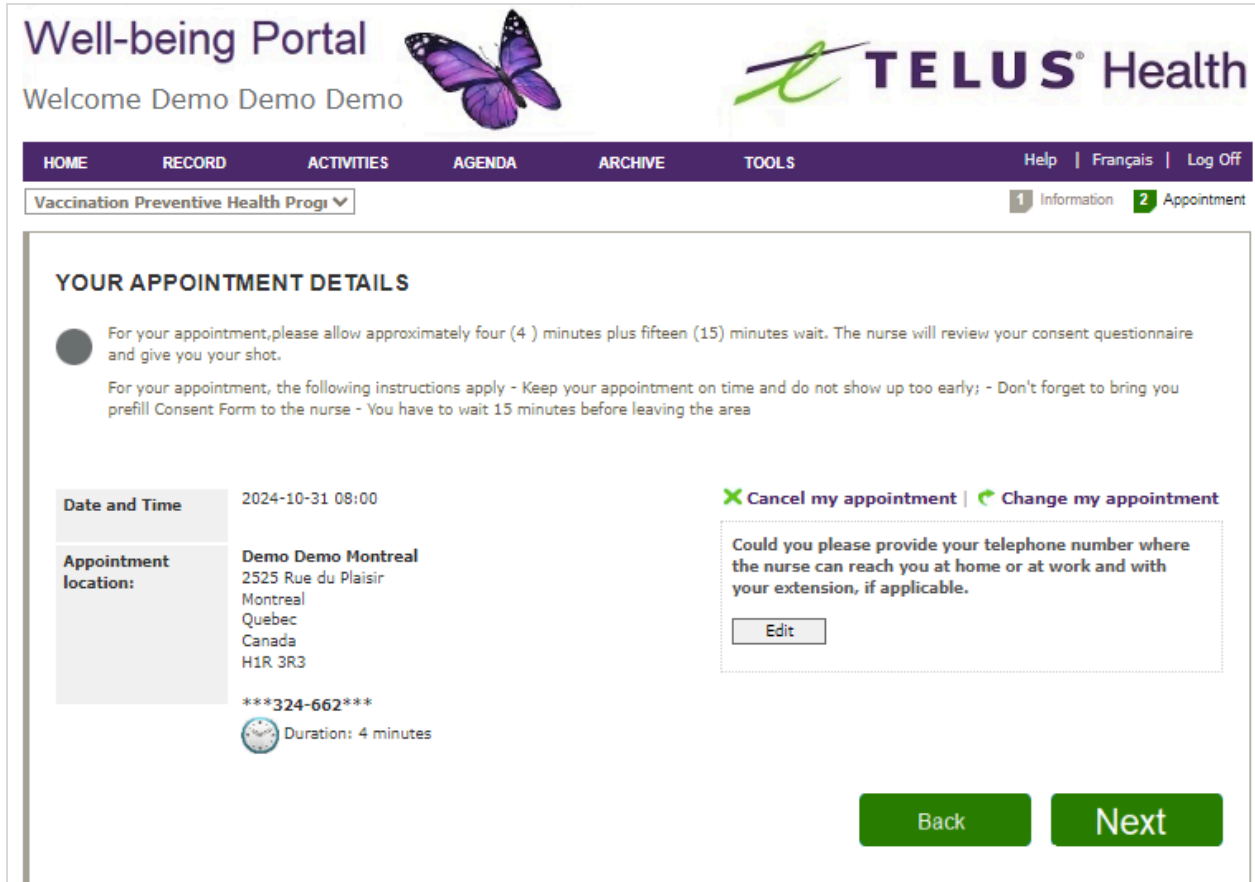
[Back](#)
[Submit](#)



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IMPORTANT:

Within one hour of your registration, you will receive 2 emails. The first email will contain the details relating to your selected appointment.

The second email will contain a consent form which you must print, complete and bring with you to your appointment:



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YOUR APPOINTMENT DETAILS

For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.

For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring you prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

Date and Time	2024-10-31 08:00
Appointment location:	Demo Demo Montreal 2525 Rue du Plaisir Montreal Quebec Canada H1R 3R3 ***324-662***  Duration: 4 minutes

[X Cancel my appointment](#) | [Change my appointment](#)

Could you please provide your telephone number where the nurse can reach you at home or at work and with your extension, if applicable.

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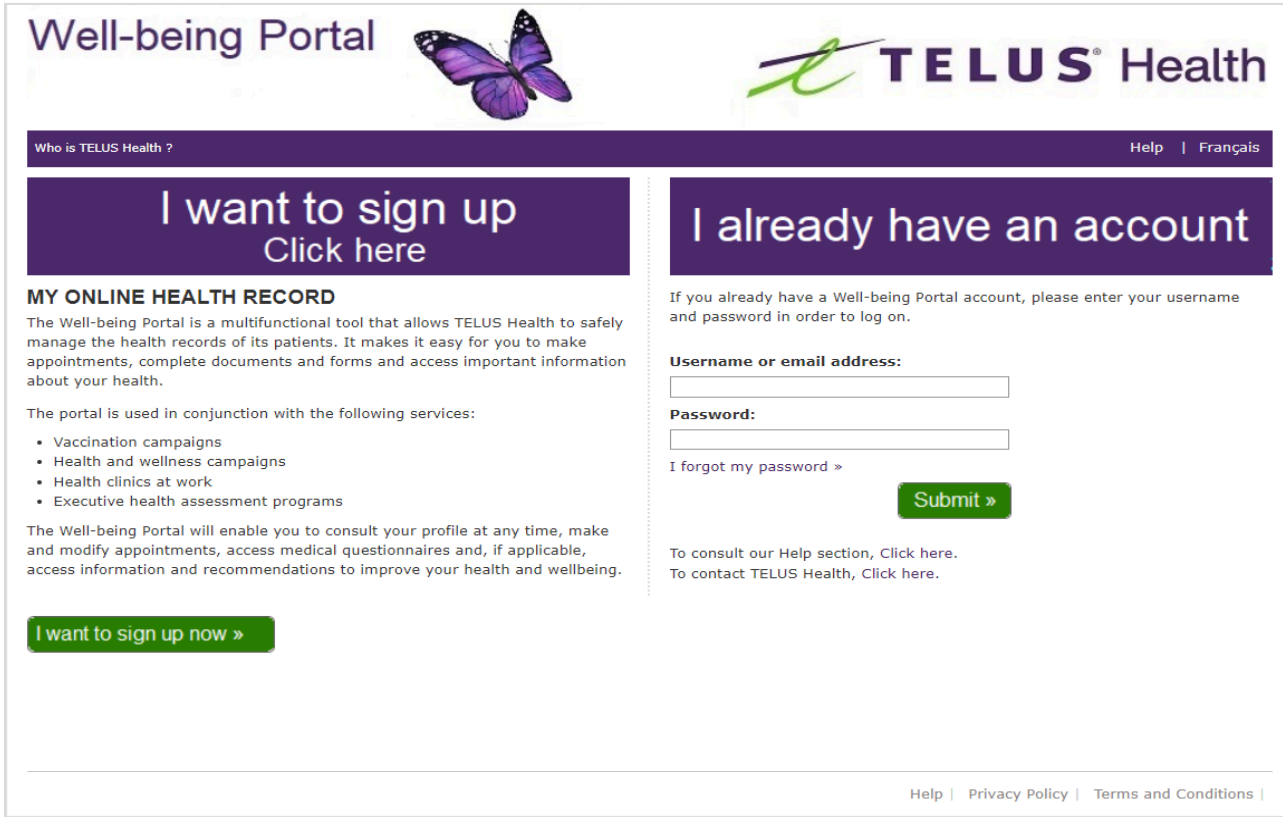
If, however, you realize you need to make a change to your time slot, you can cancel or modify the appointment immediately by selecting either **Cancel my appointment** or **Change my appointment**.

You will be redirected to the scheduling page where you can make your changes or confirm your cancellation.

2. Existing User Registration

If this is not your first Biometrics experience and you have already registered your account in the Well-being Portal, you may access your account as follows:

- 1) Access the portal by following this link: <https://connexion.cliniquestelussante.ca/>
- 2) Enter your email address and password and click on **“Submit”**





The screenshot shows the 'Well-being Portal' login interface. At the top, there's a header with the 'Well-being Portal' title, a butterfly logo, and the 'TELUS Health' logo. Below the header, there's a navigation bar with 'Who is TELUS Health ?' on the left and 'Help | Français' on the right. The main content area is divided into two columns. The left column has a purple box with the text 'I want to sign up Click here'. Below this, there's a section titled 'MY ONLINE HEALTH RECORD' which describes the portal's functionality and lists services like vaccination campaigns, health and wellness campaigns, health clinics at work, and executive health assessment programs. At the bottom of this column is a green button labeled 'I want to sign up now >'. The right column has a purple box with the text 'I already have an account'. Below this, there's a section for existing users to log in, with fields for 'Username or email address:' and 'Password:'. There's a link for 'I forgot my password >' and a green 'Submit >' button. At the bottom of the right column, there are links for 'To consult our Help section, Click here.' and 'To contact TELUS Health, Click here.'. The footer of the page contains links for 'Help | Privacy Policy | Terms and Conditions |'.

If you do not remember your password, click on *Forgot my password.*

Within one hour of requesting a password reset, you will receive an email containing a temporary password which you must change in order to access the portal:

Well-being Portal





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CHANGE YOUR PASSWORD – STEP 1 OF 3

Forgot your password? This secure, 3-step procedure will enable you to change it. Please provide the requested information and follow the instructions below.

Step 1 – Please provide the following information

First Name

Last Name

Birthdate


Year: Month: Day:


Next

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If you experience any issues while trying to reset your password, follow the instructions provided in the password reset email

Well-being Portal





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You will receive a confirmation email at the following address: **josee.cote@telus.com**. Please click on the link contained in that email to confirm. You can also copy and paste the link into your browser.

I HAVE NOT RECEIVED THE CONFIRMATION EMAIL.

If you have not received the confirmation email within fifteen (15) minutes, please verify that **josee.cote@telus.com** is a valid email. If your address is different from the aforementioned one, you must return to the home page and sign up again.

Verify that the confirmation email has not been blocked by your spam filter.

To receive another confirmation email,

Click here

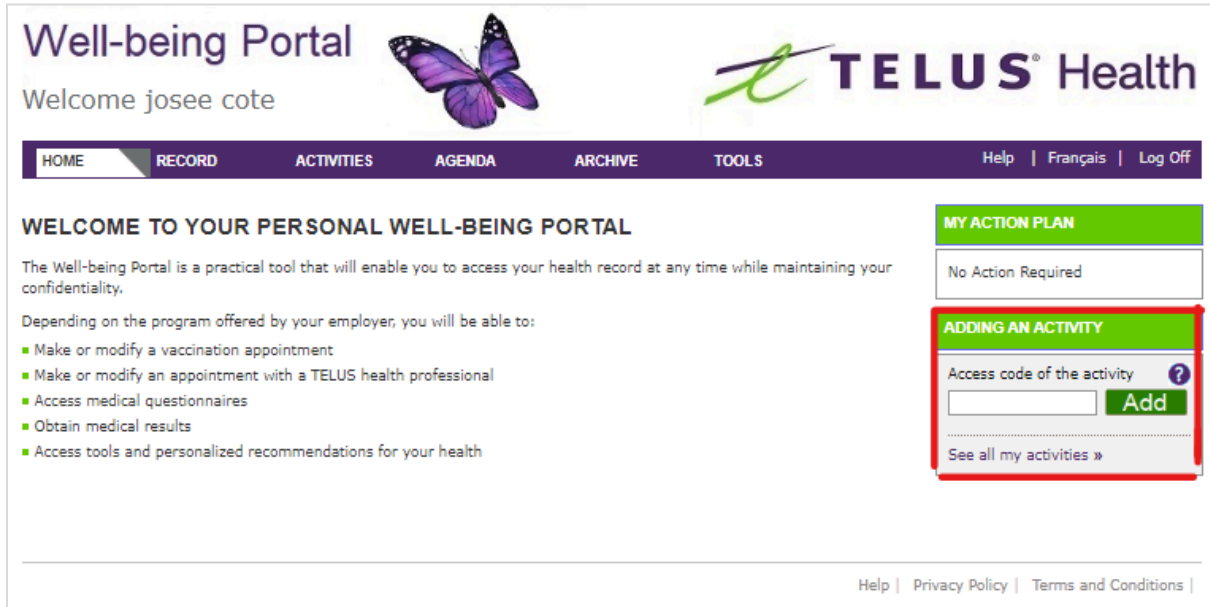
To contact us at any time, click here to contact us.

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3. Booking an Appointment

Now, you may proceed to book your appointment on-line.

- 1) Begin by entering your access code in the space under **“ADDING AN ACTIVITY”**, which will bring you to the scheduling page.



Well-being Portal
Welcome josee cote

HOME RECORD ACTIVITIES AGENDA ARCHIVE TOOLS Help | Français | Log Off

WELCOME TO YOUR PERSONAL WELL-BEING PORTAL

The Well-being Portal is a practical tool that will enable you to access your health record at any time while maintaining your confidentiality.

Depending on the program offered by your employer, you will be able to:

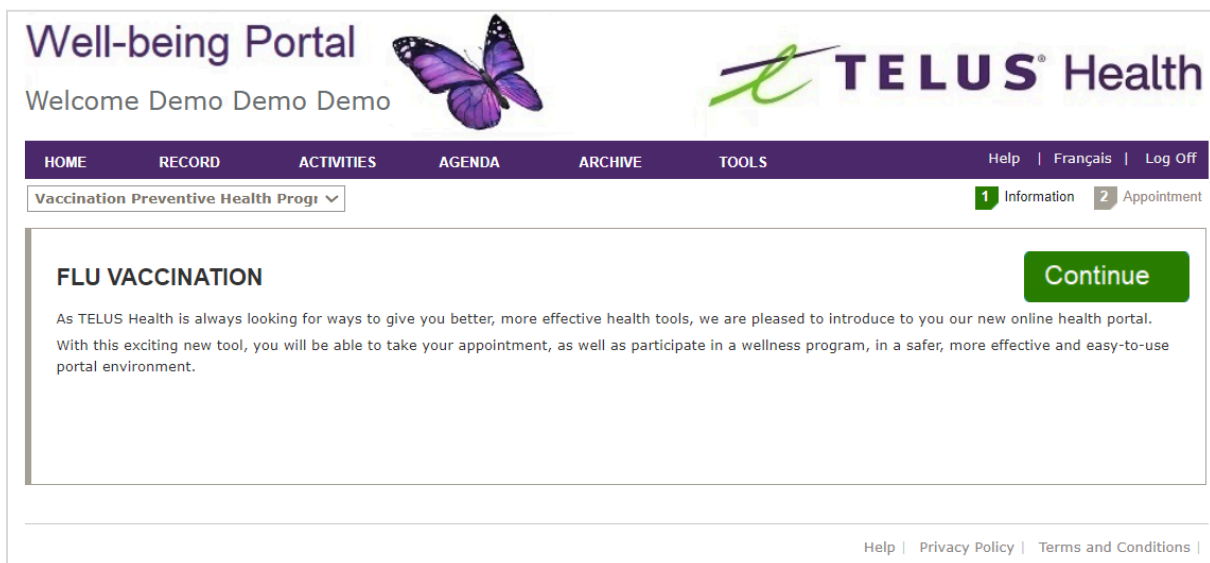
- Make or modify a vaccination appointment
- Make or modify an appointment with a TELUS health professional
- Access medical questionnaires
- Obtain medical results
- Access tools and personalized recommendations for your health

MY ACTION PLAN
No Action Required

ADDING AN ACTIVITY
Access code of the activity ?
 Add
See all my activities »

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Once on the program description page, click on **“Continue”**



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Vaccination Preventive Health Program

FLU VACCINATION

As TELUS Health is always looking for ways to give you better, more effective health tools, we are pleased to introduce to you our new online health portal. With this exciting new tool, you will be able to take your appointment, as well as participate in a wellness program, in a safer, more effective and easy-to-use portal environment.



Continue

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- 2) Select the city and the date from the options available in the dropdown menu
- 3) Select the time slot from the dates chosen by your employer for the Biometrics campaign

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AVAILABLE TIME SLOTS

You can filter the time slots displayed below by selecting a city and/or a date:


-- City --
-- Date --

For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.
For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring you prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

Appointment location:

Demo Demo Montreal
2525 Rue du Plaisir
Montreal
Quebec
Canada
H1R 3R3

324-662

 Duration: 4 minutes

Click on the desired time slot:

2024-10-31				
8:00 AM	8:04 AM	8:08 AM	8:12 AM	8:16 AM
8:20 AM	8:24 AM	8:28 AM	8:32 AM	8:36 AM
8:40 AM	8:44 AM	8:48 AM	8:52 AM	8:56 AM
9:00 AM	9:04 AM	9:08 AM	9:12 AM	9:16 AM
9:20 AM	9:24 AM	9:28 AM	9:32 AM	9:36 AM
9:40 AM	9:44 AM	9:48 AM	9:52 AM	9:56 AM
10:00 AM	10:04 AM	10:08 AM	10:12 AM	10:16 AM
10:20 AM	10:24 AM	10:28 AM	10:32 AM	10:36 AM
10:40 AM	10:44 AM	10:48 AM	10:52 AM	10:56 AM
11:00 AM	11:04 AM	11:08 AM	11:12 AM	11:16 AM
11:20 AM	11:24 AM	11:28 AM	11:32 AM	11:36 AM
11:40 AM	11:44 AM	11:48 AM	11:52 AM	11:56 AM

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IMPORTANT: Read the text carefully and select your appointment by clicking on the box that corresponds to your preferred time. Important information concerning your appointment is provided.

- 4) To confirm your appointment, verify that all of the information is correct, and enter any additional information required. Click on **“Submit”**

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1 Information 2 Appointment

PLEASE CONFIRM YOUR APPOINTMENT

☐ For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.
 For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring you prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

Date and Time	2024-10-31 08:00
Appointment location:	Demo Demo Montreal 2525 Rue du Plaisir Montreal Quebec Canada H1R 3R3

324-662
 Duration: 4 minutes

Could you please provide your telephone number where the nurse can reach you at home or at work and with your extension, if applicable.

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IMPORTANT:

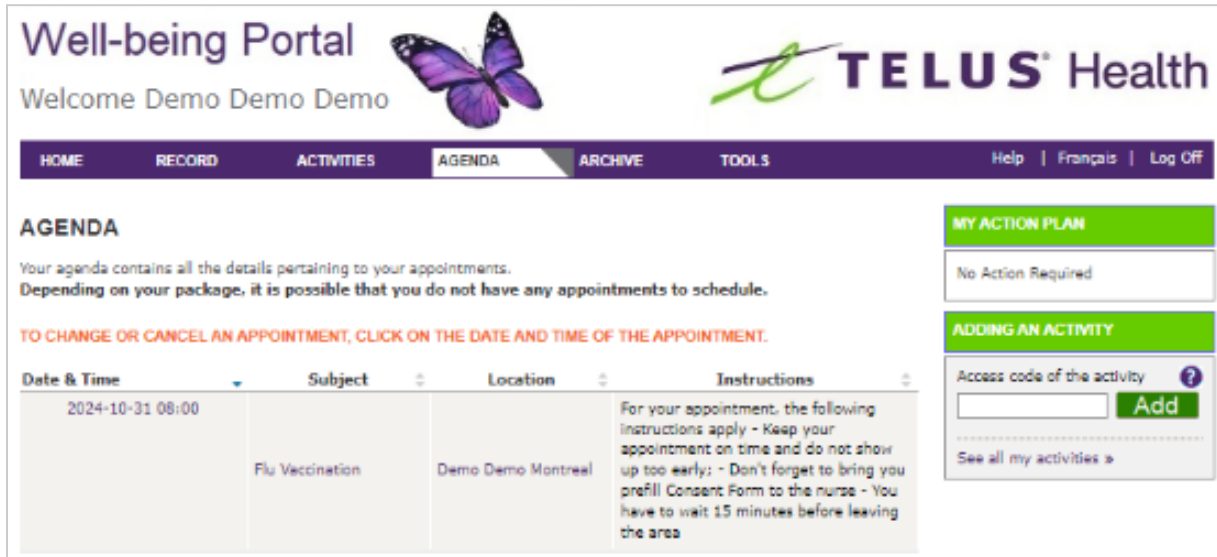
Within one hour of your registration, you will receive 2 emails. The first email will contain the details relating to your selected appointment.



The second email will contain a consent form which you must print, complete and bring with you to your appointment.

4. Cancelling or changing your appointment

To cancel or change your appointment, log into your account and click on the **AGENDA** tab

- 1) Click on the date and time of our appointment



Well-being Portal  

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AGENDA

Your agenda contains all the details pertaining to your appointments.
Depending on your package, it is possible that you do not have any appointments to schedule.

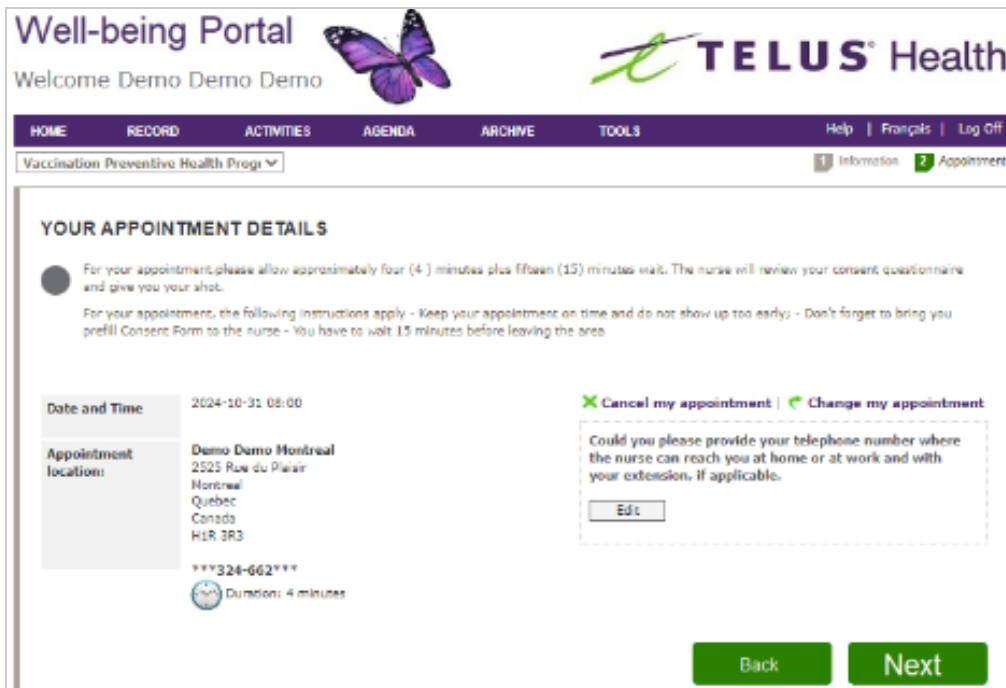
TO CHANGE OR CANCEL AN APPOINTMENT, CLICK ON THE DATE AND TIME OF THE APPOINTMENT.



Date & Time	Subject	Location	Instructions
2024-10-31 08:00	Flu Vaccination	Demo Demo Montreal	For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring your prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

MY ACTION PLAN
No Action Required

ADDING AN ACTIVITY
Access code of the activity **Add**
See all my activities »

- 2) You will be shown the options to either cancel or change your appointment:



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YOUR APPOINTMENT DETAILS

For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.

For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early; - Don't forget to bring your prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

Date and Time 2024-10-31 08:00

Appointment location: Demo Demo Montreal
2525 Rue du Plein
Montreal
Quebec
Canada
H1R 3R3

324-662
 Duration: 4 minutes



Cancel my appointment | **Change my appointment**

Could you please provide your telephone number where the nurse can reach you at home or at work and with your extension, if applicable.

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- 3) If you are changing your appointment, you will be invited to select a new one:

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AVAILABLE TIME SLOTS

You can filter the time slots displayed below by selecting a city and/or a date:


-- City --
-- Date --

For your appointment, please allow approximately four (4) minutes plus fifteen (15) minutes wait. The nurse will review your consent questionnaire and give you your shot.

For your appointment, the following instructions apply - Keep your appointment on time and do not show up too early! - Don't forget to bring your prefill Consent Form to the nurse - You have to wait 15 minutes before leaving the area

Appointment location:

Demo Demo Montreal
2525 Rue du Fleuve
Montreal
Quebec
Canada
H1R 3R3



324-662
 Duration: 4 minutes

Click on the desired time slot:

2024-10-31				
8:00 AM	8:04 AM	8:08 AM	8:12 AM	8:16 AM
8:20 AM	8:24 AM	8:28 AM	8:32 AM	8:36 AM
8:40 AM	8:44 AM	8:48 AM	8:52 AM	8:56 AM
9:00 AM	9:04 AM	9:08 AM	9:12 AM	9:16 AM
9:20 AM	9:24 AM	9:28 AM	9:32 AM	9:36 AM
9:40 AM	9:44 AM	9:48 AM	9:52 AM	9:56 AM
10:00 AM	10:04 AM	10:08 AM	10:12 AM	10:16 AM
10:20 AM	10:24 AM	10:28 AM	10:32 AM	10:36 AM
10:40 AM	10:44 AM	10:48 AM	10:52 AM	10:56 AM
11:00 AM	11:04 AM	11:08 AM	11:12 AM	11:16 AM
11:20 AM	11:24 AM	11:28 AM	11:32 AM	11:36 AM
11:40 AM	11:44 AM	11:48 AM	11:52 AM	11:56 AM

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- 4) To cancel your appointment, you will be asked to confirm your selection:


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CANCEL THE APPOINTMENT

 An appointment is mandatory for this program.

Would you rather change this appointment? Click here .

No
Yes

- 5) Once you have cancelled your appointment, you will receive an email confirming your appointment has been cancelled. If you would like to move your appointment, you will be redirected to the main scheduling page where you can make any changes.

5. Technical Support

Should you experience any difficulties or have questions regarding the Well-being Portal, do not hesitate to contact us for assistance at the following email address:

cliniquesmedicales.servicesenentreprise@telus.com, it will be a pleasure to assist you.