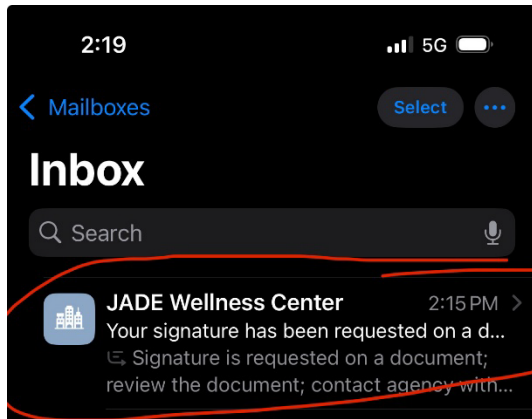
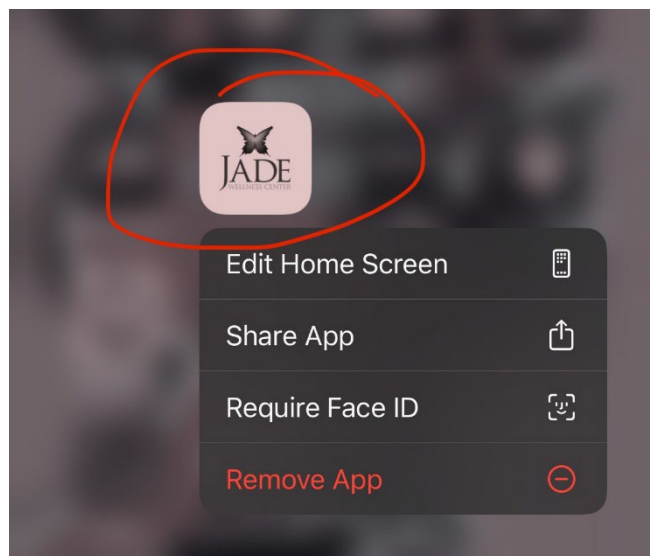
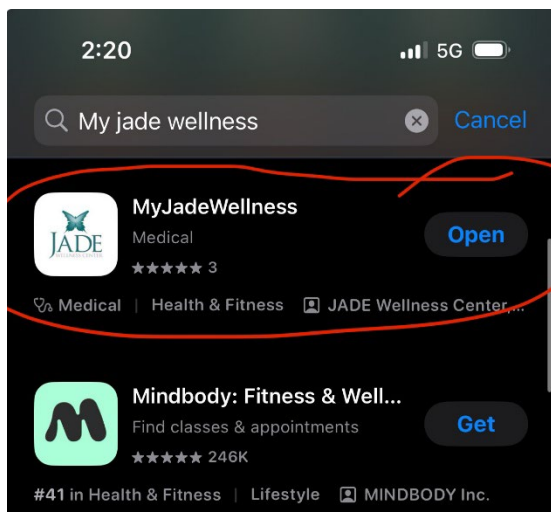
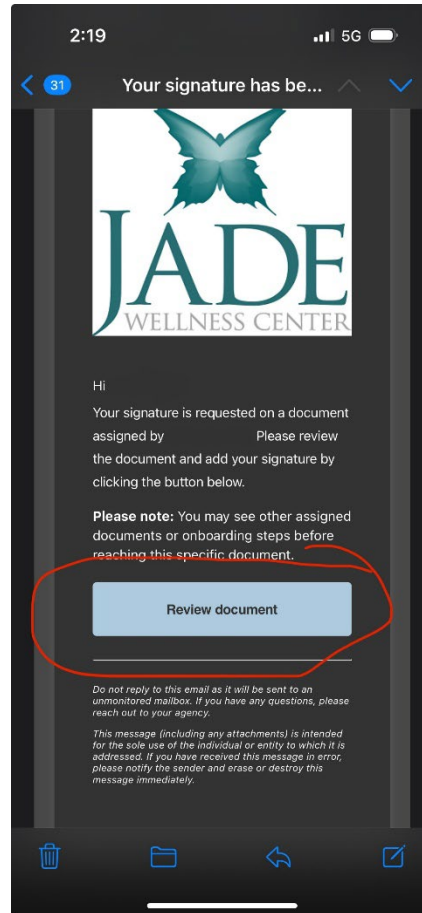


On Call Quick Start Guide

Once you provide your email, you will be sent a message from Jade Wellness Center. This message will inform you of an upcoming appointment or a form that needs signed, and will prompt you to create an account.



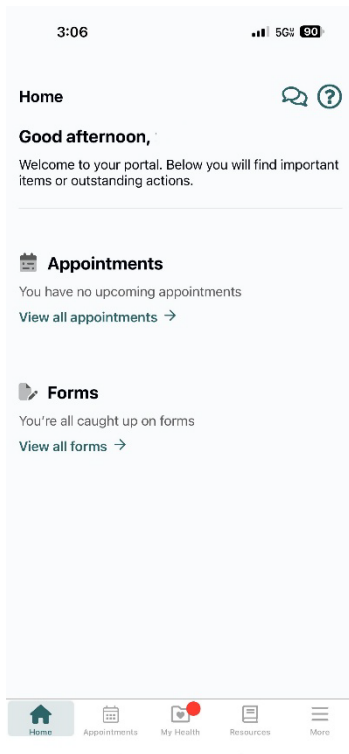
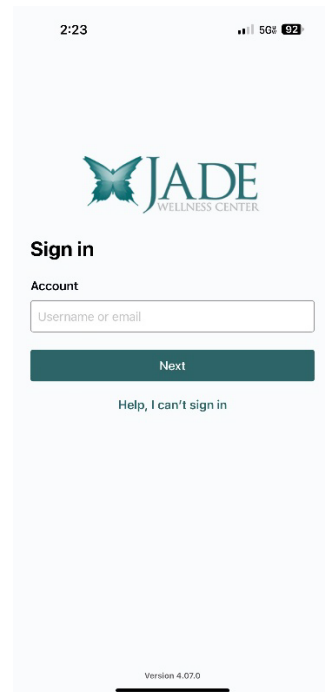
Open the email and click the button. This will bring you to a webpage where you will be prompted to enter your date of birth and create a password. This will be the password you will use to log into your account.



Once you create your account, you will need to download the MyJadeWellness app from the Apple App Store or Google Play Store. The app is pictured above for reference.

NOTE: Please also make sure the Zoom app is installed on the device you will be using for telehealth appointments.

Once you open the MyJadeWellness app, you will be prompted to sign in. Your username/email will be the email you provided staff with and received your initial sign-up message on. Your password will be the one you created in the previous step.



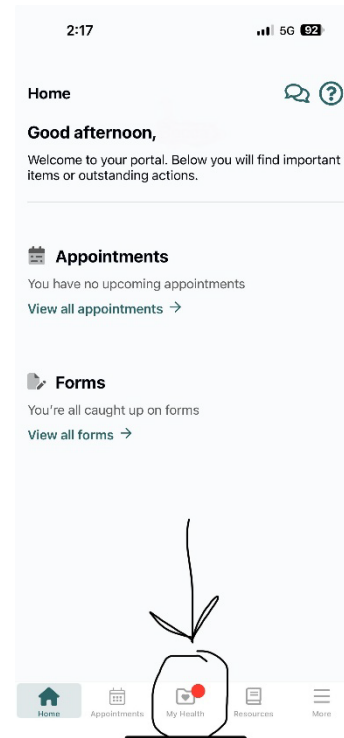
Once you're logged in, your home screen should look like the one pictured on the left. If you have upcoming appointments, they will be listed on your home page.

Signing Forms

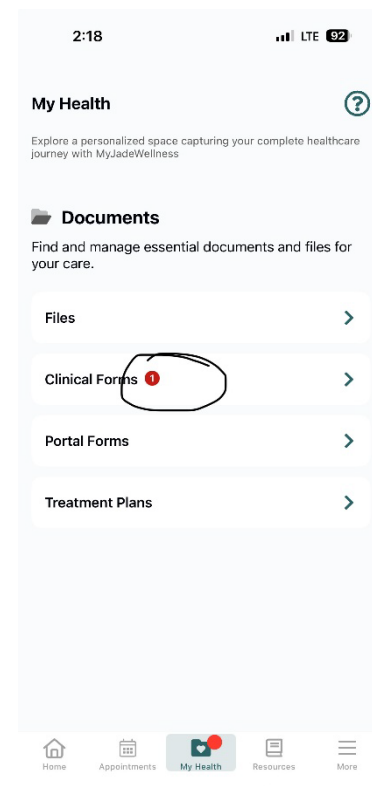
Your provider may inform you that you have forms to sign. These may come up immediately when you open your app. They may also appear in your “My Health” Tab in the app.

To check for forms to sign, follow these steps:

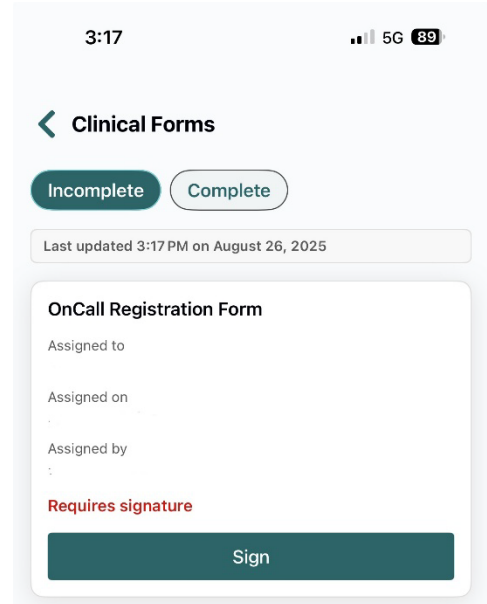
From your home screen, access the “My Health” tab located at the bottom center of the screen. If you have unsigned forms that require your attention, you should see a red dot located above the “My Health” icon as pictured to the right.



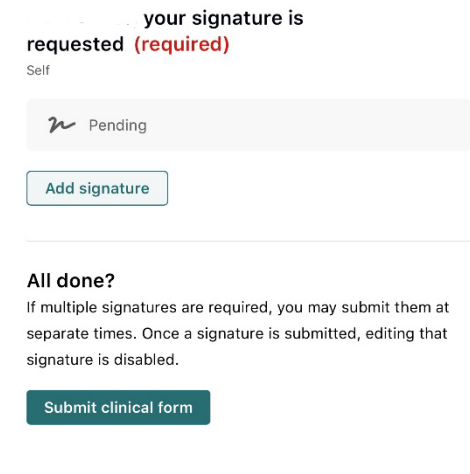
Once you click “My Health”, it will take you to the screen pictured on the right. You will see a red dot next to one of the form folders when there are documents that require your attention. Click on the documents folder with the red dot next to it to access assigned forms. You can also utilize this page to access any forms that you signed previously.



Once you click on the folder, you will see a list of documents that require your attention. One at a time, click “sign” on each document as shown to the right.



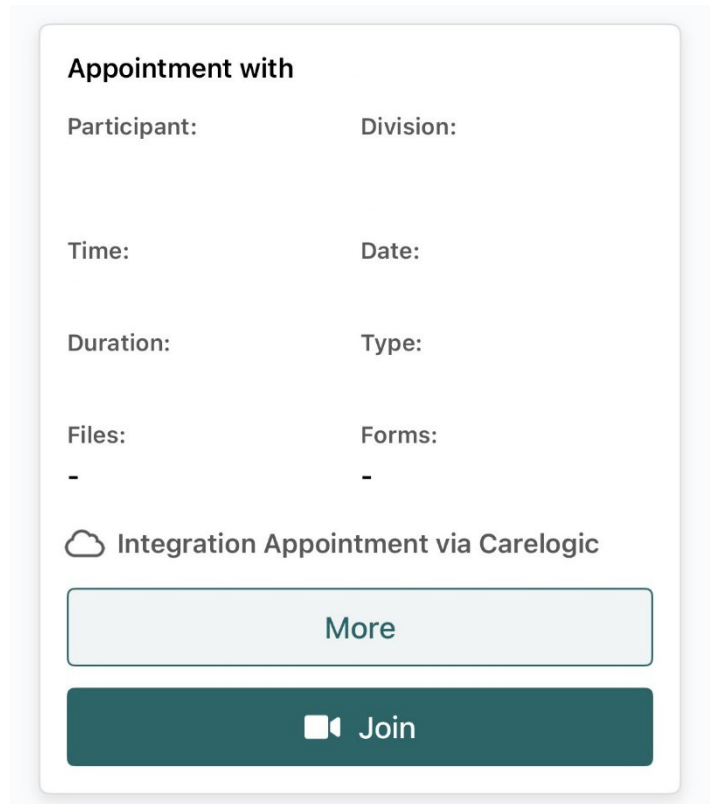
Once you click “sign”, you will be taken to a page where you are able to view the document that was assigned to you. Once you review the document, scroll to the bottom where you will see the “pending” signature box if a signature was requested. Click “add signature” and you will be given the option to type or draw your signature. Once you add your signature, click “submit form”. The document is now complete.



You will receive service encounter forms after all your sessions with any provider that are not in-office sessions. Your provider should inform you of any additional documents that were assigned to you that require your attention.

Joining Video Sessions

When you have an appointment scheduled with a provider, the upcoming appointment will show on your home screen. 10 minutes prior to your appointment start time, you will see a button that allows you to join the video session, as shown to the right. Once you hit the button to join the video session, the app will automatically open an encrypted Zoom call, and you will be placed in the providers Zoom lobby. The provider will then let you into the video session.

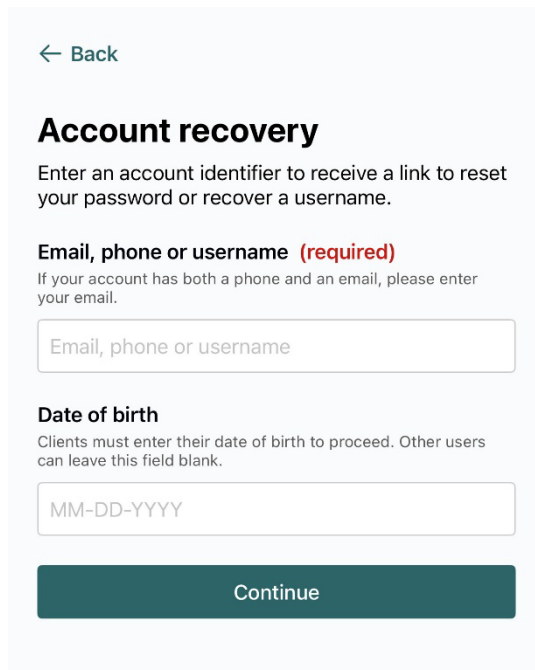
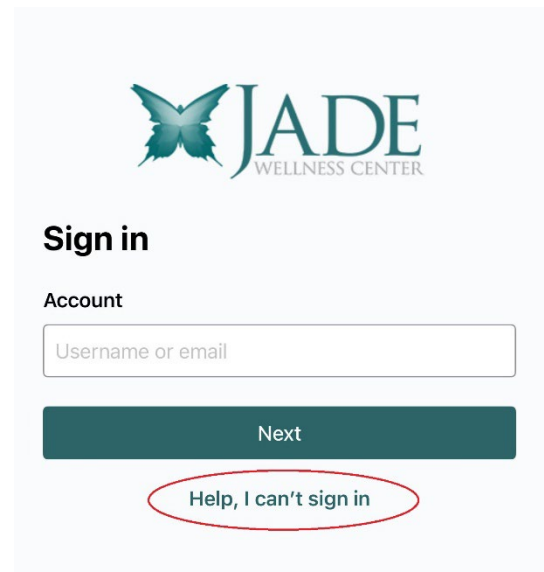


NOTE: Please ensure you have the Zoom app downloaded onto your device prior to joining the video session.

NOTE: Always join video sessions from the MyJadeWellness app. Attempting to join directly from the Zoom app will not connect you with the provider.

Troubleshooting

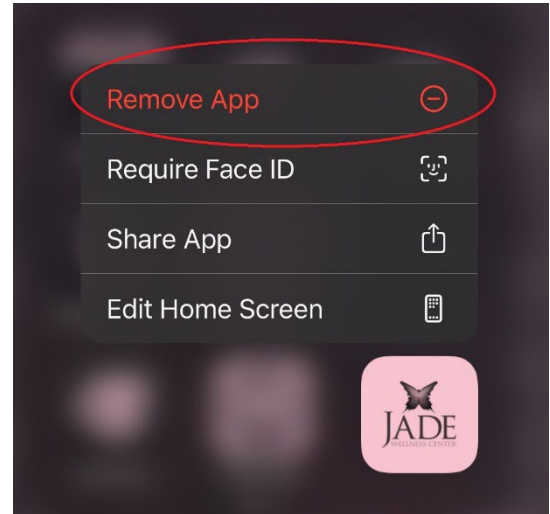
If your password appears to not be working, or you can't remember the password you used to sign up, go back to the start of the Sign in page. You will see a "Help, I can't sign in" hyperlink, as pictured to the right. Click on this hyperlink to prompt your account recovery.



This will open the recovery screen. You will be asked to enter your email address and date of birth. If you forgot which email address you used to sign up, contact your provider or call 412-380-0100. Our staff will be able to assist you in identifying what email address you provided when signing up.

NOTE: If you have lost access to the email address you signed up with, or if you have created a new primary email address and would like your account updated, please contact your provider or contact Jade Wellness at 412-380-0100. Our staff can assist you in getting your account set up with a different email address.

If you successfully reset your password and still cannot access your account, try closing the app out completely and reopen it. If this doesn't resolve the issue, you may also try to uninstall the app, as shown to the right, and reinstall it.



For any other issues, including the inability to join a video call or sign a form, please follow the steps above. Restarting the app or completely uninstalling and reinstalling it can prove helpful in resolving general functionality concerns within the app.

If the troubleshooting steps listed above have proved unsuccessful in resolving your issue with the app, please reach out to your provider or call 412-380-0100. Our staff will work with you to identify the source of the problem and resolve the issue.