

## TELEMEDICINE SERVICE ACTIVATION GUIDE

If you haven't already done so, you will first need to **download the app from the App Store or the Play Store** and then provide your Social Security (CASS) number and your mobile number. If an error occurs during the activation process, this is most likely because we do not have your mobile number saved in our systems and the app is unable to verify your identity. If this happens, send us an email at [telemedicina@creandvida.ad](mailto:telemedicina@creandvida.ad) identifying yourself and providing your mobile number. Once we have entered the information into our system, you will receive an email so you can go through the activation process again.

If you have already downloaded the app but do not have automatic updates enabled on your mobile, go to the app store and search for the **Creand Vida** app, which will appear as downloaded. If there are any pending updates, a message will pop up and you can install them without losing your data. After the update, you should be able to see the Telemedicine option (Image 1).



Image 1

The first time you press the **Telemedicine** option, the app will ask you for your details in order to register you (first name, surname, age, sex, email address, etc.). Once you enter and accept the details, you will receive an email to verify that the email address you have provided is correct; once this has been validated, you will be able to access the Telemedicine portal and start using the service.

**Creand Assegurances Vida never has access to the data entered into the Telemedicine system, or to the consultations, communications and documents that you share between yourself and Teladoc Health within the portal.**

In Telemedicine, there are icons to the right and left at the top of the screen, which, by tapping them, will take you to two menus (Image 2).

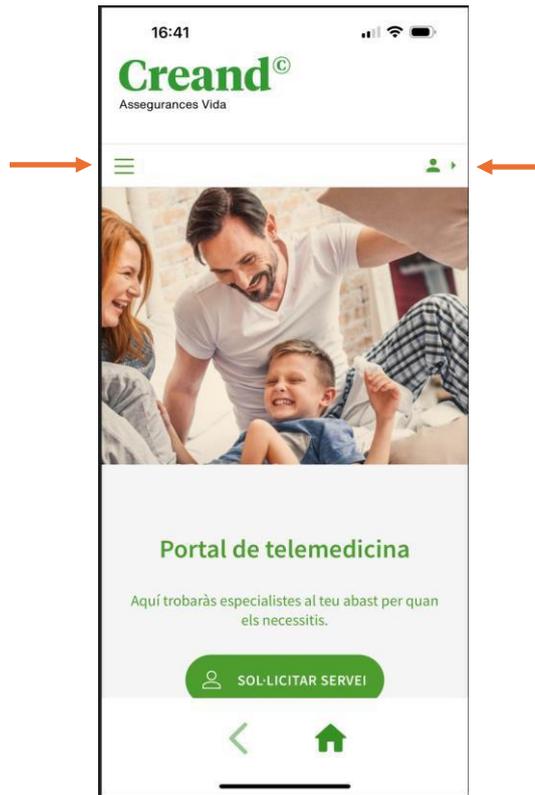


Image 2.

Left menu (Image 3):

Tap on the three lines to open the menu, where you can select the type of service you need (general practice, paediatrics or psychology). For each option, you can select how you want to communicate with the service:

- Telephone call
- Video consultation
- Chat

If you request a call or video consultation, you will receive a confirmation email. If you request a telephone call, you will receive a call from Teladoc Health at the time you have arranged.

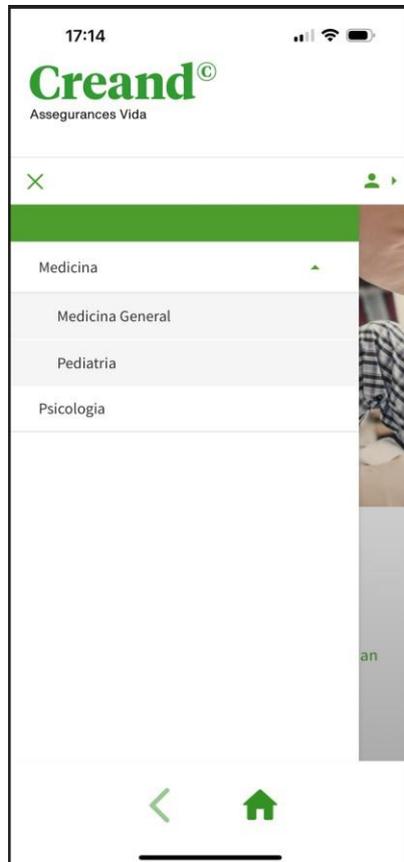


Image 3

Right menu (Image 4):

Clicking on the icon opens a new menu:

- Consultations:
  - You can view and access your scheduled consultations, see your completed ones, and see the doctors' reports for each one.
- Personal details:
  - These are the details you entered when registering. You can view and edit them if necessary.
- Postal information:
  - This is not required.
- Medical history:
  - This is a short health questionnaire, which is important to complete the first time you log in to the portal, so that the medical staff at Teladoc Health have your information. This will ensure future consultations are much more effective.

- Dependents
  - Here you should enter the details of your **children under the age of 18** if you wish to have a consultation with them.

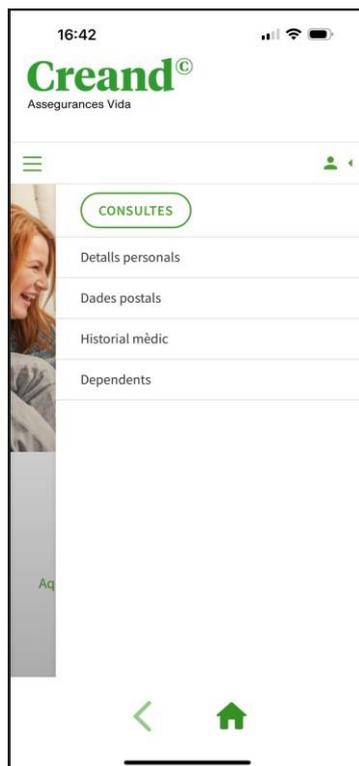


Image 4

If you have any questions, issues or suggestions, you can contact the Creand Assegurances Vida team at [telemedicina@creandvida.ad](mailto:telemedicina@creandvida.ad).

**CREAND ASSEGURANCES VIDA**