JPS Employee Virtual Care
Enrollment Guide

1. Once directed to the landing page, type in the requested information to create your account, then click on "Sign Up." You will need to acknowledge the End User Agreement before moving on to the next enrollment page.

2. You will be prompted to provide your location, date of birth, and gender. This information is used to determine whether you are eligible for service delivery.

3. On the next page, provide your insurance information, if you have it. You will also get to type in the service key that will unlock the employee practice. The service key is **JPSEmployee**.
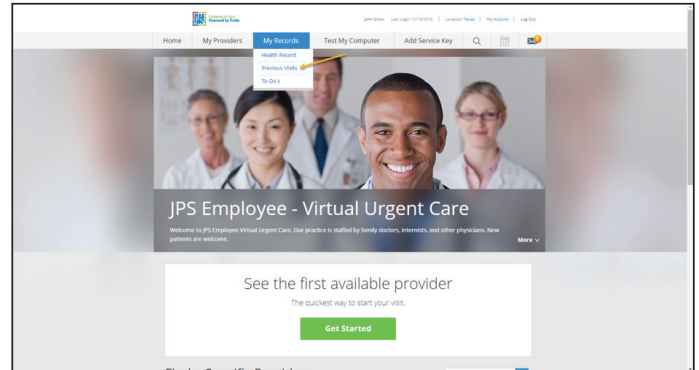

4. That's it! Once you click OK, you will enter the employee practice and be able to launch into a visit with one of the providers available.
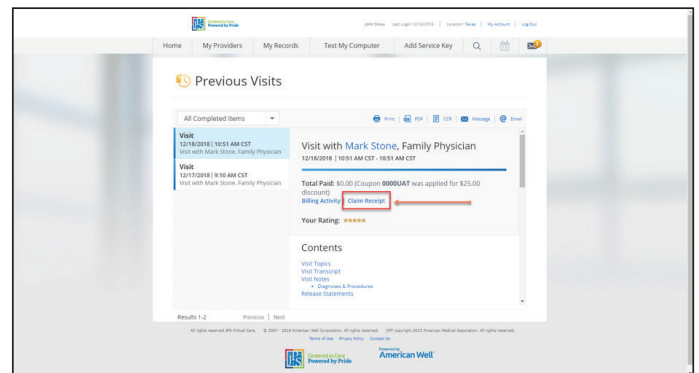
JPS Employee Virtual Care
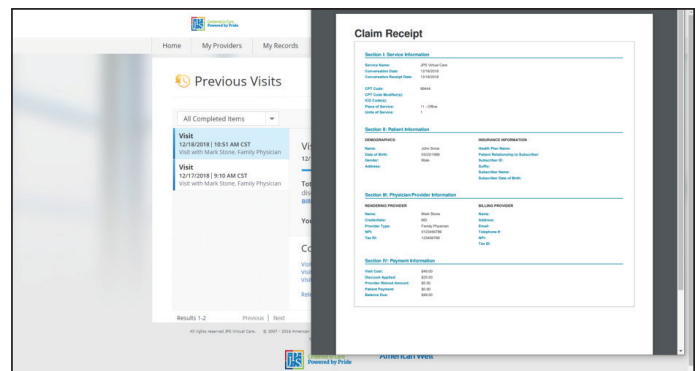## *Claim Receipt - for insurance reimbursement or HSA tracking*

1. On the home page, click on "My Records," then click on "Previous Visits" in the dropdown menu.

2. Select the visit you would like to file a claim for, then click on "Claim Receipt."

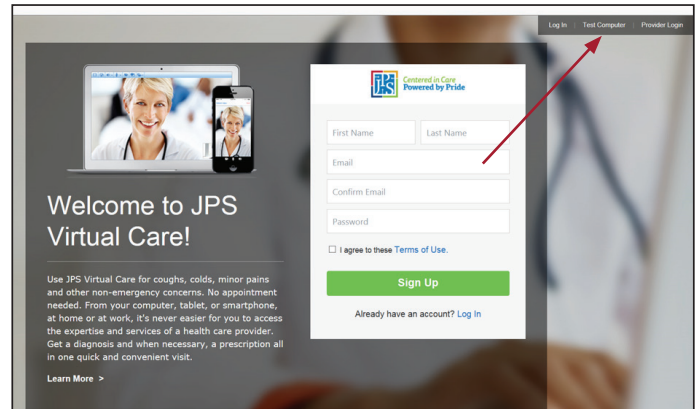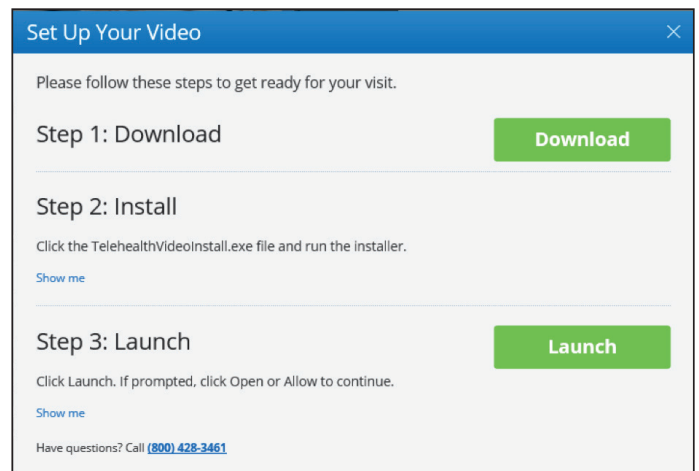**3.** That's it! Your claim receipt should pop up. Save it electronically and/or print it out for your own records.
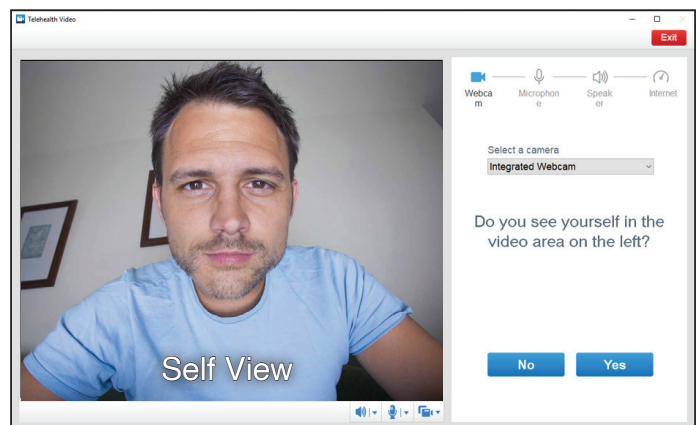
1. On the home page, click on "Test Computer" at the top right of the screen.
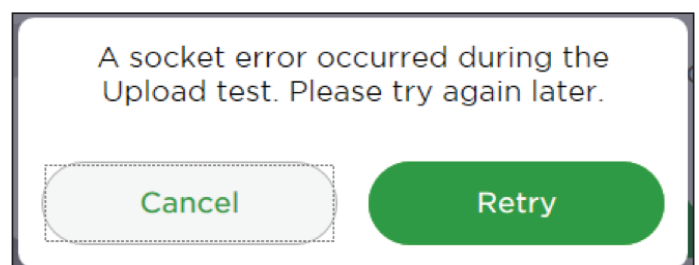

2. Click on "Download," then click on "Run" to run the installer.

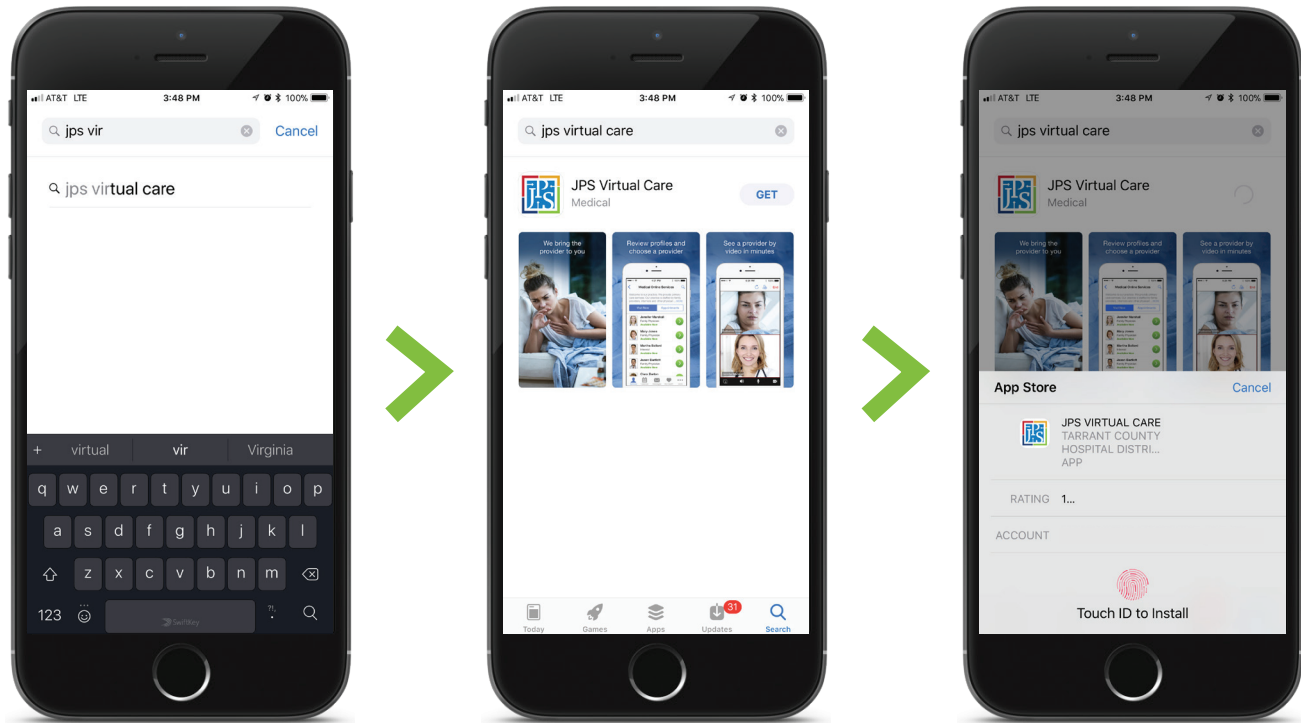**3.** Verify that your webcam is working properly.

4. After completing the test, the following error may occur. Click "cancel" to move forward.

JPS Employee Virtual Care
Download the mobile app

From the Apple App Store:
1. Launch the App Store
2. Tap the magnifying glass on the bottom right of your screen to search for the app
3. Type in "JPS Virtual Care" and tap "search"
4. Tap the app to download
5. Tap "Get"
6. Place your finger on the Home button or type in your account password to begin download

From the Google Play Store
1. Open the Google Play Store app
2. Search for JPS Virtual Care
3. Select the item
4. Tap "Install"
5. Follow the onscreen instructions to complete the transaction and get the content