Beginners Guide to using telehealth with your device (Computer, Phone, Tablet)

Brought to you by:

HAWAI‘I STATE RURAL HEALTH ASSOCIATION

HAWAI‘I PACIFIC BURN AHEC
Simple Step by Step Guide

Step 1: Find your power button on your device

Step 2: Make sure you are connected to a wifi signal 📡

Step 3: Once your device is powered on, locate the program/application that you connect to the internet with

Recommended programs/applications include:

- Google Chrome 🌐
- Safari 🌐
- Mozilla Firefox 🌐
- Microsoft Edge 🌐
- Microsoft Explorer 🌐

Step 3: Head to mentalhealthhawaii.info or hawaiiutelehealth.org

Step 4: Find a provider by scrolling to the end of the home page

Step 5: Sign up for a free telehealth account using the 'Sign Up' button on the web page

Step 6: The patient registration form will require an email and phone number (mobile or landline)

Step 6: In order to activate your account, you will need to access an email address inbox

Step 7: Follow the instructions on the email to access your Hawaii-Telhealh Account and create a password (write it down to avoid lockout)

If you need a more visual guide please refer to the instructions according to your device.

Please call 808-375-2745 for further assistance
In order to access the internet, you will need a connection to a wireless network. On most devices you can access the connection/strength of your network through the settings feature.

**Pro Tip:** The setting are universally depicted as a gear on the device you will be using.

- **To connect:**
  - Click the Wi-Fi row and look under Networks. A list of networks will appear.

- If you see your Wi-Fi name under Wi-Fi with a check mark, that means your device is already connected.
If you're unsure of the password for the network, it might be located on the bottom part of your Wi-Fi router.

Click the name of your Wi-Fi domain to connect and check the strength of your network through the Wi-Fi bars.

If you are having trouble accessing your network or connecting to Wi-Fi, you can try to reset the router by unplugging it and plugging it back in.
**Step 1:** To begin using your device, identify the power on button, which will be located on the top right corner of your laptop.

**Step 2:** Hold down this button until you see the screen light up indicating that it has turned on. Most computers require a password to enter, make sure you write this down somewhere you can access it to avoid a lock-out.

**Step 3:** Safari is the browser, which you will click on using your mousepad.

**Step 4:** In the search bar at the top of the web-page type `mentalhealthhawaii.info` using your keyboard, where you will be led to a webpage containing instructions on how to register as a new patient.
**Step 5:** Sign up for a free telehealth account using the 'Sign Up' button on the web page.

**Step 6:** Sign up for a free telehealth account using the 'Sign Up' button on the web page.

**Step 7:** The patient registration form will require an email and phone number (mobile or landline).
**Step 8:** In order to activate your account, you will need to access an email address inbox.

*Your confirmation email will appear like this in your inbox.*

Thank you for registering to join University Of Hawaii!

Please click [here](#) to confirm your email address.

We encourage you to log in to your account, complete the set up process, and explore the Hawaii-Telehealth Account.

The set up process can take a few minutes to complete.

Thank you,

University Of Hawaii

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**Step 9:** Follow the instructions on the email to access your Hawaii-Telehealth Account and create a password (write it down to avoid lockout). If you **DO NOT** have an email account yet, please refer to the last page of this guide.
**Step 1:** Find the "power" button on your Windows/PC device

**Step 2:** Wait for your Windows/PC device to wake up, and enter a loading scene, once the device is finished loading, you will enter the lockscreen page.

**Step 3:** You will now be taken to your home screen, make sure to click on one of the three browsers: **Microsoft Edge**, **Google Chrome** or **Mozilla FireFox**

**Step 4:** Now type in https://mentalhealthhawaii.info/ and you will arrive on the webpage

**Step 5:** You can find a provider through this webpage and schedule an appointment through this button:
**Step 6:** Sign up for a free telehealth account using the 'Sign Up' button on the web page.

**Step 7:** The patient registration form will require an email and phone number (mobile or landline).

**Step 8:** In order to activate your account, you will need to access an email address inbox.

**Step 9:** Follow the instructions on the email to access your Hawaii-Telehealth Account and create a password (write it down to avoid lockout).

If you DO NOT have an email account yet, please refer to the last page of this guide.
Once your WiFi is connected, click the blue compass app (Safari) to go to the internet.

- Press the Click Here button and you will get transferred to the Providers in the state of Hawaii website.

- In the search box located on the top of your browser, type the website link: mentalhealthhawaii.info

- Depending on your iPhone model, click either the "go" or "enter" button.

- Located on the bottom right of your keyboard.

- Scroll down until you see this option.

- Click the three bars & Sign up to create an account.

- Fill out the Patient Registration, sign up, log in.

If you DO NOT have an email account yet, please refer to the last page of this guide
Android

**Step 1:** Turn on your device using the power button on the side of your device.

**Step 2:** Once you enter your device, click on an internet browser called Google Chrome or Mozilla Firefox.

**Step 3:** Once you open your internet browser, type in `mentalhealthhawaii.info`

**Step 4:** You can find a provider through this webpage and schedule an appointment through this button.

REQUEST AN APPOINTMENT WITH A MENTAL HEALTH PROVIDER AT OTHER TIMES HERE:

CLICK HERE
**Step 5:** Sign up for a free telehealth account using the 'Sign Up' button on the web page.

**Step 6:** The patient registration form will require only an email.

**Step 7:** In order to activate your account, you will need to access an email address inbox.

*If you DO NOT have an email account yet, please refer to the last page of this guide.*

**Step 8:** Follow the instructions on the email to access your Hawaii-Telehealth Account and create a password (write it down to avoid lockout).

Thank you for registering to join University Of Hawaii!

Please click [here](#) to confirm your email address.

We encourage you to log in to your account, complete the set up process, and explore.

The set up process can take a few minutes to complete.

Thank you,
How to Make an Email Account

If you do not have an email address yet, you can create one typing www.gmail.com on your internet browser.

An option to create account will appear on the home web page.

Sign in
to continue to Gmail

Write down your username and password once you have created your account and keep it somewhere accessible to you.