

I can't do my telemedicine visit because...

I DON'T HAVE AN EMAIL



WHAT DOES THIS MEAN?

This means you may not be able to connect to a telemedicine appointment because you do not have an email. Often an email is needed to send the information to log into the appointment or create an account needed to access the portal or platform.

Without an email account and email address, you may not be able to receive this information.



WHO CAN HELP?

- If you have internet access and a device (computer, tablet, or phone), there are websites where you can set up a FREE email account.
- Some free email account websites are: [Gmail](#) or [Yahoo](#).
- Your local library may have computers you can use to set up an email address.
- Neighbors or family members who use email may be able to help you set up an email account.
- Your [Family-to-Family Health Information Center](#) can assist you in setting up an email.



WHAT ARE MY NEXT STEPS?

- Choose the website you want to use for your Email account, then click “Create an Account” and fill out your information to create your email. You will be asked to create a “Username.” This is the part of the email address that will be in front of “@Email.com”
- For your username, choose something unique, but easy to remember. Pick something you are comfortable sharing with others.
- You will be asked to create a password. It usually contains letters and numbers.
- Make sure your password doesn't contain any easy to guess information.



WHERE CAN I LEARN MORE?

- [How to Create an Email Address- YouTube Video](#)
- [Tips for Creating a Strong Password](#)
- [How to Set Up a Gmail Account- YouTube Video](#)