

Teladoc Health[®]

Fleet Access Manager

User Guide

P/N: MA-20179-005

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Patent(s):

<https://teladochealth.com/patents/>

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Last updated: November 2023

Virtual Care System

Health systems view virtual care as an extension of their services, relying on a combination of software, hardware, networks, systems and people to work together to deliver improved access and care to their patients.

Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at any time. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

Designed for healthcare, security and reliability

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.

Teladoc Health Fleet Access Manager Overview

Fleet Access Manager may be used for configuring and managing users, Teladoc Health devices (care locations), locations (departments), and organizations in your telehealth program. You can choose who has Fleet Access Manager access for your account.

Users. View, add, activate, deactivate, and edit users, including configuring care location access for users in your organization.

Devices. View and edit devices and configure user access for devices in your organization.

Locations. View location history and edit, add, and remove locations from your organization.

Organizations. View the organizations in your telehealth program.

Programs. Display all of the Teladoc Health programs for all of your organizations in your tenant.

Practices. Display all of your practices in your tenant and access the links to edit them in a new browser tab.

Services. Display all of your services in your tenant and access the links to edit them in a new browser tab.

Search for users, devices (care locations), locations, organizations, or programs.

Click here to download a CSV report for the current page.

Click Help to open the Teladoc Health Provider & Patient Resource Center web page.

Name	Type	Email	Username	SN
...M d7d0uaw00xaw0EEda0The e00...	User	4EAC3E9-ANCO-ACD0-8990-CD45F7A0D34E...	ca703ah_andy@nglsw...	...
010a97H0z0b1VQW0G0A0z0Mm0G0M0A0L...	User	-20p4W73mATk0L0u0E0b03p0z0H0d0P0l0g...	0H4-f9e0g0efu	...
...010000000000000000000000000000...	User
0an0a0f0M_0an0a0f0M	User	...	com_ga_user_r070y90z0c	...
010B0E0A0D0100w0m0Th0A0e0q0G0A0L0D0v0a0u0...	User	...	sch_2809M0r0H0k0d0a0u...	...
VA0n0E0V0F0A0H00n0h0M0q0a0L0u0R0E0D0a0L...	User
01-YA0E0F0v0a0m0Z0E0c0o0o0a0U0n0y_010k0e0j...	User
0P0U-u0n0c0l0e0V0h0a0E0m0L0E0L0R0a0C0A0U0E...	User	C44CF4D-BBC4-40D9-B63A-B34F97B6E36C...	sp4m8tch-0cy0r0t0m0L...	...
010D0v0a0m0v0a0g000-0a0m0p0h0c0a0a0a0a0...	User
...010A0E0F0v0a0m0Z0E0c0o0o0a0U0n0y_010k0e0j...	User

NOTE: Any and all names used in this document are only used as examples. They do not represent true persons.

Definition of “Device”

Use of the word “device(s)” in this User Guide refers to Teladoc Health telehealth products, not medical devices as defined in Section 201(h) of the Federal Food, Drug, and Cosmetic Act (FD&C) Act. In addition, the term “mobile devices” refers to smartphones and tablets.

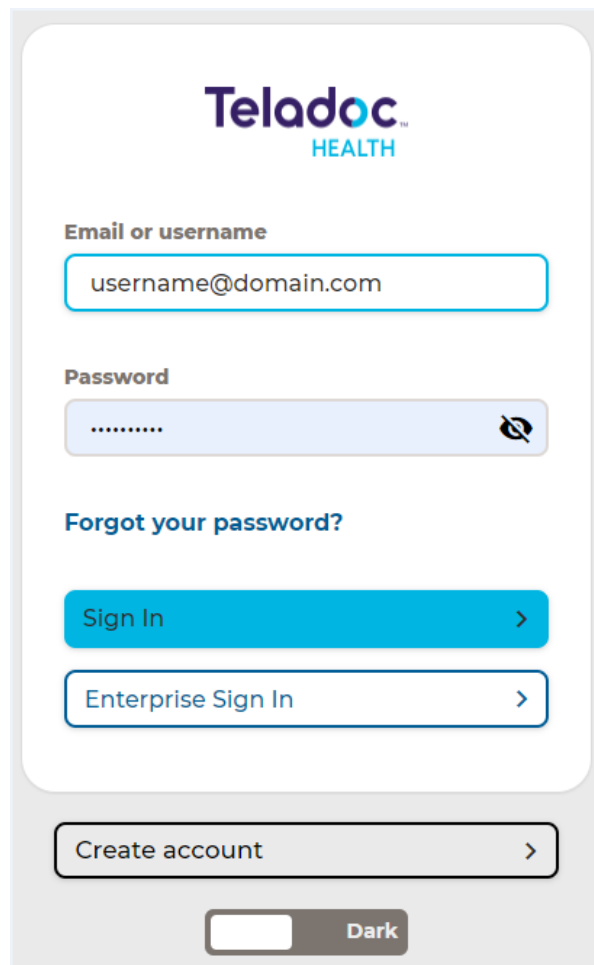
Tenant Definition

A tenant is a logical representation of a customer instance within the Solo platform.

Logging In

NOTE: If you log into to Fleet Access Manager using Federated Authentication, then "idprovider.intouchhealth.com" will need to be whitelisted in your external authentication provider instead of just "idprovider.intouchreports.com".

1. Open your browser and enter <https://fleetaccessmanager.intouchhealth.com>. When you do, the following will be displayed:



Teladoc
HEALTH

Email or username
username@domain.com

Password
.....

Forgot your password?

Sign In >

Enterprise Sign In >

Create account >

Dark

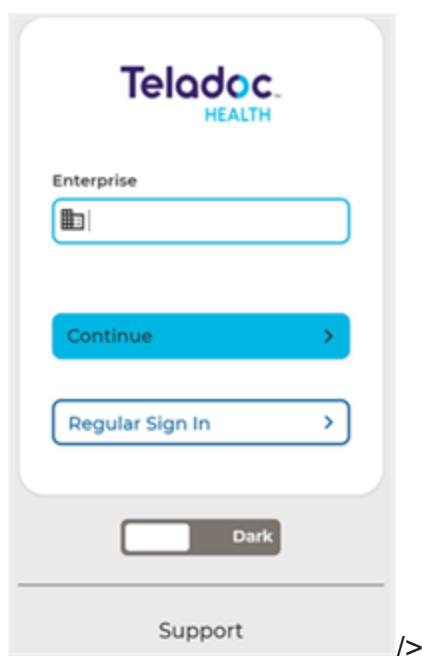
2. Enter your username and password.
3. Click **Sign in**.

Enterprise Login

Enterprise login is for hospitals provisioned by Teladoc Health to use hospital credentials.

NOTE: Customers who distribute SSM enterprise systems can install a Mac version of the Teladoc Health Desktop App that will not auto-update.

1. On the login page, click **Enterprise Sign in** near the bottom of the page.
2. Enter the domain name provided to you by Teladoc Health.
3. Select **Continue**.
4. Sign in using your hospital credentials.
- 5.



Login Issues

If you have more than one Teladoc Health account and you use an account that is not authorized to access the Fleet Access Manager, the following will be displayed.



Try to sign in with a different account

username@teladochealth.com doesn't have access to **Fleet Access Manager**. Please try signing in with another account.
If you believe you should have access please contact your administrator.

Sign in with another account

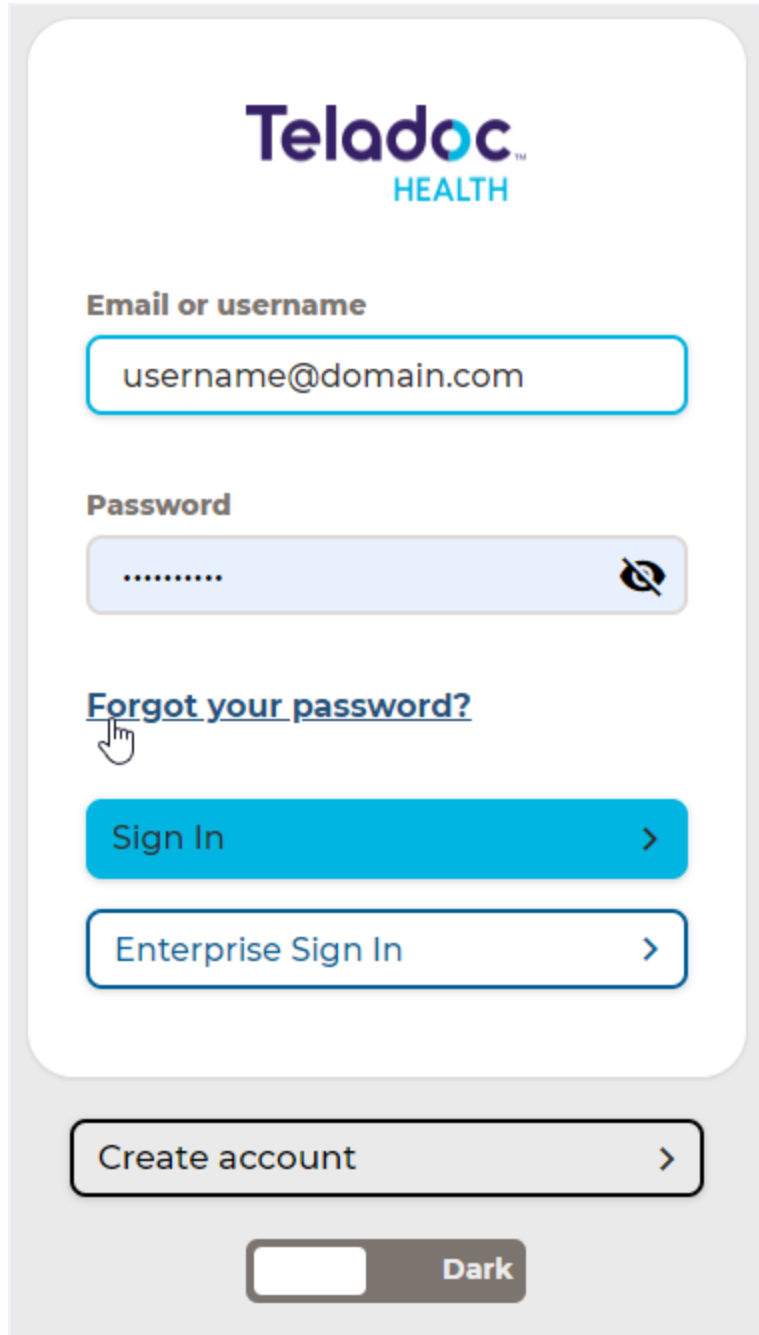


Click [Sign in with another account](#) and log in with the correct account.

Forgot Password

If you know your **Username**, but forgot your password click [Forgot your password?](#)

If you don't know your **Username**, call Technical Support or open a chat session by clicking the [Chat with a Live Agent](#) link. Once you have your **Username**, click on [Forgot your password?](#) to open the Reset Password page.



The screenshot shows the Teladoc Health login interface. At the top is the Teladoc HEALTH logo. Below it is a form with two input fields: 'Email or username' containing 'username@domain.com' and 'Password' with masked characters and a toggle icon. A link for 'Forgot your password?' is highlighted with a mouse cursor. Below the link are three buttons: a blue 'Sign In' button, a white 'Enterprise Sign In' button, and a white 'Create account' button. At the bottom is a 'Dark' theme toggle switch.

Enter your **Username** and email address and click [Continue](#). A link will be sent to your email to allow you to select a new password.



Reset Password

User information

Username or Email

*

You must enter the username or the email address associated with your user account.

* Required fields

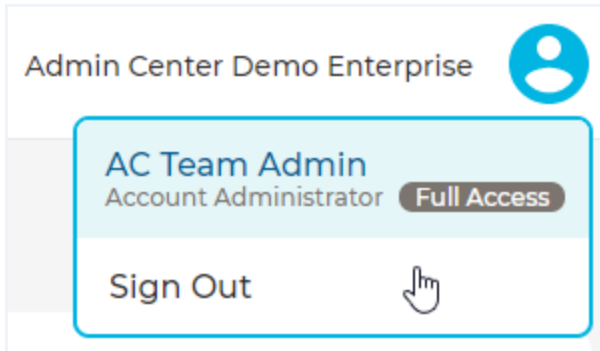
Continue

Open the email you receive, click the link provided, and follow the instructions.

Logging Out

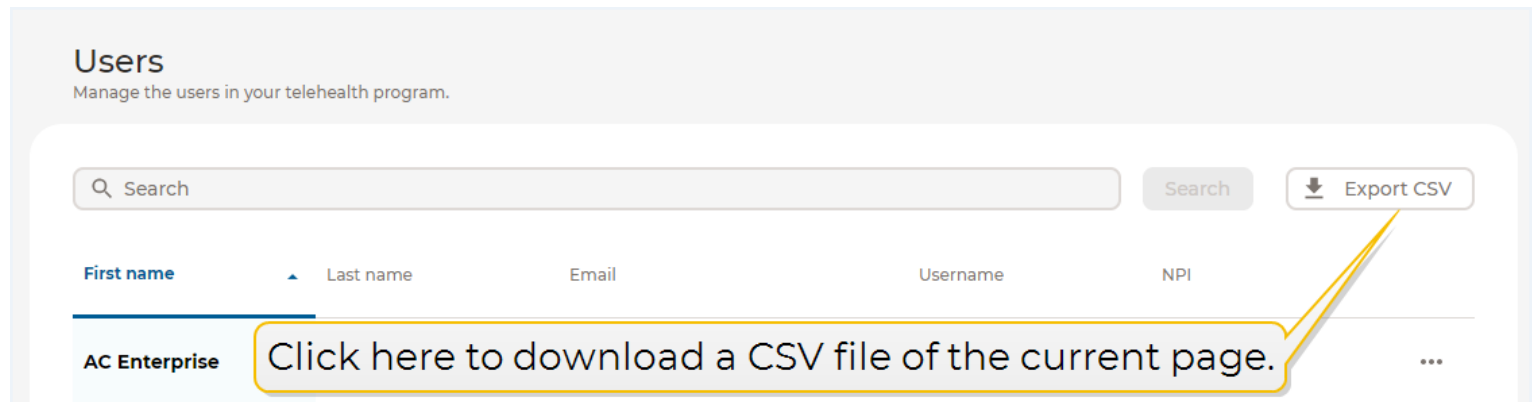
To log-out follow the instructions below.

1. Select the user icon in the upper right-hand corner of the Window.
2. Select **Sign Out**.



Export CSV Reports

You can create a CSV report of the current table with any filter or sort applied by clicking **Export CSV** in the upper right-hand corner.



The screenshot shows a web interface for managing users. At the top, there is a search bar with a magnifying glass icon and the text 'Search', followed by a 'Search' button. To the right of the search bar is an 'Export CSV' button with a download icon. Below the search bar, there is a table with columns: 'First name', 'Last name', 'Email', 'Username', and 'NPI'. The first row of the table contains the text 'AC Enterprise' under the 'First name' column and a three-dot menu icon under the 'NPI' column. A yellow callout box with a pointer to the 'Export CSV' button contains the text: 'Click here to download a CSV file of the current page.'

Users

On the Users page you can view, add, activate, deactivate, and edit users; this includes configuring care location access for users in your organization. Sort the table by any column, with the exception of except Type and NPI (National Provider Identifier).

The screenshot shows the 'Users' page in the Teladoc interface. A search bar at the top allows users to search for one or more users. A 'Create User' button is located in the top right corner. A table lists users with columns for Name, Type, Specialty, Email, Username, and NPI. Each row has an ellipsis icon for editing or viewing details. A sidebar on the left contains navigation options like Users, Devices, Locations, Organizations, Programs, Practices, and Services. Callouts provide instructions: 'Click in a user's row to display their care locations' points to the Name column; 'Search for one or more users' points to the search bar; 'Click here to add a user.' points to the 'Create User' button; and 'Click to here to edit a user, modify or display access, reset a user's password, or display the user's history.' points to the ellipsis icon.

Column	Description
Name	The user's full name. Click their name to display their care locations.
Type	The type of user, which can be User, Admin, or Guest.
Email	The user's email address.
Username	The user's username.
NPI	The user's National Provider Identifier.
...	Click the ellipses to edit, view device access, reset the password for, and display the history of active users and admins. For guests and deactivated users, you can view their care location access and their history.

User Types and Definitions

Customer Admin

A **customer admin**, also known as a full access admin, is a role designated by a customer for one of their employees within a Tenant that has a broader permission set than a typical user. A customer admin is typically the customers' telehealth administrator.

Customer Read-Only Admin

A **customer read-only admin** is a second role designated by a customer for one of their employees. This role would be within a Tenant and has a broader permission set than a typical user. A customer read-only admin is able to view a telehealth program in Admin Center, but is unable to make changes to the account. For example, a customer read-only admin can't edit users or grant access to users or devices, and doesn't have permissions for any non read-only features.

Guest

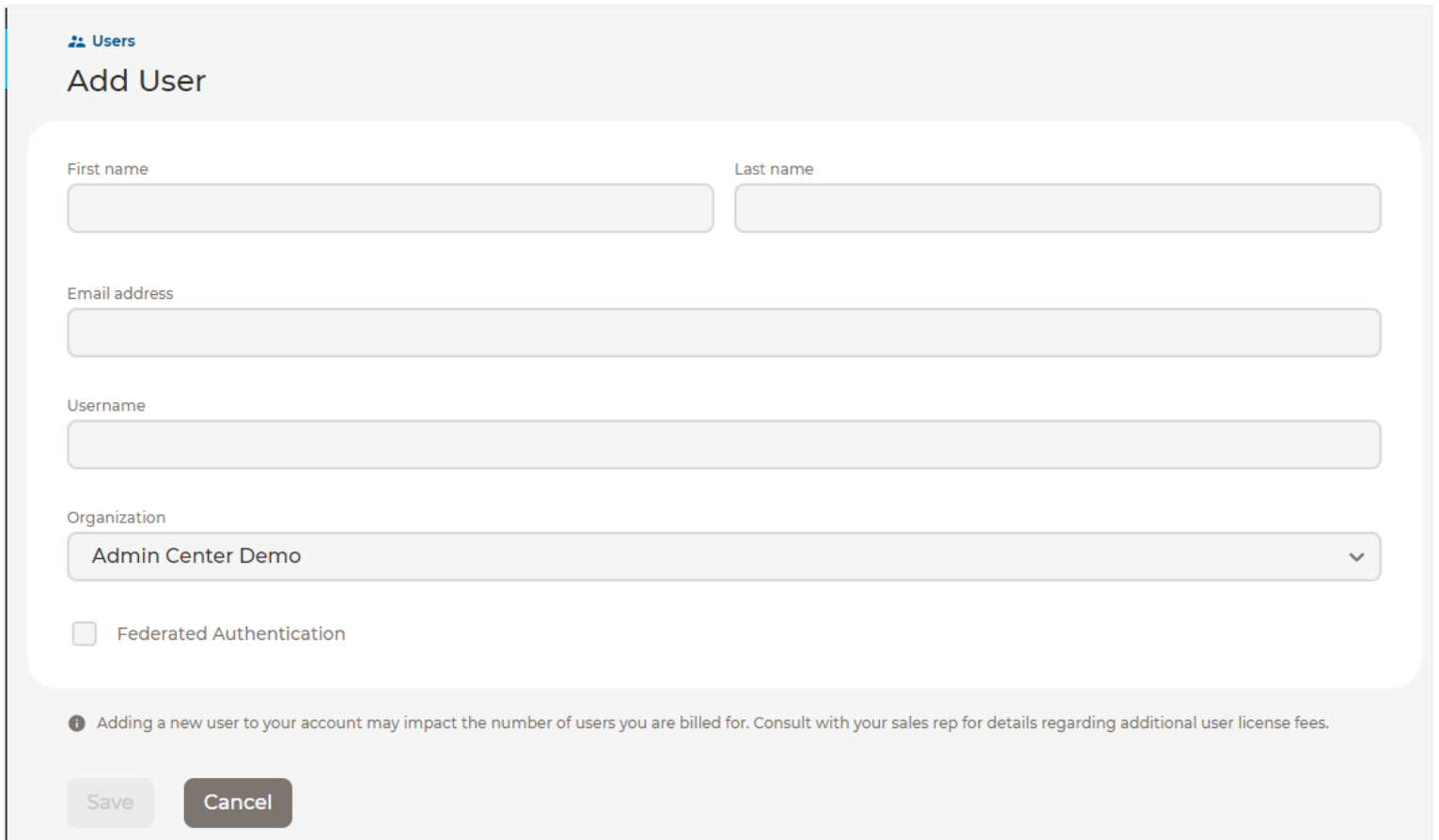
A user which is not part of the Tenant, and who still has access via access rules to one of the devices which is part of the Tenant.

Access Rule

A policy that allows a user to connect to a telehealth device. Access rules are often the outcome of a Connectivity Group.

Adding Users

1. Click **Users** in the left navigation panel.
2. Click **Add Users** in the upper right hand corner.



The screenshot shows the 'Add User' form in the Teladoc Health system. The form is titled 'Add User' and is located under the 'Users' section. It contains the following fields and options:

- First name**: A text input field.
- Last name**: A text input field.
- Email address**: A text input field.
- Username**: A text input field.
- Organization**: A dropdown menu with 'Admin Center Demo' selected.
- Federated Authentication**: A checkbox option.

At the bottom of the form, there is a note: "Adding a new user to your account may impact the number of users you are billed for. Consult with your sales rep for details regarding additional user license fees." Below the note are two buttons: 'Save' and 'Cancel'.

3. Enter the user's first name, last name, and email address.
4. If you do not use Federated Authentication, enter the user's username.
5. Select the Organization from the dropdown.

6. If the user logs in through Enterprise Authentication, select **Federated Authentication** and then select the Federated Authentication provider from the dropdown.

NOTE: When you create a new enterprise user, Fleet Access Manager will create a temporary username. When the enterprise user first logs in their temporary username will be replaced by their final username.

The screenshot shows the 'Add User' form in the Teladoc Health interface. The form is titled 'Add User' and is located under the 'Users' section. It contains the following fields and options:

- First name:** John
- Last name:** Smith
- Email address:** john.smith@domain.com
- Organization:** Admin Center Demo (dropdown menu)
- Federated Authentication:** Federated Authentication
- Provider:** ith4 (dropdown menu)

At the bottom of the form, there are two buttons: **Save** (blue) and **Cancel** (grey). Below the buttons, there is a small information icon and a note: "Adding a new user to your account may impact the number of users you are billed for. Consult with your sales rep for details regarding additional user license fees."

7. Click **Save**.

Adding a new user to Practices and Services

After successfully creating a new user, next add them to one or more of your Practices and, optionally, Services.

1. From the dropdown menu, select one or more Practices to connect the new user to.
2. Choose a role for this user within the Practice.
3. Optionally, you can include the user in specific Services by choosing from the Services dropdown.

Users

Create User

Practices

CAT Practice x CAT Hub x

Role

Practitioner x

Services (optional)

Neurology Service x

Save

Note: When you create a new user and add them to one or more Practices, you have the option skip adding them to any Services initially. You can always come back later to add the user to specific service through the service member options within the Practice.

Edit Users

NOTE: Only Admins can edit users.

1. Click the three horizontal dots in the row of the user you want to edit and select **Edit**.

The following will be displayed.

Users / AC Enterprise User Active *i*

Edit User

First name: Last name:

Email address:

Tenant Administrator

Full Access Read Only

2. Click the Active slider to activate or deactivate a user. This change will happen immediately – you do not need to click **Save**.
3. Edit the user's first name, last name, or email address as needed.
4. Select **Tenant Administrator** to change a user to an admin or deselect it to change an admin to a user.
5. If you selected **Tenant Administrator** select **Full Access** or **Read Only**.
6. Click **Save**.

Viewing User Care Locations (Devices)

1. Select the user or click the three horizontal dots in their row and select **Access**.

The screenshot shows the 'Users' management page. On the left is a navigation sidebar with options: Users, Devices, Locations, Organizations, Programs, Practices, and Services. The main content area has a search bar with 'AC Enterprise' and an 'Add User +' button. Below is a table with columns: Name, Type, Email, Username, and NPI. The table contains one row for 'AC Enterprise User' with Type 'Admin' and Email 'abcd@1234.com'. A context menu is open over the user's row, listing 'Edit', 'Access', 'Reset Password', and 'History'. The 'Access' option is highlighted with a mouse cursor. At the bottom of the table, there are pagination controls showing '1'.

If the user does not have access to any care locations, the following will be displayed.

Access

Grant Access +



This user doesn't have any access rules.

NOTE: See ["Adding Care Locations \(Devices\) to a User" on page 20](#) for steps to add one or more care locations to a user.

If the user has access to one or more care locations, the following will be displayed.

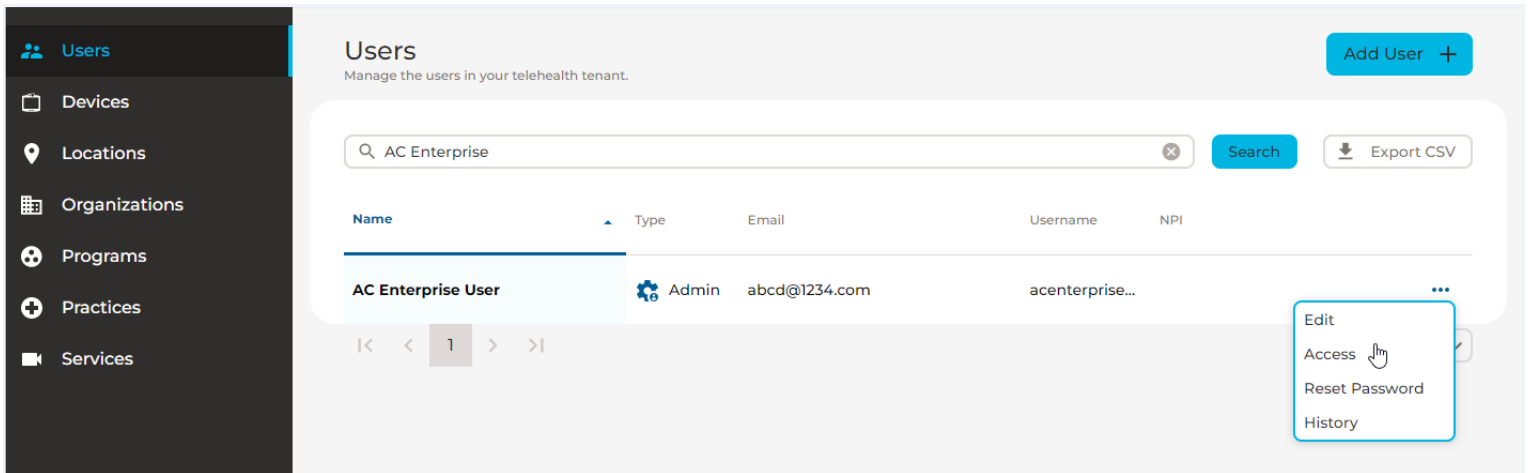
Grant Access +

Access

<input type="checkbox"/>	Care Location	ID
<input type="checkbox"/>	AH: Morristown ICU	1120
<input type="checkbox"/>	AH: Morristown Memorial Hospital	1096
<input type="checkbox"/>	AH: Overlook ED	1118
<input type="checkbox"/>	AH: Overlook Hospital	1097
<input type="checkbox"/>	AH: Overlook ICU	1119
<input type="checkbox"/>	AH: Union Care Location	1117
<input type="checkbox"/>	AutoQA: Open Viewpoint(19084)	10338

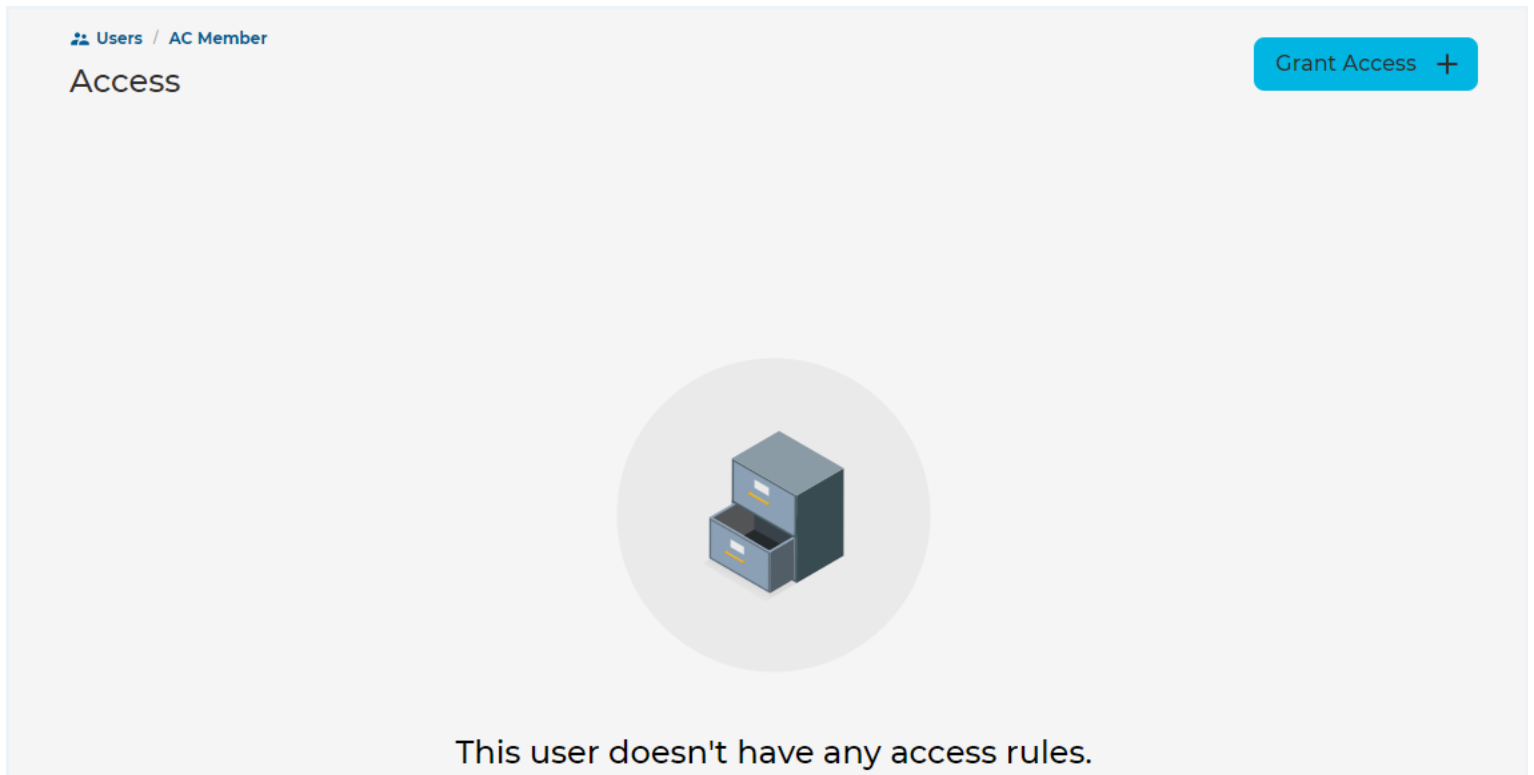
Adding Care Locations (Devices) to a User

1. Select the user or click the three horizontal dots in their row and select **Access**.



The screenshot shows the 'Users' management page. On the left is a navigation sidebar with options: Users, Devices, Locations, Organizations, Programs, Practices, and Services. The main content area is titled 'Users' and includes a search bar with 'AC Enterprise' entered, a 'Search' button, and an 'Export CSV' button. Below the search is a table with columns: Name, Type, Email, Username, and NPI. The table contains one row for 'AC Enterprise User' with Type 'Admin', Email 'abcd@1234.com', and Username 'acenterprise...'. A three-dot menu is open for this user, showing options: Edit, Access (highlighted with a mouse cursor), Reset Password, and History.

If the user does not have access to any devices, the following will be displayed.



The screenshot shows the 'Access' page for a user named 'AC Member'. The page title is 'Access' and there is a 'Grant Access +' button in the top right. The main content area is mostly empty, with a large circular icon in the center depicting a blue filing cabinet with two drawers. Below the icon, the text reads: 'This user doesn't have any access rules.'

If the user has access to one or more devices (care locations), the following will be displayed.

Grant Access +

Access

Search

Search

Export CSV

Remove Access -

<input type="checkbox"/>	Care Location	ID
<input type="checkbox"/>	AH: Morristown ICU	1120
<input type="checkbox"/>	AH: Morristown Memorial Hospital	1096
<input type="checkbox"/>	AH: Overlook ED	1118
<input type="checkbox"/>	AH: Overlook Hospital	1097
<input type="checkbox"/>	AH: Overlook ICU	1119
<input type="checkbox"/>	AH: Union Care Location	1117
<input type="checkbox"/>	AutoQA: Open Viewpoint(19084)	10338

1

Viewing 10

2. Click [Grant Access](#).

Grant Access

Search for devices to grant access to user.

Q Search

Search



Search for devices to grant user access

Grant Access to 0 Devices

Cancel

3. Enter the name of the device in the search window.
4. Click **Search**. You can search by device name, ID, type, or serial number. Matching names will be displayed.

Grant Access

Search for devices to grant access to user.

Q Overlook Search

<input type="checkbox"/>	Name	ID	Type	Serial Number	
<input type="checkbox"/>	AH: Overlook ED	1446	RP-Lite	1583	Existing Access
<input type="checkbox"/>	AH: Overlook Hospital	1391	RP-Lite	1551	Existing Access
<input type="checkbox"/>	AH: Overlook ICU	1447	RP-Lite	1857	Existing Access
<input type="checkbox"/>	AH: Overlook Robot-9191	1532	RP-Lite	1799	
<input type="checkbox"/>	AH: Overlook Robot-9200	1224	RP-7	1197	

1 Viewing 10

Grant Access to 0 Devices Cancel






5. Select the checkbox at the top of the table to select all care locations or select individual care locations.

Grant Access

Search for devices to grant access to user.

Q Overlook

Search

Name	ID	Type	Serial Number
<input type="checkbox"/> AH: Overlook ED	1446	 RP-Lite	1583 Existing Access
<input type="checkbox"/> AH: Overlook Hospital	1391	 RP-Lite	1551 Existing Access
<input type="checkbox"/> AH: Overlook ICU	1447	 RP-Lite	1857 Existing Access
<input type="checkbox"/> AH: Overlook Robot-9191	1532	 RP-Lite	1799
<input checked="" type="checkbox"/> AH: Overlook Robot-9200	1224	 RP-7	1197

1

Viewing 10

Grant Access to 1 Device

Cancel

NOTE: You can search, click a checkbox and search again to select multiple devices on several searches before clicking **Grant Access**.

6. Click **Grant Access**.

Removing Care Locations (Devices) from Users

1. Select the user from whom you want to remove care locations.
2. Click the three horizontal dots in their row and select **Access**.

The screenshot shows the 'Users' management page. A search bar at the top contains 'AC Enterprise'. Below it is a table with the following data:

Name	Type	Email	Username	NPI
AC Enterprise User	Admin	abcd@1234.com	acenterprise...	

A dropdown menu is open for the 'AC Enterprise User' row, showing the following options: Edit, Access, Reset Password, and History. The 'Access' option is highlighted with a mouse cursor.

The following will be displayed.

Access

Q Search

Search

Export CSV

Remove Access -

<input type="checkbox"/> Care Location	ID
<input type="checkbox"/> AH: Morristown ICU	1120
<input type="checkbox"/> AH: Morristown Memorial Hospital	1096
<input type="checkbox"/> AH: Overlook ED	1118
<input type="checkbox"/> AH: Overlook Hospital	1097
<input type="checkbox"/> AH: Overlook ICU	1119
<input type="checkbox"/> AH: Union Care Location	1117
<input type="checkbox"/> AutoQA: Open Viewpoint(19084)	10338

|< < 1 > >|

Viewing 10 ▾

3. Select the checkbox next to Care Location at the top of the table to remove all care locations or select one or more care locations.
4. Click [Remove Access](#).

Grant Access +

Access

Search

Search

Export CSV

Remove Access -

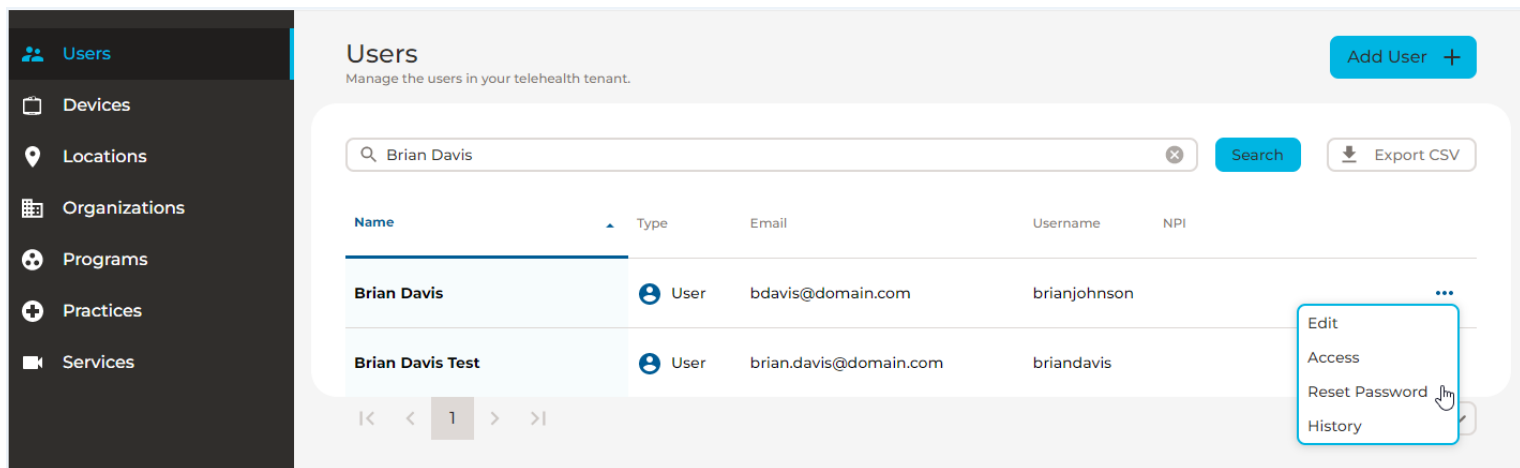
<input type="checkbox"/>	Care Location	ID
<input type="checkbox"/>	AH: Morristown ICU	1120
<input type="checkbox"/>	AH: Morristown Memorial Hospital	1096
<input type="checkbox"/>	AH: Overlook ED	1118
<input type="checkbox"/>	AH: Overlook Hospital	1097
<input checked="" type="checkbox"/>	AH: Overlook ICU	1119
<input type="checkbox"/>	AH: Union Care Location	1117
<input checked="" type="checkbox"/>	AutoQA: Open Viewpoint(19084)	10338

1

Viewing 10

Reset User Passwords

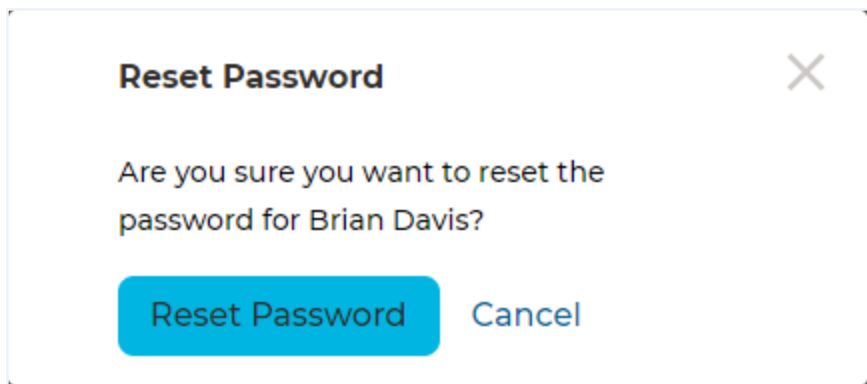
1. Click **Users** in the left navigation panel.
2. Click the three horizontal dots in the user's row and select **Reset Password**.



The screenshot shows the 'Users' management interface. On the left is a dark navigation sidebar with 'Users' selected. The main area has a search bar containing 'Brian Davis' and an 'Add User +' button. Below is a table with columns: Name, Type, Email, Username, and NPI. Two users are listed: 'Brian Davis' and 'Brian Davis Test'. A context menu is open for the first user, showing options: Edit, Access, Reset Password, and History. The 'Reset Password' option is highlighted by the mouse cursor.

Name	Type	Email	Username	NPI
Brian Davis	User	bdavis@domain.com	brianjohnson	
Brian Davis Test	User	brian.davis@domain.com	briandavis	

The following will be displayed.

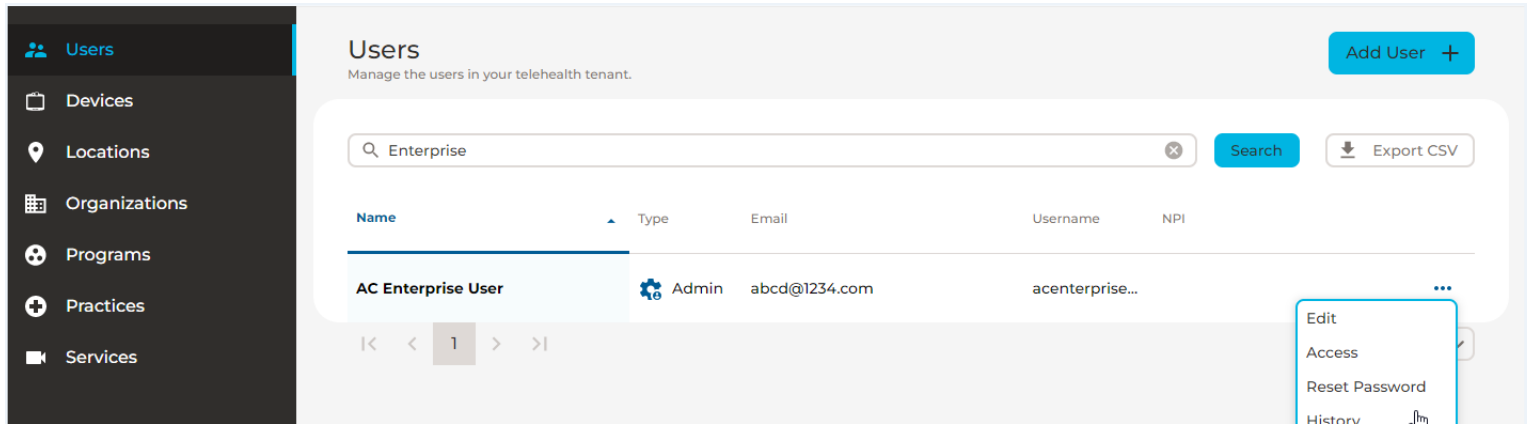


The dialog box is titled 'Reset Password' and contains the text: 'Are you sure you want to reset the password for Brian Davis?'. At the bottom, there are two buttons: 'Reset Password' (highlighted in blue) and 'Cancel'.

3. Click **Reset Password**.

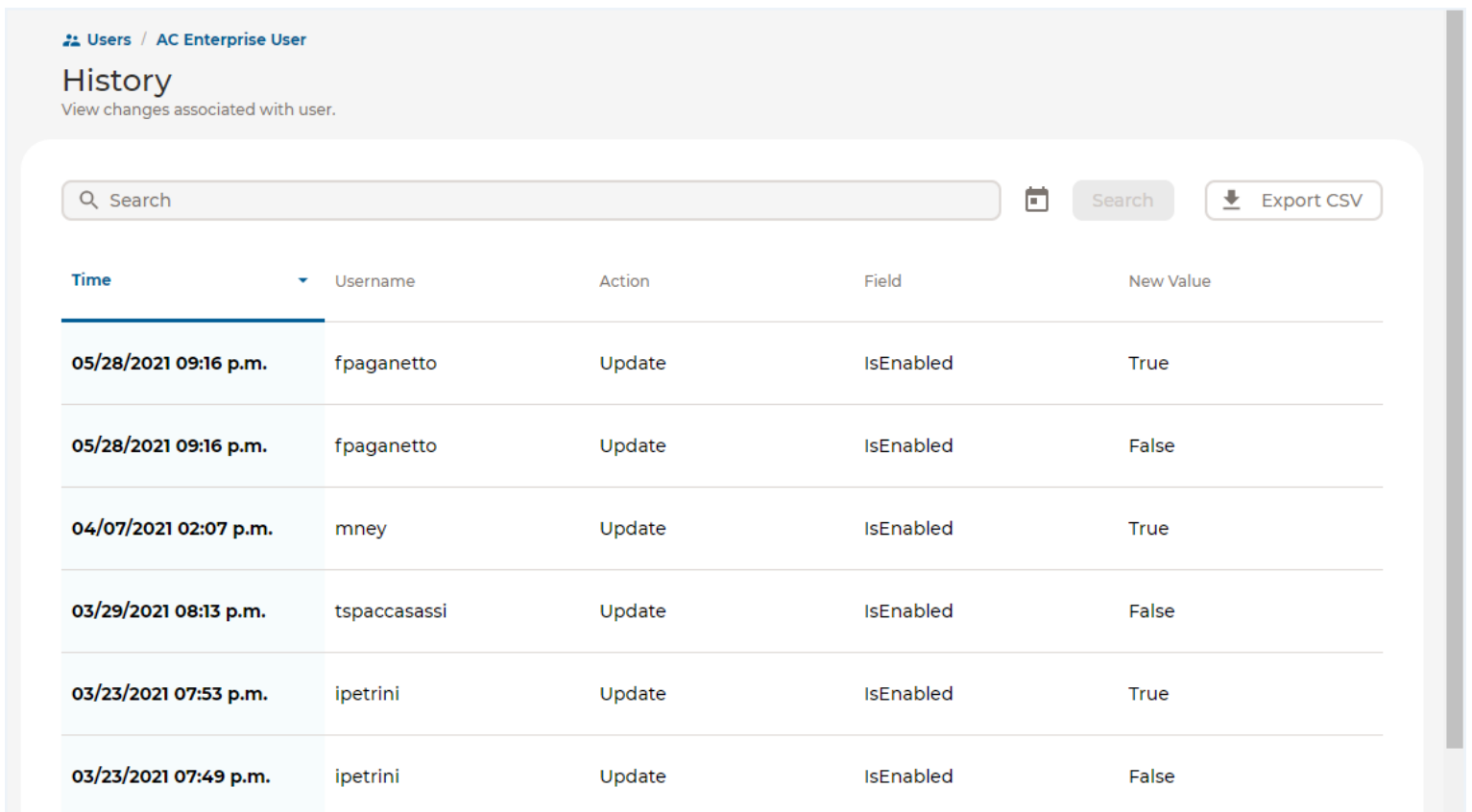
View User History

1. Select the user whose history you want to view.
2. Click the three horizontal dots in their row and select **History**.



The screenshot shows the 'Users' management page. A search bar contains 'Enterprise'. Below it is a table with columns: Name, Type, Email, Username, and NPI. The first row is 'AC Enterprise User' with Type 'Admin', Email 'abcd@1234.com', and Username 'acenterprise...'. A three-dot menu is open for this row, showing options: Edit, Access, Reset Password, and History. The 'History' option is highlighted.

The following will be displayed.



The screenshot shows the 'History' page for the 'AC Enterprise User'. It features a search bar and a table with columns: Time, Username, Action, Field, and New Value. The table contains seven rows of change logs.

Time	Username	Action	Field	New Value
05/28/2021 09:16 p.m.	fpaganetto	Update	IsEnabled	True
05/28/2021 09:16 p.m.	fpaganetto	Update	IsEnabled	False
04/07/2021 02:07 p.m.	mney	Update	IsEnabled	True
03/29/2021 08:13 p.m.	tspaccasassi	Update	IsEnabled	False
03/23/2021 07:53 p.m.	ipetrini	Update	IsEnabled	True
03/23/2021 07:49 p.m.	ipetrini	Update	IsEnabled	False

3. You can filter the results by entering a username, action, field, or value in the search bar. Click the X to clear your results.

Users / AC Enterprise User

History

View changes associated with user.

Q Blair ✕ 📅 Search 📄 Export CSV

Time	Username	Action	Field	New Value
12/16/2020 09:36 p.m.	jcox	Update	FirstName	Blair

|< < 1 > >| Viewing 10

4. You can select a date range by clicking the date picker (📅), then selecting the start and end dates, and then clicking **Search**.

Q Search 12/1/2020 - 6/2/2021 ✕ 📅 Search 📄 Export CSV

Start Date: Dec 2020 End Date: Jun 2021

S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5	30	31	1	2	3	4	5
6	7	8	9	10	11	12	6	7	8	9	10	11	12
13	14	15	16	17	18	19	13	14	15	16	17	18	19
20	21	22	23	24	25	26	20	21	22	23	24	25	26
27	28	29	30	31	1	2	27	28	29	30	1	2	3

New value

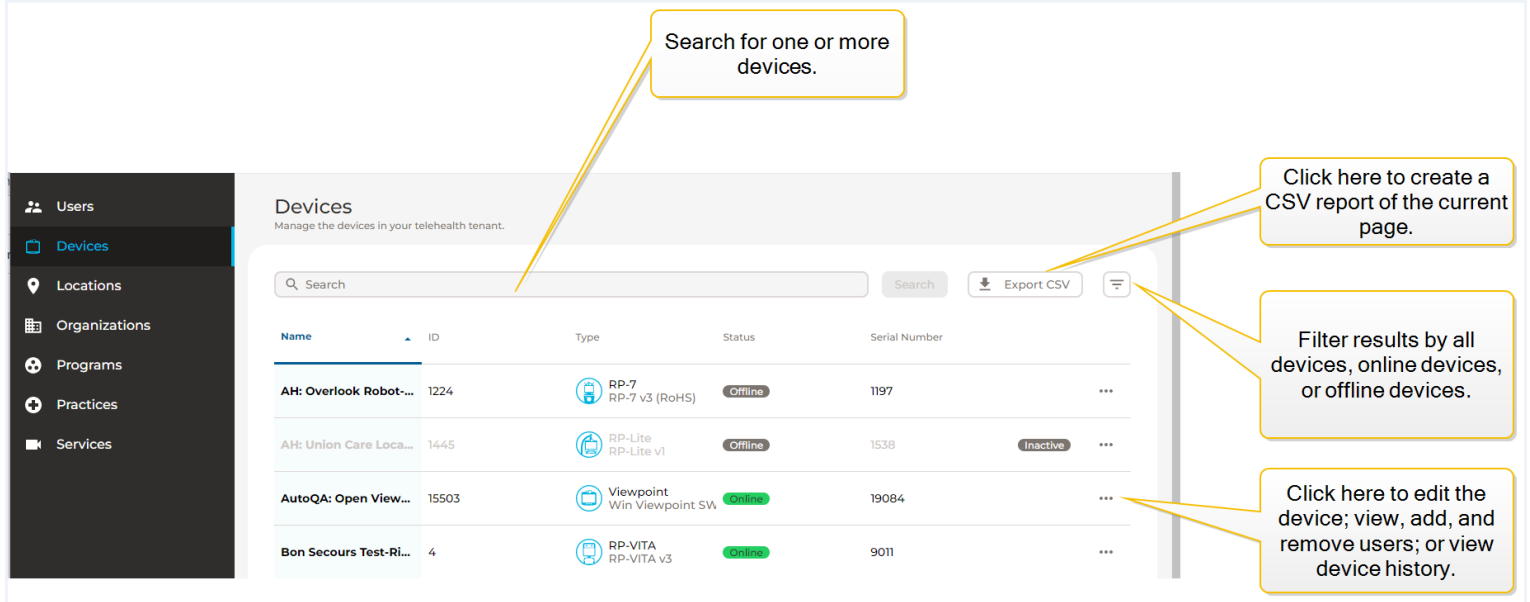
- AH: Holy Name Hospital
- AH: Holy Name Hospitals
- AH: Holy Name Hospital
- AH: Holy Name Hospital 1...
- AH: Holy Name Hospital

Click the X to clear your results.

Devices

Use the Devices (Care Locations) page to view and edit Teladoc Health devices and configure user access for devices in your organization. You can sort the table by all five columns. If the device is inactive an inactive button in its row will be displayed.

Click the filter button () to filter the table by all devices (the default), online devices, or offline devices.



Search for one or more devices.

Click here to create a CSV report of the current page.

Filter results by all devices, online devices, or offline devices.

Click here to edit the device; view, add, and remove users; or view device history.

Name	ID	Type	Status	Serial Number
AH: Overlook Robot-...	1224	RP-7 RP-7 v3 (RoHS)	Offline	1197
AH: Union Care Loca...	1445	RP-Lite RP-Lite v1	Offline	1538
AutoQA: Open View...	15503	Viewpoint Win Viewpoint SW	Online	19084
Bon Secours Test-Ri...	4	RP-VITA RP-VITA v3	Online	9011

Column	Description
Name	The name of the device.
ID	The device's ID number
Type	The type of device. Devices are categorized by product type and within that category, there are the product sub-types. Product Type and Subtype names identify the software version that a device has.
Status	Whether the device is online or offline.
Serial Number	The device's serial number.

Definitions

Care Locations

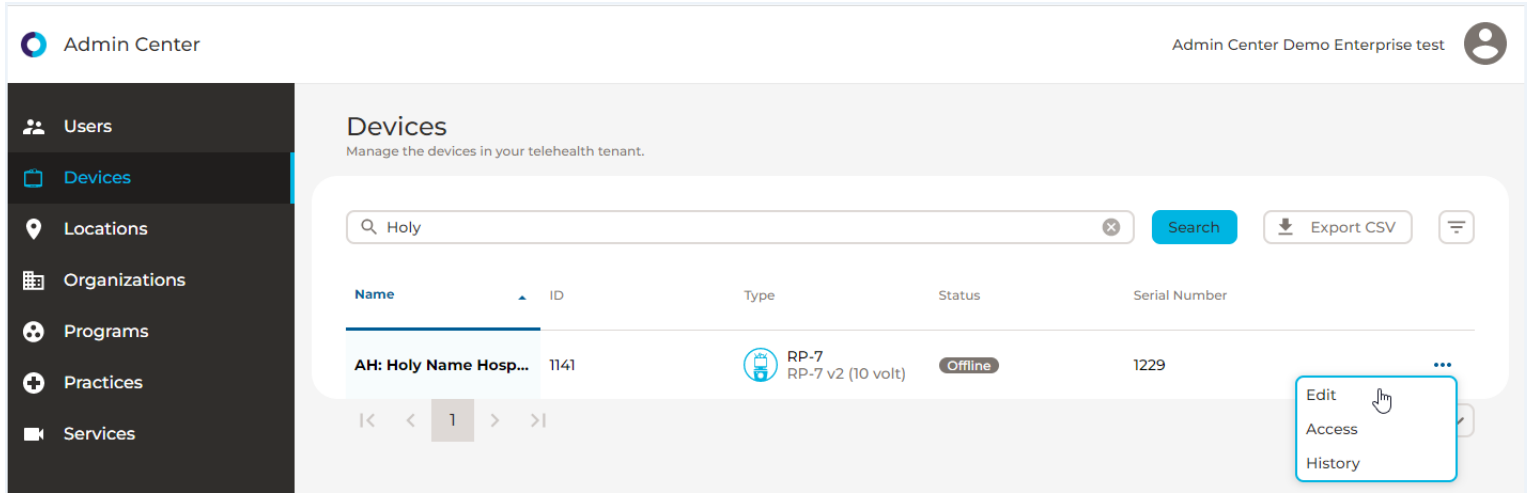
A physical place where a product is that is managed and where the product is a device. Care locations typically have a 1:1 association with a device and a care location name is typically used to reference a device.

Devices

A telehealth device associated to a care location. The software that powers it is either installed by Teladoc Health or by a customer using a Teladoc Health Viewpoint license.

Edit Devices

1. Select the device you want to edit.
2. Click the three horizontal dots in its row and select **Edit**.

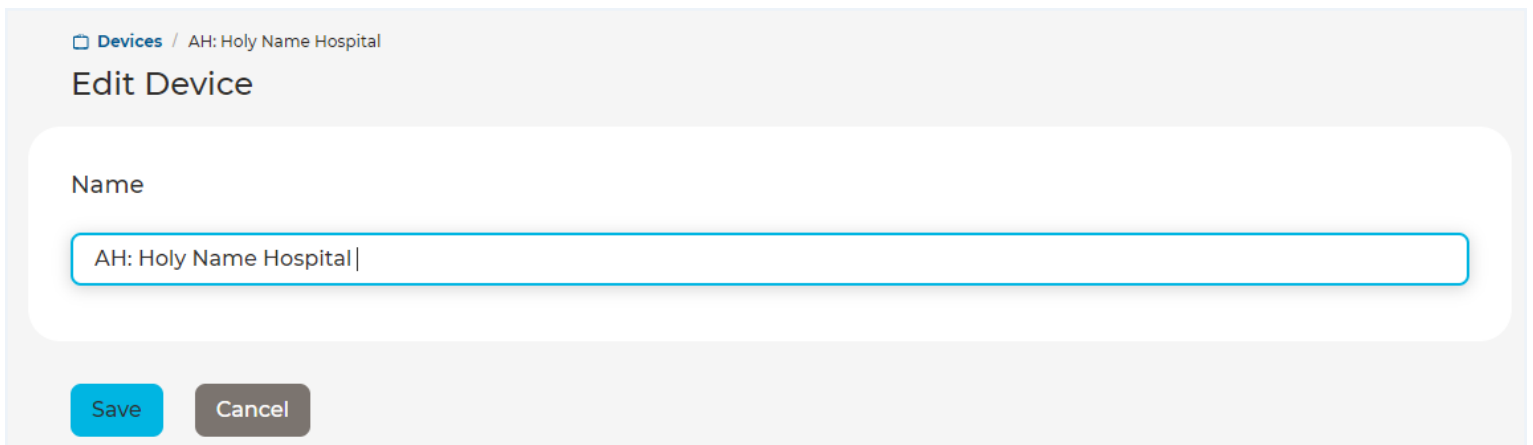


The screenshot shows the 'Admin Center' interface. On the left is a navigation menu with options: Users, Devices (selected), Locations, Organizations, Programs, Practices, and Services. The main content area is titled 'Devices' with the subtitle 'Manage the devices in your telehealth tenant.' Below this is a search bar containing 'Holy' and a 'Search' button. To the right of the search bar are 'Export CSV' and a filter icon. A table displays device information:

Name	ID	Type	Status	Serial Number
AH: Holy Name Hosp...	1141	RP-7 RP-7 v2 (10 volt)	Offline	1229

At the bottom of the table, there are navigation arrows and a page indicator '1'. A three-dot menu is visible at the end of the selected row, with a dropdown menu open showing 'Edit', 'Access', and 'History' options. The 'Edit' option is highlighted with a mouse cursor.

The following will be displayed.



The screenshot shows the 'Edit Device' form. At the top left, there is a breadcrumb 'Devices / AH: Holy Name Hospital'. The title of the form is 'Edit Device'. Below the title is a 'Name' label and a text input field containing 'AH: Holy Name Hospital'. At the bottom of the form are two buttons: 'Save' and 'Cancel'.

3. Enter a new name for the device, if needed.
4. Click **Save**.

Viewing Device Users

1. Select the device you want to view its users.
2. Click the three horizontal dots in its row and select **Access** or click anywhere in the device's row.

Devices

Manage the devices in your telehealth program.

Search [] Search [] Export CSV []

Name	ID	Type	Serial Number	
AH: Holy Name Hospital	1141	RP-7	1229	...
AH: Morristown ICU	1137	RP-7	1223	...
AH: Morristown Memorial Ho...	1138	RP-7	1225	...

Edit

Access

History

The following will be displayed.

Devices / AH: Holy Name Hospital

Access

Grant Access +

Search [] Search [] Export CSV [] Remove Access -

<input type="checkbox"/>	First name	Last name	Type	Email	Username
<input type="checkbox"/>	AC Team	Admin	User	[REDACTED]	acteamadmin
<input type="checkbox"/>	AC Team	Member	User	[REDACTED]	acteammemberi
<input type="checkbox"/>	Contact List	Five Hundred	Guest	[REDACTED]	contactlist500

Adding Device Users

1. Select the device you want to add users.
2. Click the three horizontal dots in its row and select **Access** or click anywhere in the device's row.

Devices
Manage the devices in your telehealth program.

Search [] Search [] Export CSV []

Name	ID	Type	Serial Number	
AH: Holy Name Hospital	1141	RP-7	1229	...
AH: Morristown ICU	1137	RP-7	1223	...
AH: Morristown Memorial Ho...	1138	RP-7	1225	...

Context menu for the first device:

- Edit
- Access
- History

The following will be displayed.

Devices / AH: Holy Name Hospital

Access Grant Access +

Search [] Search [] Export CSV [] Remove Access []

<input type="checkbox"/>	First name	Last name	Type	Email	Username
<input type="checkbox"/>	AC Team	Admin	User	[REDACTED]	acteamadmin
<input type="checkbox"/>	AC Team	Member	User	[REDACTED]	acteammemberi
<input type="checkbox"/>	Contact List	Five Hundred	Guest	[REDACTED]	contactlist500

3. Click **Grant Access**.

Grant Access

Search for users to grant access to device.



Search for users to grant them access

4. Enter the name of the users you want to add in the search window.

5. Click **Search**.

Grant Access

Search for users to grant access to device.



First name



Last name

Email

Username



Brian

Davis Test

brian.davis@domain.com

briandavis


< 1 >

Viewing

10

6. Select the checkbox next to **First name** to select all users or select one or more users. Users with existing access will be grayed out.
7. Click **Grant Access to Users**.

Review Selected Users ✕

	First name	Last name	Email	Username
	Brian	Davis Test	brian.davis@domain....	briandavis

Grant Access to 1 User Cancel

8. Click **Grant Access to Users**.

Removing Device Users

1. Select the device from which you want to remove users.
2. Click the three horizontal dots in its row and select **Access** or click anywhere in the device's row.

Devices
Manage the devices in your telehealth program.

Search [] Search [] Export CSV []

Name	ID	Type	Serial Number	
AH: Holy Name Hospital	1141	RP-7	1229	...
AH: Morristown ICU	1137	RP-7	1223	...
AH: Morristown Memorial Ho...	1138	RP-7	1225	...

Dropdown menu for 'AH: Holy Name Hospital':
Edit
Access
History

The following will be displayed.

Devices / AH: Holy Name Hospital

Access Grant Access +

Search [] Search [] Export CSV [] Remove Access []

<input checked="" type="checkbox"/> First name	Last name	Type	Email	Username
<input type="checkbox"/> AC Team	Admin	User	[REDACTED]	acteamadmin
<input type="checkbox"/> AC Team	Member	User	[REDACTED]	acteammemberi
<input type="checkbox"/> Contact List	Five Hundred	Guest	[REDACTED]	contactlist500

3. Select the checkbox next to First Name at the top of the table to remove all users or select one or more users.
4. Click **Remove Access**.


Grant Access +

Access

Search Search Export CSV Remove Access

<input type="checkbox"/>	First name	Last name	Type	Email	Username
<input type="checkbox"/>	AC Team	Admin	User	[REDACTED]	acteamadmin
<input type="checkbox"/>	AC Team	Member	User	[REDACTED]	acteammemberi
<input checked="" type="checkbox"/>	Brian	Davis Test	User	brian.davis@domain.com	briandavis
<input type="checkbox"/>	Contact List	Three Hundred	Guest	[REDACTED]	contactlist300

The following will be displayed.

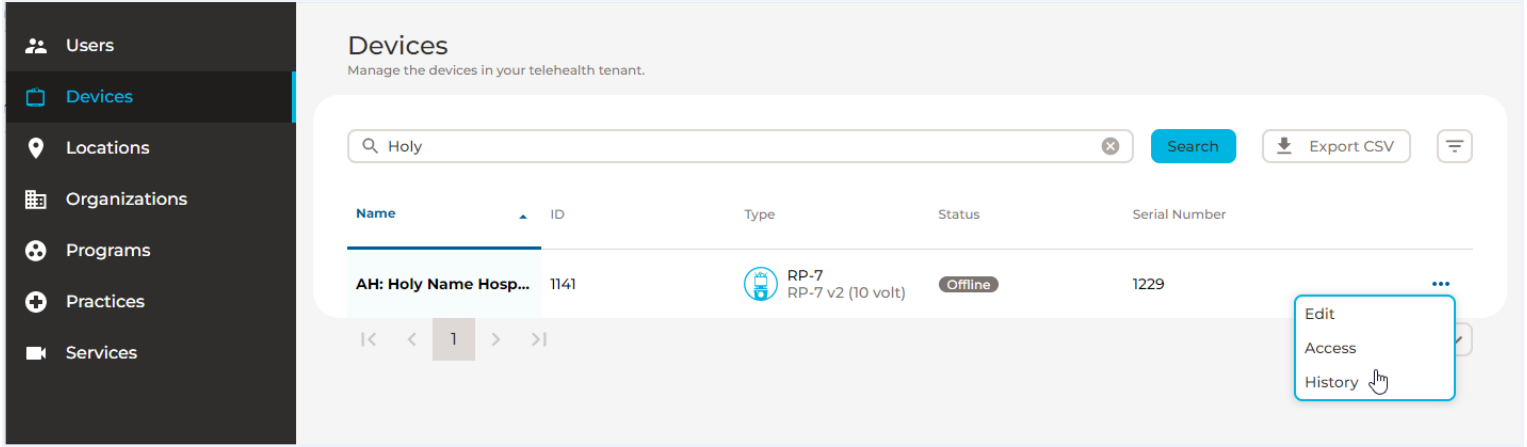
 **Remove Access** ✕

Are you sure you want to make this change?

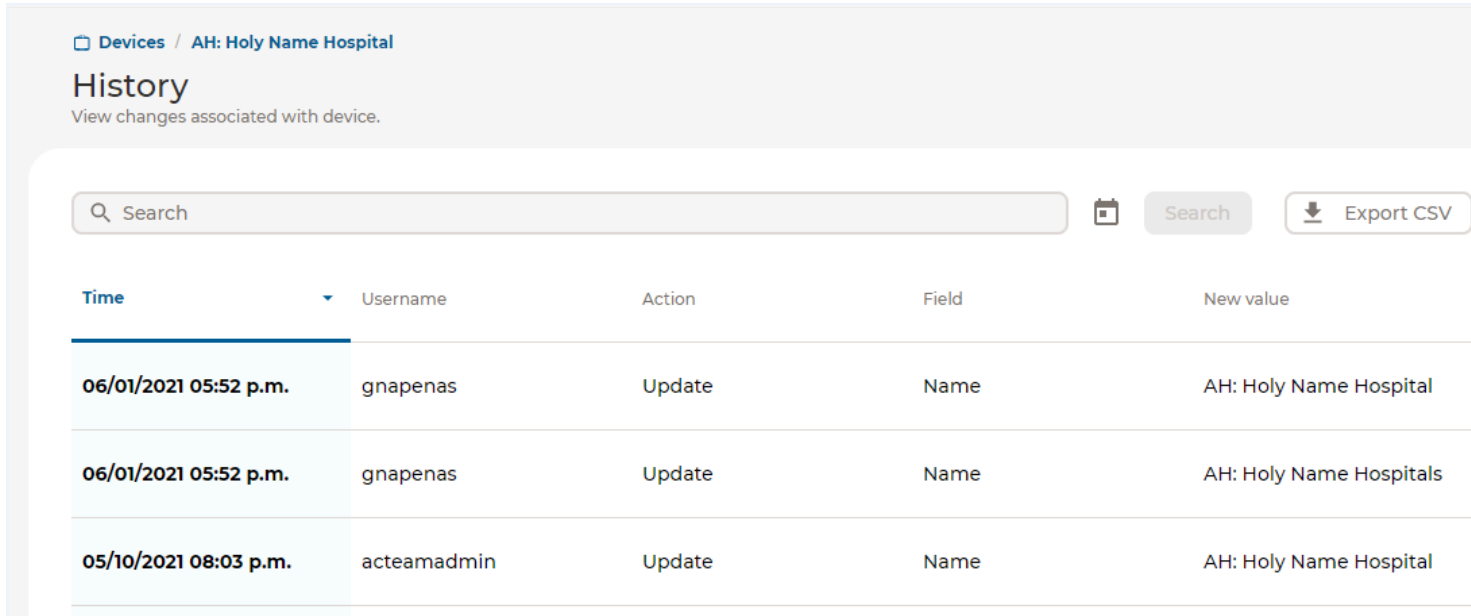
5. Click **Remove**.

Device History

1. Select the device you want to view its history.
2. Click the three horizontal dots in its row and select **History** or click anywhere in the device's row.



The following will be displayed. You can sort this table by any column except for New Value



Column	Description
Time	The local day and time the device field was changed..
Username	The name of the user who changed the device field.
Action	The modification type the user performed, which can be Create or Update.
Field	The field the user modified.
New value	The device field's new value.

- You can filter the results by entering a username, action, field, or value in the search bar. Click the X to clear your results.

Devices / AH: Holy Name Hospital

History

View changes associated with device.

Search: acqteamadmin [X] [Calendar] Search [Download] Export CSV

Time	Username	Action	Field	New value
11/23/2020 04:35 p.m.	acqteamadmin	Update	Name	AH: Holy Name Hospital
11/23/2020 04:26 p.m.	acqteamadmin	Update	Name	AH: Holy Name Hospital
11/23/2020 03:54 p.m.	acqteamadmin	Update	Name	AH: Holy Name Hospital

Navigation: |< < 1 > >| Viewing 10

- You can select a date range by clicking the date picker (📅), then selecting the start and end dates, and then clicking **Search**.

Search: [Empty] 12/1/2020 - 6/2/2021 [X] [Calendar] Search [Download] Export CSV

Start Date: Dec 2020 End Date: Jun 2021

S	M	T	W	T	F	S	S	M	T	W	T	F	S
29	30	1	2	3	4	5	30	31	1	2	3	4	5
6	7	8	9	10	11	12	6	7	8	9	10	11	12
13	14	15	16	17	18	19	13	14	15	16	17	18	19
20	21	22	23	24	25	26	20	21	22	23	24	25	26
27	28	29	30	31	1	2	27	28	29	30	1	2	3

Time	Username	Action	Field	New value
				AH: Holy Name Hospital
				AH: Holy Name Hospitals
				AH: Holy Name Hospital
				AH: Holy Name Hospital 1...
				AH: Holy Name Hospital

Click the X to clear your results.

Locations

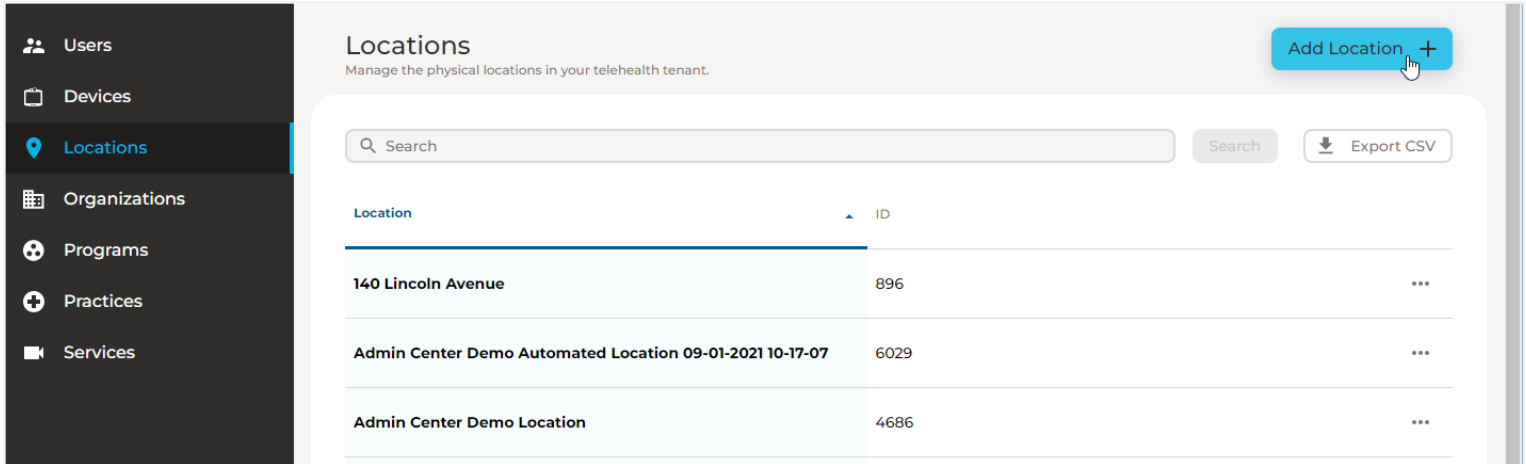
A location is a physical building where care is delivered. Use the Locations page to view its history, edit, add, and remove locations from your organization. You can sort the table by either column.

The screenshot shows the 'Locations' management interface. On the left is a dark sidebar with navigation items: Users, Devices, Locations (highlighted), Organizations, Programs, Practices, and Services. The main content area has a header 'Locations' with the subtitle 'Manage the physical locations in your telehealth tenant.' and a blue 'Add Location +' button. Below the header is a search bar with a magnifying glass icon and the text 'Search', followed by a 'Search' button and an 'Export CSV' button with a download icon. A table below contains three rows of location data. Callouts point to the search bar, the 'Add Location +' button, the 'Export CSV' button, and the three-dot menu icons in the table.

Location	ID	
140 Lincoln Avenue	896	...
Admin Center Demo Automated Location 09-01-2021 10-17-07	6029	...
Admin Center Demo Location	4686	...

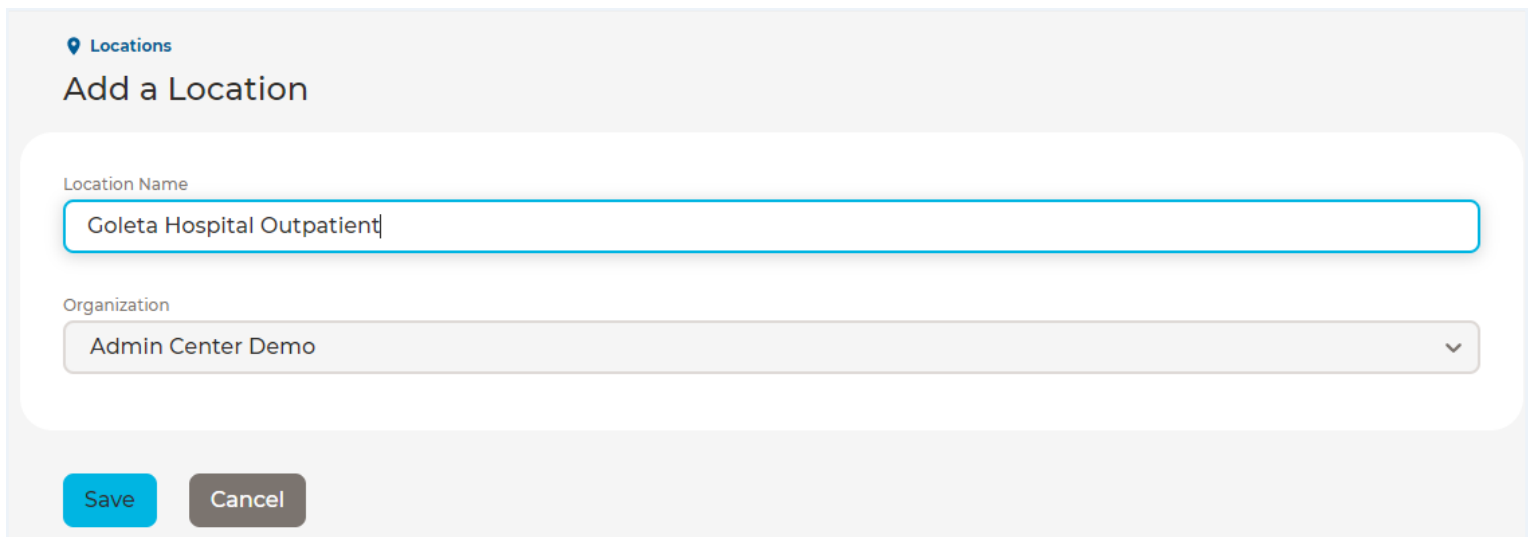
Adding Locations

1. Click **Locations** in the left-hand navigation bar.
2. Click **Add Location**.



Location	ID	
140 Lincoln Avenue	896	...
Admin Center Demo Automated Location 09-01-2021 10-17-07	6029	...
Admin Center Demo Location	4686	...

The following will be displayed.



Locations

Add a Location

Location Name

Organization

Admin Center Demo

Save Cancel

3. Enter the location's name.
4. If needed, select the organization from the Organization dropdown.
5. Click **Save**.

Edit Locations

1. Select the location you want to edit.
2. Click the three horizontal dots in its row and select **Edit**.

The screenshot shows the 'Locations' management interface. The left sidebar contains navigation options: Users, Devices, Locations (selected), Organizations, Programs, Practices, and Services. The main content area is titled 'Locations' with the subtitle 'Manage the physical locations in your telehealth tenant.' and an 'Add Location +' button. A search bar contains 'Goleta' with a search button and an 'Export CSV' button. Below is a table with columns 'Location' and 'ID'. The first row is 'Goleta Hospital Outpatient' with ID '6475'. A three-dot menu is open for this row, showing 'Edit', 'History', and 'Remove' options.

The following will be displayed.

The screenshot shows the 'Edit Location' form. The breadcrumb is 'Locations / Goleta Hospital Outpatient'. The title is 'Edit Location'. The 'Location Name' field contains 'Goleta Hospital Outpatient Clinic |'. At the bottom are 'Save' and 'Cancel' buttons.

3. Enter a new name for the location, if needed.
4. Click **Save**.

Remove Locations

1. Select the location you want to remove.
2. Click the three horizontal dots in its row and select **Remove**.

The screenshot shows the 'Locations' management page. The left sidebar is dark with white text and icons for 'Users', 'Devices', 'Locations', 'Organizations', 'Programs', 'Practices', and 'Services'. The 'Locations' section is active. The main area has a header 'Locations' and a subtitle 'Manage the physical locations in your telehealth tenant.' There is an 'Add Location +' button in the top right. Below the header is a search bar with 'Goleta' entered and a 'Search' button. To the right of the search bar is an 'Export CSV' button. A table below shows a single row for 'Goleta Hospital Outpatient' with ID '6475'. A three-dot menu is open for this row, showing 'Edit', 'History', and 'Remove' options. The 'Remove' option is highlighted with a mouse cursor.

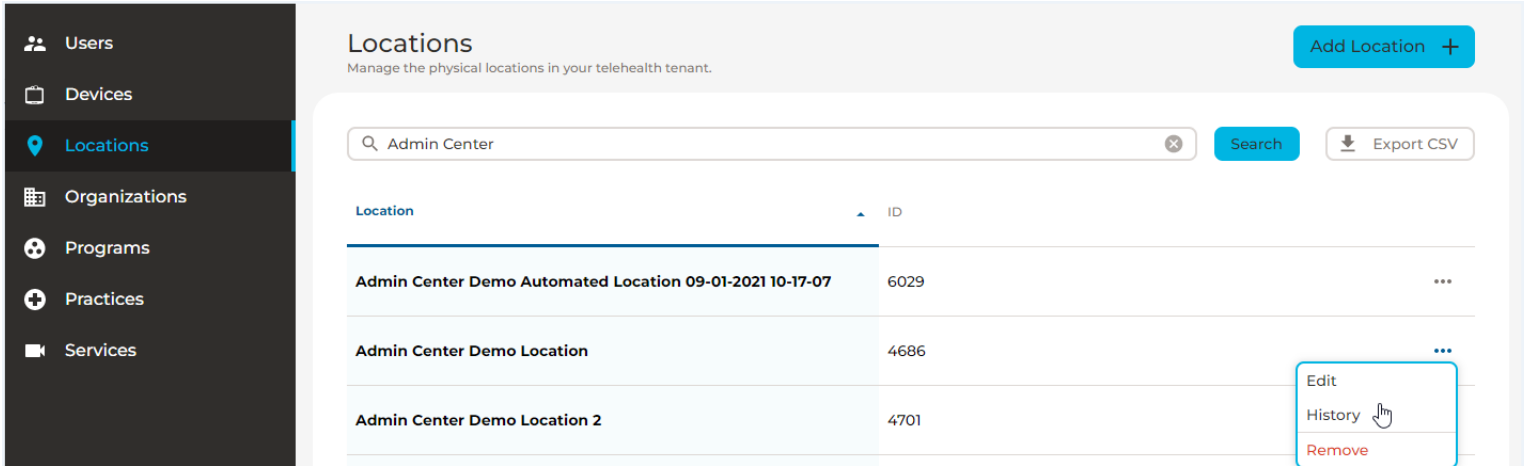
The following will be displayed.

The dialog box is titled 'Remove Location' and has a close button (X) in the top right corner. The main text asks 'Are you sure you want to remove the Location?'. At the bottom, there are two buttons: 'Remove' (highlighted in blue) and 'Cancel'.

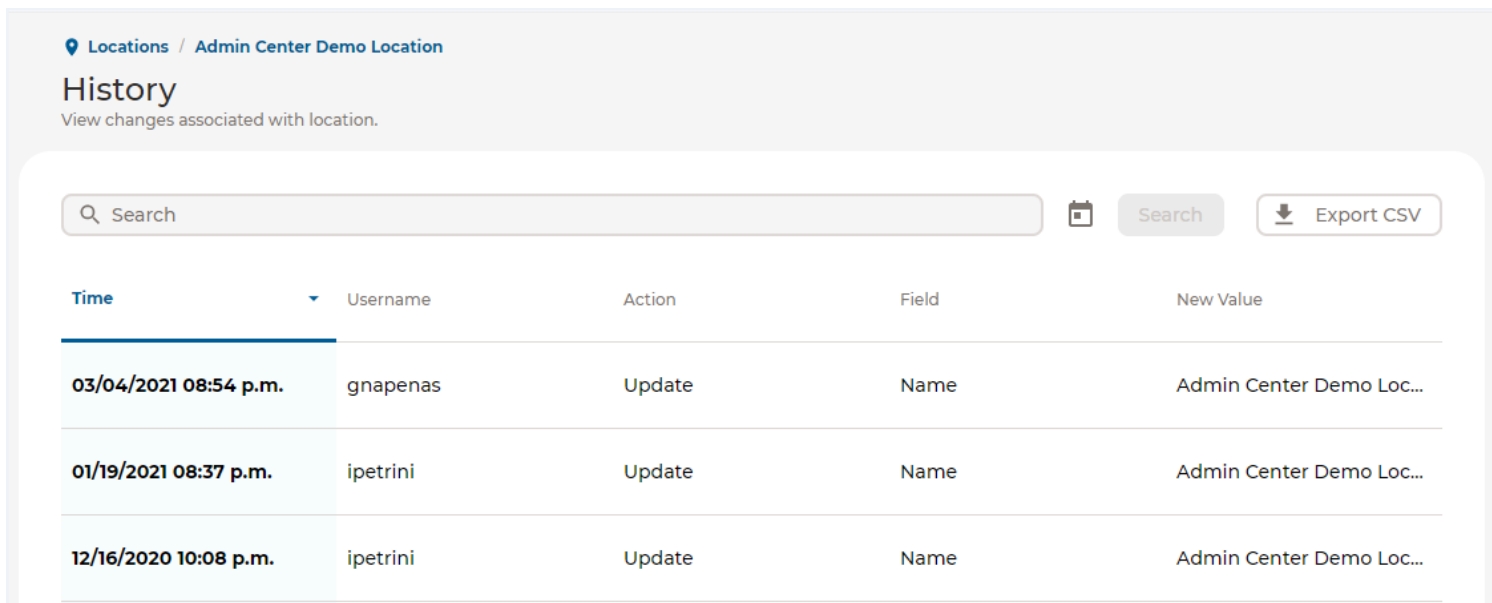
3. Click **Remove**.

Location History

1. Select the location you want to view its history.
2. Click the three horizontal dots in its row and select **History** or click anywhere in the location's row.



The following will be displayed. You can sort this table by any column except for New Value.



Column	Description
Time	The local day and time the location field was changed..
Username	The name of the user who changed the location field.
Action	The modification type the user performed, which can be Create or Update.
Field	The field the user modified.
New value	The location field's new value.

3. You can filter the results by entering a username, action, field, or value in the search bar. Click the X to clear your results.

Locations / Admin Center Demo Location

History

View changes associated with location.

Search: Id [X] [Calendar] Search [Export CSV]

Time	Username	Action	Field	New Value
10/28/2020 11:33 p.m.	aguerra	Create	Id	4686

Navigation: |< < 1 > >| Viewing 10

4. You can select a date range by clicking the date picker (📅), then selecting the start and end dates, and then clicking **Search**.

Search: [Search] 12/1/2020 - 6/2/2021 [X] [Calendar] Search [Export CSV]

Start Date: Dec 2020 End Date: Jun 2021

Selected dates: 12/1/2020 and 6/2/2021

Time	Username	Action	Field	New Value
				AH: Holy Name Hospital
				AH: Holy Name Hospitals
				AH: Holy Name Hospital
				AH: Holy Name Hospital 1...
				AH: Holy Name Hospital

Click the X to clear your results.

Organizations

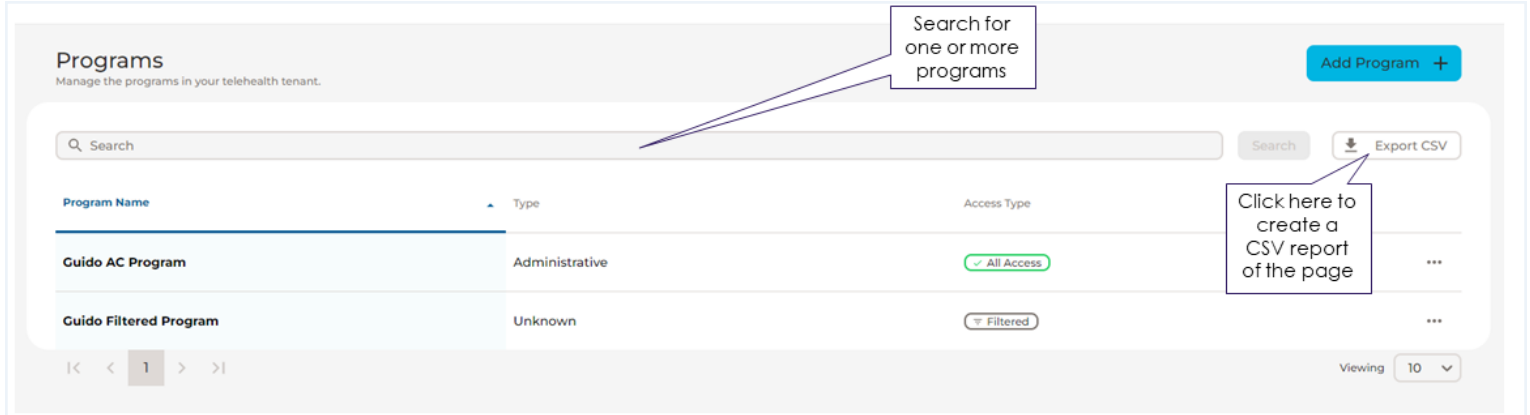
An Organization is the Legal/Corporate entity representing a healthcare organization (HCO). Organizations are only associated to one Tenant. Use the Organizations page to view the organizations in your telehealth program. You can sort the table by the Organization column.

The screenshot shows the 'Organizations' management interface. On the left is a dark sidebar with navigation items: Users, Devices, Locations, Organizations (highlighted), Programs, Practices, and Services. The main content area has a header 'Organizations' with the subtitle 'Manage the organizations in your telehealth tenant.' Below the header is a search bar with a magnifying glass icon and a 'Search' button. To the right of the search bar is an 'Export CSV' button with a download icon. A table below contains three rows of organization data. Two yellow callout boxes are present: one pointing to the search bar with the text 'Search for one or more organizations.', and another pointing to the 'Export CSV' button with the text 'Click here to create a CSV report of the current page.'

Organization	ID
Admin Center Demo	fddfelff-fcc0-4cf0-838e-c7c2d0e1253c
Admin Center Demo Account 3	711b60a0-1971-44b9-a419-f8487b003dfc
Admin Center QA Account 1 - Child 1	898b23ed-bafb-423d-99d2-4a29b38ee665

Programs

Use the Programs page to display all Teladoc Health programs for the organizations in your tenant. You can sort the table in standard or reverse alphabetical order.



Column	Description
Name	Your program name.
Type	The type of program.
Access Type	The type of device access the program uses, Filtered or All Access.
...	Click the ellipses to edit. In Filtered Programs, Access Maps can be downloaded.

Access Types and Use-Cases

There are two types of access control programs to support your organization's needs: **All Access Programs** and **Filtered Programs**. Read below to learn more and make the best choice for your Program.

All Access Programs

Overview:

All Access Programs are designed for simplified, comprehensive access control. When you add a user or a device to an All Access Program, it's automatically given access to all corresponding devices or users within that program.

Key Points:

1. **Adding a User:** Instantly grants the user access to all devices associated with that All Access Program.
2. **Adding a Device:** All users in the program are granted immediate access to the newly added device.
3. **Removing a User or Device:** Access will be revoked for that specific program, but it will remain intact if granted by another program.

Ideal for:

- Environments where bulk access is required.
- Situations that don't demand fine-grained access controls.

Filtered Programs

Overview:

Filtered Programs offer a more tailored access control experience. In this model, access is granted at the user-device level, allowing for highly specific access configurations.

Key Points:

1. **User-Device Specific Access:** Each user-device pairing must be explicitly defined.
2. **Adding a User:** Adding a User doesn't grant access, Access is managed in the User's Access page
3. **Adding a Device:** Adding a Device doesn't grant access, Access is managed in the Device's Access page
4. **Removing a User or Device:** Removes the User or Device from the Program **without revoking access.**

Ideal for:

- Environments that require stringent, specific access controls.
- Complex setups where devices and users should be grouped into programs for data visualization

Download Access Maps

For filtered programs, access maps can be downloaded. These maps provide graphical representations of the existing access relationships between users and devices. Access maps are provided as Excel files.

1. Click the three dots next to a Filtered Program.
2. Click "Access Map" to download the access map.

A		B									
1	Program: Demo Filtered Program										
2	Organization: zzzAcme										
3	Date: 10/05/2023 13:08:22										
4	Displaying 17 user(s) and 7 care location(s) in the access map										
5		Win Viewpoint SW v1 - 103444	Win Viewpoint SW v1 - 103444	Win Viewpoint SW v1 - 103445	Win Viewpoint SW v1 - 103448	Win Viewpoint SW v1 - 103452	Win Viewpoint SW v1 - 103455	Win Viewpoint SW v1 - 103457	Win Viewpoint SW v1 - 103458		
6	User Full Name	Email	Win Viewpoint SW v1 - 103444 - Guido CAT Robot	Win Viewpoint SW v1 - 103445 - Guido CAT Robot	Win Viewpoint SW v1 - 103448 - Guido CAT Robot	Win Viewpoint SW v1 - 103452 - Guido CAT Robot	Win Viewpoint SW v1 - 103455 - Guido CAT Robot	Win Viewpoint SW v1 - 103457 - Guido CAT Robot	Win Viewpoint SW v1 - 103458 - Guido CAT Robot		
7	Adam Zimmer (adam3033)	adam_zimmer_6133@mailinator.com									
8	Adam Irving (adam8326)	adam_irving_144@mailinator.com									
9	Albert Hills (albert8957)	albert_hills_1298@mailinator.com									
10	Albert Evans (albert8822)	albert_evans_3807@mailinator.com									
11	Albert Ramsey (albert9203)	albert_ramsey_7637@mailinator.com									
12	Albert Clark (albert8437)	albert_clark_6436@mailinator.com									
13	Alex Xanders (alex2078)	alex_xanders_7401@mailinator.com									
14	Alice Russell (alice3490)	alice_russell_3769@mailinator.com									
15	Barry Baker (barry2969)	barry_baker_9326@mailinator.com									
16	Barry West (barry8604)	barry_west_4056@mailinator.com									
17	Becky Lee (becky5821)	becky_lee_9096@mailinator.com									
18	Becky Rowe (becky3209)	becky_rowe_749@mailinator.com									
19	Becky Gupta (becky1347)	becky_gupta_6120@mailinator.com									
20	Becky Xanders (becky7045)	becky_xanders_2466@mailinator.com									
21	Beth Walker (beth9314)	beth_walker_4320@mailinator.com									
22	Beth Jenkins (beth1186)	beth_jenkins_3514@mailinator.com									
23	Beth Harper (beth756)	beth_harper_8239@mailinator.com									
24											
25											
26											

Empty signifies that no access is granted

Blue signifies that access is granted by an All Access Program

Green indicates that access is granted from the access page

Note: Green means that access is granted from the access page. Blue means that access is granted by an All Access Program. Empty means that no access is granted.

How to Add Programs

1. Click **Programs** in the left navigation panel.
2. Click **Add Programs** in the upper right hand corner.



The screenshot shows the 'Add Program' form in the Teladoc Health interface. The left navigation panel is visible, with 'Programs' highlighted. The main content area contains the following fields and options:

- Program Name:** A text input field.
- Organization:** A dropdown menu with 'zzzAcme' selected.
- Program Type:** Two radio button options: 'Filtered' (selected) and 'All Access'.

1. Enter the program's name.
2. Select the Organization from the dropdown.
3. Choose an Access Type:
 1. Filtered
 2. All Access

Viewing Users or Devices in a Program

1. Click a program's row to view the program details.
2. Click on the "Users" tab to see the users associated with the program.
3. Click on the "Devices" tab to view the devices included in the program.

Click to see the Devices in the program

Click to add Users to the program

Search for users in the program

Click to select one or more users

Click to remove selected users

Click to go to this user's access page

Name	Type	Specialty	Email	Username
Adam Irving	User	Cardiology	adam_irving_144@mailinator...	adam8326
Adam Xavier	User	Critical Care: Burn	adam_xavier_2077@mailinato...	adam9011
Albert Clark	User	Dietetics	albert_clark_6436@mailinator...	albert8437

Click to see the users in the program

Click to add devices to the program

Search for devices in the program

Click to select one or more devices

Click to remove selected devices

Click to go to this device's access page

Name	Type	Serial Number
Robot-103435 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103435
Robot-103436 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103436
Robot-103437 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103437

Note: Users who are in the program, but are managed by another account will appear as "Guest" users; they can be removed.

Removing Users or Devices

Users or devices can be removed from programs while viewing the program.

1. Check the box next to the users or devices you want to remove.
2. Click the button in the top-right corner that enables the removal of selected entities.

Adding Users to a Program

1. Check the box next to the users you wish to add.
2. Click the button at the bottom of the page to add the selected users to the program.

Note: Disabled users, as well as users who are already part of the program, are displayed here and are labeled.

The screenshot shows the 'Add User' interface in the Fleet Access Manager. The breadcrumb trail is 'Programs / Alpha All Access / Add User'. The page title is 'Add User' with the subtitle 'Add Users to Program'. A search bar is at the top with the placeholder text 'Search for users'. Below the search bar is a table of users with columns for 'Name', 'Type', and 'Specialty'. The table contains 12 rows of user data. A callout points to the search bar. Another callout points to the checkboxes in the 'Name' column. A third callout points to the 'Add 0 Users to this program' button at the bottom. The table data is as follows:

Name	Type	Specialty
<input type="checkbox"/> Barry West	User	
<input type="checkbox"/> Becky Gupta	User	Already added
<input type="checkbox"/> Becky Lee	User	
<input type="checkbox"/> Becky Rowe	User	
<input type="checkbox"/> Becky Xanders	User	
<input type="checkbox"/> Beth Harper	User	
<input type="checkbox"/> Beth Irwin	User	
<input type="checkbox"/> Beth Jenkins	User	
<input type="checkbox"/> Beth Underwood	User	
<input type="checkbox"/> Beth Walker	User	

At the bottom of the page, there is a pagination control showing '1 2 3 4 5 ... 21' and a 'Viewing 10' dropdown. The 'Add 0 Users to this program' button is disabled, and a 'Cancel' button is visible.

Adding Devices to a Program

1. Check the box next to the devices you wish to add.
2. Click the button at the bottom of the page to add the selected devices to the program.

The screenshot displays the 'Add Device' page in the Fleet Access Manager. The page title is 'Add Device' with the subtitle 'Add Devices to Program'. A search bar is located at the top right of the main content area. Below the search bar is a table with the following columns: Name, Type, and Serial Number. The table lists 12 devices, all of which are 'Viewpoint and TV Pro Win Viewpoint SW v1' robots. The first device, 'Robot-103444 - Guido CAT Robot', has a green 'Already added' label. The other devices have checkboxes in the left margin. At the bottom of the table, there is a pagination control showing '1 2 3 4 5 ... 6 > >|' and a 'Viewing 10' dropdown. Below the table are two buttons: 'Add 0 Devices to this program' and 'Cancel'. A sidebar on the left contains navigation links for Users, Devices, Locations, Organizations, Programs, Practices, and Services. The user 'Teladoc HHS Admin' is logged in.

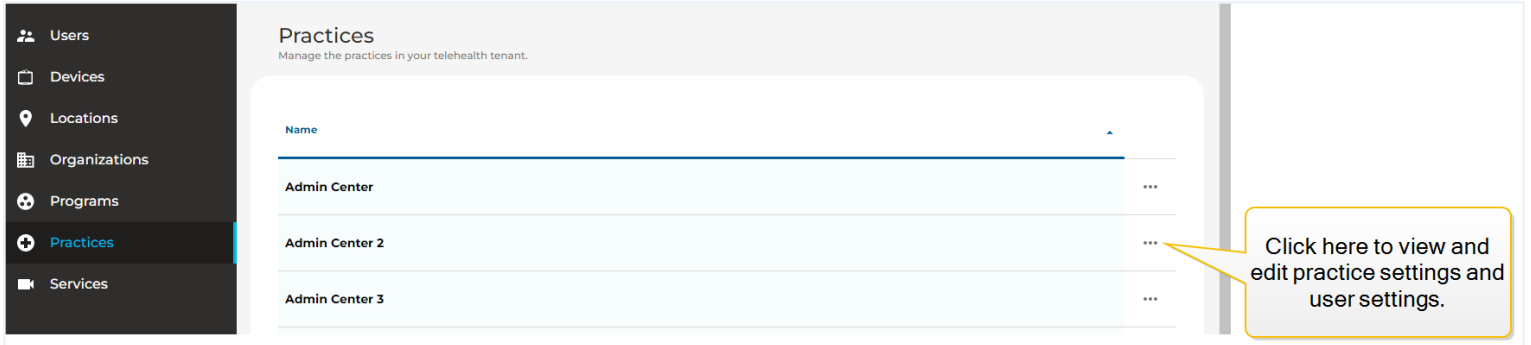
Name	Type	Serial Number
Robot-103444 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103444
Robot-103445 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103445
Robot-103448 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103448
Robot-103452 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103452
Robot-103455 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103455
Robot-103457 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103457
Robot-103458 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103458
Robot-103459 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103459
Robot-103460 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103460
Robot-103461 - Guido CAT Robot	Viewpoint and TV Pro Win Viewpoint SW v1	103461

Note: Disabled devices, as well as devices that are already part of the program, are displayed here and are labeled.

Practices

Use the Practices page to view and configure all the practices in a tenant.

NOTE: The Practices page is not displayed if you have a Classic account. Contact your Teladoc Health representative if you have questions.

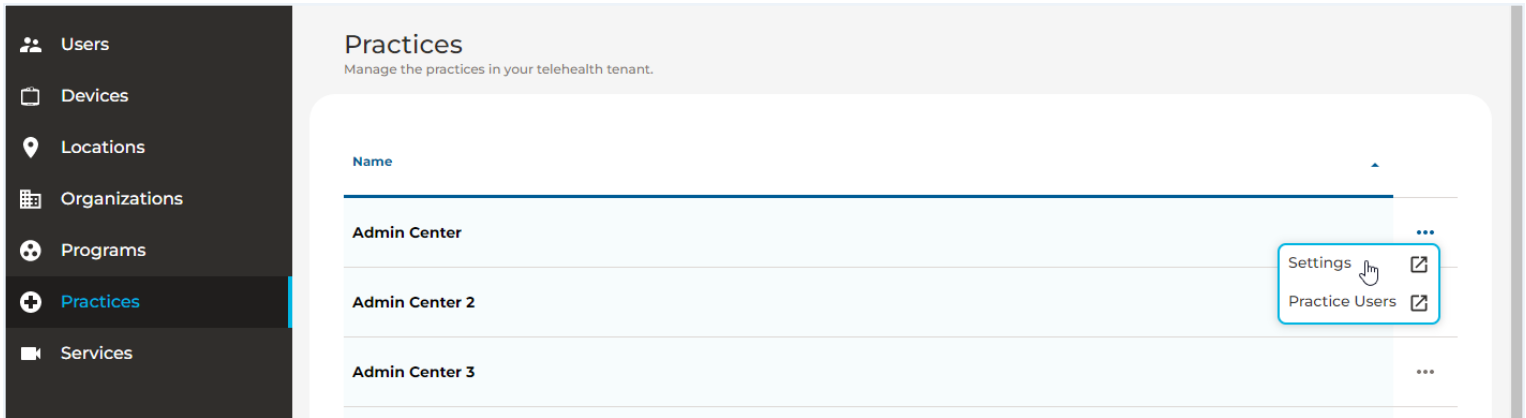


Click the three horizontal dots in a row and then select [Settings](#) or [Practice Users](#). This will open the Practice Settings page or User Settings page for the practice in a new browser window.

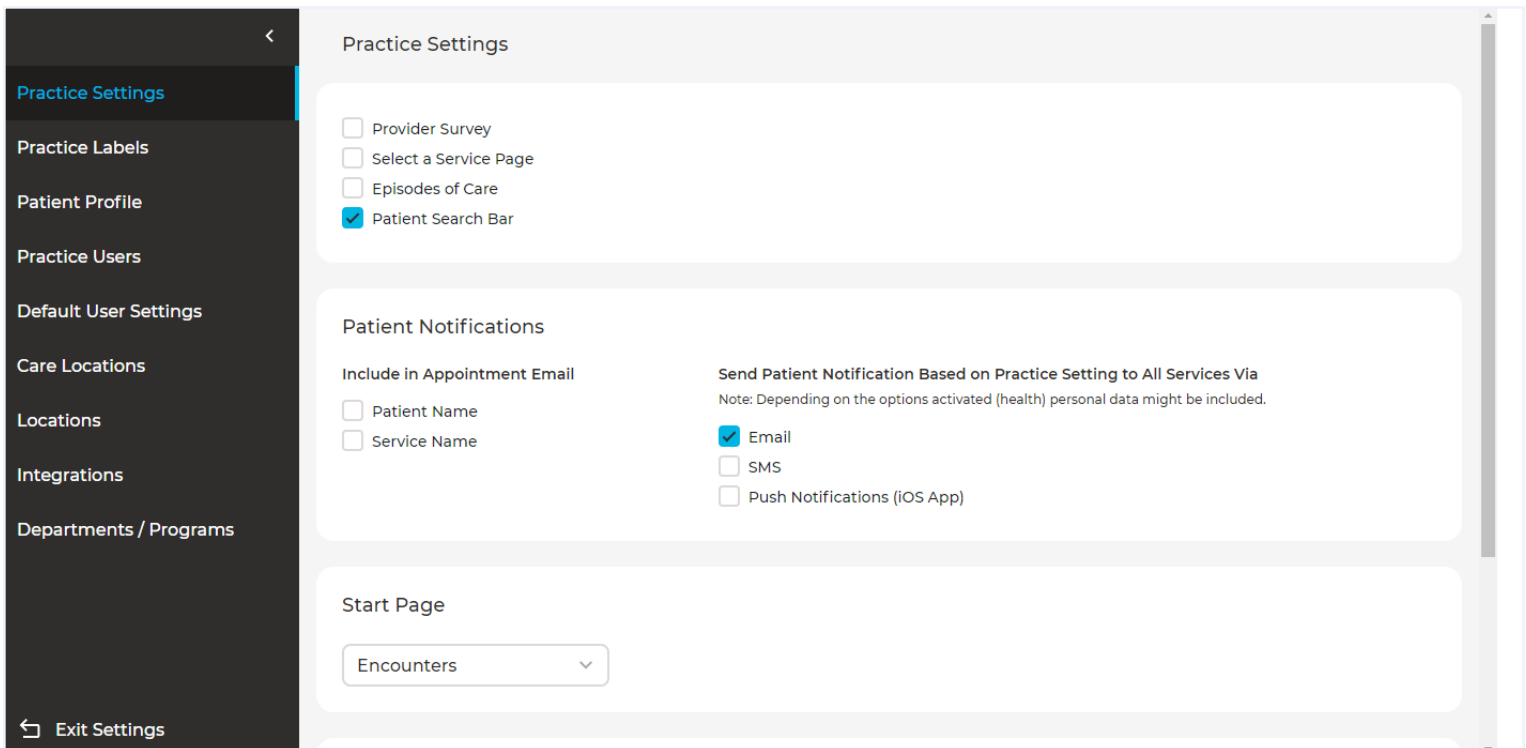
NOTE See MA-20165 Teladoc Health Practice Admin User Guide for more information about configuring practices and see MA-20171 Teladoc Health Practitioner/Scheduler User Guide for more information about using Solo practices.

Configuring Practice Settings

1. Click **Practices** in the left navigation panel.
2. Click the three horizontal dots for the practice and select **Settings**.



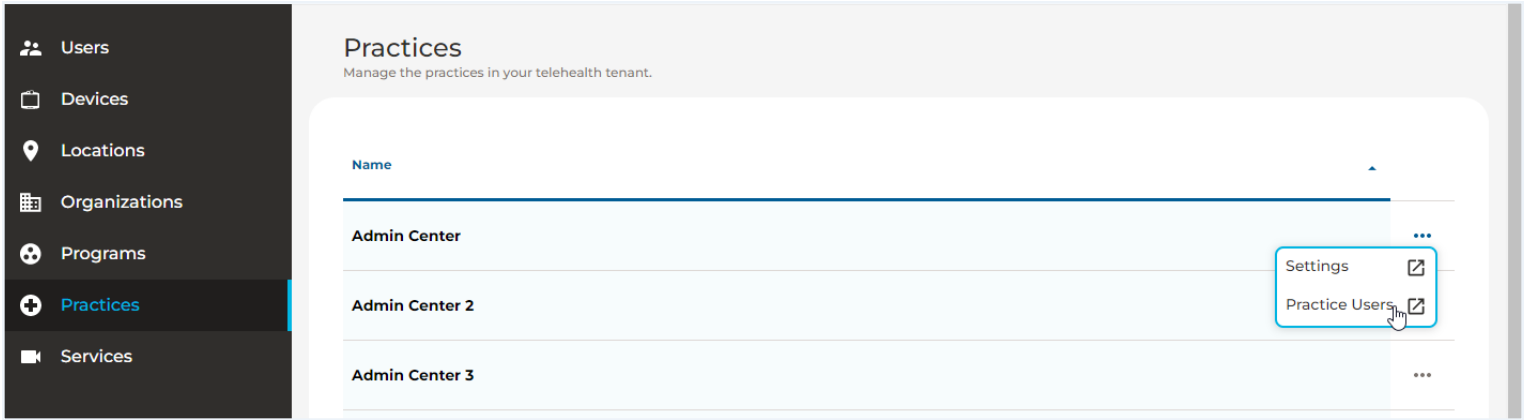
The following will be displayed.



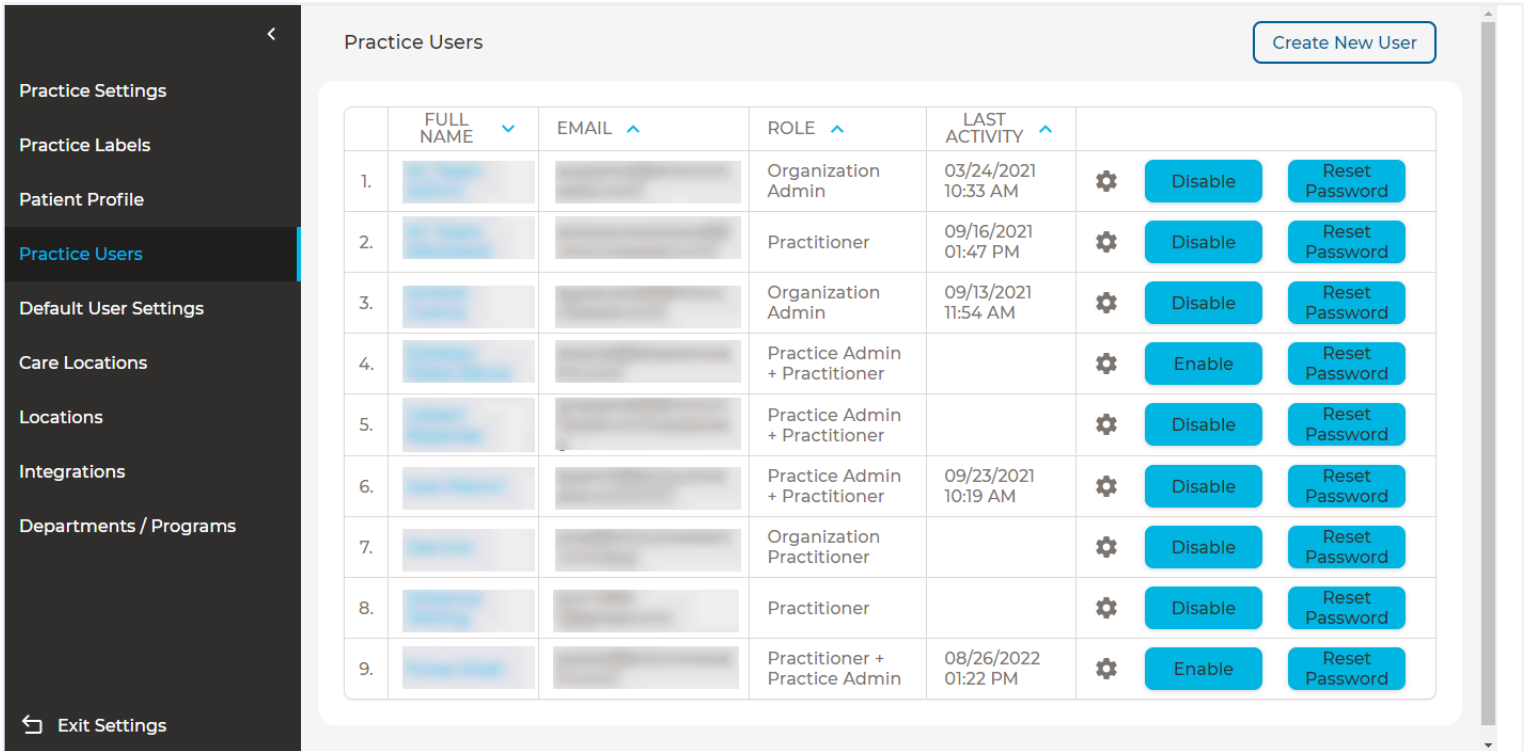
NOTE See MA-20165 Teladoc Health Practice Admin User Guide for more information about configuring practice settings.

Configuring Practice Users

1. Click **Practices** in the left navigation panel.
2. Click the three horizontal dots for the practice and select **Practice Users**.



The following will be displayed.

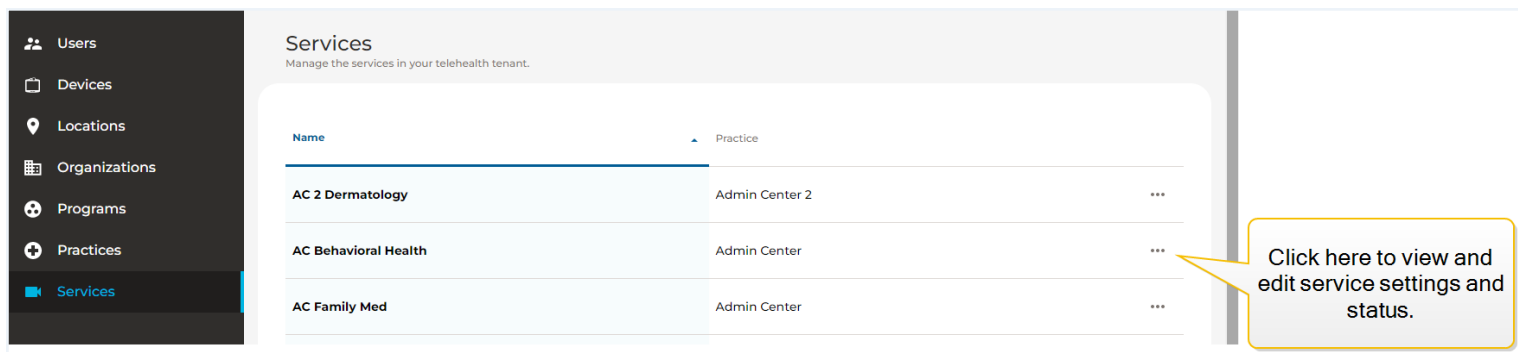


NOTE See MA-20165 Teladoc Health Practice Admin User Guide for more information about configuring practice users.

Services

Use the Services page to view and configure all the services, formerly waiting rooms, in a tenant.

NOTE: The Services page is not displayed if you have a Classic account. Contact your Teladoc Health representative if you have questions.



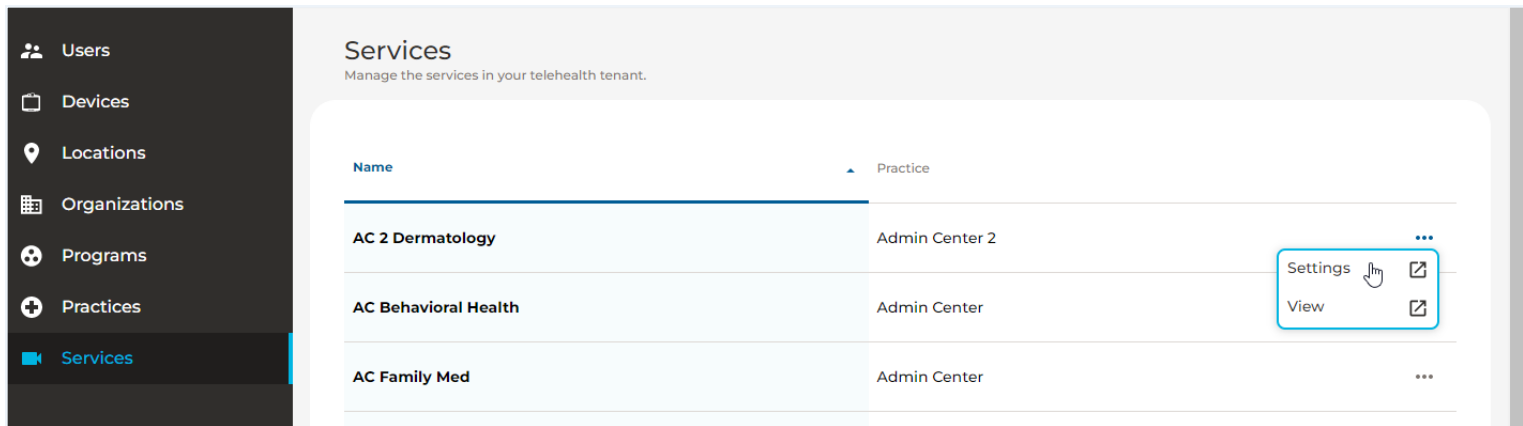
Name	Practice	
AC 2 Dermatology	Admin Center 2	...
AC Behavioral Health	Admin Center	...
AC Family Med	Admin Center	...

Click the three horizontal dots in a row and then select **Settings** or **View**. This will open the service's configuration page or the service's information page for the service in a new browser window.

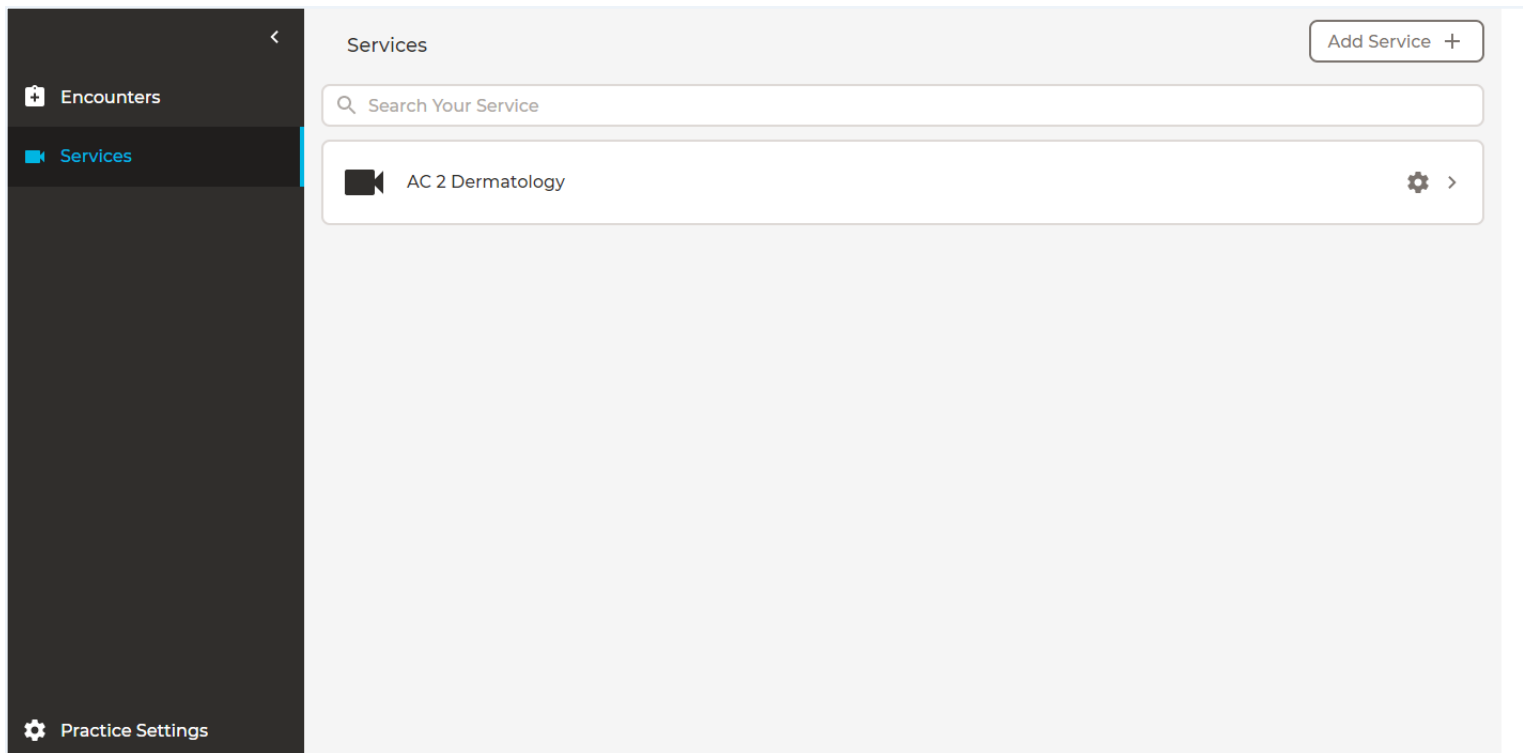
NOTE See MA-20165 Teladoc Health Practice Admin User Guide for more information about configuring services and see MA-20171 Teladoc Health Practitioner/Scheduler User Guide for more information about using services.

Configuring Service Settings

1. Click **Services** in the left navigation panel.
2. Click the three horizontal dots for the practice and select **Settings**.



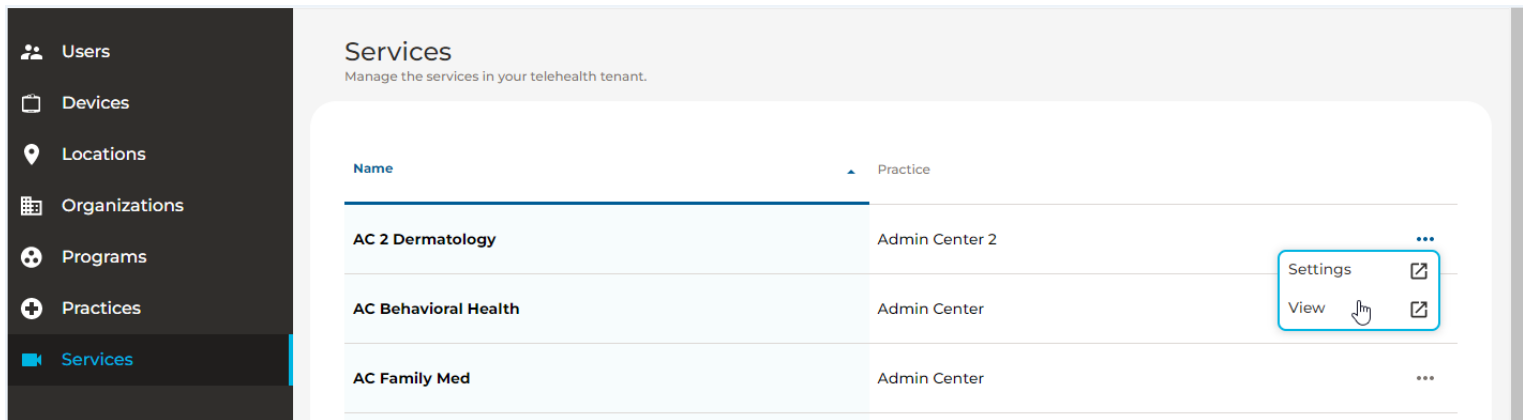
The following will be displayed.



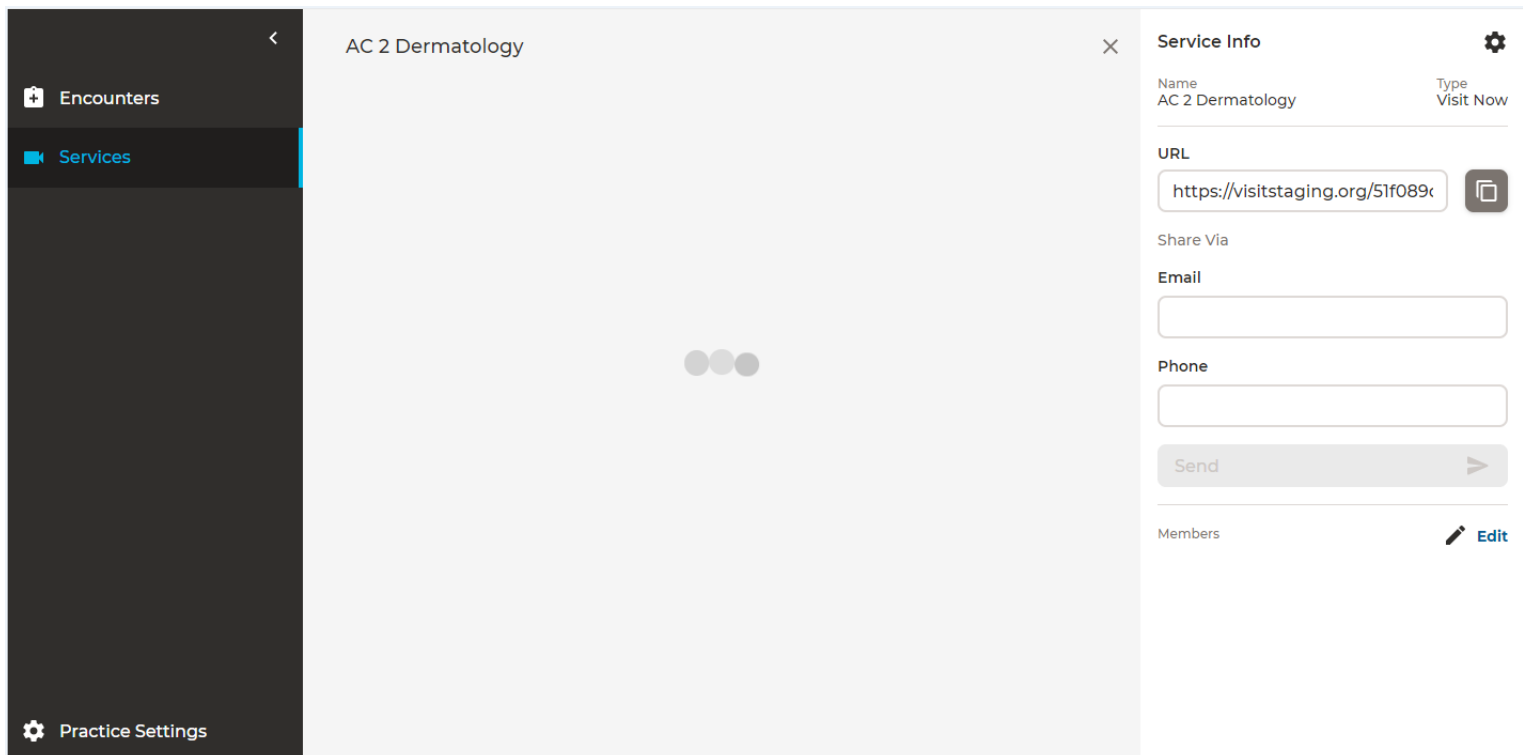
NOTE See MA-20165 Teladoc Health Practice Admin User Guide for more information about configuring service settings.

Viewing Services

1. Click **Services** in the left navigation panel.
2. Click the three horizontal dots for the practice and select **View**.



The following will be displayed.



NOTE See MA-20171 Teladoc Health Practitioner/Scheduler User Guide for more information about using Solo services.

HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), under 45 CFR §164.310 (Physical Safeguards), and under 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are a number of safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One of the key requirements is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations. The tabs to the left describe some of the ways the telehealth system supports HIPAA compliance.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines to the left. However, these may not cover all situations for a specific organization. For example, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact and how they may affect HIPAA policies, procedures, and safeguards.

Access to Provider Access

The computer using the Provider Access should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access be password protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking on the "Forgot Password" link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature is set to log out of the Teladoc Health Provider Access when the system is inactive for 30 minutes. Also, all users should be trained to log out of Windows, iOS or the Virtual Private Network

(VPN), when away from the system for any period of time. This is important for security reasons, so that any person attempting access to the Provider Access will be required to enter a password for secure access.

Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

- Use Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside the Teladoc Health Provider Access to avoid the inadvertent conferencing of patient-related conversation.
- The Teladoc Health Provider Access screen should be positioned to point away from public areas, so as not to be visible to a passerby.

Images and Video

By default, when saved, all captured images and video files are stored encrypted files; viewable only by the Provider Access user who captured them. All files are saved in the user's Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats, e.g., JPEG for still images. These files are no longer encrypted and therefore are viewable by any user who can access them. As such, there are a few recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to the Provider Access Software also have full permission to access stored images and videos under the hospital's policies and procedures.
- Make sure to store captured images and videos only on removable media (e.g., recordable CD-ROMs) which can be taken with each user or on secure network drives.
- Do not save any captured images and video clips. Use these images and video segments only while logged in for a virtual encounter.

Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted for details.

Contact Information

24/7 Live Technical Support

1-800-484-9119

24/7 Live Remote Technical Support & Live Chat

<https://teladochealth.com/contact-us/>

Email Support

TAC@teladochealth.com

Teladoc Health User Manuals

<https://manuals.intouchcustomer.com>

Sales & Product Demos

1-805-562-8686

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Learn More

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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