Teladoc Health™ Practice Admin Frequently Asked Questions

How do I reach customer support?

Call (877) 484-9119 for 24/7 Support.

How do I check my network?

Check if other software is running, available bandwidth, wireless signal, number of users, security software, and versions.

What are the hardware requirements?

1.9 GHz process, 6GB of RAM, a microphone, speakers, and headsets.

What browsers are supported?

Chrome, Safari, and Firefox are supported. Edge and Internet Explorer are not.

How do I test my audio and video?

Select **Pre-call Diagnostics** from the User icon drop down and **Connectivity Test**.

Forgotten password?

Reset passwords by selecting **Practice Users** from the left navigation panel. Add, edit, enable, or disable features for users.

How do we end a virtual encounter?

Select **Schedule** from the left navigation panel, an appointment bar from the middle panel, and then **On Call**.

How do I connect for Urgent Care?

Select **Care Locations** from the left navigation panel to connect.

Is there a mobile application for users?

Yes, the Teladoc Health iOS Provider Access Software for the iPad is available for download at the Apple App store.

Do I need a Teladoc Health device?

No, you can also use your iPad, iPhone, or a device at a facility.

How do I navigate?

The main screen is divided into a left navigation panel, a middle and right panel, and tool bar.

Where is the Patient Profile panel?

The right panel is the Patient Panel when patient centric topics are chosen.

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Teladoc HEALTH

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What are Waiting Rooms?

Waiting Rooms represent patient journeys, questionnaires, and more.

How can I track performance?

Download XML files with data from provider encounters, surveys, and more.

How do I access Smart Notes, eUnity, or Analytics?

These modules are sold separately. Contact Teladoc Health for more information.

Can I add previously used fax contacts?

Yes, you can create or add new, and previously used fax numbers to your contacts list.

Can I have multiple roles?

Yes, you can be both a **Practice Admin** and **Practitioner**.

How do I configure notifications?

Use the check boxes after you select **Default User Settings**.

Can we set our times to Do Not Disturb?

Yes, configure your **Do Not Disturb hours** using the drop down menus or select **Automatically disable notifications**.

How do I set Labels?

The **MRN** and **Account** number labels should match your EMR software for HL7.

Can I archive Waiting Rooms?

Select **Archive** from the **Waiting Room Edit** screen. Active calls cannot be archived.

How do I configure customer URLs?

Domain Masking is for customers for custom URLs instead of the visitnow.org.

Can I set hours of operation?

Yes, select the **Hours of Operation** toggle in the Waiting Room and then hours.

How do I evaluate my virtual Encounter?

Enable the **Survey** toggle for a selection of evaluation surveys for your practice.

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