



Solo™

Domain Masking Guide

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Last updated: February 2024

Virtual Care System

Solo™ integrated virtual care platform

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.

Solo™ Web Masking

Domain Masking lets you avoid using the Solo standard **.visitnow.org** suffix (United States), **ca.visitnow.org** suffix (Canada), **de.visitnow.org** (Germany), or **br.visitnow.org** suffix (Brazil) with your production Solo App URL.

The section provides steps for practices located in the United States, Canada, Germany, and Brazil. Steps for locations in other countries will be similar.

Creating Your Domain Mask

To create your domain mask for your production practice, please ensure you have purchased and have approval to use the domains your organization would like to use.

Our default production domain for the United States is **visitnow.org**.

____.visitnow.org

For Canada, our default production domain is **ca.visitnow.org**.

____.ca.visitnow.org

For Germany, our default production domain is **de.visitnow.org**.

____.de.visitnow.org

And for Brazil our default production domain is **br.visitnow.org**.

____.br.visitnow.org

If you wish to use a custom domain for your production domain, you will need to complete some additional steps. It is best if this configuration is completed before Teladoc Health creates your production environment.

1. First, you must purchase the domain you wish to use.

2. Create DNS records type CNAME to point to our server. The following shows an example for the United States:

```
<practice_name>.domain CNAME whitelabel.visitnow.org
```

The following shows an example for Canada:

```
<practice_name>.domain CNAME whitelabel.ca.visitnow.org
```

The following shows an example for Germany:

```
<practice_name>.domain CNAME whitelabel.de.visitnow.org
```

And the following shows an example for Brazil:

```
<practice_name>.domain CNAME whitelabel.br.visitnow.org
```

Here are some additional examples for the United States: telecareinvite.medicine.org CNAME whitelabel.visitnow.org
telecare.medicine.org CNAME whitelabel.visitnow.org

telecarevisit.medicine.org CNAME whitelabel.visitnow.org

Here are some additional examples for Canada :

telecareinvite.medicine.org CNAME whitelabel.ca.visitnow.org telecare.medicine.org
CNAME whitelabel.ca.visitnow.org telecarevisit.medicine.org CNAME
whitelabel.ca.visitnow.org

Here are some additional examples for Germany:

telecareinvite.medicine.org CNAME whitelabel.de.visitnow.org telecare.medicine.org
CNAME whitelabel.de.visitnow.org telecarevisit.medicine.org CNAME
whitelabel.de.visitnow.org

Here are some additional examples for Brazil:

telecareinvite.medicine.org CNAME whitelabel.br.visitnow.org telecare.medicine.org
CNAME whitelabel.br.visitnow.org telecarevisit.medicine.org CNAME
whitelabel.br.visitnow.org

Verifying Record Creation

Perform the following steps to check if the record has been created:

1. Open <https://mxtoolbox.com/DNSLookup.aspx>.
2. Copy and paste the domain name and click DNS Lookup. If a record was created, you will see something like this:

Country	Type	Domain Name	Canonical Name	TTL
United States	CNAME	telecareinvite.medicine.org	visitnow.org	60 min
Canada	CNAME	telecareinvite.medicine.org	ca.visitnow.org	60 min
Germany	CNAME	telecareinvite.medicine.org	de.visitnow.org	60 min
Brazil	CNAME	telecareinvite.medicine.org	br.visitnow.org	60 min

URL Masking

We mask three types of URLs:

1. The URL to the provider application (Provider Base URL)
2. The URL to the patient application for the scheduled appointments (Invite Base URL). Patients receive this link in their email/SMS notifications.
3. The URL to the patient application that leads to the waiting rooms (Visit Now Base URL). You can email or text this URL to invite patients to a waiting room.

■ All three URLs must be different

Example Custom URLs

The table below provides examples of custom URLs for the United States, Canada, Germany, and Brazil:

URL Type	Default URL	Custom URL Examples
Provider Base URL (United States)	hospital.visitnow.org	hospital.hospitalvisit.org
Provider Base URL (Canada)	hospital.ca.visitnow.org	hospital.hospitalvisit.org
Provider Base URL (Germany)	hospital.de.visitnow.org	hospital.hospitalvisit.org
Provider Base URL (Brazil)	hospital.br.visitnow.org	hospital.hospitalvisit.org
Invite Base URL (United States)	<p>patient.visitnow.org</p> <p>In this case, invite link will be https://patient.visitnow.org/start/[visit_id]</p>	<p>patient.hospitalvisit.org or invite.hospitalvisit.org</p> <p>In this case, the invite link will be https://patient.cottagevisit.org/start/[visit_id] or https://invite.cottagevisit.org/start/[visit_id]</p>
Invite Base URL (Canada)	<p>patient.ca.visitnow.org</p> <p>In this case, invite link will be https://patient.ca.visitnow.org/start/[visit_id]</p>	<p>patient.hospitalvisit.org or invite.hospitalvisit.org</p> <p>In this case, the invite link will be https://patient.cottagevisit.org/start/[visit_id] or https://invite.cottagevisit.org/start/[visit_id]</p>
Invite Base URL (Germany)	<p>patient.de.visitnow.org</p> <p>In this case, invite link will be https://patient.de.visitnow.org/start/[visit_id]</p>	<p>patient.hospitalvisit.org or invite.hospitalvisit.org</p> <p>In this case, the invite link will be https://patient.charite.org/start/[visit_id] or</p>

		https://invite.charite.org/start/[visit_id]
Invite Base URL (Brazil)	<p>patient.br.visitnow.org</p> <p>In this case, invite link will be https://patient.br.visitnow.org/start/[visit_id]</p>	<p>patient.hospitalvisit.org or invite.hospitalvisit.org</p> <p>In this case, the invite link will be https://patient.telemedicinaeinsteinstein.org/start/[visit_id] or https://invite.telemedicinaeinsteinstein.org/start/[visit_id]</p>
Visit Now Base URL (United States)	<p>visitnow.org</p> <p>In this case, visit now link will be https://visitnow.org/[WR_id]</p>	<p>waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org</p> <p>In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]</p>
Visit Now Base URL (Canada)	<p>ca.visitnow.org</p> <p>In this case, visit now link will be https://visitnow.org/[WR_id]</p>	<p>waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org</p> <p>In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]</p>
Visit Now Base URL (Germany)	<p>de.visitnow.org</p> <p>In this case, visit now link will be https://visitnow.org/[WR_id]</p>	<p>waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org</p> <p>In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]</p>

Visit Now Base URL (Brazil)	br.visitnow.org In this case, visit now link will be https://visitnow.org/[WR_id]	waitingroom.hospitalvisit.org or visitnow.hospitalvisit.org In this case, visit now link will be https://waitingroom.hospitalvisit.org/[WR_id] or https://visitnow.hospitalvisit.org/[WR_id]
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You provide us with three different URLs and create CNAME-type DNS records to point to our server.

All remaining configuration will be completed by the Teladoc Health Team.

Teladoc Health will be issued an SSL certificate for the custom hostname as chosen by the customer. This is achieved by using an ACME compliant CA for certificate issuance (RFC-8555).

Contact Information

24/7 Live Technical Support

1-877-484-9119

24/7 Live Remote Technical Support & Live Chat

<https://teladochealth.com/contact>

Email Support

tac@teladochealth.com

Teladoc Health User Manuals

<https://solosupport.teladochealth.com>

Sales & Product Demos

1-805-562-8686

Mailing Address

Teladoc Health
7406 Hollister Avenue
Goleta, CA 93117



teladochealth.com | engage@teladochealth.com

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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