

TELUS Health Companion Getting Started Guide

You will need:

- Your iPhone
- Your Apple Watch paired to your iPhone, both with latest operating system installed
- A TELUS Health Companion service subscription
- Your My TELUS login credentials*



***To create new My TELUS login credentials**, visit telus.com/my-telus-app or call 888-505-8002. If someone else signed up for TELUS Health Companion on your behalf, they will receive an email requesting authorization of additional credentials for you.

Step 1

Go to the Apple App Store and download the TELUS Health Companion app to your iPhone.



Step 2

Once downloaded, if the Automatic App Install setting is "on", the corresponding Watch app will be automatically installed on your watch. You can also search for the TELUS Health Companion app through the Watch app on your iPhone. If the TELUS Companion Health app is displayed under "Available Apps", tap on the "Install" button to install on your Apple Watch.



Setting up your TELUS Health Companion app account (account verification)

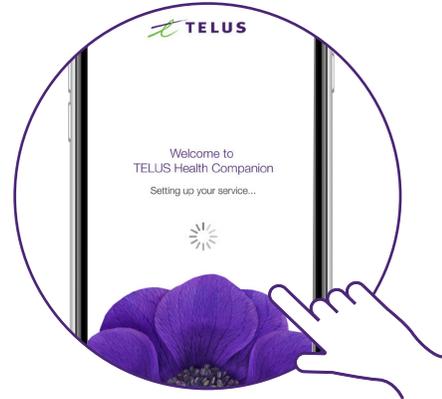
Step 1

Open the TELUS Health Companion app on your iPhone.



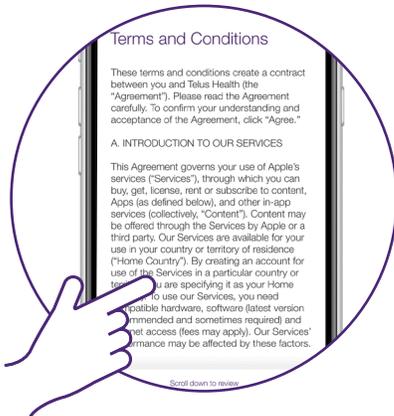
Step 2

Follow the step-by-step instructions.



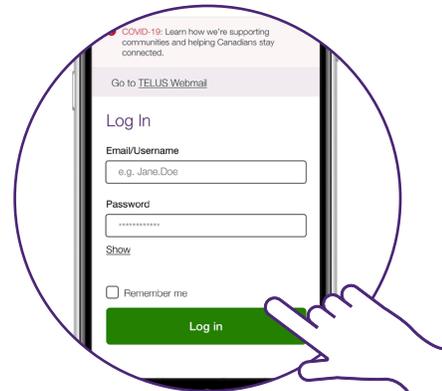
Step 3

Read and accept the TELUS Health Companion service terms.



Step 4

Use your My TELUS credentials to log in.



Permissions and settings

A series of screens will follow on your iPhone to manage your watch's permissions and settings:

Please allow these permissions so that TELUS Health Companion can be advised of medical alerts, provide your location to emergency personnel and advise you if anything needs attention.

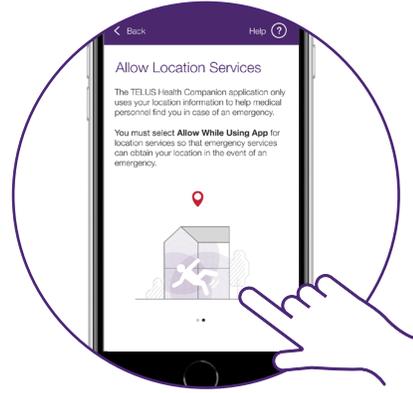
Step 1

When prompted, launch the TELUS Health Companion app on your Apple Watch and tap "Share Data" to notify TELUS when a fall occurs.



Step 2

Allow access to Location Services by selecting "Always" (your location is only retrieved upon a medical alert.)



Step 3

Allow us to send you Notifications.



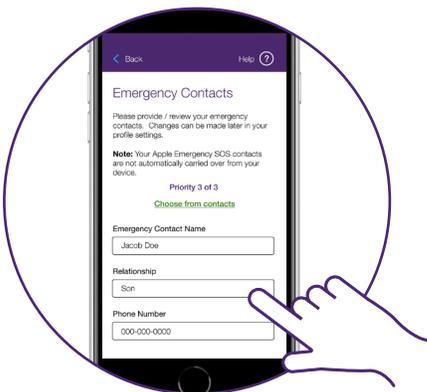
Your profile

Please provide your name, wireless and back-up phone numbers, and your home address. This information will be provided to emergency personnel in case of a medical alert.



Emergency ontacts

Please provide your emergency contacts. This information will be provided to emergency personnel in case of a medical alert.



Make a test call

From your watch face, press the TELUS Health Companion shortcut, wait for the call to connect, then advise the operator that this is a test call. We suggest that you test your service monthly.



Add the TELUS Health Companion shortcut to your watch face

Step 1

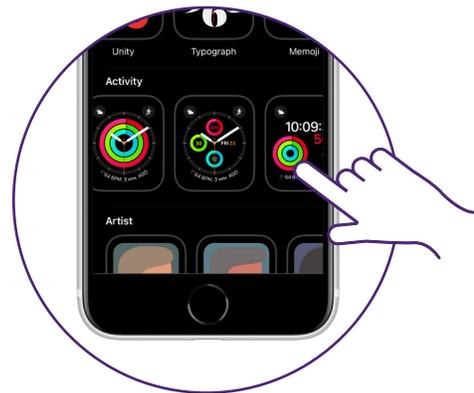
Open the Watch app on your iPhone and tap on the “Face Gallery tab” on the bottom of the screen.



Step 2

Select a watch face that supports the TELUS Emergency Contact button:

- Activity analog
- Siri
- Activity digital
- Color
- Modular
- Numerals
- Simple
- Utility



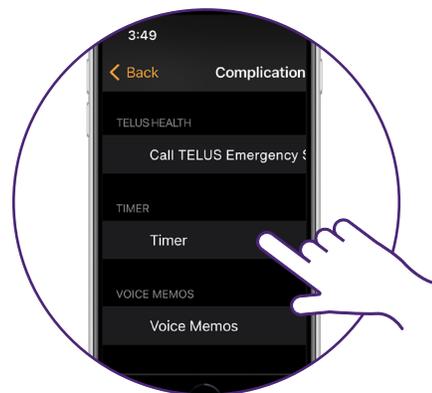
Step 3

Tap a location in the “complications” section.



Step 4

Scroll to select TELUS Health Companion.



Troubleshooting

Q: I'm getting a "Subscription not found" error message when trying to log in.

A: Please check that :

- You're subscribed to the TELUS Health Companion service.
- Your Apple Watch has the latest Watch operating system installed.
- You're are using your My TELUS log in credentials.

If you're still having problems, please contact 1-888-505-8002 for support.

Q: I can't find the TELUS Companion Health app on my Watch, although I downloaded it to my phone.

A: Please check that:

- Your Apple Watch is paired with the iPhone.
- Your iPhone and Apple Watch have the latest operating system installed.
- The watch app on your iPhone has "automatic App Install" turned on (can be found under the "General" section)
- In the Watch app on your iPhone, you can see all apps already installed on the Apple Watch, and also view available apps that can be installed on your watch. If the TELUS Companion Health app is displayed under "Available Apps", tap on the "Install" button to install on your Apple Watch.

Q: How do I make a call for help through my Apple Watch?

A: Please check:

- If you have the TELUS Health Companion app shortcut installed on your Apple Watch face, simply tap the icon, then click to call for help.
- If you don't have the app shortcut installed on your Apple Watch face, you'll need to find and open the TELUS Health Companion app by pressing in your Apple Watch crown, then press the "call TELUS emergency support" button.

Q: How do I make a call for help through my iPhone?

A: Please:

- Find and open the TELUS Health Companion app on your iPhone
- On the home screen of the app, look for a big green button with the description "Call TELUS Emergency Support".
- Tap the button to reach one of our trained operators.

Please visit telus.com/companionsupport for more FAQs about the TELUS Health Companion app. For Apple Watch support, please visit <https://support.apple.com/watch>

Support

telus.com/companionsupport
<https://support.apple.com/watch>

1-888-505-8002

