JFCS TELEHEALTH - ITEL

Once you have scheduled a virtual session with a JFCS provider, you will receive an email notification with the login instructions.

Prior to Appointment

Please make sure your device is ready. You have two device options.

1. If you are connecting via an Android phone or tablet, a Windows PC, or a Mac, please use the Google Chrome web browser. If you currently are not using Google Chrome, you may download here:
   https://www.google.com/chrome

2. If you are connecting via an iPhone or iPad, please install iTel Telehealth app from the Apple App Store. On your iPhone or iPad click the App Store icon to go to the app store.

Day of Appointment

You will not need a username or password for the session. You may access your iTel session by clicking the "Join iTel Session" from the email notification.

Join iTel Session

POSSIBLE STEPS:

➢ You may be prompted to allow iTel access to your camera and microphone. Please click **"Allow"** or the provider will not be able to see or hear you.

➢ On an Android phone, you will first have to enable desktop mode. Tap the menu button at the top-right corner of the screen. Then select "Desktop Site".

➢ On an iOS device like an iPhone or iPad the link should ask to open the iTel app. After you click "Open" you will enter the iTel Telehealth app "Main Menu". i. If the iTel app requests a username and password, click "Cancel". Then go back to the session invitation email and click "Join iTel Session". Tap the "Appointments" menu to find your appointment. Tap the appointment to enter the session and see the provider.

JFCS
Jewish Family & Children's Service
Healing Lives. Whatever It Takes.

If you have questions or are experiencing any issues, please call your clinic or program.

Michael R. Zent Healthcare Center

(33rd & Thomas)

(602) 353-0703

Glendale Healthcare Center

(59th Ave & Bell)

(623) 486-8202

East Valley Healthcare Center

(Country Club & Guadalupe)

(480) 820-0825

West Valley Behavioral Health Clinic

(95th Ave & McDowell)

(623) 234-9811

Thank you for allowing JFCS to meet your healthcare needs.