

Step-by-step registration guide



Before using these services for the first time, you'll need to download the Lumino Health Virtual Care app and create an account.

You can download the app for iPhone from **The App Store**, or from **Google Play** for android. Or you can visit the **Lumino Health Virtual Care webpage** to create your account.

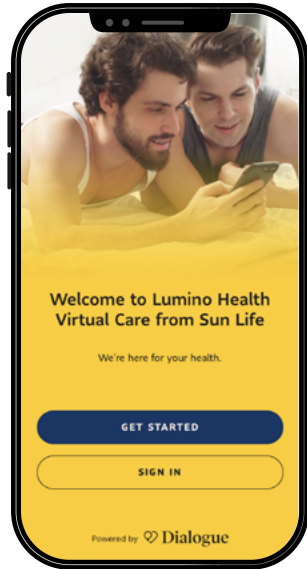


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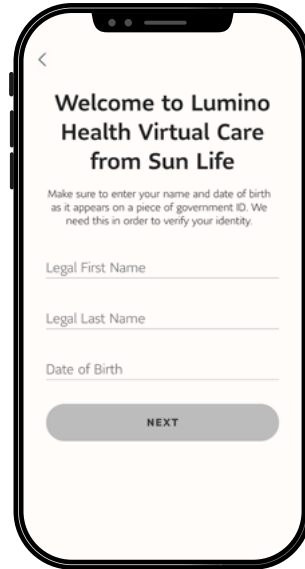


This registration guide will help you create your account, so you're ready to use Lumino Heath Virtual Care when you need it.

If you've already registered, go to page 6 of this document.

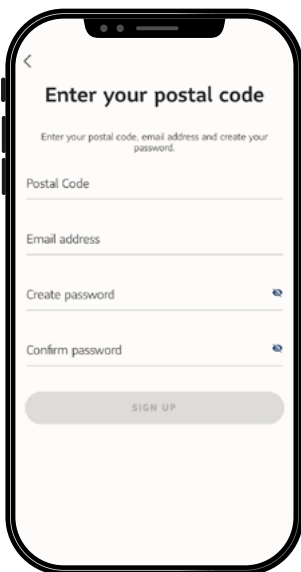


Click on **Get Started.**



Enter your Legal First Name, Legal Last Name and Date of Birth.

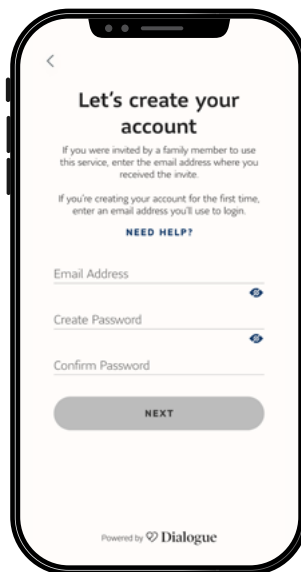
Click **Next.**



Enter the information required (for email address, enter the email address that's on file with Sun Life).

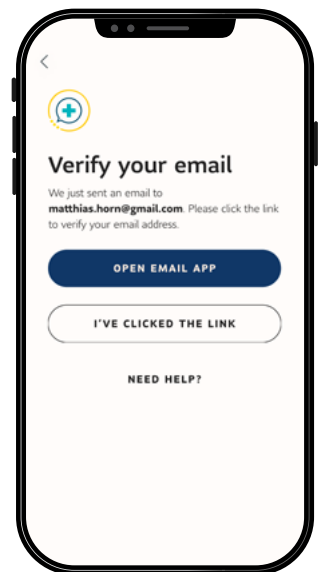
Click **Sign Up.**

Or

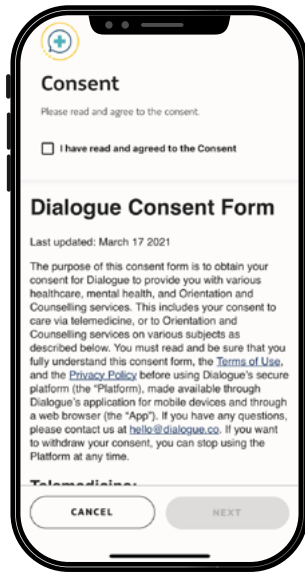


If you were invited to use this service by a family member, enter the email address where you received your invitation.

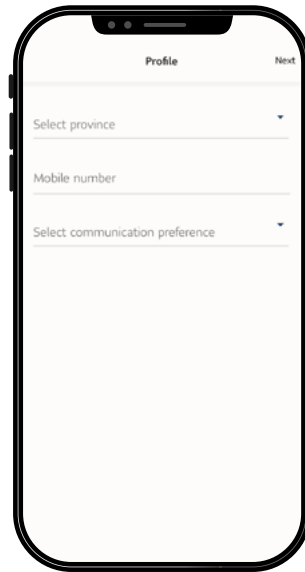
Click **Next.**



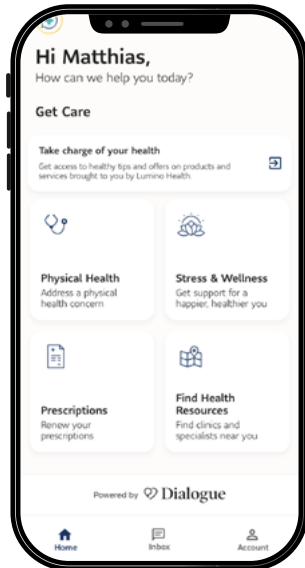
Verify your email.



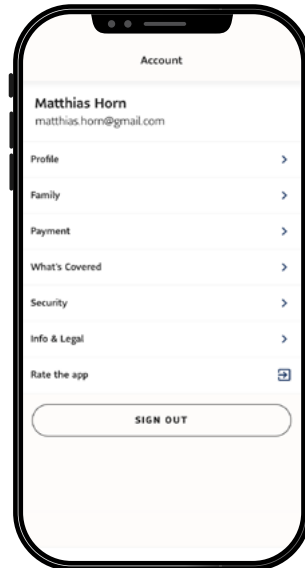
Carefully read the Dialogue Consent Form.
Click **I agree**.



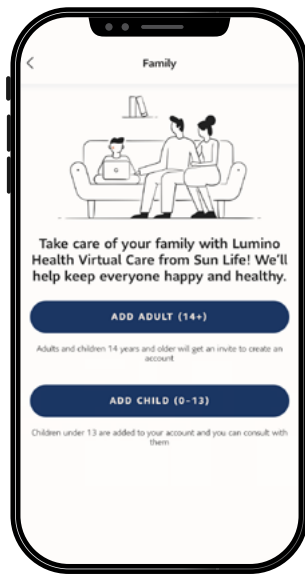
Enter your information.
Click **Next**.



Add your family.
Click on **Account**.



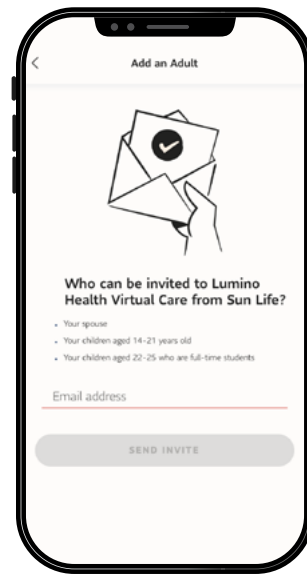
Add your family.
Click on **Family**.



Add your family.

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

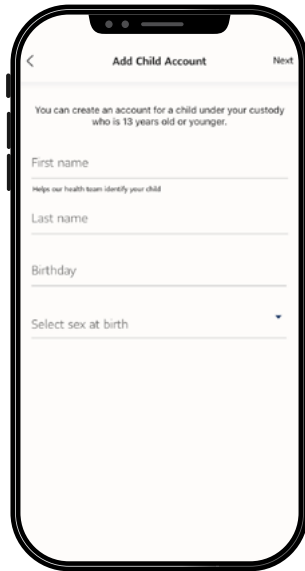
Click **Add Adult (14+)**
or **Add Child (0-13)**.



For Adult (14+).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added this way.

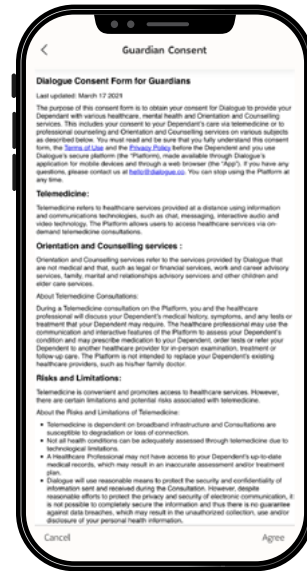
Enter their email and
Click **Send Invite**.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Enter all the relevant
information and click **Next**.



For Child (0-13).

Note that medically speaking, 14+ is the legal age to consult on your own, so children above 14 have to be added as adults.

Carefully read the
Medical Consent form.

Click **I agree**.
Now you're all set up!

If you already have an account, then simply sign in!

Sign in to Lumino Health Virtual Care

- Take a moment to get familiar with the services available to you
- Simply click on each tile for an overview of what's covered
- When ready, click "Start consultation" on the tile that you feel most suits your need
- You may be asked a few questions to help direct you to the right resource



If you're having trouble logging in or creating your account, please try the steps below:

- Make sure your mobile device is running the most up-to-date Operating System.
- Make sure you're using the latest version of the Lumino Health Virtual Care app. Follow the steps on your mobile device for updating apps through the Apple App Store, or on Google Play.
- You can also try deleting the app from your device, re-install it, and try logging in again.
- If you're asked for a postal code, make sure to use the same postal code that's on file with Sun Life. If you can't remember the postal code you provided, contact the Client Care Centre (CCC) for further assistance.

If you're not sure if you already have an account, can't remember your log in or password, you may not be able to create a new account. You can:

- Try logging in with your preferred email address. If that doesn't work, select the "Forgot password" option.
- If this works, it means you already have an account.
- If this doesn't work, click "Get Started" and follow the steps to create an account.

If you're still having trouble with your account or have questions, please contact the CCC at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.

For after hours and weekend support, please visit help.dialogue.co and use the chat feature for help.

Patient privacy and confidentiality are the cornerstones of Lumino Health Virtual Care, powered by Dialogue

How we ensure patient privacy and confidentiality



It's your data!

Your personal health data belongs to you. While Dialogue will communicate basic information (with your consent) for lab tests and prescriptions, only you have the power to request that your personal file be shared.



Secure channels of communication

Dialogue only uses secure methods to communicate information:

- End-to-end encrypted Dialogue platform
- Fax

Dialogue pride ourselves on meeting and exceeding patient data security standards.



Restricted access

Dialogue operates a strict need-to-know policy. Only Dialogue Care Team members directly involved in delivering your care are permitted to consult your file. Access to Dialogue's Care Team is also tightly controlled.



Holding our people accountable

Dialogue's Care Team practices safe medicine and is required to adhere to strict guidelines. Every member is regularly reviewed by Dialogue's internal Clinical Quality Auditor to ensure best-in-class quality of care.

“Lumino Health Virtual Care makes patient privacy a top priority. All of our processes, policies, and technology are designed to carefully protect our patients' personal health information and to meet or exceed all laws and regulations.”

– Dr. Marc Robin, Dialogue MD, Medical Director and Chief Privacy Officer

What information may be shared with my organization?

All data is **anonymized** and **aggregated** before we consider analysis. Some examples include:

- Number of all-time total consults
- Percent of members that have created an account (no names are shared)
- For organizations with more than 250 members only, top reasons for consult



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Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC-9612 04-22 ry-mp

