

ACCESSING MySTRENGTH

A STEP-BY-STEP GUIDE TO CREATING YOUR ACCOUNT

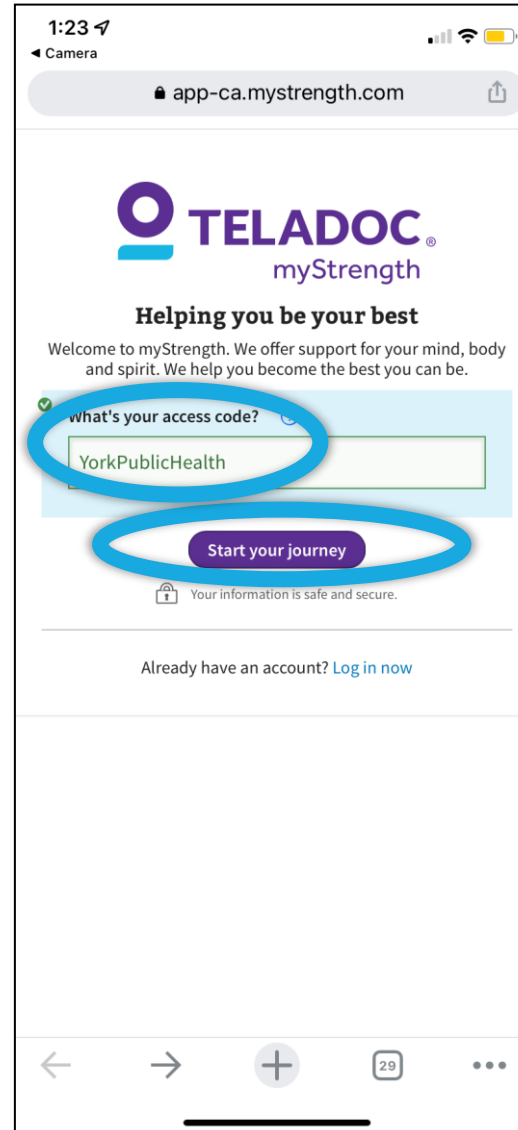


MOBILE REGISTRATION

HOW TO SIGN IN USING A MOBILE DEVICE

MOBILE REGISTRATION

- Begin by scanning the QR code or [clicking here](#)
- From the landing page, enter the access code: **YorkPublicHealth**, and select '**Start your journey**'
- You will be prompted to set up your account
- Once completed, select '**Continue**'



1:23 Camera
app-ca.mystrengthth.com

TELADOC[®]
myStrength

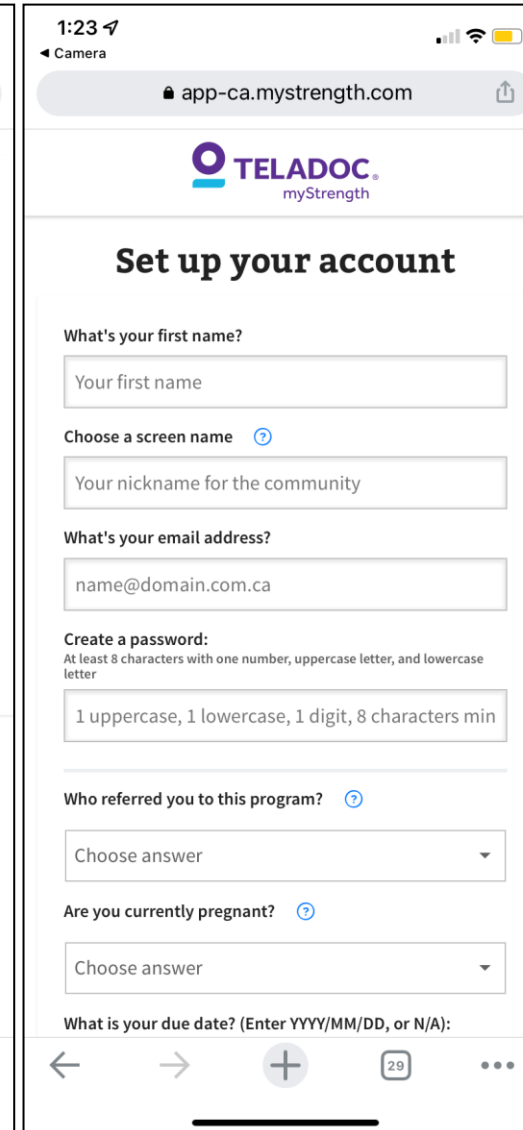
Helping you be your best
Welcome to myStrength. We offer support for your mind, body and spirit. We help you become the best you can be.

What's your access code?
YorkPublicHealth

Start your journey

Your information is safe and secure.

Already have an account? [Log in now](#)



1:23 Camera
app-ca.mystrengthth.com

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Set up your account

What's your first name?
Your first name

Choose a screen name
Your nickname for the community

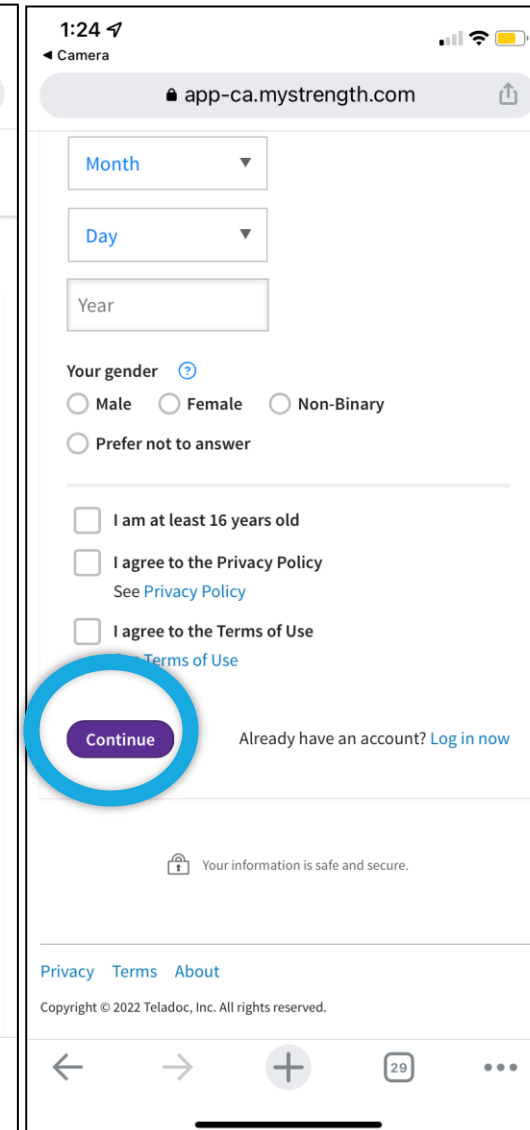
What's your email address?
name@domain.com.ca

Create a password:
At least 8 characters with one number, uppercase letter, and lowercase letter
1 uppercase, 1 lowercase, 1 digit, 8 characters min

Who referred you to this program?
Choose answer

Are you currently pregnant?
Choose answer

What is your due date? (Enter YYYY/MM/DD, or N/A):



1:24 Camera
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Month
Day
Year

Your gender
☐ Male ☐ Female ☐ Non-Binary
☐ Prefer not to answer

☐ I am at least 16 years old
☐ I agree to the Privacy Policy See [Privacy Policy](#)
☐ I agree to the Terms of Use [Terms of Use](#)

Continue

Your information is safe and secure.

[Privacy](#) [Terms](#) [About](#)

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MOBILE REGISTRATION

- Continue to fill out questions to begin your personalized experience
- Once completed, select *'Next'*
- You will be prompted to share how you are feeling
 - This message will appear most times you sign in along with check-in questions

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TELADOC[®] myStrength Save & Exit

Let's Get Started

What brings you to myStrength?

- ☐ Life is pretty good, but I could use a boost.
- ☐ I struggle with some things.
- ☐ I have a mental health or addiction issue.
- ☐ I'm just curious. What's this all about?

1:28 100% app-ca.mystrength.com

TELADOC[®] myStrength Save & Exit

Let's Get Started

What areas would be most helpful?

You can select multiple and change these choices at any time.

- ☒ More cheer and happiness would be nice.
- ☒ Less panic or worry would make a big difference.
- ☐ Tips for loosening up without drinking alcohol or using drugs.
- ☐ Learning to manage my pain would help a lot.
- ☒ Finding ways to manage my stress.
- ☐ Getting better sleep could really help.
- ☐ Finding balance with mindfulness and meditation.
- ☒ Managing the stress of becoming a parent.
- ☐ Helping to cope with the effects of trauma.
- ☒ Exploring my addiction to nicotine.

Next

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Share how you're doing

Emotional Health

How is your emotional health today?

☹️ ☹️ 😐 😊 😊

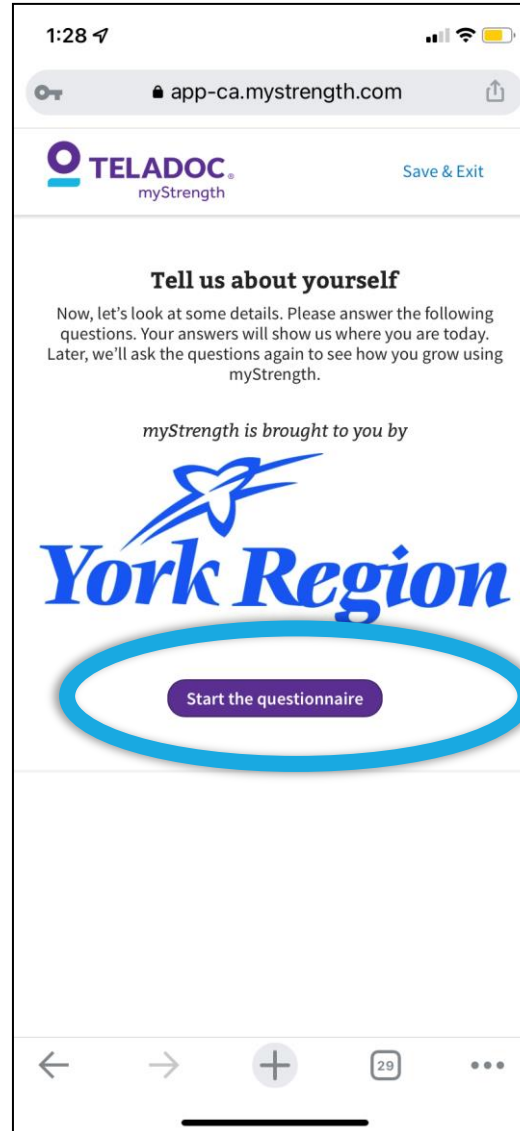
Poor Excellent

Save

Visit your "Tracker" tool to see how you've been doing and notice changes over time.

MOBILE REGISTRATION

- After sharing how you are feeling, you will begin the questionnaire
- You will then answer a few additional personalization questions to get the most out of your experience
- Complete these sections and select '*Continue*'



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TELADOC myStrength Save & Exit

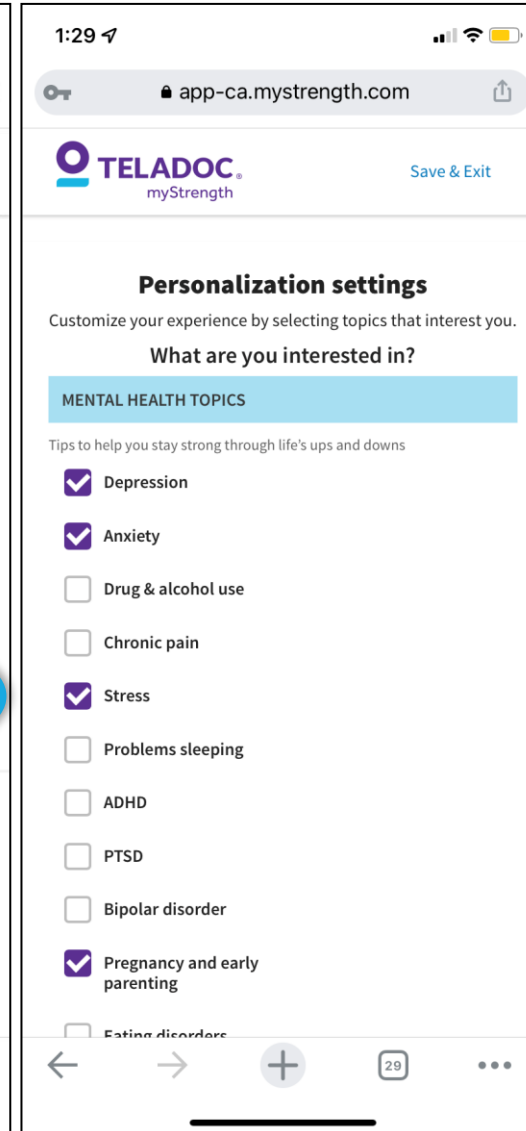
Tell us about yourself
Now, let's look at some details. Please answer the following questions. Your answers will show us where you are today. Later, we'll ask the questions again to see how you grow using myStrength.

myStrength is brought to you by

York Region

Start the questionnaire

← → + 29 ...



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TELADOC myStrength Save & Exit

Personalization settings
Customize your experience by selecting topics that interest you.

What are you interested in?

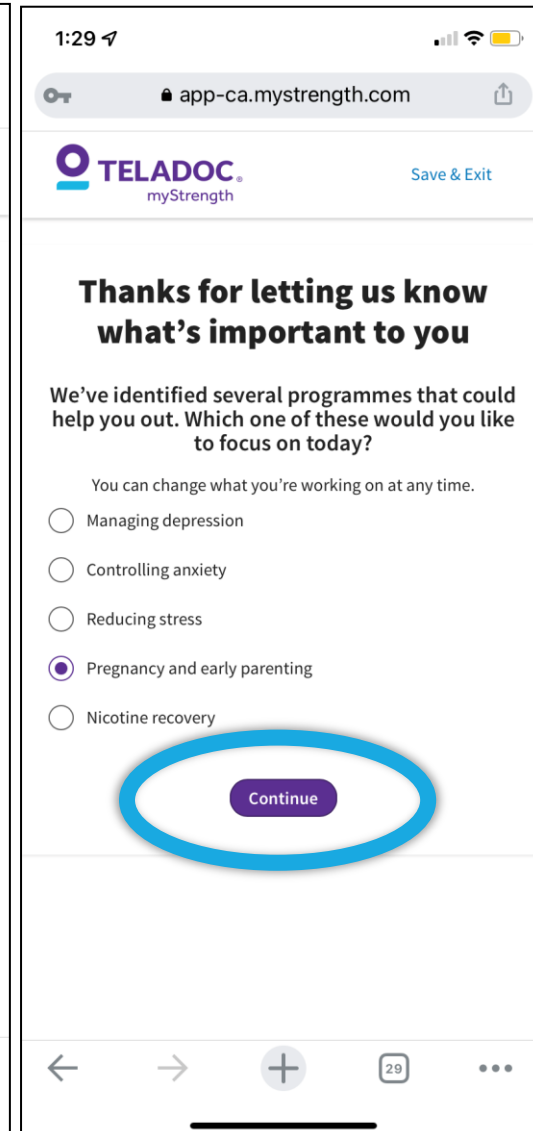
MENTAL HEALTH TOPICS

Tips to help you stay strong through life's ups and downs

- ☒ Depression
- ☒ Anxiety
- ☐ Drug & alcohol use
- ☐ Chronic pain
- ☒ Stress
- ☐ Problems sleeping
- ☐ ADHD
- ☐ PTSD
- ☐ Bipolar disorder
- ☒ Pregnancy and early parenting
- ☐ Eating disorders

Continue

← → + 29 ...



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TELADOC myStrength Save & Exit

Thanks for letting us know what's important to you
We've identified several programmes that could help you out. Which one of these would you like to focus on today?

You can change what you're working on at any time.

- ☐ Managing depression
- ☐ Controlling anxiety
- ☐ Reducing stress
- ☒ Pregnancy and early parenting
- ☐ Nicotine recovery

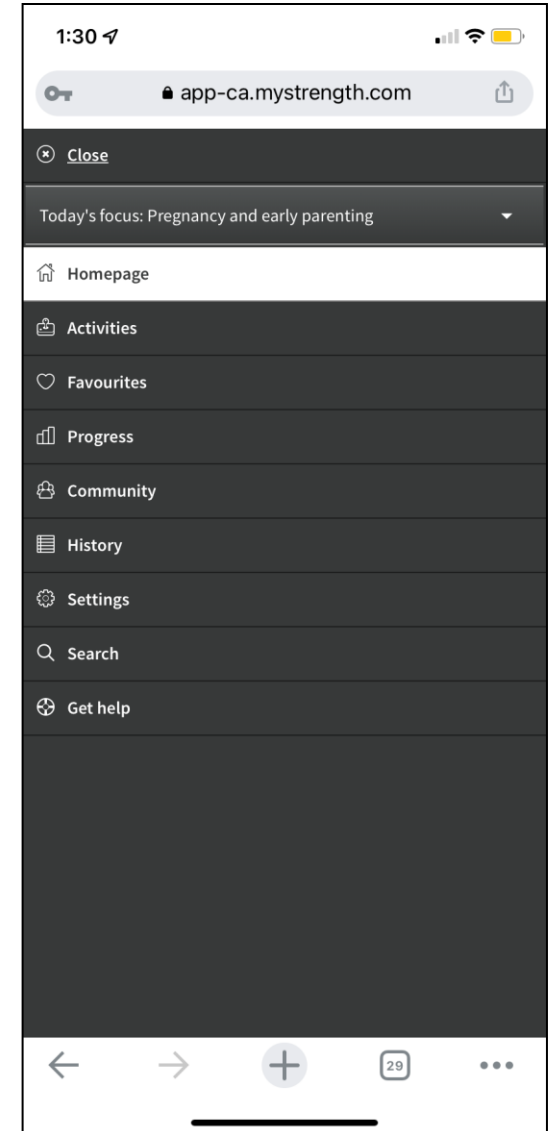
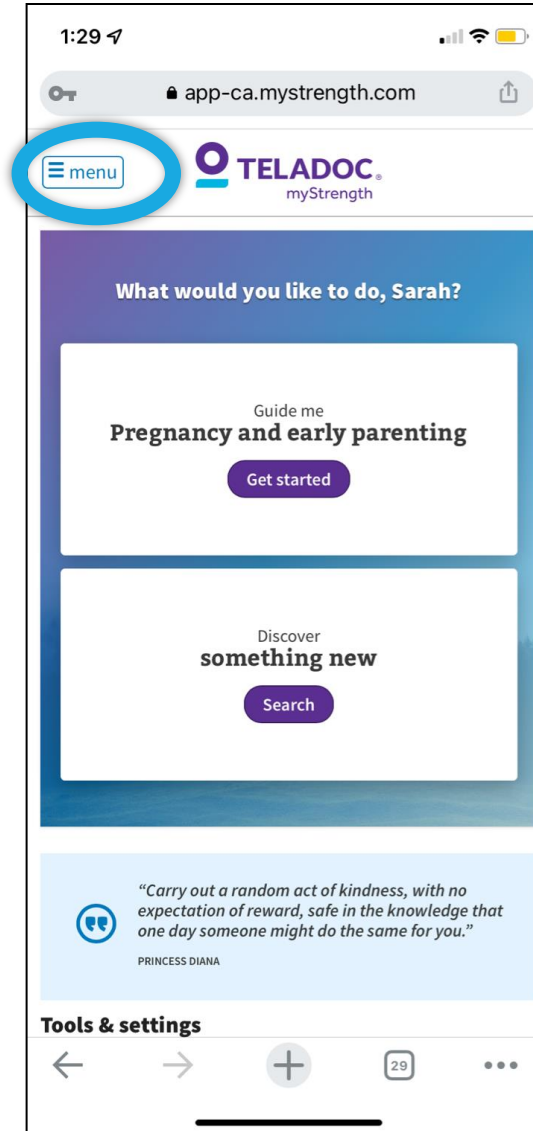
Continue

← → + 29 ...

MOBILE REGISTRATION

Congratulations! Now you can begin to access the myStrength platform.

- Select '*menu*' from your homepage to explore activities, view your progress and more
- **Don't forget to download the Teladoc myStrength App**, so you can easily access the many activities, videos, and in-the-moment tools, wherever you are

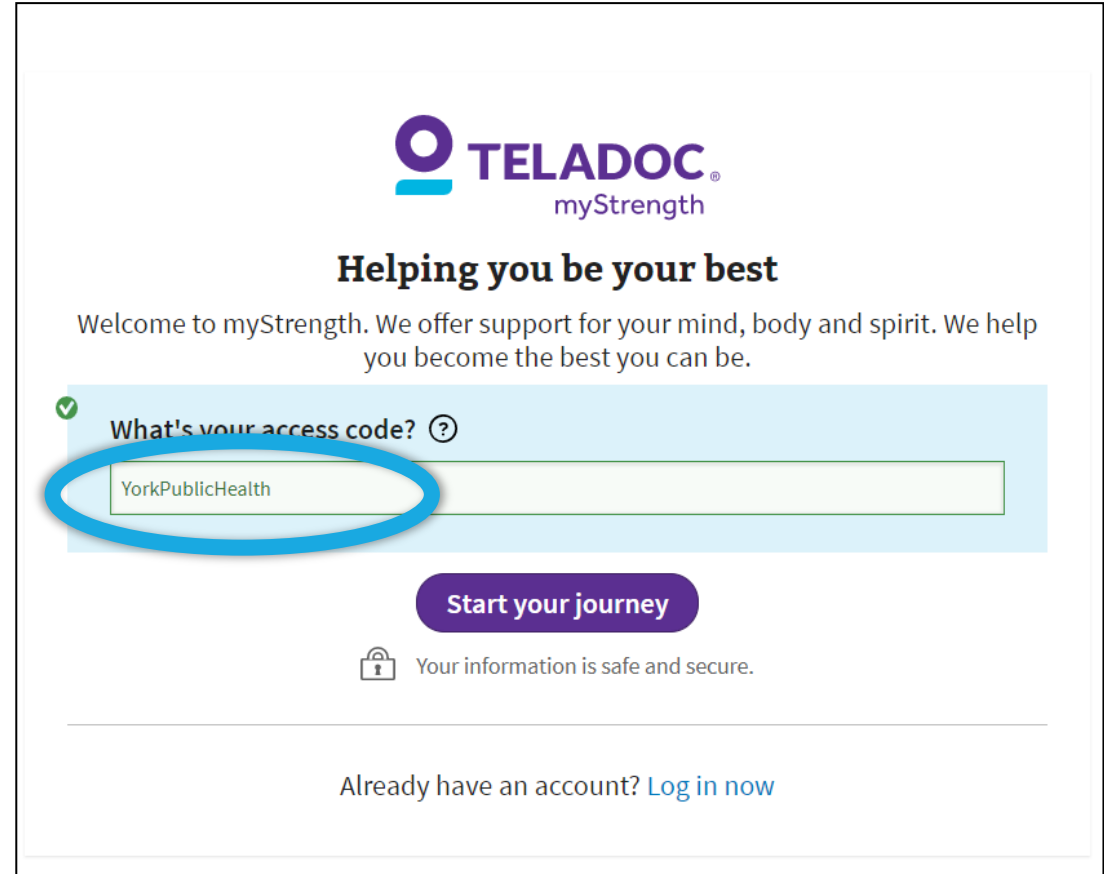



DESKTOP REGISTRATION

HOW TO SIGN IN USING A DESKTOP COMPUTER

DESKTOP REGISTRATION

- Begin by visiting [this link](#)
- From the landing page, enter the access code: **YorkPublicHealth** and select '**Start your journey**'



TELADOC[®]
myStrength


Helping you be your best

Welcome to myStrength. We offer support for your mind, body and spirit. We help you become the best you can be.

✓ What's your access code? ?

YorkPublicHealth

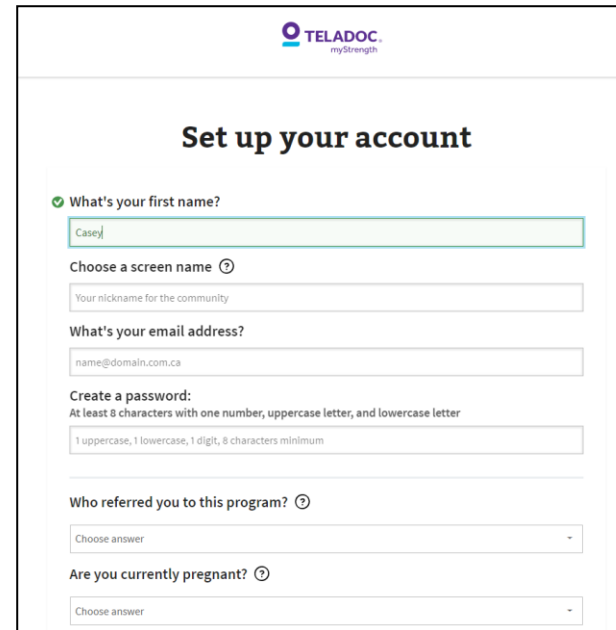
Start your journey

 Your information is safe and secure.

Already have an account? [Log in now](#)

DESKTOP REGISTRATION

- You will be prompted to set up your account
- Once completed, select '*Continue*'



Set up your account

✓ What's your first name?

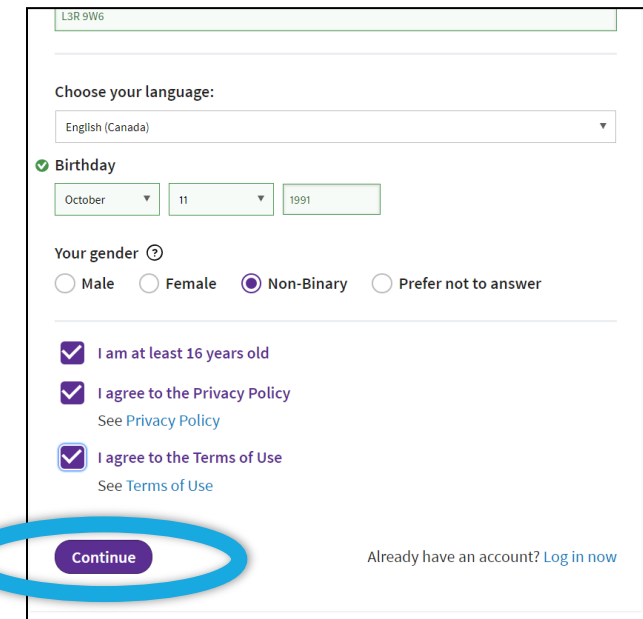
Choose a screen name ⓘ

What's your email address?

Create a password:
 At least 8 characters with one number, uppercase letter, and lowercase letter

Who referred you to this program? ⓘ

Are you currently pregnant? ⓘ



Choose your language:

✓ Birthday

Your gender ⓘ
☐ Male ☐ Female ☒ Non-Binary ☐ Prefer not to answer

☒ I am at least 16 years old

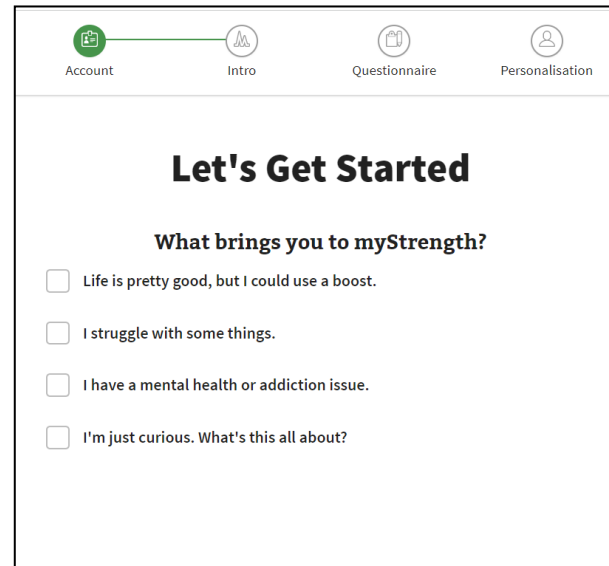
☒ I agree to the Privacy Policy
[See Privacy Policy](#)

☒ I agree to the Terms of Use
[See Terms of Use](#)

Continue [Already have an account? Log in now](#)

DESKTOP REGISTRATION

- Fill out questions to begin your personalized experience
- Once completed, select 'Next'

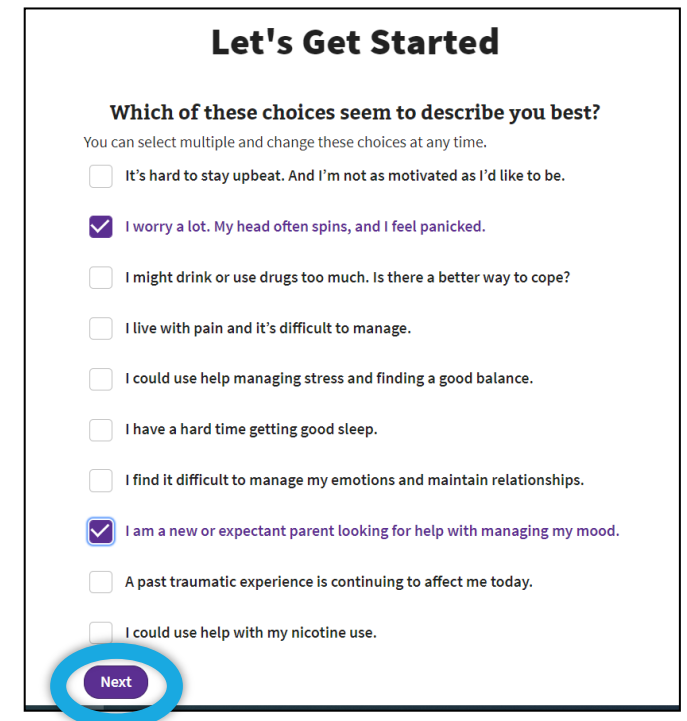


Account Intro Questionnaire Personalisation

Let's Get Started

What brings you to myStrength?

- ☐ Life is pretty good, but I could use a boost.
- ☐ I struggle with some things.
- ☐ I have a mental health or addiction issue.
- ☐ I'm just curious. What's this all about?



Let's Get Started

Which of these choices seem to describe you best?

You can select multiple and change these choices at any time.

- ☐ It's hard to stay upbeat. And I'm not as motivated as I'd like to be.
- ☒ I worry a lot. My head often spins, and I feel panicked.
- ☐ I might drink or use drugs too much. Is there a better way to cope?
- ☐ I live with pain and it's difficult to manage.
- ☐ I could use help managing stress and finding a good balance.
- ☐ I have a hard time getting good sleep.
- ☐ I find it difficult to manage my emotions and maintain relationships.
- ☒ I am a new or expectant parent looking for help with managing my mood.
- ☐ A past traumatic experience is continuing to affect me today.
- ☐ I could use help with my nicotine use.

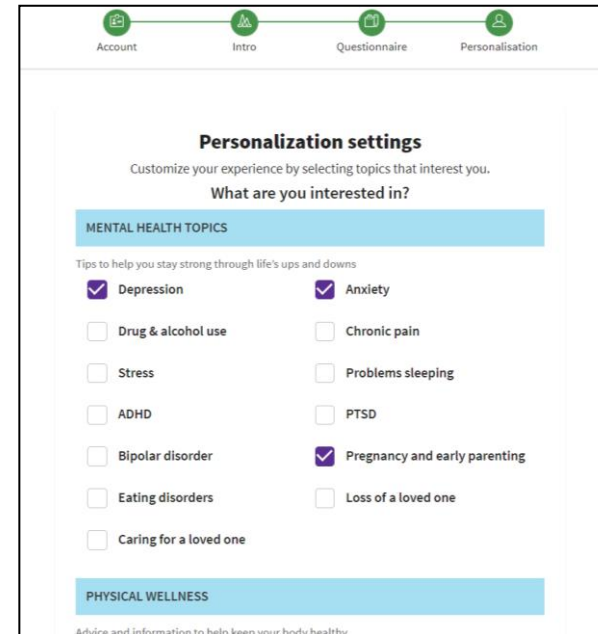
Next

DESKTOP REGISTRATION

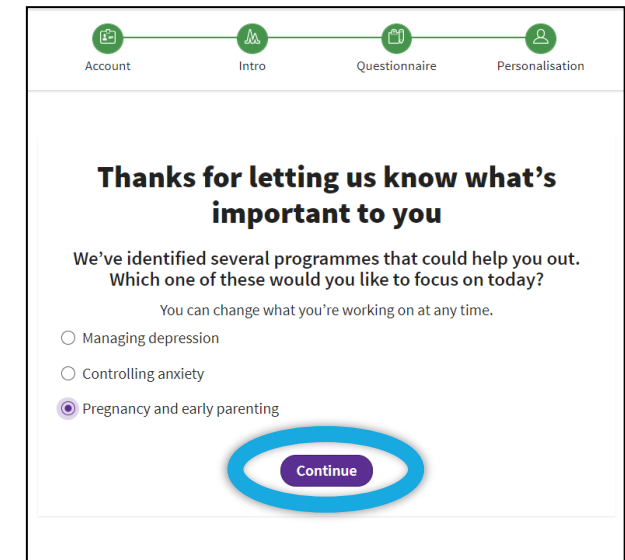
- You will be prompted to share how you are feeling
 - This message will appear most times you sign in along with check-in questions
- After sharing how you are feeling, you will begin the questionnaire

DESKTOP REGISTRATION

- You will then answer a few additional personalization questions to get the most out of your experience
- Complete these sections and select *Continue*



The screenshot shows the 'Personalization settings' screen. At the top, there is a progress bar with four steps: Account, Intro, Questionnaire, and Personalisation. The 'Personalisation' step is currently active. Below the progress bar, the title 'Personalization settings' is followed by the instruction 'Customize your experience by selecting topics that interest you.' and the question 'What are you interested in?'. There are two main sections: 'MENTAL HEALTH TOPICS' and 'PHYSICAL WELLNESS'. Under 'MENTAL HEALTH TOPICS', there is a list of topics with checkboxes. The selected topics are 'Depression', 'Anxiety', and 'Pregnancy and early parenting'. The other topics are 'Drug & alcohol use', 'Stress', 'ADHD', 'Bipolar disorder', 'Eating disorders', 'Caring for a loved one', 'Chronic pain', 'Problems sleeping', and 'PTSD'. The 'PHYSICAL WELLNESS' section is currently empty. At the bottom, there is a small text link: 'Advice and information to help keep your body healthy'.

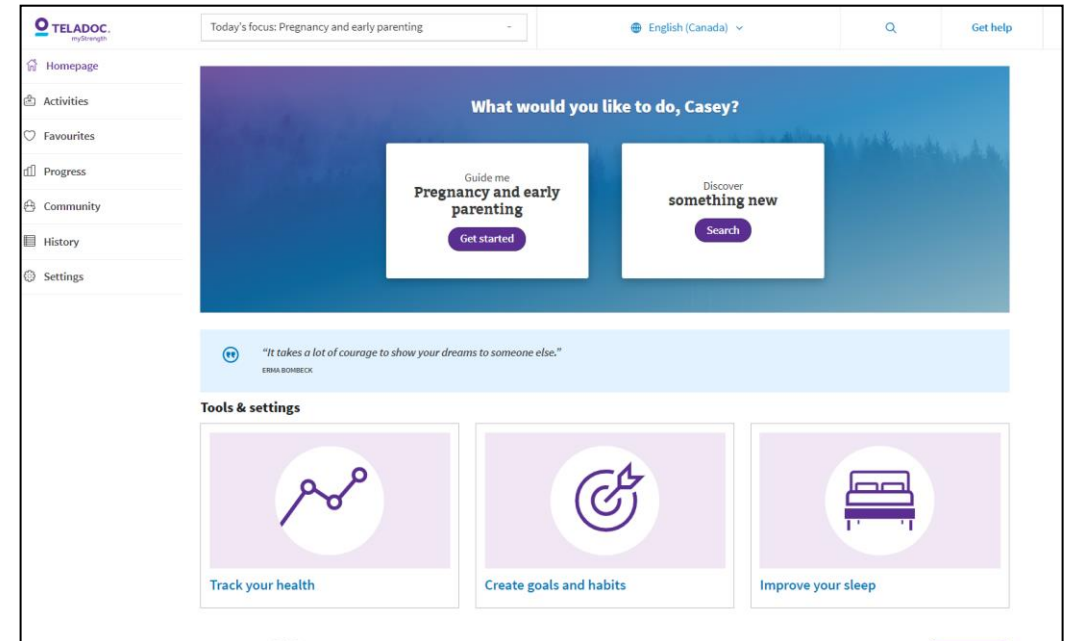


The screenshot shows the 'Thanks for letting us know what's important to you' screen. At the top, there is a progress bar with four steps: Account, Intro, Questionnaire, and Personalisation. The 'Personalisation' step is currently active. Below the progress bar, the title 'Thanks for letting us know what's important to you' is followed by the text 'We've identified several programmes that could help you out. Which one of these would you like to focus on today?'. Below this, there is a sub-header 'You can change what you're working on at any time.' and a list of three options: 'Managing depression', 'Controlling anxiety', and 'Pregnancy and early parenting'. The 'Pregnancy and early parenting' option is selected. At the bottom, there is a large blue button labeled 'Continue'.

DESKTOP REGISTRATION

Congratulations! Now you can begin to access the myStrength platform.

- Select '**menu**' from your homepage to explore activities, view your progress and more
- **Don't forget to download the Teladoc myStrength App for your mobile device or bookmark your homepage**, so you can easily access the many activities, videos, and in-the-moment tools, wherever you are



NEED ASSISTANCE WITH YOUR ACCOUNT?

Connect with the Teladoc Health Canada*
support team:



mystrength@teladochealth.com



855-667-1117 (toll-free)

* York Region Public Health is working with Teladoc Health to provide access to the myStrength virtual platform for eligible York Region residents. If members choose to use this virtual platform, Teladoc Health will be sharing de-identified data with York Region Public Health and the Women's College Hospital Institute for Health System Solutions and Virtual Care for evaluation and planning purposes. Any information that could identify members such as their name, date of birth or contact information will not be shared with York Region or Women's College. If you have any questions about how the de-identified data is used, please contact Kavita.Bhatla@york.ca. Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

