

# Onboarding: Best practices checklist.



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## Pre-launch

### Choose virtual care ambassador(s).

- Select ambassadors that will act as virtual care promoters and resource people for your employees

**Tip:** Try to choose people who understand the merits and functionality of the product and are excited about effectively communicating these benefits while acting as the central resource for help and information internally.

### Inform employees about the program.

- Send the 'coming soon email' to your employees
- Schedule information sessions
- Make information, including any handouts, available to employees via the HR portal

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## Launch

### Raise awareness.

- Print postcards and distribute to all employees
- Upload digital assets to internal digital communication portals
- Print and hang posters on employee communication boards and in high traffic areas

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## Post-launch

### Continue to raise awareness throughout your organization.

- Supplement activation emails with newsletters (latest newsletter and email template will be available to download on the toolkit page)
- Refresh digital assets and available posters

Have questions? Contact us at [virtualcare@telus.com](mailto:virtualcare@telus.com)

## IP addresses and domains whitelisting

- [help@vc.telushealth.com](mailto:help@vc.telushealth.com)
- [virtualhealthcare@telus.com](mailto:virtualhealthcare@telus.com)

167.89.107.125	192.254.127.106	192.254.127.127	54.174.52.137
167.89.107.127	192.254.127.107	192.254.127.96	54.174.52.138
167.89.107.129	192.254.127.108	192.254.127.97	54.174.52.139
167.89.107.136	192.254.127.109	192.254.127.98	54.174.52.180
167.89.31.152	192.254.127.110	192.254.127.99	54.174.52.181
167.89.31.153	192.254.127.111	198.37.146.104	54.174.52.182
167.89.31.154	192.254.127.112	198.37.146.105	54.174.52.183
167.89.31.155	192.254.127.113	198.37.146.106	54.174.52.226
167.89.31.156	192.254.127.114	34.211.217.208	54.174.52.227
167.89.31.157	192.254.127.115	34.211.66.176	54.174.52.228
167.89.31.158	192.254.127.116	35.165.248.92	54.174.52.229
167.89.31.159	192.254.127.117	35.165.72.85	54.174.52.39
167.89.35.200	192.254.127.118	50.31.44.110	54.174.52.5
168.245.66.222	192.254.127.119	50.31.44.111	54.174.52.6
18.236.31.222	192.254.127.120	50.31.57.60	54.174.52.7
192.254.127.100	192.254.127.121	52.34.15.115	54.174.52.92
192.254.127.101	192.254.127.122	52.36.216.89	54.174.52.93
192.254.127.102	192.254.127.123	52.42.210.16	54.174.52.94
192.254.127.103	192.254.127.124	52.88.197.57	54.174.52.95
192.254.127.104	192.254.127.125	52.88.64.46	
192.254.127.105	192.254.127.126	54.174.52.136	