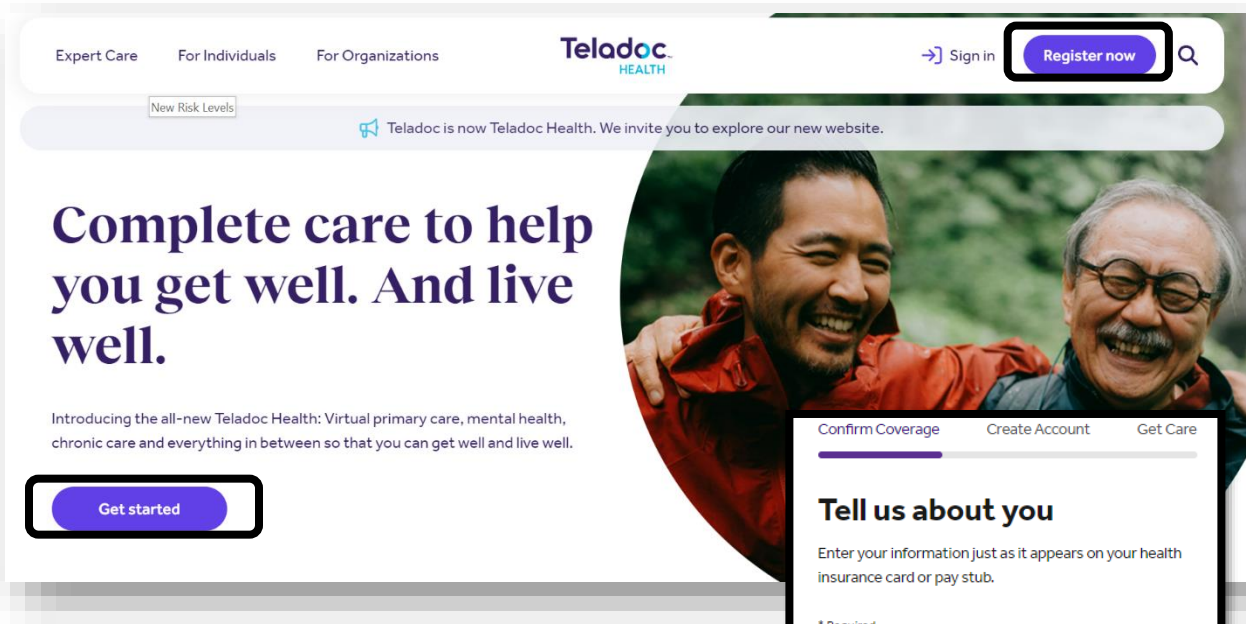


How to Register an Account

Step 1. Download the Teladoc mobile app  or access www.teladochealth.com.

Step 2. Click 'Register Now' or 'Get started'. Users can also register by calling 1-800-TELADOC.



Step 3. Fill in the basic demographic information. Click 'Next'.

- First Name (Please use LEGAL first name.)
- Last Name
- Email
- Country
- Zip Code
- Sex assigned at birth.
- Date of Birth

NOTE:

- For benefits to be found, all data elements must match **exactly** as the information provided to Teladoc from the Benefit provider. (For example, use Michael instead of Mike)
- If you have had a name or address change, please contact your Benefit provider before proceeding with the Teladoc setup.
- If you are attempting to register a minor dependent, the primary member must complete their registration in order to add any minor dependents to the account.

Confirm Coverage

Create Account

Get Care

Tell us about you

Enter your information just as it appears on your health insurance card or pay stub.

* Required

First Name*

Last Name*

Email*

Country*

ZIP code*

Sex assigned at birth*

Month of birth*
MM

Day*
DD

Year*
YYYY

☐ I have a code from my employer, insurance or Teladoc Health.

Next

Do **not** check this box. (Leave blank)

How to Register an Account

Step 4. "We found a match!" illustrates the program offerings. Click 'Now' to complete the Registration process.

< Back

Confirm Coverage Create Account Get Care

We found a match!

These care options are available with your coverage.

Employer Group Name

☒ General Medical

Is this incorrect? [Add new coverage](#) or call us at [1-800-835-2362](tel:1-800-835-2362)

Next

Step 5. Create a username and password. Answer the security and visit preferences questions and your registration is complete!

Confirm Coverage Create Account Get Care

Finish creating your account

* Required

Create your username and password*

Username*

Password*

Confirm password*

Secure your account*

Security question 1*

Select

Answer 1*

Security question 2*

Select

Answer 2*

Security question 3*

Select

Answer 3*

Visit preferences*

Country

United States Of America (+1)

Preferred Phone Number*

(555) 555-5555

Preferred language for visits*

English

☐ TTY relay service needed (hard-of-hearing, speech impairment, or similar)

How did you learn about Teladoc?

Select

☐ I accept Teladoc's [Notice of Privacy Practices](#), [Terms of Service](#) and [Notice of Nondiscrimination and Language Assistance](#).

Create account

You must check this box.

Member Experience FAQs:

If the primary member has not registered prior to registering a minor dependent, the following message will be received:

The screenshot shows a mobile app interface with a progress bar at the top containing three items: 'Confirm Coverage' (selected), 'Create Account', and 'Get Care'. Below the progress bar, there is a blue '< Back' link. The main heading is 'We found a match!'. Below this, a message states: 'These care options are available with your coverage.' A box titled 'Employer Group Name' contains a radio button and the text 'General Medical'. Below this box, a paragraph explains: 'The above account is for a minor, so it can not be registered independently. To request care for a minor, the adult primary member must register first and minor dependents will be available under their account.' At the bottom of the box, there is a link: 'Is this incorrect? [Add new coverage](#) or call us at [1-800-835-2362](#)'. A large purple 'Next' button is at the bottom of the screen.

If, after entering the demographic information, you are prompted to "Select your health insurance", contact your Benefit provider before proceeding with the Teladoc setup.

The screenshot shows a mobile app interface with a progress bar at the top containing three items: 'Confirm Coverage' (selected), 'Create Account', and 'Get Care'. Below the progress bar, there is a blue '< Back' link. The main heading is 'Select your health insurance'. Below this, there is a note: '* Required'. A label 'Insurance company*' is followed by a search bar with the placeholder text 'Name of insurance company'. Below the search bar, there is a link: 'No insurance coverage? [You can also pay per visit.](#)'. A large purple 'Next' button is at the bottom of the screen.

The following message indicates the demographic information entered does not match **exactly** as the information provided to Teladoc from the Benefit provider. (For example, use Michael instead of Mike).

If you elect to move forward in the registration process, you will not receive the programs as intended by your Benefit provider.