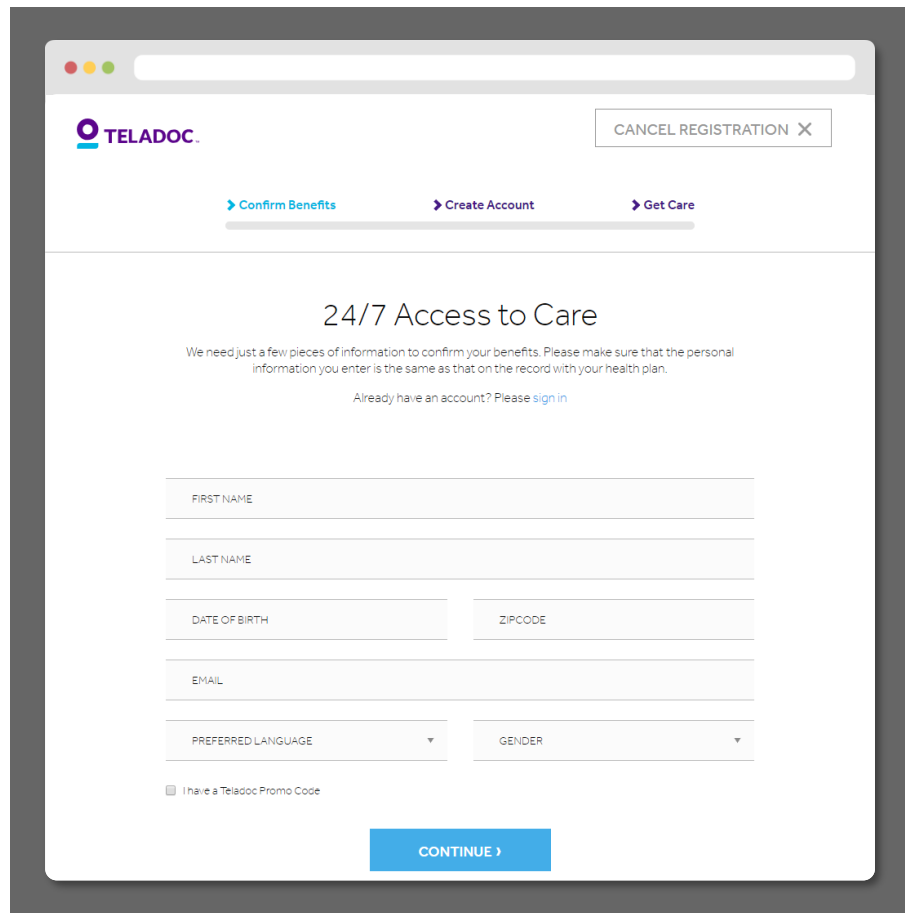


# Talking to a doctor has never been easier: How to set up your Teladoc account

# How to: Set up your account from a computer

# Desktop Instructions

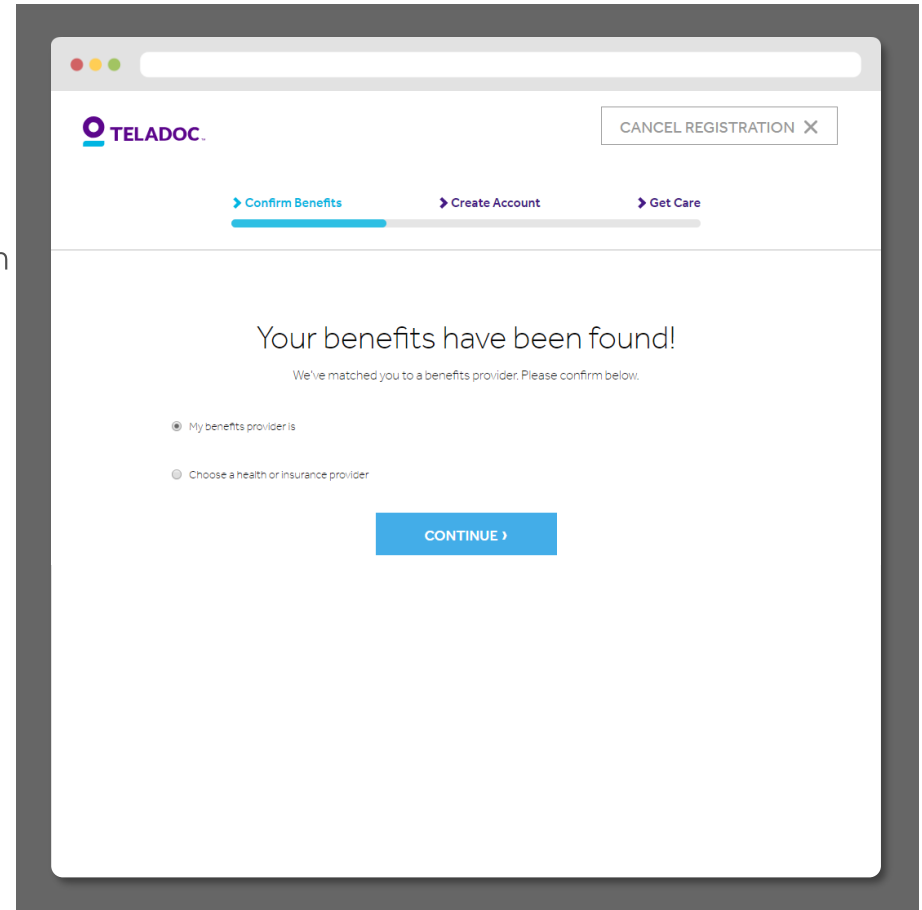
- Enter basic information like name, date of birth, ZIP code, etc. to check your eligibility
- Click “Continue”



The screenshot shows a web browser window displaying the Teladoc registration page. At the top left is the Teladoc logo. At the top right is a button labeled "CANCEL REGISTRATION X". Below the logo are three navigation links: "Confirm Benefits", "Create Account", and "Get Care". The main heading is "24/7 Access to Care". Below the heading is a paragraph of text: "We need just a few pieces of information to confirm your benefits. Please make sure that the personal information you enter is the same as that on the record with your health plan." Below this text is a link: "Already have an account? Please [sign in](#)". The form consists of several input fields: "FIRST NAME", "LAST NAME", "DATE OF BIRTH", "ZIPCODE", "EMAIL", "PREFERRED LANGUAGE" (with a dropdown arrow), and "GENDER" (with a dropdown arrow). Below the form is a checkbox labeled "I have a Teladoc Promo Code". At the bottom right of the form is a blue button labeled "CONTINUE >".

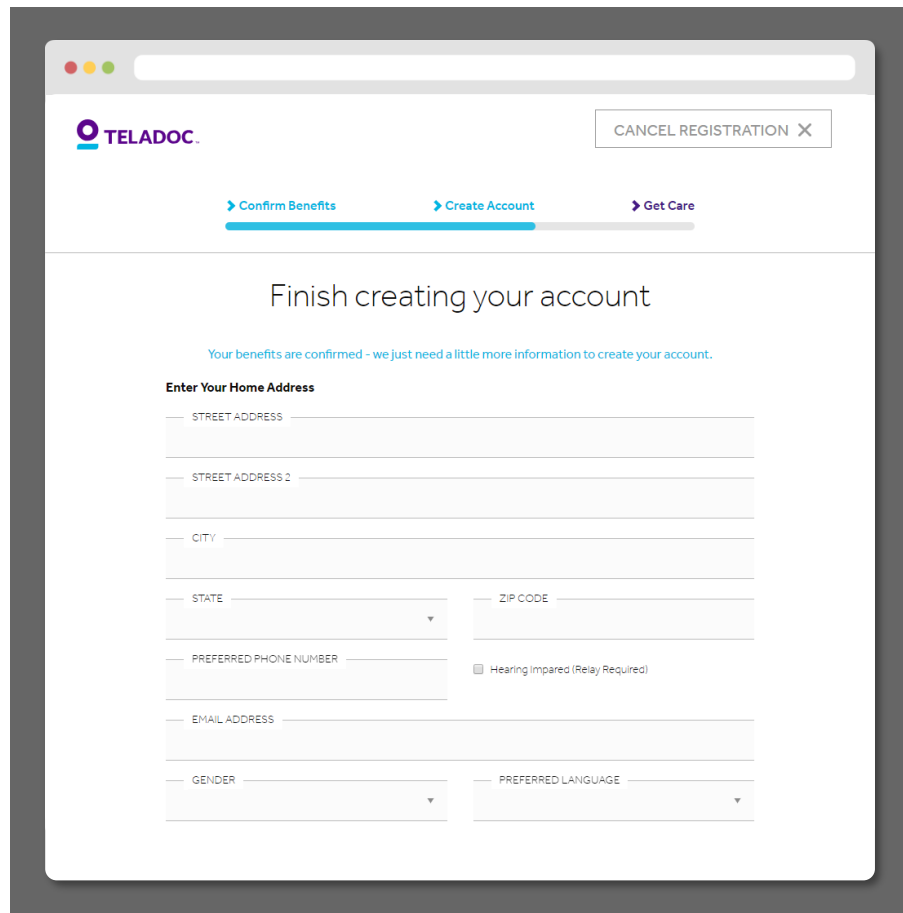
# Desktop Instructions

- If your benefits were found, select “My healthcare benefits provider is ...”
- If your benefits were not found, you’ll be prompted to enter more information by selecting “choosing a health or insurance provider” to better help us look you up.
- Click “Continue”



# Desktop Instructions

- Finish creating your account by filling in personal information like address, phone number, etc.

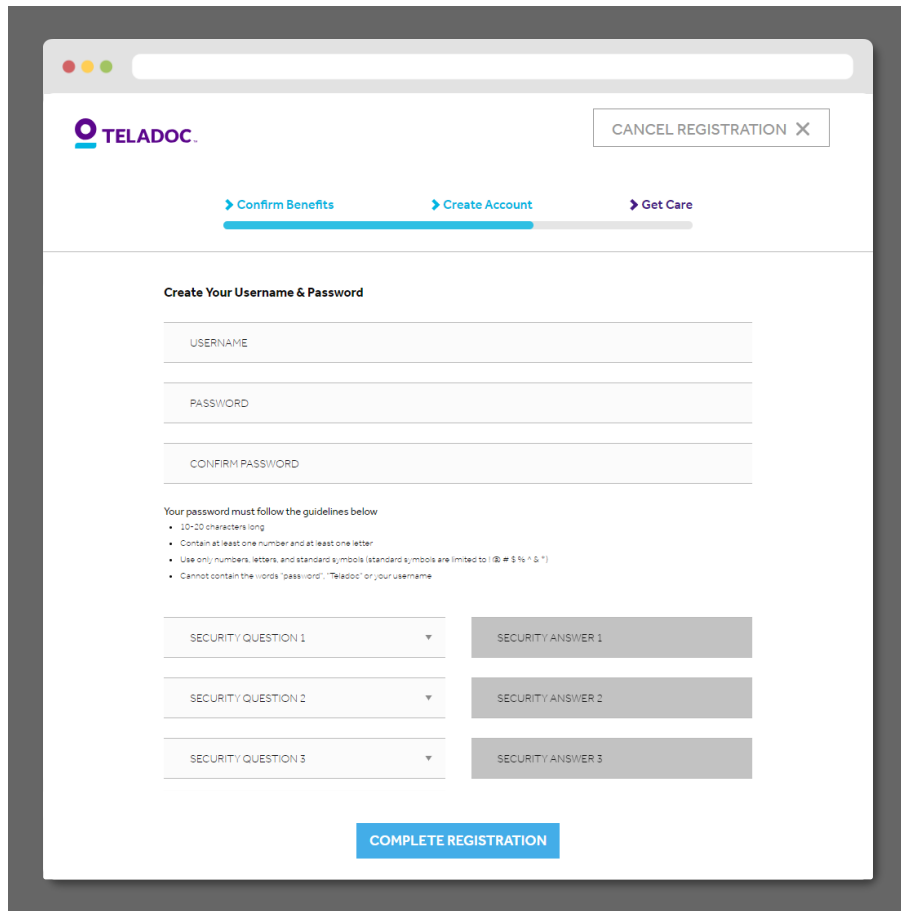


The screenshot shows a web browser window displaying the Teladoc account creation process. At the top left is the Teladoc logo. At the top right is a button labeled "CANCEL REGISTRATION X". Below the logo is a progress bar with three steps: "Confirm Benefits", "Create Account" (which is highlighted with a blue bar), and "Get Care". The main heading is "Finish creating your account". Below this is a sub-heading "Your benefits are confirmed - we just need a little more information to create your account." followed by the section title "Enter Your Home Address". The form contains the following fields:

- STREET ADDRESS (text input)
- STREET ADDRESS 2 (text input)
- CITY (text input)
- STATE (dropdown menu)
- ZIP CODE (text input)
- PREFERRED PHONE NUMBER (text input)
- Hearing Impaired (Relay Required)
- EMAIL ADDRESS (text input)
- GENDER (dropdown menu)
- PREFERRED LANGUAGE (dropdown menu)

# Desktop Instructions

- Create your username, password and set your security questions and answers
- Click “Complete Registration”



The screenshot displays the Teladoc registration interface. At the top, the Teladoc logo is on the left, and a 'CANCEL REGISTRATION X' button is on the right. A progress bar below the logo has three steps: 'Confirm Benefits', 'Create Account' (which is the current step and highlighted with a blue bar), and 'Get Care'. The main section is titled 'Create Your Username & Password' and contains three input fields for 'USERNAME', 'PASSWORD', and 'CONFIRM PASSWORD'. Below these fields, a section titled 'Your password must follow the guidelines below' lists the following requirements:

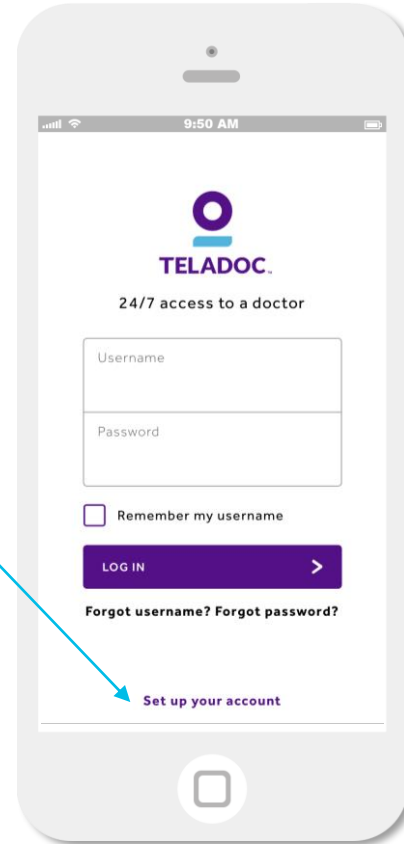
- 10-20 characters long
- Contain at least one number and at least one letter
- Use only numbers, letters, and standard symbols (standard symbols are limited to !@#%&'&\*)
- Cannot contain the words "password", "Teladoc" or your username

Below the password guidelines are three rows for security questions, each with a dropdown menu for the question and a text input field for the answer, labeled 'SECURITY QUESTION 1', 'SECURITY ANSWER 1', 'SECURITY QUESTION 2', 'SECURITY ANSWER 2', 'SECURITY QUESTION 3', and 'SECURITY ANSWER 3'. At the bottom center, there is a prominent blue button labeled 'COMPLETE REGISTRATION'.

# How to: Set up your account on a mobile phone

# Mobile App Instructions

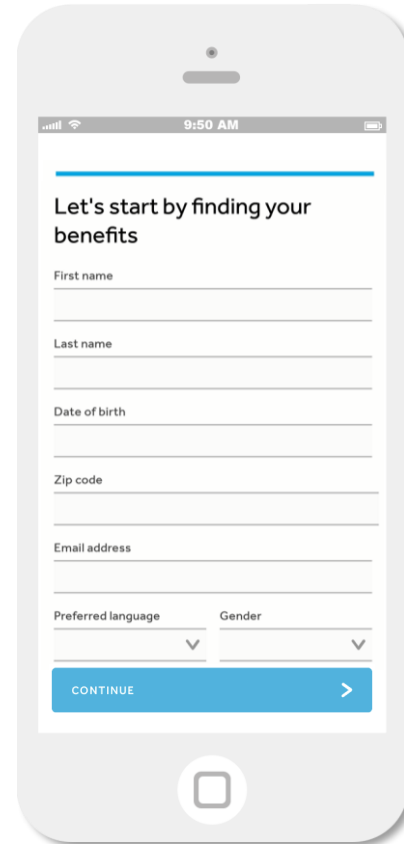
- Download the Teladoc app on either the Apple App Store or Android Google Play Store
- Open the app and click “Set up your account”





# Mobile App Instructions

- Enter basic information like name, date of birth, ZIP code, etc. to check your eligibility
- Click “Continue”



Let's start by finding your benefits

First name

Last name

Date of birth

Zip code

Email address

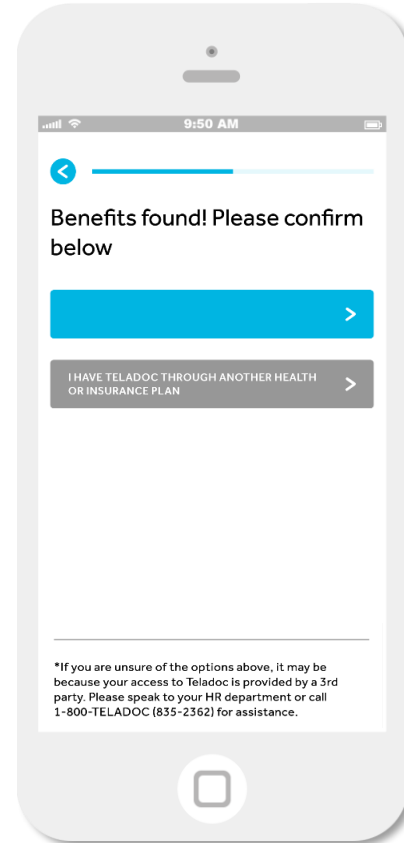
Preferred language

Gender

CONTINUE >

# Mobile App Instructions

- If your benefits were found, click the blue button
- If your benefits were not found, you'll be prompted to enter more information by selecting "Choose a health or insurance provider" to better help us look you up.



# Mobile App Instructions

- Finish creating your account by filling in personal information like address, phone number, etc.
- Click “Continue”

The image shows a mobile app registration screen. At the top, there's a status bar with signal strength, Wi-Fi, and the time 9:50 AM. Below that is a blue back arrow and a progress indicator. The main heading is "Nearly done...please provide your address and phone". The form fields are: "Street address 1" (text input), "Street address 2 (optional)" (text input), "City" (text input), "State" (dropdown menu), "Zip code" (text input), and "Preferred phone number" (text input). At the bottom, there is a checkbox labeled "Hearing impaired? (relay required)" and a large blue button with the text "CONTINUE" and a right-pointing arrow.

# Mobile App Instructions

- Create your username, password and set your security questions and answers
- Click “Complete Registration”

