

# How to Register an Account

Step 1. Download the Teladoc mobile app  or access [www.teladochealth.com](http://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 by your HR team. (For example, use Michael instead of Mike)
- If you have had a name or address change, please contact your HR team before proceeding with the Teladoc setup.
- Adult dependents **must register their unique account** to complete the medical history disclosure, update personal information and request virtual visits. A separate email will be sent to the adult dependent to complete registration

Confirm Coverage   Create Account   Get Care

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### 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\*  Day\*  Year\*

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

**Next**

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

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

A screenshot of a mobile application interface. At the top, there is a navigation bar with a back arrow and the text 'Back'. Below this is a progress indicator with three steps: 'Confirm Coverage', 'Create Account', and 'Get Care'. The 'Confirm Coverage' step is currently active and highlighted with a purple bar. The main heading is 'We found a match!' followed by the text 'These care options are available with your coverage.' Below this, there is a section titled 'Employer Group Name' with a radio button selected next to 'General Medical'. At the bottom, there is a purple button labeled 'Next' which is highlighted with a black border. A small text box at the bottom left says 'Is this incorrect? [Add new coverage](#) or call us at [1-800-835-2362](#)'.

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

A screenshot of a mobile application interface for the 'Finish creating your account' step. The progress indicator at the top shows 'Confirm Coverage', 'Create Account', and 'Get Care', with 'Create Account' being the active step. The main heading is 'Finish creating your account'. Below this, there is a section titled 'Create your username and password\*' with three input fields: 'Username\*', 'Password\*', and 'Confirm password\*'. To the right, there is a section titled 'Secure your account\*' with three security questions, each with a 'Select' dropdown and an answer input field. Further right is a section titled 'Visit preferences\*' with a 'Country' dropdown (set to 'United States Of America (+1)'), a 'Preferred Phone Number\*' input field (set to '(555) 555-5555'), a 'Preferred language for visits\*' dropdown (set to 'English'), a checkbox for 'TTY relay service needed (hard-of-hearing, speech impairment, or similar)', and a 'How did you learn about Teladoc?' dropdown (set to 'Select'). At the bottom right, there is a checkbox for 'I accept Teladoc's [Notice of Privacy Practices](#), [Terms of Service](#) and [Notice of Nondiscrimination and Language Assistance](#)'. A dashed box with an arrow points to this checkbox, containing the text 'You **must** check this box.' A purple 'Create account' button is at the bottom right.

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If, after entering the demographic information, you are prompted to “Select your health insurance”, contact your HR team before proceeding with the Teladoc setup.

The screenshot shows a mobile application interface for account registration. At the top, there is a navigation bar with a blue arrow and the word "Back". Below this is a progress indicator with three steps: "Confirm Coverage" (which is highlighted with a purple bar), "Create Account", and "Get Care". The main heading is "Select your health insurance" in bold black text. Below the heading, there is a note "\* Required". The primary input field is labeled "Insurance company\*" and contains a search icon and the placeholder text "Name of insurance company". Below this field is a light blue button with the text "No insurance coverage? [You can also pay per visit.](#)". At the bottom of the form is a large purple button labeled "Next".

The following message indicates the demographic information entered does not match **exactly** as the information provided to Teladoc from your HR team.

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