

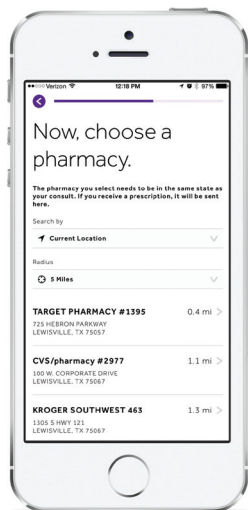


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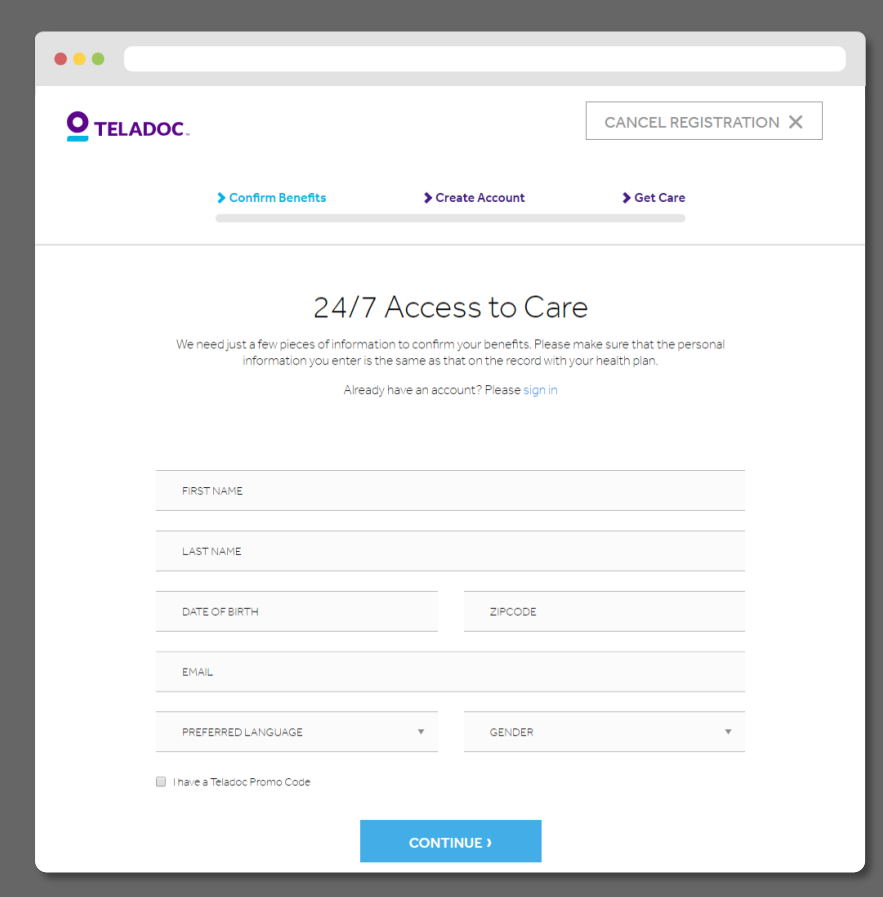


Talking to a doctor has never been easier: How to set up your Teladoc account

How to: Set up your account from a computer

Desktop Instructions

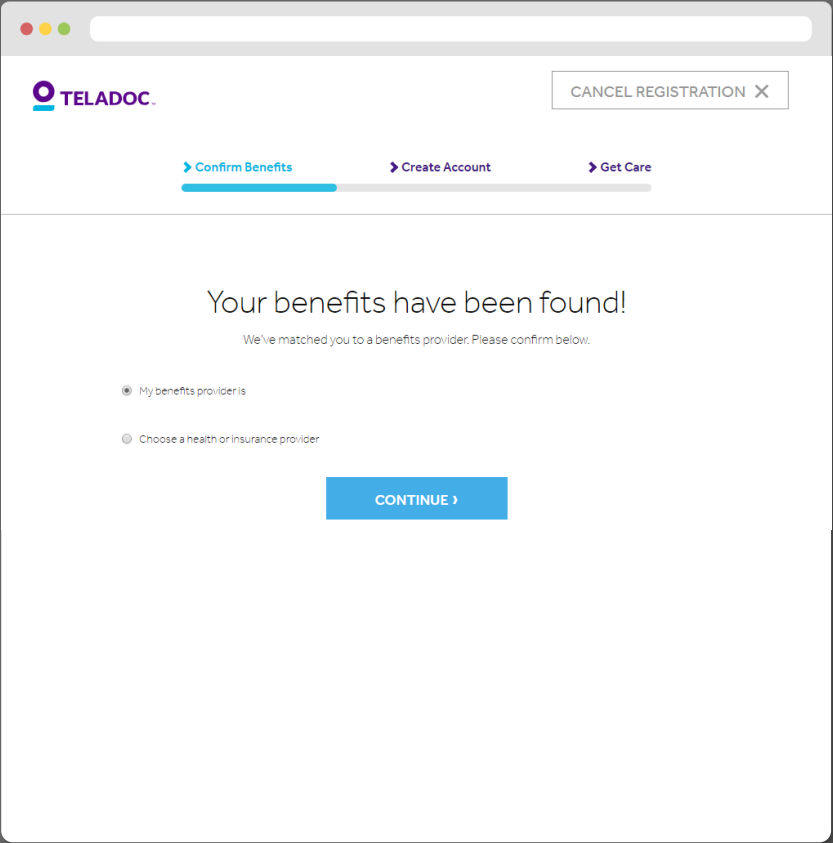
- Enter basic information like name, date of birth, ZIP code, etc. to check your eligibility
- Click “Continue”



The screenshot shows a web browser window with the Teladoc logo in the top left and a "CANCEL REGISTRATION X" button in the top right. Below the logo are three links: "Confirm Benefits", "Create Account", and "Get Care". The main heading is "24/7 Access to Care". Below this is a paragraph: "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." followed by a link: "Already have an account? Please [sign in](#)". The form contains several input fields: "FIRST NAME", "LAST NAME", "DATE OF BIRTH", "ZIP CODE", "EMAIL", "PREFERRED LANGUAGE" (with a dropdown arrow), and "GENDER" (with a dropdown arrow). At the bottom left of the form is a checkbox labeled "I have a Teladoc Promo Code". At the bottom right is a blue "CONTINUE >" button.

Desktop Instructions

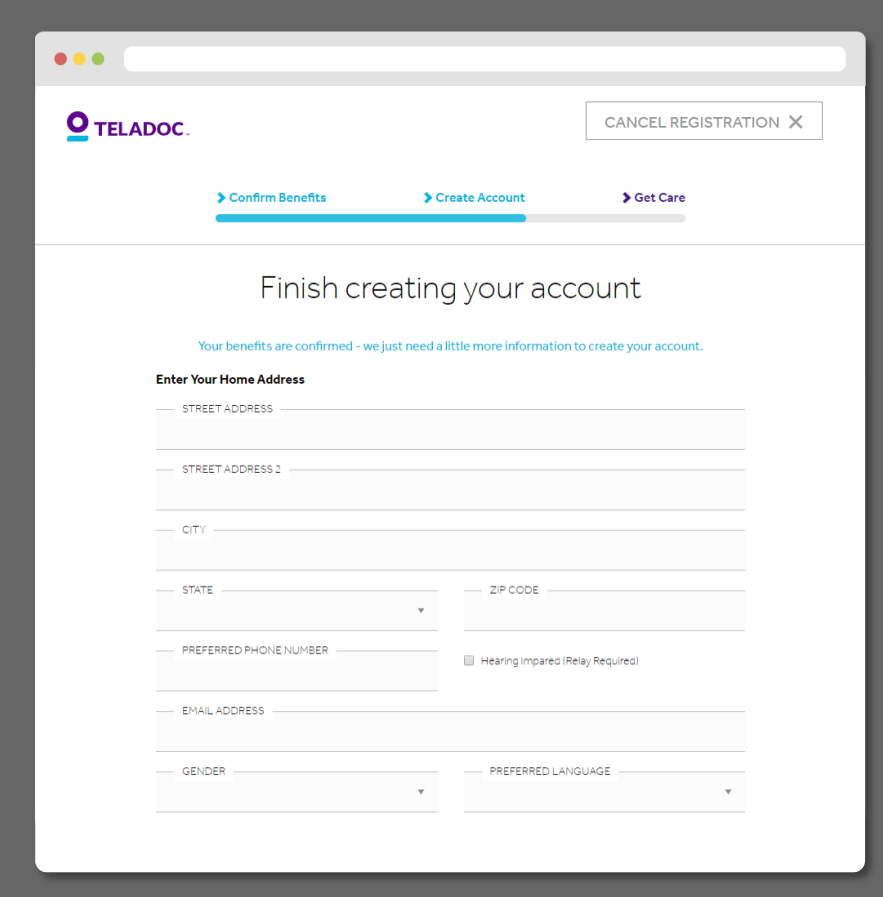
- If your benefits were found, select “My healthcare benefits provider is ...”
- If your benefits were not found, you’ll be prompted to enter more information by selecting “choosing a health or insurance provider” to better help us look you up.
- Click “Continue”



The screenshot shows a web browser window with the Teladoc logo in the top left and a 'CANCEL REGISTRATION X' button in the top right. A progress bar below the logo has three steps: 'Confirm Benefits' (active, highlighted in blue), 'Create Account', and 'Get Care'. The main content area displays the message 'Your benefits have been found!' followed by 'We've matched you to a benefits provider. Please confirm below:'. There are two radio button options: 'My benefits provider is' (selected) and 'Choose a health or insurance provider'. A blue 'CONTINUE >' button is positioned at the bottom right of the form.

Desktop Instructions

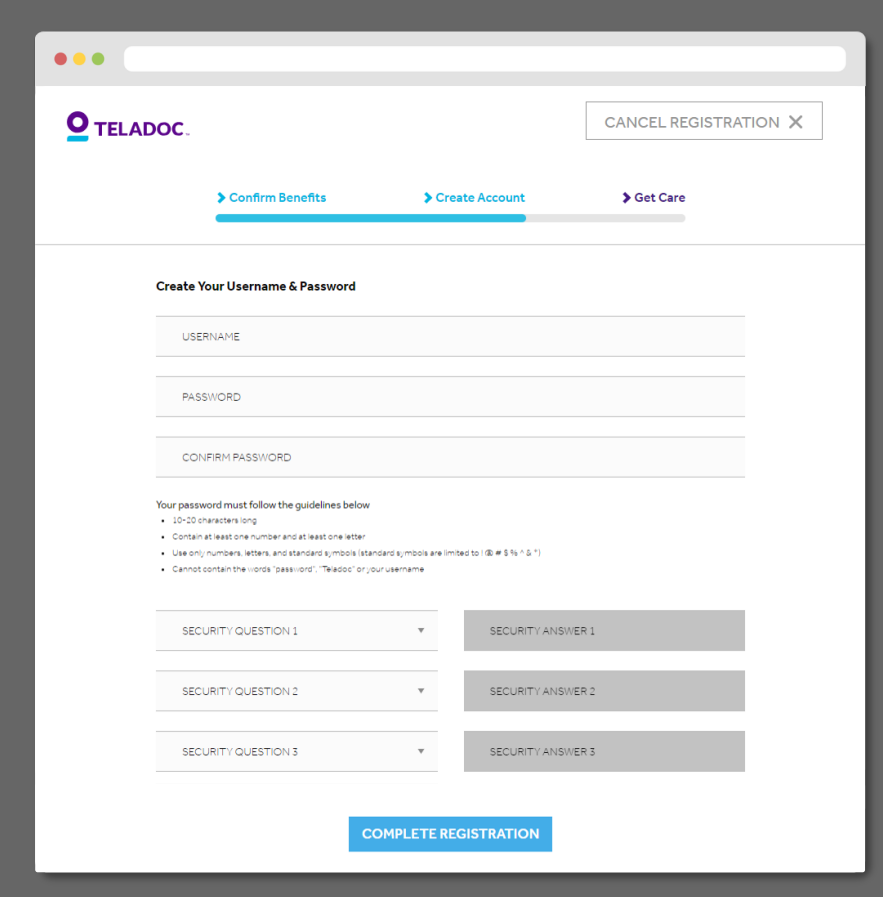
- Finish creating your account by filling in personal information like address, phone number, etc.



The screenshot shows a web browser window with the Teladoc logo in the top left. In the top right, there is a button labeled "CANCEL REGISTRATION X". Below the logo, a progress bar contains three steps: "Confirm Benefits" (completed), "Create Account" (active), and "Get Care". The main heading is "Finish creating your account". Below this, a message states: "Your benefits are confirmed - we just need a little more information to create your account." The section is titled "Enter Your Home Address". The form includes the following fields: "STREET ADDRESS" (a multi-line text area), "STREET ADDRESS 2" (a single-line text area), "CITY" (a single-line text area), "STATE" (a dropdown menu), "ZIP CODE" (a single-line text area), "PREFERRED PHONE NUMBER" (a single-line text area), "EMAIL ADDRESS" (a single-line text area), "GENDER" (a dropdown menu), and "PREFERRED LANGUAGE" (a dropdown menu). There is also a checkbox labeled "Hearing Impaired (Relay Required)".

Desktop Instructions

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



The screenshot shows a web browser window with the Teladoc logo in the top left and a 'CANCEL REGISTRATION X' button in the top right. A progress bar below the logo has three steps: 'Confirm Benefits' (completed), 'Create Account' (current step), and 'Get Care'. The main content area 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 four requirements: 10-20 characters long, at least one number and one letter, only numbers, letters, and standard symbols (specifically @, #, \$, %, ^, & ' '), and no words like 'password', 'Teladoc', or the username. At the bottom of the form are three rows for security questions, each with a dropdown for the question and a text box for the answer. A blue 'COMPLETE REGISTRATION' button is at the bottom right.

TELADOC

CANCEL REGISTRATION X

Confirm Benefits Create Account Get Care

Create Your Username & Password

USERNAME

PASSWORD

CONFIRM PASSWORD

Your password must follow the guidelines below

- 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

SECURITY QUESTION 1 ▼ SECURITY ANSWER 1

SECURITY QUESTION 2 ▼ SECURITY ANSWER 2

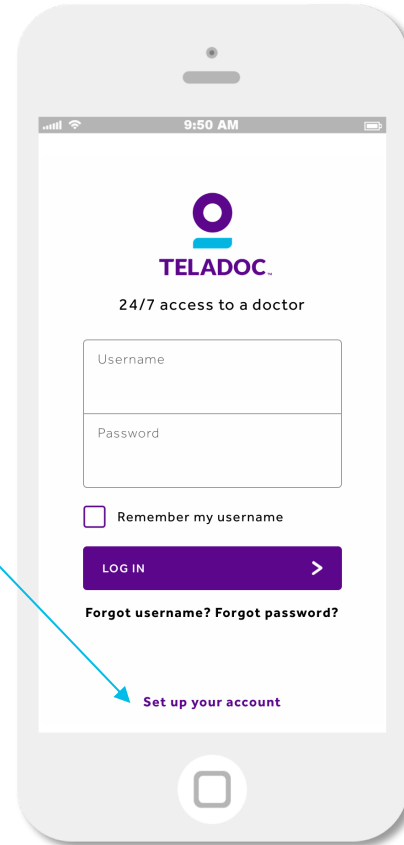
SECURITY QUESTION 3 ▼ SECURITY ANSWER 3

COMPLETE REGISTRATION

How to: Set up your account on a mobile phone

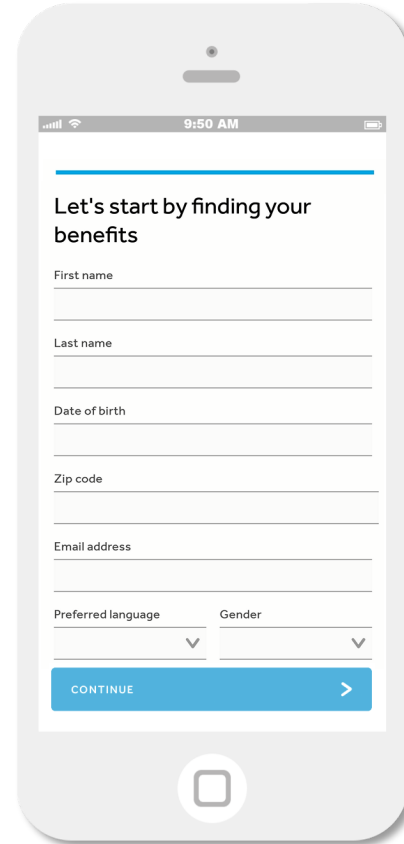
Mobile App Instructions

- 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”



9:50 AM

Let's start by finding your benefits

First name

Last name

Date of birth

Zip code

Email address

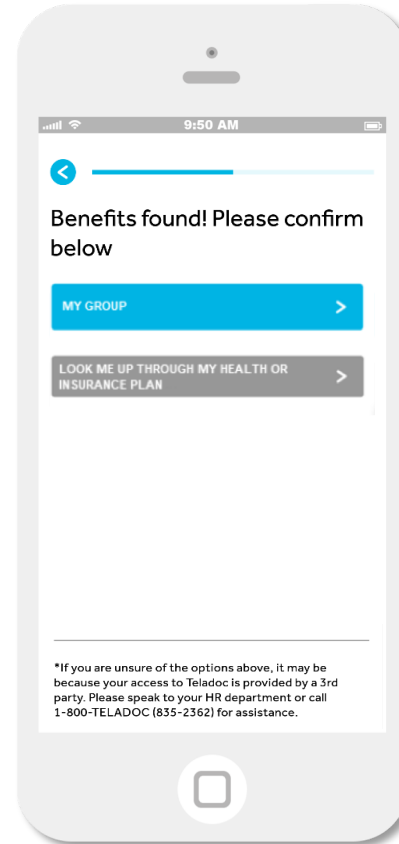
Preferred language

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”

Nearly done...please provide your address and phone

Street address 1

Street address 2 (optional)

City

State Zip code

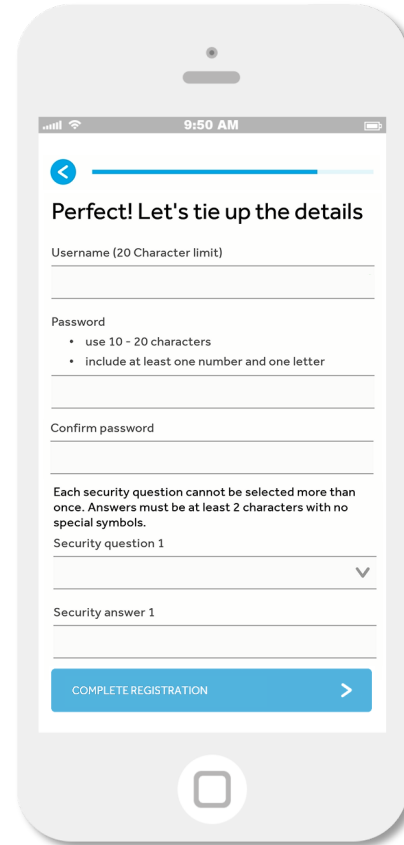
Preferred phone number

☐ Hearing impaired? (relay required)

CONTINUE

Mobile App Instructions

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

A screenshot of 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 the status bar is a blue back arrow icon and a progress bar. The main heading is "Perfect! Let's tie up the details". The form includes fields for "Username (20 Character limit)", "Password" (with instructions: use 10 - 20 characters, include at least one number and one letter), "Confirm password", "Security question 1" (with a dropdown arrow), and "Security answer 1". At the bottom is a blue button labeled "COMPLETE REGISTRATION" with a right arrow icon.

9:50 AM

<

Perfect! Let's tie up the details

Username (20 Character limit)

Password

- use 10 - 20 characters
- include at least one number and one letter

Confirm password

Each security question cannot be selected more than once. Answers must be at least 2 characters with no special symbols.

Security question 1

_____ ▾

Security answer 1

COMPLETE REGISTRATION >