

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 Call a Doctor Plus. (For example, use Michael instead of Mike)*
- *If you have had a name or address change, please contact Call a Doctor Plus (1-860-217-0851) 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**

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.

This screenshot shows the 'We found a match!' step in the registration process. At the top, there is a progress bar with three stages: 'Confirm Coverage' (highlighted with a purple bar), 'Create Account', and 'Get Care'. A 'Back' link is visible in the top left. 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 for 'Employer Group Name' with a radio button selected for 'General Medical'. A note at the bottom asks 'Is this incorrect? [Add new coverage](#) or call us at [1-800-835-2362](#)'. A large purple 'Next' button is highlighted with a black border at the bottom of the screen.

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

This screenshot shows the 'Finish creating your account' step. The progress bar at the top highlights the 'Create Account' stage. The page is divided into three main sections: 1. 'Finish creating your account' with a sub-heading 'Create your username and password*'. It includes fields for 'Username*', 'Password*', and 'Confirm password*', each with a strength indicator icon. 2. 'Secure your account*' which contains three security questions, each with a 'Select' dropdown and an 'Answer' text input field. 3. 'Visit preferences*' which includes a 'Country' dropdown (set to 'United States Of America (+1)'), 'Preferred Phone Number*' (with '(555) 555-5555' entered), 'Preferred language for visits*' (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. 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](#)' and a purple 'Create account' button. A dashed box with an arrow points to the checkbox, containing the text 'You **must** check this box.'

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If, after entering the demographic information, you are prompted to “Select your health insurance”, contact Call a Doctor Plus (1-860-217-0851) 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 back arrow and the word 'Back'. Below this is a progress indicator with three steps: 'Confirm Coverage' (which is currently active and highlighted with a purple bar), 'Create Account', and 'Get Care'. The main heading is 'Select your health insurance'. 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 the Call a Doctor Plus.

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