



How to set up your Teladoc account

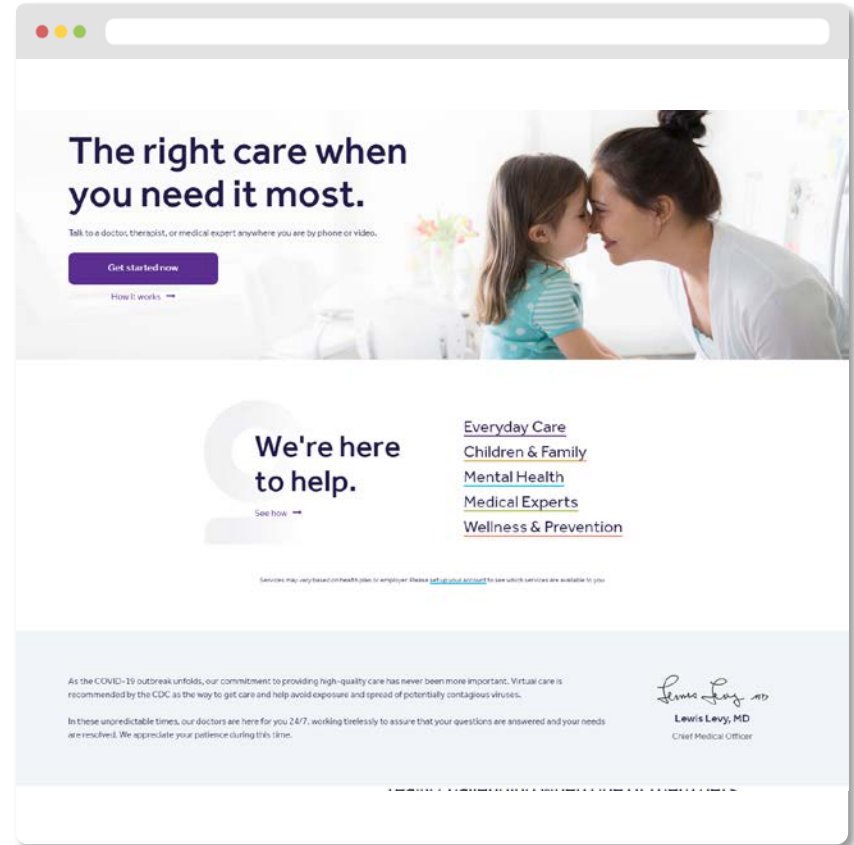
December 2020



How to: Set up your account from a computer

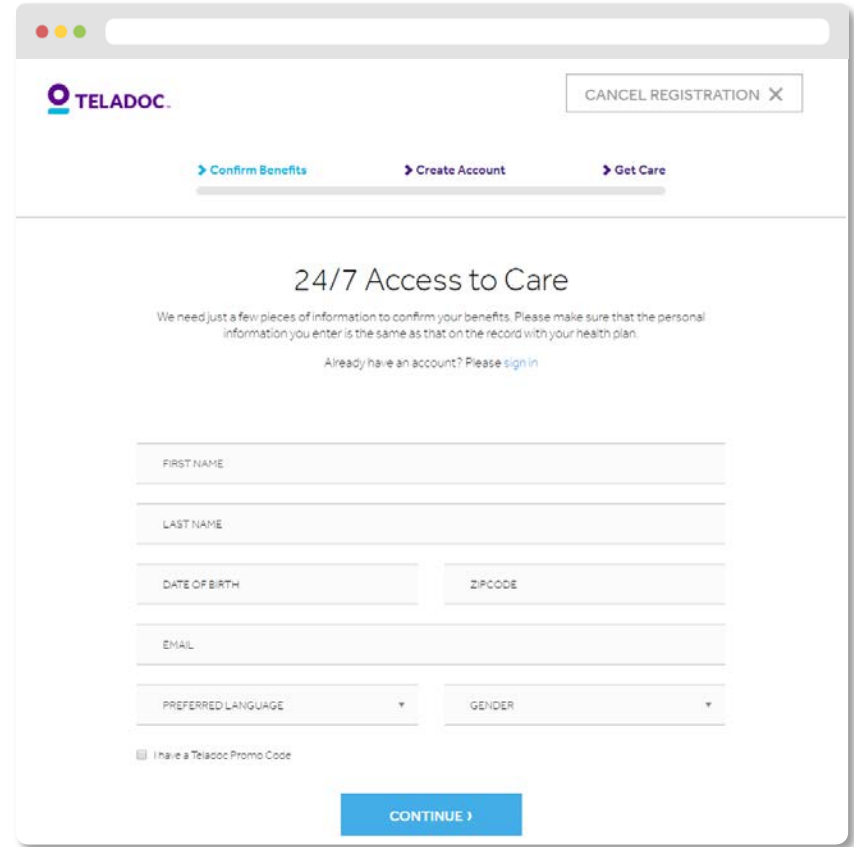
Initial Account Setup

- Go to Teladoc.com
- Click “Get started now”



Initial Account Setup

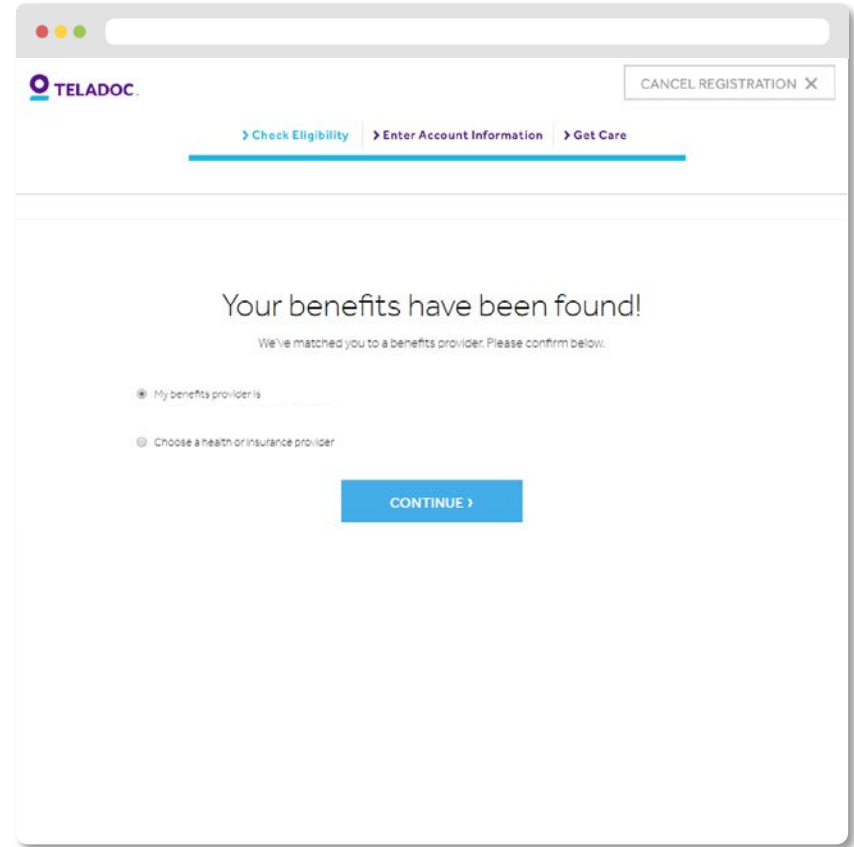
- Enter basic information like name, date of birth, ZIP code, etc. to check your eligibility
- Click “Continue”



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 navigation 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 is a checkbox labeled "I have a Teladoc Promo Code". At the bottom right is a large blue button labeled "CONTINUE >".

Initial Account Setup

- 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. In the top right, there is a button labeled "CANCEL REGISTRATION" with a close icon. Below the logo, a progress bar contains three steps: "Check Eligibility", "Enter Account Information", and "Get Care". The "Enter Account Information" step is currently active. The main content area displays the message "Your benefits have been found!" followed by a subtext "We've matched you to a benefits provider. Please confirm below:". Below this, there are two radio button options: "My benefits provider is" and "Choose a health or insurance provider". At the bottom center, there is a blue button labeled "CONTINUE" with a right-pointing arrow.

Initial Account Setup

- 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, there is a progress bar with three steps: "Check Eligibility", "Enter Account Information" (which is the current step and highlighted with a blue bar), and "Get Care".

The main content area is titled "Enter Your Home Address". It contains the following form 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)
- EMAIL ADDRESS (text input)
- GENDER (dropdown menu)
- PREFERRED LANGUAGE (dropdown menu)

There is also a checkbox labeled "Hearing Impaired (Relay Required)" located between the phone number and email address fields.

Initial Account Setup

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

The screenshot shows the Teladoc account setup interface. At the top, there's a header with the Teladoc logo and a 'CANCEL REGISTRATION X' button. Below the header is a progress bar with three steps: 'Check Eligibility', 'Enter Account Information' (which is the current step), and 'Get Care'. The main section is titled 'Create Your Username & Password'. It contains three input fields for 'USERNAME', 'PASSWORD', and 'CONFIRM PASSWORD'. Below these fields, there's a section titled 'Your password must follow the guidelines below' with a bulleted list of 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 !@#\$%^&*'), and cannot contain the words 'password', 'Teladoc', or your username. At the bottom of this section, there are three rows for security questions, each with a dropdown for the question and a text box for the answer. A large blue 'COMPLETE REGISTRATION' button is at the bottom right.

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CANCEL REGISTRATION X

Check Eligibility Enter Account Information 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

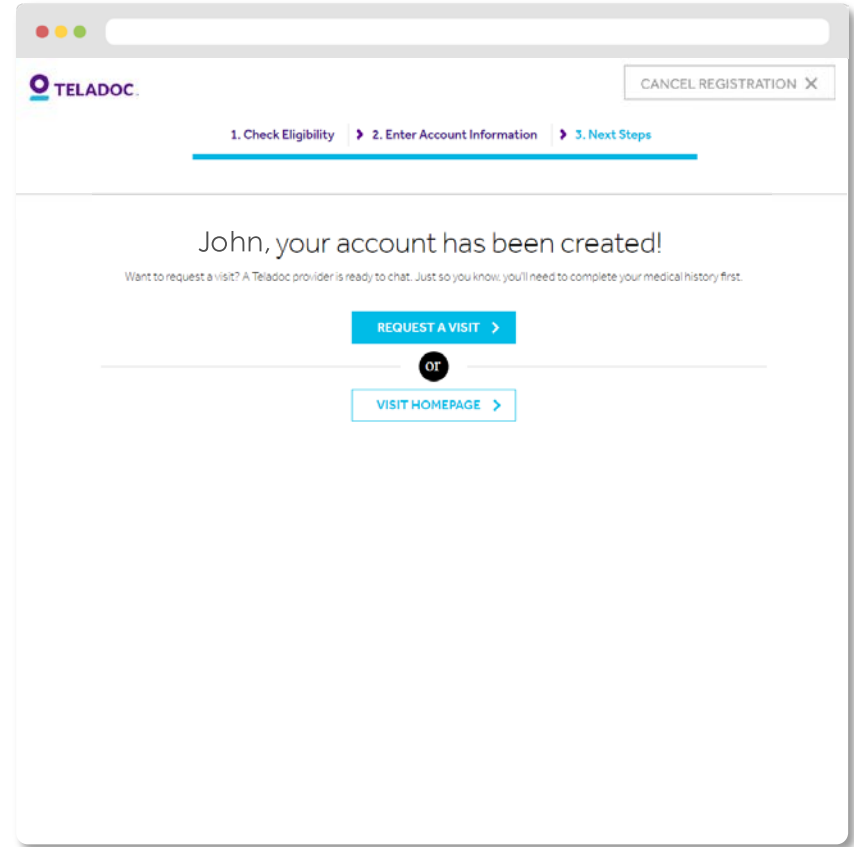
SECURITY QUESTION 2 SECURITY ANSWER 2

SECURITY QUESTION 3 SECURITY ANSWER 3

COMPLETE REGISTRATION

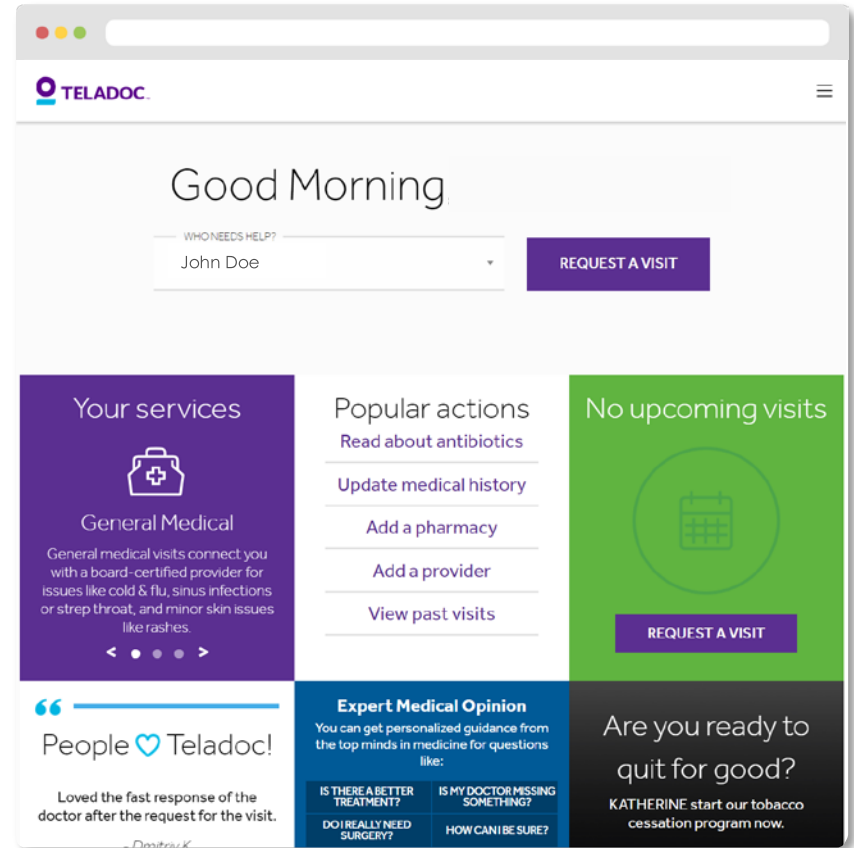
Initial Account Setup

- Click “Visit Homepage”



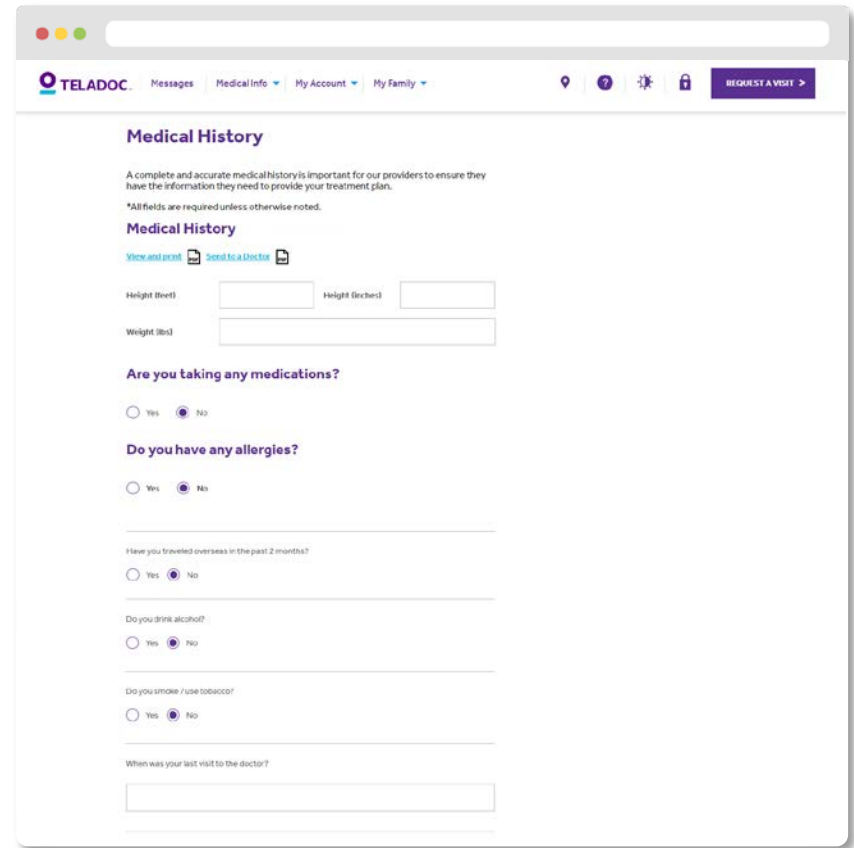
Enter My Medical History

- Select Your name from the drop down
- Under 'Popular Actions' click 'Update Medical History'



Enter My Medical History

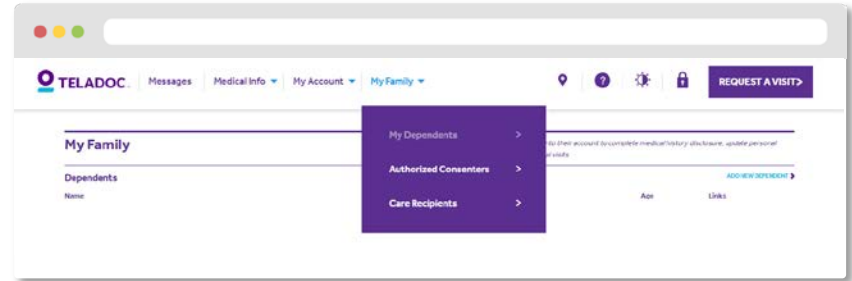
- The Yes/No questions default to 'No' for ease of entry. Any question in which 'yes' is answered, we ask if the condition is current.
- All medical information provided becomes a part of the member's electronic health record.
- The information can be updated at any time to reflect the most up to date information possible for our physicians.



The screenshot shows a web browser window with the Teladoc logo and navigation links (Messages, Medical Info, My Account, My Family) in the header. A 'REQUEST A VISIT' button is in the top right. The main content area is titled 'Medical History' and includes a disclaimer: 'A complete and accurate medical history is important for our providers to ensure they have the information they need to provide your treatment plan. *All fields are required unless otherwise noted.' Below this are links for 'View and print' and 'Send to a Doctor'. The form contains several input fields: 'Height (feet)' and 'Height (inches)' (both empty), 'Weight (lbs)' (empty), and a series of Yes/No questions. The 'No' option is selected for all questions: 'Are you taking any medications?', 'Do you have any allergies?', 'Have you traveled overseas in the past 2 months?', 'Do you drink alcohol?', and 'Do you smoke / use tobacco?'. The final question, 'When was your last visit to the doctor?', has an empty text box below it.

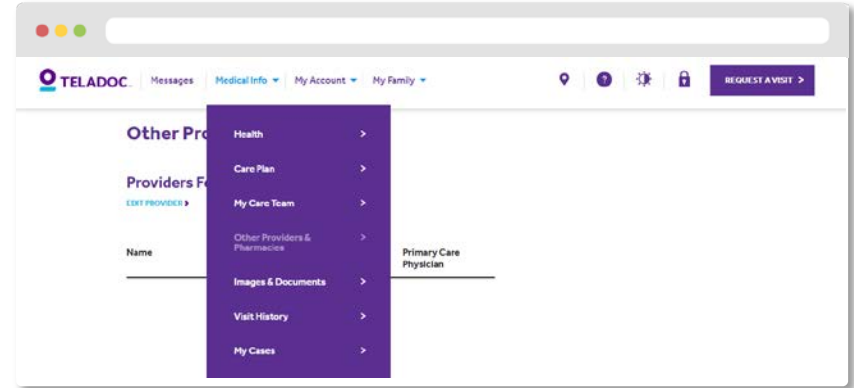
Adding a Dependent

- Under 'My Family' click 'My Dependents'
- Click 'Add New Dependent' and fill out all required fields

A screenshot of the 'Add Dependent' form in the Teladoc web application. The form is titled 'Add Dependent' and includes a note: '*All Fields are required unless otherwise specified.' The form is divided into a 'Basic Information' section with the following fields: Relationship (dropdown), Prefix (Optional) (dropdown), First Name (text input), Middle Name (Optional) (text input), Last Name (text input), Suffix (Optional) (dropdown), and Date of Birth (text input).

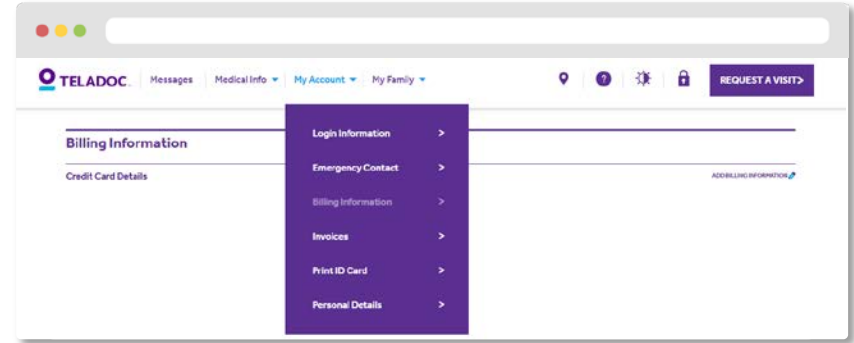
Providers & Pharmacy

- Under 'Medical Info' click 'Providers & Pharmacy'
- Click 'Add New Provider' to add your primary care physician
- Click 'Add New Pharmacy' to add your pharmacy of choice

A screenshot of the 'Other Providers & Pharmacies' form in the Teladoc web application. The form is titled 'Other Providers & Pharmacies' and has a sub-section 'Providers'. A note states: '*All fields are required unless otherwise noted.' The form contains the following fields: 'First Name' (with a 'REMOVE' button), 'Last Name', 'Phone', and 'Fax'. At the bottom, a note reads: 'The fax number you enter will be used when you request a visit and choose to send your'.

Billing Information

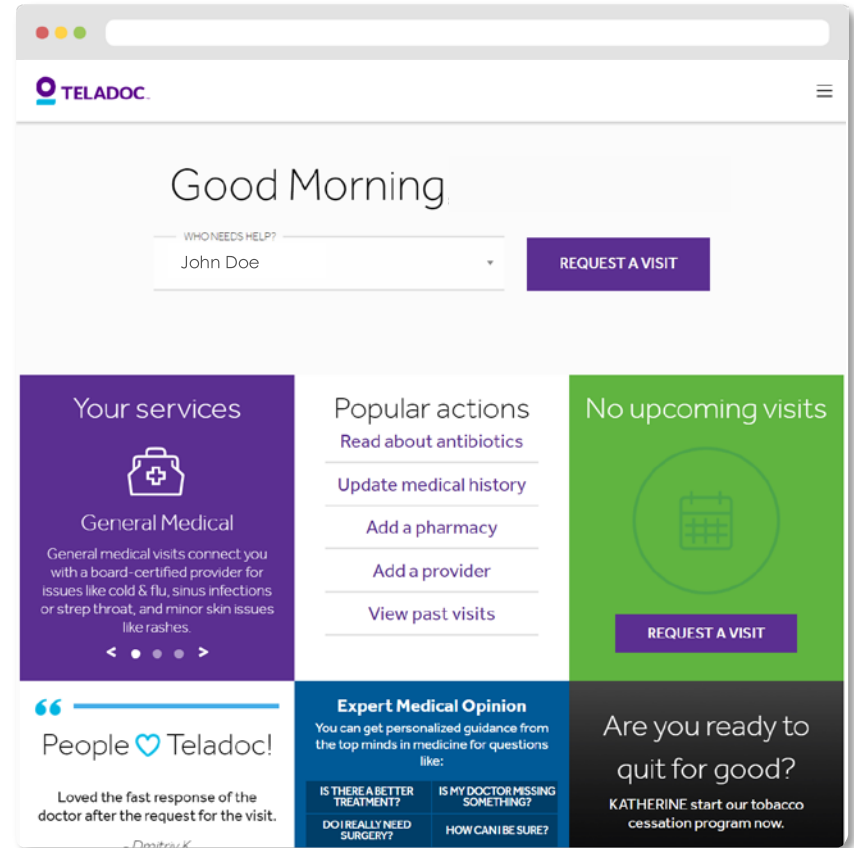
- Under 'Medical Info' click "Billing Information"
- To add a credit card to your account, click 'Add Billing Information' and fill out the required fields

A screenshot of the Teladoc website's 'Billing Information' form. The form is titled 'Billing Information' and has a sub-section 'Credit Card Details'. A note states: '*All fields are required unless otherwise noted.' The form contains the following fields: 'First Name' (text input), 'Last Name' (text input), 'Card Type' (dropdown menu), 'Card Number' (text input), 'Expiration Month' (dropdown menu), and 'Expiration Year' (dropdown menu). The form is set against a light gray background.

How to: Request a visit from a computer

Requesting a visit

- Click “Request a Visit”



Provide Visit Details

- Select the member the visit is for
 - For minors, a section will appear requiring selection of the adult authorized to be on the phone during the consult. An adult is required to be on the phone during the consult for any minor under 18
- Do the following:
 - Select state located in at the time of the visit
 - Select visit type
 - Indicate reason for visit
 - Select visit method (phone or video)
 - Select time to speak to a provider (ASAP or scheduled) and select provider (optional)
 - Upload images (optional)
 - Enter phone number and other necessary notes
 - Select whether PCP should receive copy of visit
 - Select pharmacy

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1. Visit details 2. Billing information 3. Review & submit

Request a Visit

If this is a **medical emergency**, please dial 911 or go to your nearest medical facility immediately.

Who is this visit for? *

John Doe

New York

Visit Type *

General Medical

Reason for Visit *

Cough, ongoing

Visit Method *

Phone Video

When would you like to speak to a provider? *

As soon as possible Schedule a visit

Do you want to choose a provider, or see the first available provider? *

First available Select a provider

What's the best way to contact you?

Primary Phone *

Please Select

Secondary Phone

Please Select

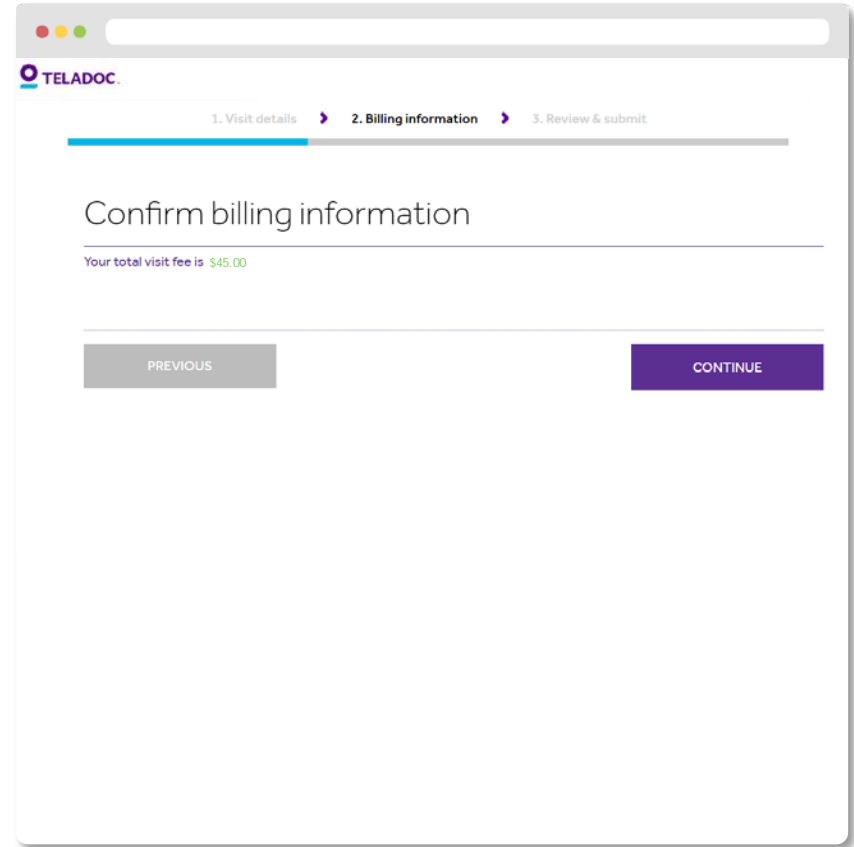
Other Phone

Ext. (optional)

Comments

Confirm Billing Information

- Select how you plan on paying for the consult



The screenshot shows a web browser window with the Teladoc logo in the top left. A progress bar at the top indicates three steps: '1. Visit details', '2. Billing information' (which is the current step and highlighted with a blue bar), and '3. Review & submit'. The main heading is 'Confirm billing information'. Below this, it states 'Your total visit fee is \$45.00'. At the bottom of the form area, there are two buttons: a grey 'PREVIOUS' button on the left and a purple 'CONTINUE' button on the right.

Review & Submit

- Check the boxes indicating you've read and understood the terms of service and privacy practices
- Indicate whether you would like for your physician to review your medical history during the visit
- Click "Continue"
- The visit confirmation number is provided and you will receive an email confirming your visit

The screenshot shows a web browser window with the Teladoc logo in the top left. A progress bar at the top indicates three steps: 1. Visit details, 2. Billing information, and 3. Review & submit, with the third step being the active one. The main heading is 'Review & submit'. Below this, there are two columns of information. The left column lists fields: Patient, Contact Number, Visit Alternative, Visit Location, Visit Type, Visit Method, Visit Mode, and Pharmacy. The right column shows the corresponding values: John Doe, Primary Phone, Primary Care Physician, Texas, United States Of America, General Medical, Phone, On-Demand, and an 'EDIT' link. Below this is a 'Terms Of Service' section with a dropdown menu currently set to 'Web And Mobile Informed Consent'. There are three checkboxes for consent: the first two are unchecked, and the third, '(Optional) I agree to the release of my medication history...', is checked. A disclaimer at the bottom states: 'Disclaimer: If you have a medical emergency, dial 911 immediately or go to your nearest emergency room.' At the very bottom, there are two buttons: 'PREVIOUS' (disabled) and 'CONTINUE' (active).

TELADOC

1. Visit details 2. Billing information 3. Review & submit

Review & submit

Patient John Doe [EDIT](#)

Contact Number Primary Phone

Visit Alternative Primary Care Physician

Visit Location Texas, United States Of America

Visit Type General Medical

Visit Method Phone

Visit Mode On-Demand

Pharmacy

Terms Of Service

Web And Mobile Informed Consent

☐ I understand the statements above and consent, on my own behalf or on behalf of my minor dependents, to receive Services by a Teladoc Clinician.

☐ I understand that I may access [Teladoc's Notice of Privacy Practices](#) and acknowledge that I have been provided access to such Notice of Privacy Practices.

☒ (Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

Disclaimer: If you have a medical emergency, dial 911 immediately or go to your nearest emergency room.

PREVIOUS CONTINUE

Visit with Physician

- A physician will contact the member to conduct the consultation
- The physician will review medical history and ask some questions, recommend a treatment plan and prescribe medication, if medically necessary

Visit Overview

- After the visit, the member will receive a message from the doctor with any applicable notes, prescription information and a summary of the visit
- The member will also receive an email after 24 hours with a request to fill out an optional survey about their recent visit

