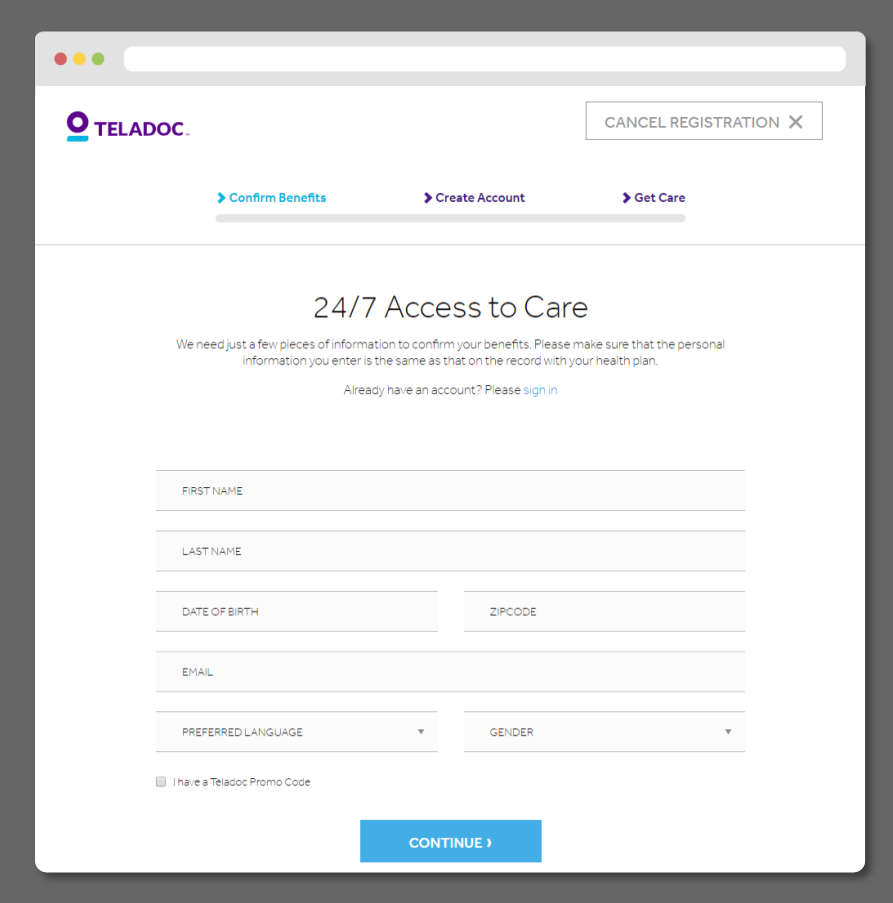


Talking to a doctor has never been easier: How to set up your Teladoc account

How to: Set up your account from a computer

Desktop Instructions

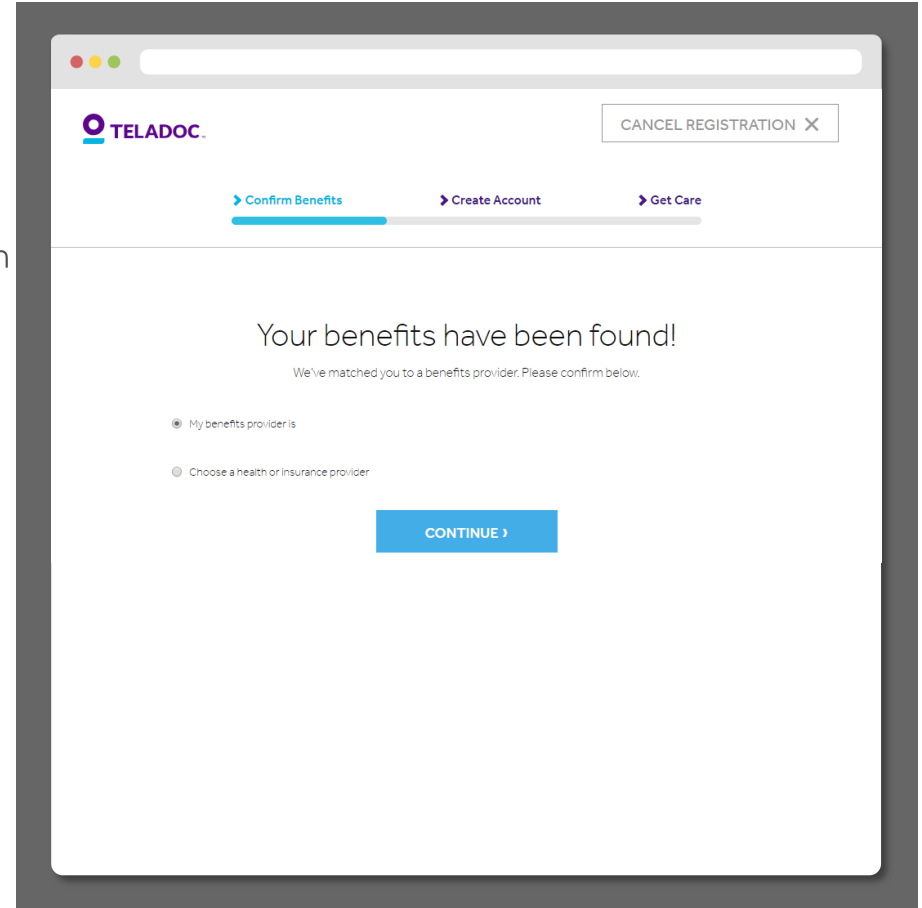
- Enter basic information like name, date of birth, ZIP code, etc. to check your eligibility
- Click “Continue”



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 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", "ZIP CODE", "EMAIL", "PREFERRED LANGUAGE" (a dropdown menu), and "GENDER" (a dropdown menu). At the bottom of the form is a checkbox labeled "I have a Teladoc Promo Code" and a large blue "CONTINUE >" button.

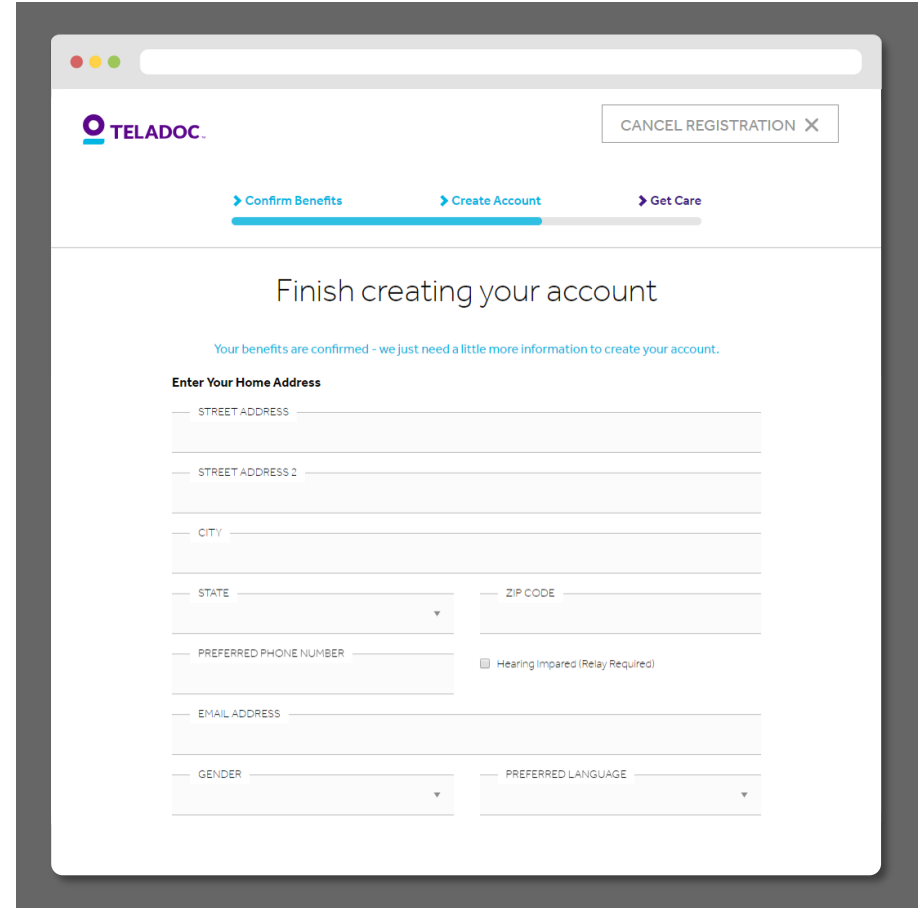
Desktop Instructions

- 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”



Desktop Instructions

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

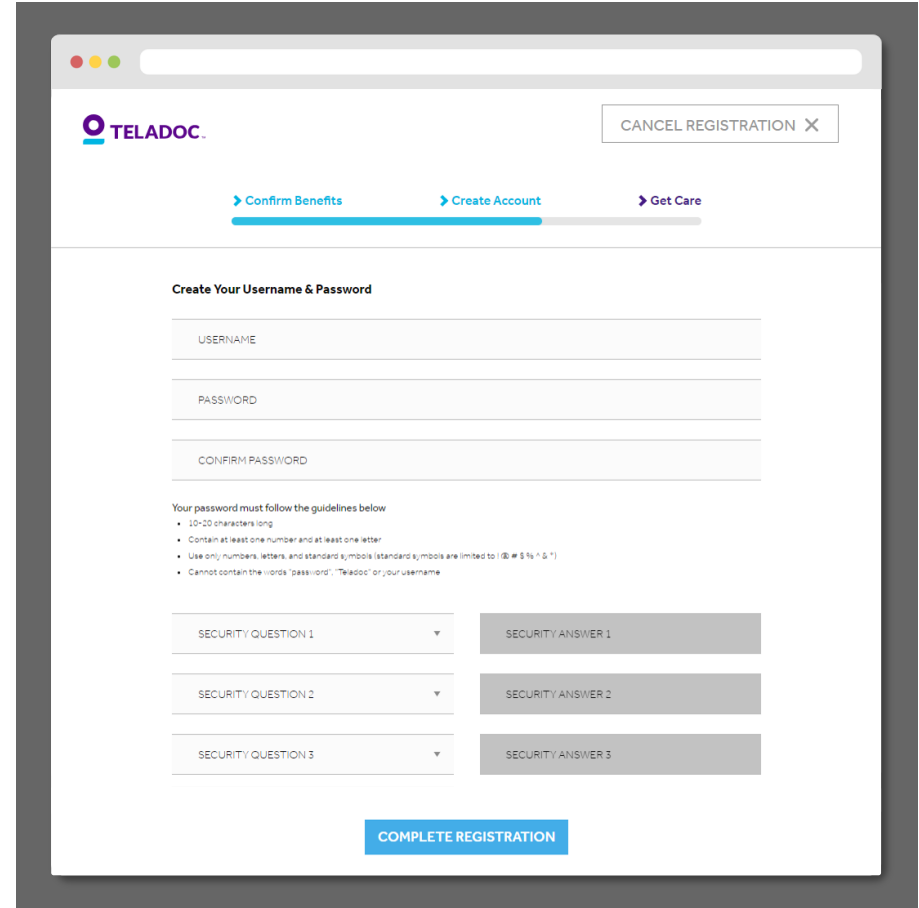


The screenshot shows a web browser window with the Teladoc logo in the top left and a 'CANCEL REGISTRATION X' button in the top right. A progress bar below the logo has three steps: 'Confirm Benefits', 'Create Account' (which is highlighted with a blue bar), and 'Get Care'. The main heading is 'Finish creating your account'. Below this is a sub-heading 'Enter Your Home Address' and a message: 'Your benefits are confirmed - we just need a little more information to create your account.' 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”

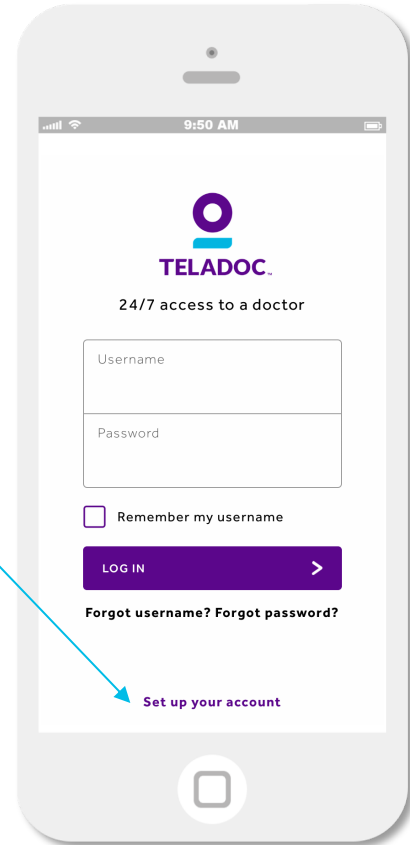


The screenshot displays the Teladoc registration interface. At the top, the Teladoc logo is on the left, and a 'CANCEL REGISTRATION X' button is on the right. A progress bar below the logo shows three steps: 'Confirm Benefits', 'Create Account' (which is the current step and highlighted with a blue bar), 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 list of password guidelines is provided: '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 the form, there are three rows for security questions, each with a dropdown menu for the question and a text input field for the answer. A large blue 'COMPLETE REGISTRATION' button is positioned at the bottom center of the form.

How to: Set up your account on a mobile phone

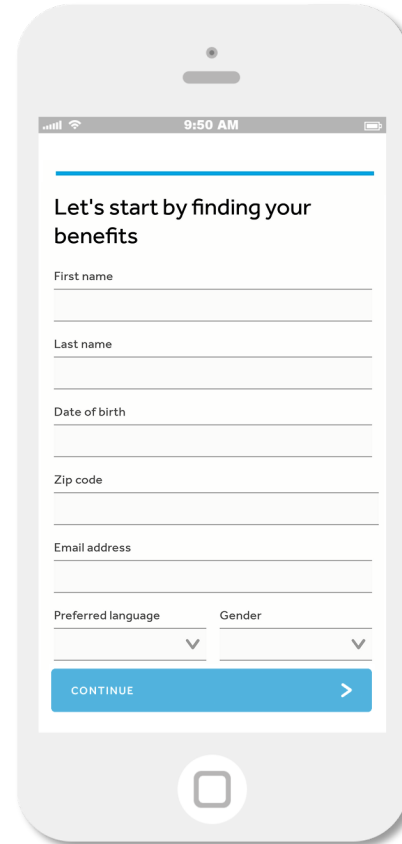
Mobile App Instructions

- 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

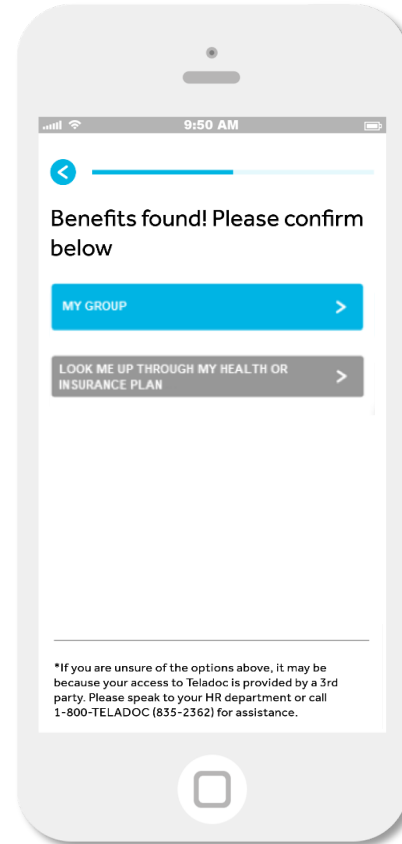
Preferred language

Gender

CONTINUE >

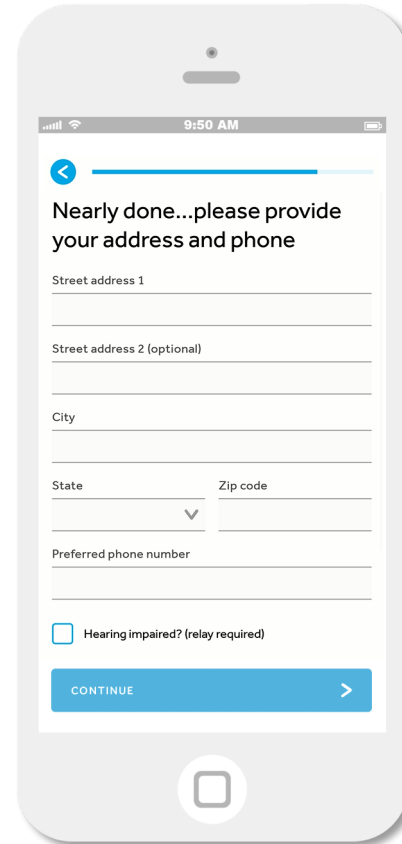
Mobile App Instructions

- 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”

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