

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



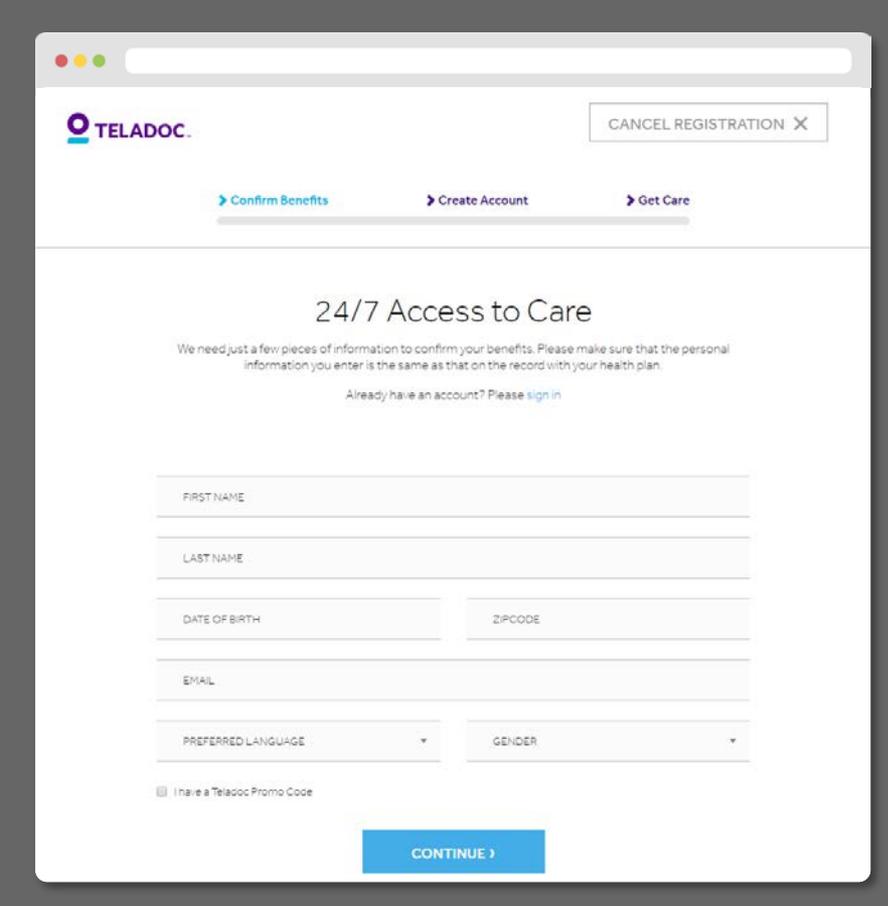
**ATTENTION – Egyptian Trust Participants**

Look for special instructions in this document for Egyptian Trust members.

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" (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 center 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”



## ATTENTION – Egyptian Trust Participants

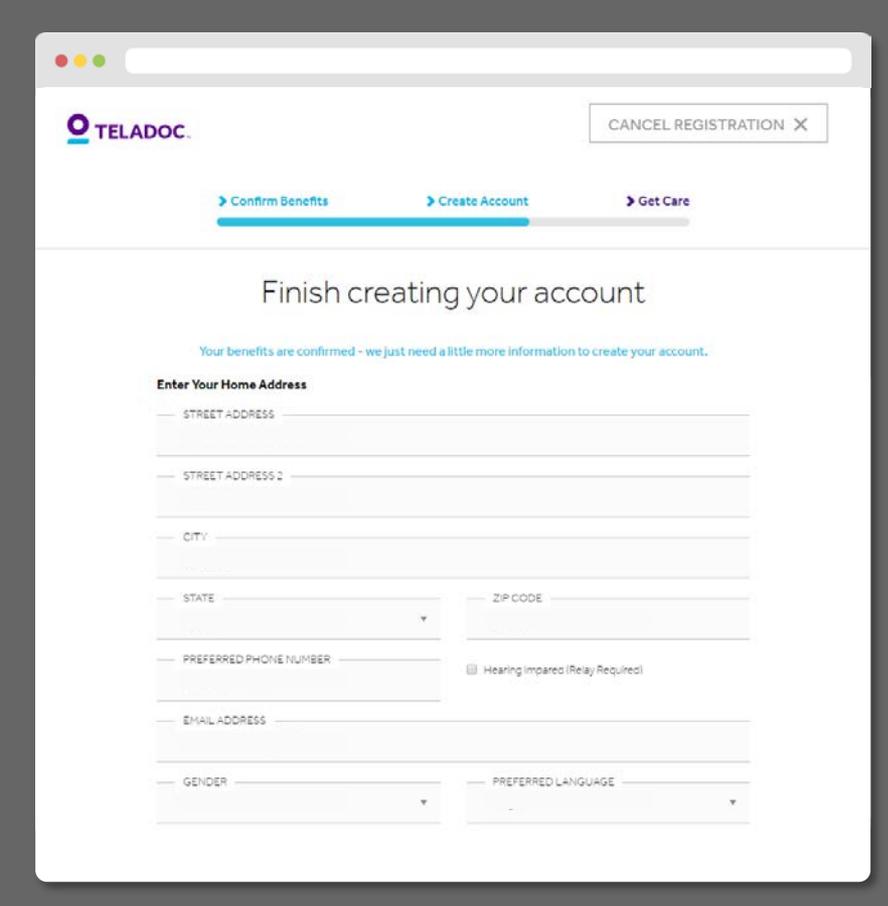
The “*My benefit provider*” field should auto-fill with your employer name (i.e. school district name). If this does not happen, **do not proceed**. Call 1-800-Doc-Consult (1-800-362-2667) for assistance.

**DO NOT** select BCBS as your health insurance provider. Teladoc coverage is not provided through BCBS.

A screenshot of the Teladoc registration process on a desktop browser. The page features the Teladoc logo in the top left and a 'CANCEL REGISTRATION X' button in the top right. A progress bar below the logo shows three steps: 'Confirm Benefits' (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' (which is selected) and 'Choose a health or insurance provider'. A blue 'CONTINUE >' button is positioned at the bottom right of the form area.

# 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

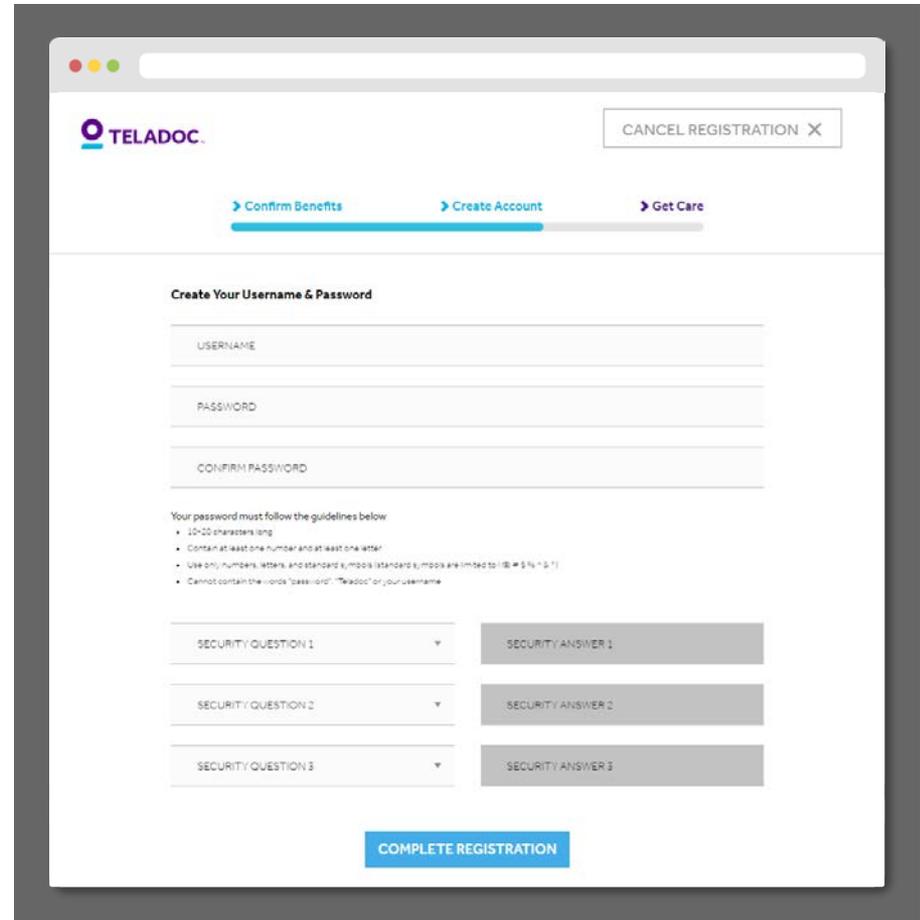
- Create your username, password and set your security questions and answers
- Click “Complete Registration”



## ATTENTION – Egyptian Trust Participants

If you have **dependents** enrolled in your Trust medical plan, please see the instructions on the Trust website for adding these family members.

*Adult dependents (i.e. spouses/children over age 18) must be added by the employee, but will then receive an email invite to complete their own registration, per HIPAA regulations.*

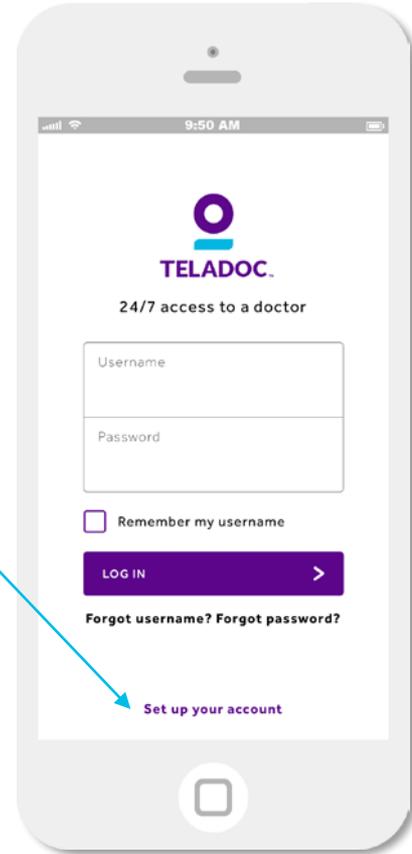


The screenshot shows the Teladoc registration interface. At the top, there is a navigation bar with the Teladoc logo on the left and a 'CANCEL REGISTRATION X' button on the right. Below the logo, there are three links: 'Confirm Benefits', 'Create Account', and 'Get Care'. The 'Create Account' link is highlighted with a blue bar. The main content area is titled 'Create Your Username & Password' and contains three input fields: 'USERNAME', 'PASSWORD', and 'CONFIRM PASSWORD'. Below these fields, there is a section titled 'Your password must follow the guidelines below:' with a 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 "baseid", "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 button labeled 'COMPLETE REGISTRATION' is located at the bottom right of the form.

# How to: Set up your account on a mobile phone

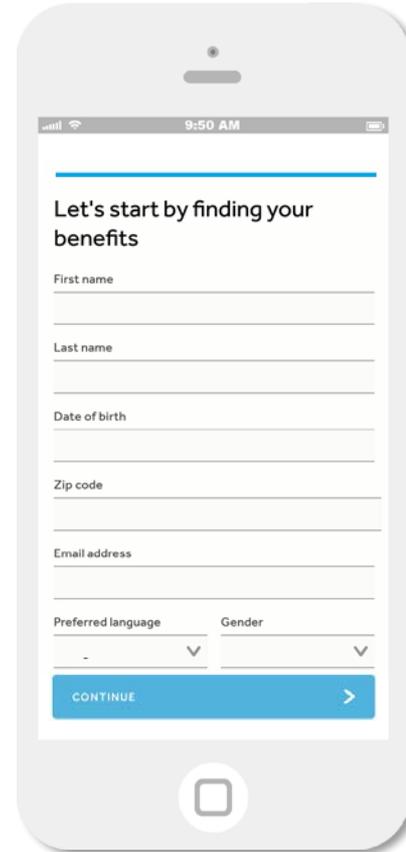
# Mobile App Instructions

- 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”



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

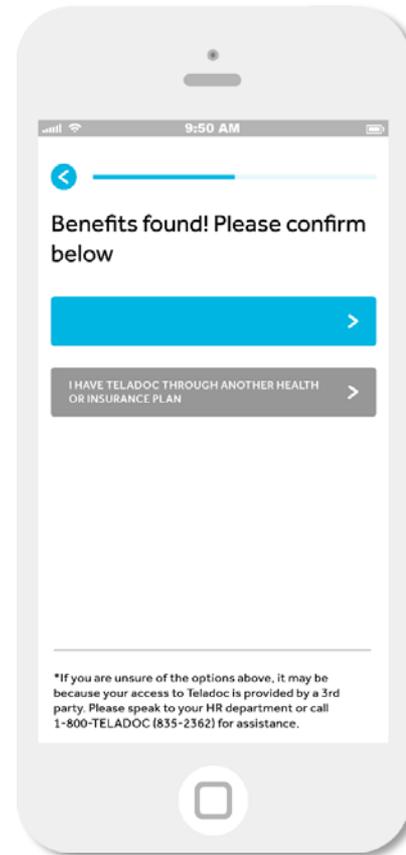
- If your benefits were found, click the blue button
- If your benefits were not found, you'll be prompted to enter more information by selecting "Choose a health or insurance provider" to better help us look you up.



## **ATTENTION – Egyptian Trust Participant:**

If you are prompted to "*Choose a health or insurance provider*" **do not proceed**. Call 1-800-Doc-Consult (1-800-362-2667) for assistance.

**DO NOT** select BCBS as your health insurance provider. Teladoc coverage is not provided through BCBS.



# Mobile App Instructions

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

The image shows a smartphone screen with a registration form. At the top, the status bar shows signal strength, Wi-Fi, and the time 9:50 AM. The form has a blue back arrow in the top left corner. The main heading is "Nearly done...please provide your address and phone". Below this are several input fields: "Street address 1", "Street address 2 (optional)", "City", "State" (a dropdown menu with a downward arrow), "Zip code", and "Preferred phone number". At the bottom of the form is a checkbox labeled "Hearing impaired? (relay required)". Below the checkbox is a blue button with the text "CONTINUE" and a right-pointing arrow.

# 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