

# How to Register an Account

Step 1. Download the Teladoc mobile app  or access [www.teladochealth.com](https://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 the Benefit provider. (For example, use Michael instead of Mike)
- If you have had a name or address change, please contact your Benefit provider before proceeding with the Teladoc setup.
- If you are attempting to register a minor dependent, the primary member must complete their registration in order to add any minor dependents to the account.

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\*  
Test

Last Name\*  
User

Email\*  
test@test.com

Country\*  
United States Of America

ZIP code\*  
55555

Sex assigned at birth\*  
Female

Month of birth\*   Day\*   Year\*  
MM   DD   YYYY  
01   01   2001

☐ 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 'Now' to complete the Registration process.

This screenshot shows the 'We found a match!' screen during the registration process. At the top, there are three tabs: 'Confirm Coverage' (active), 'Create Account', and 'Get Care'. Below the tabs, the heading 'We found a match!' is displayed, followed by the text 'These care options are available with your coverage.' A box labeled 'PayerFusion Holdings, LLC.' contains two bullet points: 'General Medical' and 'Sexual Health Pathology'. Below this, a link asks 'Is this incorrect? Add new coverage or call us at 1-800-835-2362'. At the bottom, a large purple button labeled 'Next' is highlighted with a black border.

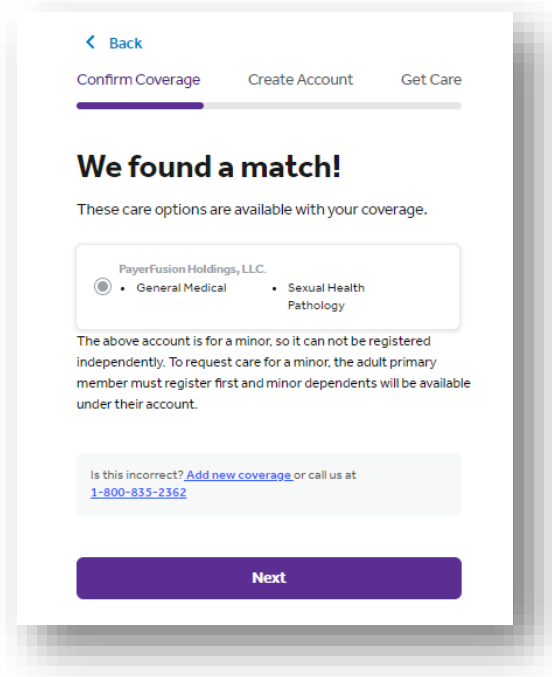
Step 5. Create a username and password. Answer the security and visit preferences questions and your registration is complete!

This screenshot shows the 'Finish creating your account' screen. It is divided into three main sections. The first section, 'Create your username and password\*', contains three input fields: 'Username\*', 'Password\*', and 'Confirm password\*'. The second section, 'Secure your account\*', contains three security questions, each with a 'Select' dropdown and an 'Answer' input field. The third section, 'Visit preferences\*', contains several dropdown menus: 'Country' (set to 'United States Of America (+1)'), 'Preferred Phone Number\*' (set to '(555) 555-5555'), 'Preferred language for visits\*' (set to 'English'), and 'How did you learn about Teladoc?'. There is also a checkbox for 'TTY relay service needed (hard-of-hearing, speech impairment, or similar)' and a checkbox for 'I accept Teladoc's Notice of Privacy Practices, Terms of Service and Notice of Nondiscrimination and Language Assistance'. A purple 'Create account' button is at the bottom. A dashed box with an arrow points to the acceptance checkbox, with the text 'You must check this box.'

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## Member Experience FAQs:

If the primary member has not registered prior to registering a minor dependent, the following message will be received:



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Confirm Coverage   Create Account   Get Care

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**We found a match!**

These care options are available with your coverage.

PayerFusion Holdings, LLC.

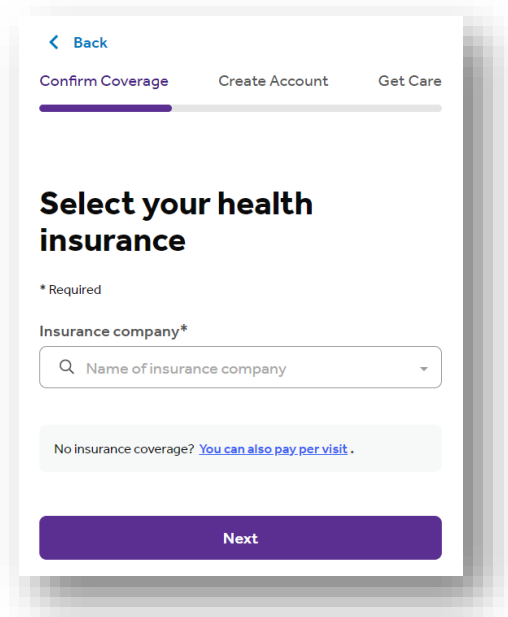
- General Medical
- Sexual Health Pathology

The above account is for a minor, so it can not be registered independently. To request care for a minor, the adult primary member must register first and minor dependents will be available under their account.

Is this incorrect? [Add new coverage](#) or call us at [1-800-835-2362](tel:1-800-835-2362)

Next

If, after entering the demographic information, you are prompted to “Select your health insurance”, contact your Benefit provider before proceeding with the Teladoc setup.



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Confirm Coverage   Create Account   Get Care

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**Select your health insurance**

\* Required

Insurance company\*

🔍 Name of insurance company ▼

No insurance coverage? [You can also pay per visit.](#)

Next

The following message indicates the demographic information entered does not match **exactly** as the information provided to Teladoc from the Benefit provider. (For example, use Michael instead of Mike).

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