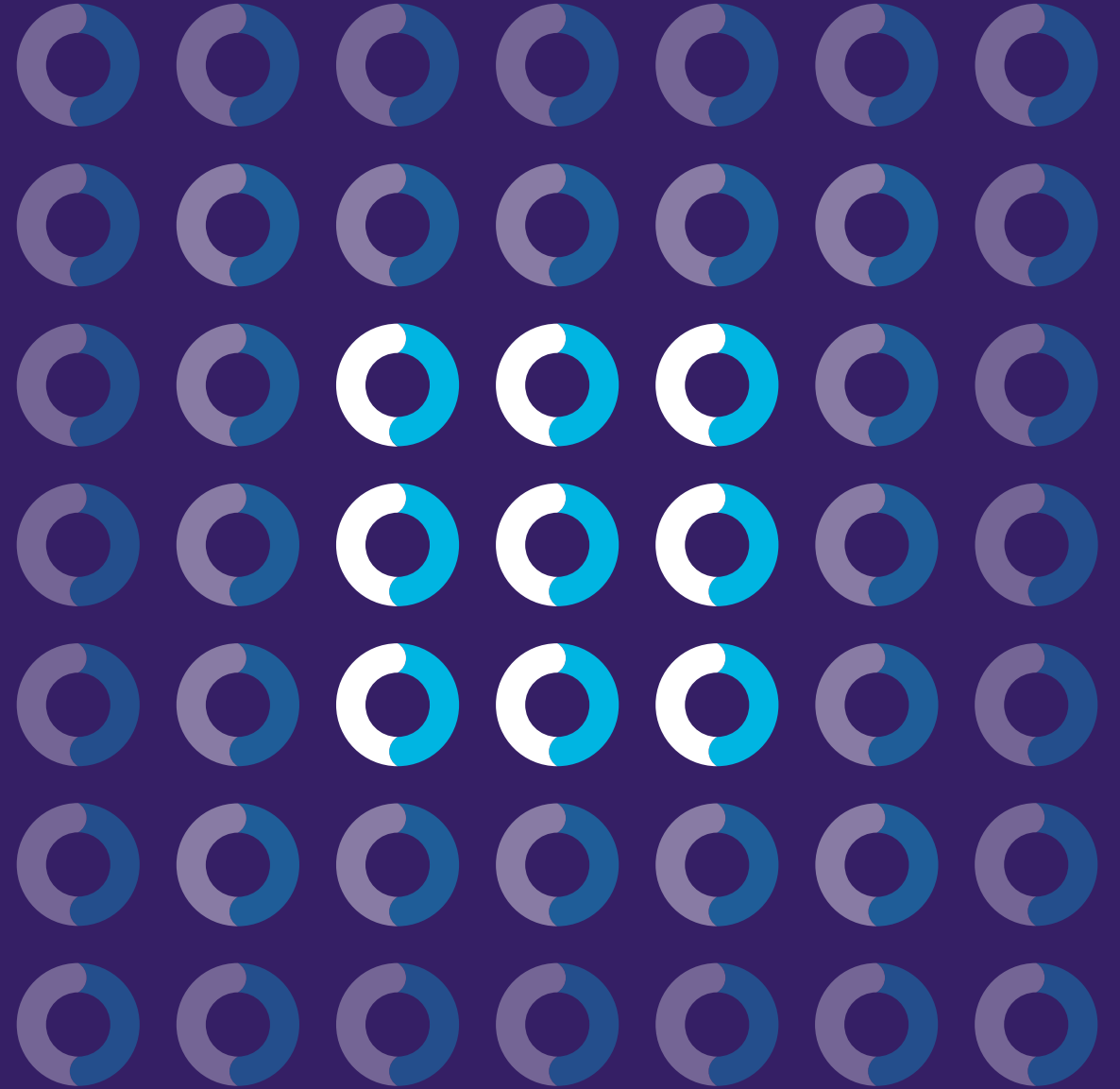




# Teladoc Member Registration



# Teladoc.com/Aetna

## Member website registration experience

Under 'Setup your account', enter your first and last names, date of birth and Aetna Member ID, then click 'Submit'

TELADOC. made available through aetna Call us at: 1-855-835-2362

We've connected patients like you with doctors over 2 million times

Speak to a licensed doctor by phone or video in minutes.

**Talk to a doctor**

USERNAME

PASSWORD

SUBMIT

Forgot your Password?  
Forgot your Username?

**Setup your account**

Test

Member100

01/01/1980 tdtest\_Y\_95\_NY

SUBMIT

# Teladoc.com/Aetna

## Member website registration experience

Member account information is automatically pulled into the application based on Aetna eligibility

Complete the remaining fields, and click 'Complete Registration' to create your Teladoc member account

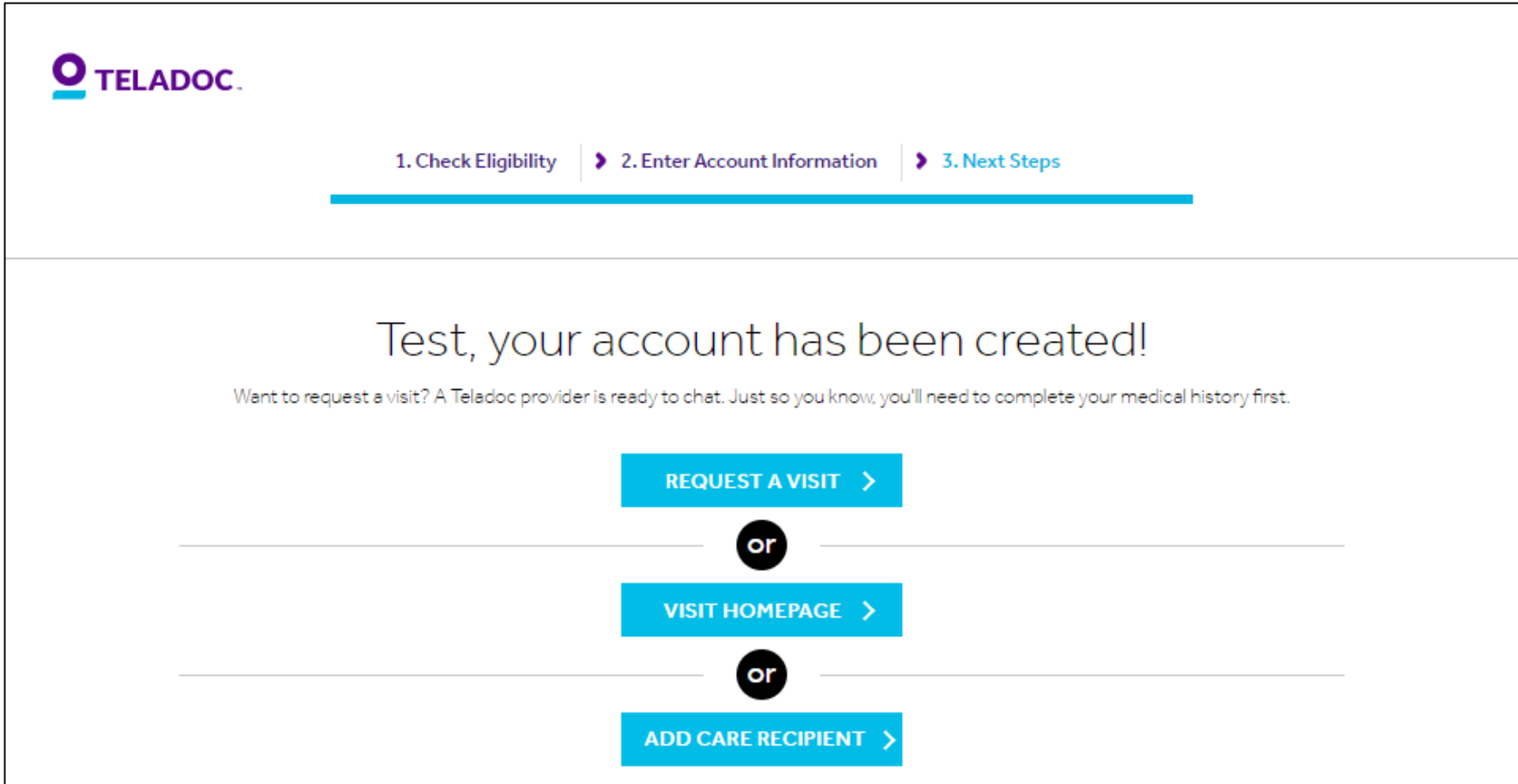
The screenshot displays the registration process on the Teladoc website. At the top, the Teladoc logo is on the left, and a 'CANCEL REGISTRATION' button is on the right. A progress bar below the logo shows three steps: '1. Check Eligibility', '2. Enter Account Information' (which is currently active and highlighted in blue), and '3. Next Steps'. The main heading is 'Finish creating your account', followed by the subtext 'Your benefits are confirmed - we just need a little more information to create your account.' The form is divided into two main sections: 'Enter Your Home Address' and 'Create Your Username & Password'. The 'Enter Your Home Address' section includes fields for 'STREET ADDRESS' (with '123 Fake Street' entered), 'STREET ADDRESS 2' (with 'Apt 301' entered), 'CITY' (with 'Faketown' entered), 'STATE' (a dropdown menu with 'New York' selected), 'ZIP CODE' (with '54321' entered), 'PREFERRED PHONE NUMBER', and a checkbox for 'Hearing Impaired (Relay Required)'. The 'Create Your Username & Password' section includes fields for 'USERNAME', 'PASSWORD', and 'CONFIRM PASSWORD'. Below these are three security questions, each with a dropdown menu for the question and a text input field for the answer. At the bottom of the form, there is a blue button labeled 'COMPLETE REGISTRATION' and a small disclaimer: 'By clicking "Complete Registration" below, I certify that I have read and understand the Web and Mobile Privacy Policy and agree to be legally bound by the Web and Mobile Terms and Conditions.'

# Teladoc.com/Aetna

## Member website registration experience

Your account has been successfully created!

To add a dependent, first click 'Visit Homepage'



The screenshot shows the Teladoc member website registration confirmation page. At the top left is the Teladoc logo. Below it is a progress bar with three steps: '1. Check Eligibility', '2. Enter Account Information', and '3. Next Steps'. The main heading reads 'Test, your account has been created!'. Below this is a sub-heading: 'Want to request a visit? A Teladoc provider is ready to chat. Just so you know, you'll need to complete your medical history first.' There are three blue buttons with white text and right-pointing chevrons: 'REQUEST A VISIT >', 'VISIT HOMEPAGE >', and 'ADD CARE RECIPIENT >'. The buttons are separated by horizontal lines and the word 'or' in a black circle.

# Teladoc.com/Aetna

## Member website registration experience

From the Homepage, select 'My Family' in the top menu

Then select 'My Dependents' from the drop down menu

The screenshot shows the Teladoc member website interface. At the top, the navigation bar includes the TELADOC logo, Messages, Medical Info, My Account, and My Family. The main content area features a personalized greeting, "Good Afternoon, Test", and a dropdown menu for "WHO NEEDS HELP?" with "Test Member100" selected. A prominent purple button labeled "REQUEST A VISIT" is positioned to the right of the dropdown. Below this, the page is divided into several sections: "Your services" (General Medical), "Popular actions" (Read about antibiotics, Update medical history, Add a pharmacy, Add a doctor), "No upcoming visits" (with a "REQUEST A VISIT" button), "People ♥ Teladoc!" (testimonial by Jannell H.), "Spread the word." (social media links for Facebook and Twitter), and "Caring for a parent or loved one?" (with an "ADD A CARE RECIPIENT" button).

# Teladoc.com/Aetna

## Member website registration experience

Select 'Add New Dependent' on the right-hand side of the screen.

The screenshot shows the Teladoc.com/Aetna member website interface. At the top, there is a navigation bar with the Teladoc logo, a 'Messages' link, and dropdown menus for 'Medical Info', 'My Account', and 'My Family'. On the right side of the navigation bar, there are icons for help, 'Increase Contrast', and a lock icon. Below the navigation bar, there is a main content area. On the left, there is a white card with a purple header 'Always on call!' and a blue telephone icon. The card contains the text 'Teladoc your symptoms 24/7/365' and a link 'Request a visit anytime »'. On the right, there is a white card with a purple header 'My Family' and a right-pointing arrow. Below the header, there is a message: 'Adult dependents must log in to their own account to complete their medical history disclosure or update their personal information.' Below this, there is a purple header 'My Dependents' and a blue link 'ADD NEW DEPENDENT »'. At the bottom of the page, there is a footer with a 'Notice of Non-Discrimination' in multiple languages, copyright information '© 2002-2018 Teladoc, Inc. All right reserved. Last Login: 10/30/2018 11:28AM CDT', and links for 'Test Video Capabilities', 'Cookie Policy', 'Web and Mobile Privacy Policy', 'Web and Mobile Terms and Conditions', and 'Increase Contrast'.

# Teladoc.com/Aetna

## Member website registration experience

Enter your dependent's first and last names, Aetna member ID, and date of birth.

The system will verify the dependent's eligibility.

The screenshot shows the 'Add A Dependent' registration form on the Teladoc.com/Aetna website. The form is titled 'Add A Dependent' and contains the following fields:

- First Name (as it appears on your Aetna member ID card) \*
- Last Name (as it appears on your Aetna member ID card) \*
- Member ID (located on your Aetna member ID card, case sensitive. Examples: W123456789 or BBBB5010. If your ID includes a -01, -02, -03, etc. it is not necessary to enter this information.) \*
- Date of Birth: (mm/dd/yyyy) \*

A blue 'REGISTER' button is located below the form fields. The page header includes the Teladoc logo, navigation links for Messages, Medical Info, My Account, and My Family, and an 'Increase Contrast' option. The footer contains a 'Notice of Non-Discrimination' with links to various language versions, copyright information for Teladoc, Inc. (© 2002-2018), and links to Test Video Capabilities, Cookie Policy, Web and Mobile Privacy Policy, Web and Mobile Terms and Conditions, and Increase Contrast.

# Teladoc.com/Aetna

## Member website registration experience

Complete the form fields, click 'Add New Dependent', and repeat this quick process for your dependents. (Note: any dependent age of 18 or over will need to set up their own Teladoc account and create a unique username and password.)

Your Teladoc account is now ready to use when you need care

### Add Dependent

Asterisk (\*) indicates a required field.

---

#### The Basics

Relationship: \*

Prefix:

First Name: \*

Middle Name:

Last Name: \*

Suffix:

Date of Birth: \*

Gender: \*

Language: \*

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#### Contact Information

Primary Phone \*  Ext.

Primary Phone Type \*

Secondary Phone  Ext.

Secondary Phone Type

Hearing Impaired (Relay Required)

Email \*

Confirm Email \*

**ADD NEW DEPENDENT**

\* Message and data rates may apply