



Setting Up Your Teladoc Account

It's quick and easy to set up your Teladoc account!
Soon you'll have access to a doctor 24/7, 365 days
a year!

Download the **Teladoc** app from the App Store for Apple devices or, Google Play for Android devices. (Make sure you are spelling it with an **A** – TELADOC).



Our app has this icon.

TIP: Make sure you download the Canadian version. Check the app description, where it will mention Canadian physicians.



Once you've got it, launch the app and you'll see a login screen. Scroll down and click on **Set Up Your Account**. Then, fill in the requested information.

TIPS: • Your first and last names must be exactly the same as what's on your **Certificate of Insurance**.

Example: Edward vs Ed

- Your date of birth must be written in MM/DD/YYYY order.
- Your postal code must match the one on your file.



If you come to a screen that asks for more information and has a dropdown that has nothing in it, the information you provided doesn't match what's in our system. **Please go back and try again.**



TIP: If you continue to encounter problems, please call the 24/7 call centre at 1-888-983-5236.

When you come to a screen that says **Maximum Benefit**, then you know the system has your records. Tap on your plan and complete the registration.



TIP: Fill out your medical history before you need to speak to a doctor. Then you'll be able to schedule your visits with just a few clicks!



Download the app to speak
to a doctor within an hour.

Call our services team 1-888-983-5236
Visit [Teladoc.ca](https://www.teladoc.ca)