



# 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 your plan name, 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)