

Teladoc User Guide

Creating an Account

1. Navigate to your Google Play(Android) or App Store(iPhone) and search for “Teladoc” (without the quotes)
2. They may be more than one result, choose and install the one with the logo in image the below.



3. On first launch touch “**Set up your account**” at the bottom of the screen.

The image shows the Teladoc login screen. At the top is the Teladoc logo. Below it, the text "24/7 access to a doctor" is displayed. There are two input fields: "Username" and "Password". Below these fields is a checkbox labeled "Remember my username". At the bottom of the form is a purple button with the text "LOGIN" and a right-pointing chevron. Below the button, the text "Forgot username? Forgot password?" is visible.

5. On the screen below select "NO".

Do you have a username, member ID or promo code?

YES >

NO >

Your Teladoc username or member ID can be found on your membership card. Not all members receive one, so don't worry about selecting "No".

Already activated? [Login](#)

6. Enter "College of Central Florida" in the "Enter the name here" field. "College of Central Florida" should be the only result in the dropdown, tap on it and then tap continue.

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No problem.
Let's look you up

Do you have Teladoc through your Employer, Insurance Provider, or Organization?

Enter the name here

CONTINUE >

I'm not sure how I have Teladoc.

7. Enter your personal information on the next screen (Your BCBS Member number is on your Florida Blue insurance card. Tap “Look Me Up”

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We need a little more info

First name

Last name

Date of birth

MM/DD/YYYY

Email address

BCBS Member Number:

LOOK ME UP >

8. It should find you in the system and autofill all fields on the next screen that are in BCBS system. Read through and fill in any missing fields. Tap Continue. If you miss any required field(s) it will prompt you instead of proceeding.

9. Next you will be prompted to create your username, password and security questions for your account.

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Perfect! Let's tie up the details

Username (20 Character limit)

Password

- Must be between 10 - 20 characters
- Must contain at least 1 number and 1 letter

Confirm password

Security question

_____ ▾

Security answer

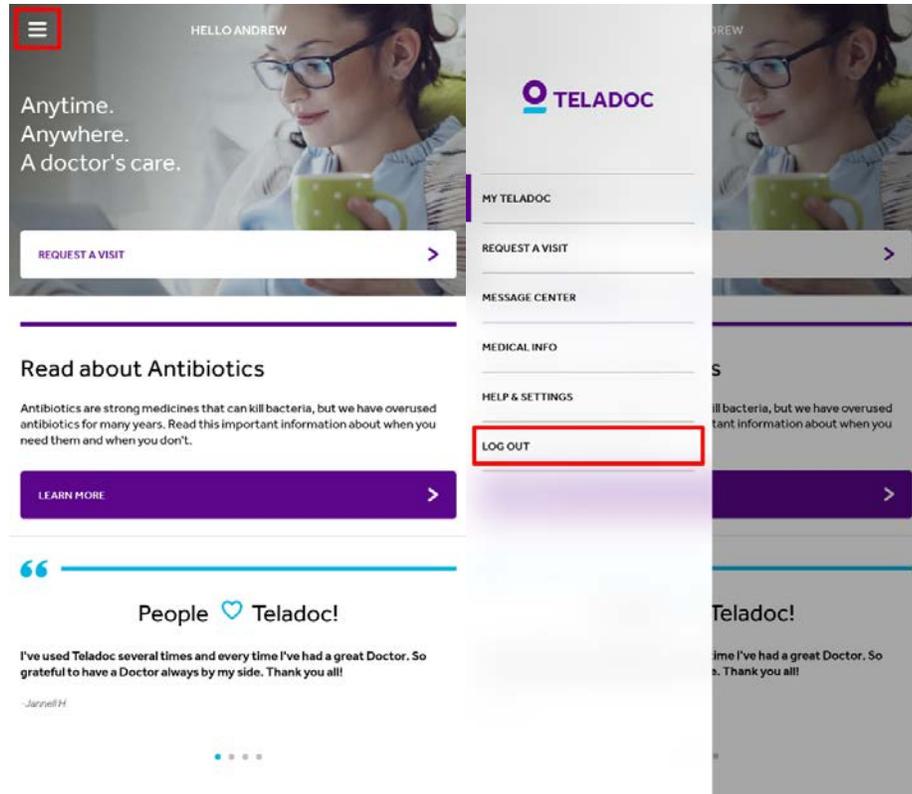
By checking this box, I agree to the [Terms and Conditions](#) and the [Privacy Policy](#)

SIGN ME UP >

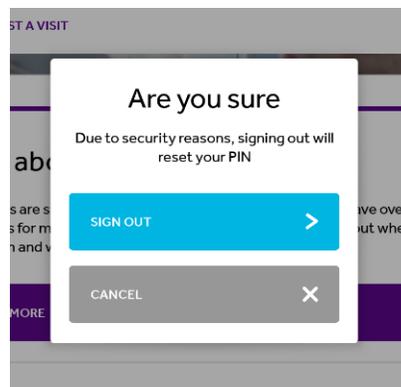
Lastly you will be asked if you would like to create a pin. This is not required and you can skip it. Once you have finished this you should be taken to the home screen and will already be logged in.

Logging out of Teladoc

1. To log out tap the 3 lines in the top left corner of the screen and tap log out at the bottom of the pop out menu.



2. Tap Sign Out” on the Pop Up.



Warning: If you created a pin signing out resets your pin and when you log back in you will have to create a new one every time. If you created a pin you do not need to log out. The pin will be required to access your Teladoc account every time you launch the App.