

Aviva DigiCare+ Setting up your account

Your DigiCare+ invite email

Look out for your invite email – this will provide details on how to register. You can download the Aviva DigiCare+ app from the Apple App store or Google Play.

Setting up your DigiCare+ account

There are **three ways** to register for DigiCare+:

1. Login with MyAviva username and password if you have them
2. Register with policy number
3. Register with activation code in your invite email

Please note, for policies placed in trust since Jan 2015, the trustee will need to use an activation code to register, unless they are the primary policyholder for another policy registered under MyAviva. This code will be emailed to them if we have their email address on file.



Login with MyAviva username and password

1. Click on 'Customer access'
2. Enter your MyAviva username (usually your email address you used to register for MyAviva) and MyAviva password:
 - If you've forgotten your email you can reset it, but remember to enter the email address you used to set up your MyAviva account and then follow the instructions in the email you'll be sent. If this doesn't appear in your inbox, remember to check your junk folder
3. Click 'Log in' then 'Grant access'
4. Accept the T&C's



Registering using a policy number:

1. Click on 'Customer access'
2. Click the register button (just below the yellow login button)
3. Scroll down and click 'Register with policy number'
4. Input email address and choose a password, then click 'Continue'
5. Input first name, last name, date of birth and post code, then click 'Continue' (These details must match those you gave to us when you took out your policy)
6. Input policy number then click 'Continue' to complete registration – be careful to type it in fully as it appears on your policy documents.



Registering using an activation code:

1. Click on 'Customer access'
2. Click the register button (just below the yellow login button)
3. Input the activation code you will have been emailed in the field provided
4. Input email address, date of birth, and choose a password
5. Click continue to complete registration

How to log in

The log in journey is the same for everyone, regardless of how you registered for the app.

If registered for MyAviva, you can log in straight away using your username and password.

1. Click 'Customer Access'
2. Enter MyAviva log in details, or those created during the registration process

Technical Support

If you are experiencing issues with registration, it is probable that you need to speak with Aviva NOT Square Health DigiCare+ support.

Vulnerable customers or customers with no phone that want to use the services - call the Aviva IVR on 0345 030 8071

For Square Health service queries e.g. booking consultations, health check results etc - contact 0345 030 8071 and press 1 for Square Health

For app registration queries i.e. policy number not recognised, DOB incorrect etc - email digicaresupport@aviva.com

Customers who have a policy number with a 'BPL' prefix - contact protection@aviva.com

All other customers contact protectioncustomers@aviva.com or 0345 600 3122

Aviva Life Services UK Limited. Registered in England No. 2403746. Aviva, Wellington Row, York, YO90 1WR. Authorised and regulated by the Financial Conduct Authority. Firm reference number 145452.

The Aviva DigiCare+ app and the services provided are not insurance products and are not authorised or regulated by the Financial Conduct Authority.

aviva.co.uk

PT25078 01/2023 © Aviva

