



Aviva DigiCare+

Setting up your account



Your Aviva 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 Aviva DigiCare+ account

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

Please note, for policies placed in trust since January 2015, the life assured will need to register using the activation code provided in the invite email, 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.

1 Login with MyAviva username and password if you have them

1. Click on 'Login with MyAviva'
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.

2 Register with activation code in your invite email

1. Click on 'Register using a plan / policy number'
2. Input the activation code you will have been emailed in the field provided
3. Input email address, date of birth, and choose a password
4. Click continue to complete registration.

3 Registering using a policy number

1. Click on 'Register using a plan / policy number'
2. Input email address and choose a password, then click 'Continue'
3. 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)
4. Input policy number then click 'Continue' to complete registration – be careful to type it in fully as it appears on your policy documents.

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 'Login with MyAviva'
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**