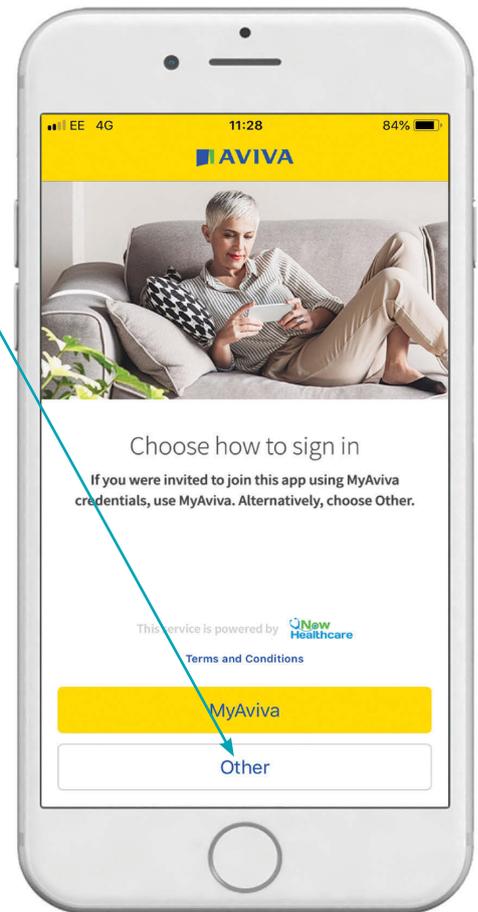


AVIVA DIGITAL GP USER GUIDE

This document is designed to guide you through accessing and using the Aviva Digital GP app. Read on to find out more...

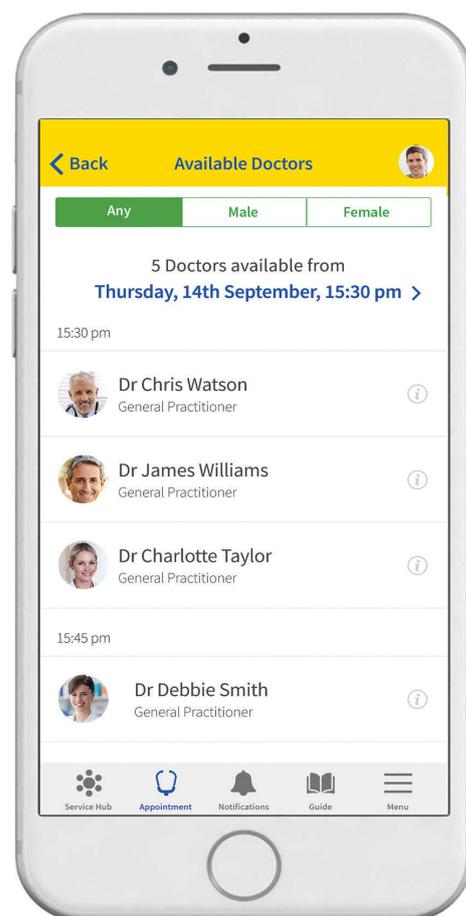
Setting up your Aviva Digital GP account

- 1** Search and download Aviva Digital GP from the app store. When you open the app, you will be asked to choose how you sign in. As you have been invited to join Aviva Digital GP with an access code, you will need to select 'Other'.
- 2** Upload a passport style photo and enter the details required to create your account. When prompted, please enter your access code:
- 3** You will need to provide your consent and agree that your personal details can be passed to Now Healthcare Group (NHG). NHG power the Aviva Digital GP app and require these details to authenticate your account. If you are required to enter more details, the app will prompt you to do so.
- 4** Accept the Terms and Conditions of use and the Privacy Policy. Once complete, your account will be set up and you are ready to start using the service.



Booking your GP appointment

- 1** Select 'Menu', 'My Profile', 'Personal Details', and then click on 'Profile Image' to upload a photo of yourself (if you haven't done so already). This step is mandatory as the photo will enable GPs who you consult with to validate your identity.
- 2** To book your consultation, navigate to the Service Hub and select the book 'Appointment' icon.
- 3** Choose your preferred appointment time and date. You can also select the gender and the language of the GP you book with.
- 4** Note down your symptoms in as much detail as possible. This is not mandatory but will help your GP prepare for your consultation.
- 5** Select from the list of GPs available within your specified time slot and follow the steps to confirm your appointment.
- 6** Remember, your appointment will be a video consultation, unless booked between 11pm and 7am, in which case it will be a telephone consultation.
- 7** We also recommend you enable push notifications from the app. This will ensure you receive a reminder of your appointment 10 minutes prior to it starting.



Connecting to your GP appointment

- 1** Ensure that you are in an area with either a strong WiFi signal or 4G connection. The service operates best where either signal is stronger.
- 2** Log into the app prior to your video consultation start time. If you have been inactive for longer than 60 minutes, you will be required to sign in again. If you have enabled notifications from your app, you will be sent a reminder of your appointment 10 minutes prior to it starting.
- 3** Accept the video call when you are prompted to. If you lose connection due to a weak signal, you will be given the option to reconnect.

Please note: your appointment slot with your selected GP will last for up to 8 minutes from the appointment start time. If your doctor feels you need more time to complete the assessment, they will advise you to book an additional appointment. You can do this through the app after your initial appointment ends - simply select the same GP at their next available time slot.

Canceling your GP appointment

- 1 Call the NHG support team if you wish to cancel an appointment. You can call them on **0808 301 8067**, seven days a week, 8am – 8pm.

Please give at least three hours notice. If you give less than three hours notice that you wish to cancel your appointment, it will be counted as an appointment you have used.

Adding dependents

- 1 Click on your photo located in the top right-hand corner of your screen.
- 2 Select 'Add account' when prompted and follow the instructions. Please note, for dependents to be eligible for the service, they must be under 16 years of age.
- 3 Look out for an email which contains steps on how to validate your dependents account. This will require you to send a photo of documentation, such as a birth certificate, that evidences your relationship with the dependent(s).
- 4 Wait to receive an email that confirms your relationship has been validated and your new account is ready to use.

Booking a GP appointment for your dependents

- 1 Click on your photo located in the top right-hand corner of your screen and select 'Switch account'.
- 2 Choose which user you'd like to book an appointment for.
- 3 Follow the steps above for booking, and connecting to, your GP appointment. Please note, it's important that you are logged into your dependents account (by switching user in your profile) before accepting the video consultation.

If you'd like more information, please contact Now Healthcare Group, who provide a dedicated point of contact for Aviva Digital GP enquiries. You can call the Support Team on **0808 301 8067** between 8am-8pm, 7 days a week. Calls may be monitored and/or recorded. Alternatively, you can contact them by email support@nowhealthcaregroup.com or by using the in **app support chat functionality**.