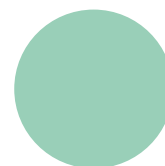


# **USER MANUAL** **YOUR PERSONAL** **ACCOUNT**



**ævitæ**

Met de kracht van aandacht.

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## User manual

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# User manual

## Your personal account

Adjust your data or submit a bill? This can easily be done online in your personal account, 24 hours a day. Very easy and safe. Every insured person aged 16 and older can create their own account. Are you a policyholder? Then you can view and adjust the general details of your family members on your policy.

### The benefits of your personal account

Arranging your healthcare matters in your personal account has many advantages. In your personal account you have access to:

- your message box
- your healthcare consumption;
- your remaining mandatory/voluntary excess;
- your insurance package and premium;
- your dental costs

In your personal account you can also change your details and consult your policy conditions. Logging in is easy and secure with iDIN or with your username and password.

With this manual we help you find your way in your personal account.



# Logging in to your personal account

## Quick and easy

### 1 Logging in

Go to <http://mijn.aevitae.com>.

You can log in in two ways:

- logging in via iDIN
- log in with your username and password

#### Inloggen bij Aevitae

In uw Mijn Omgeving regelt u snel en eenvoudig alle zaken rondom uw zorgverzekering. Zo kunt u hier eenvoudig uw zorgverbruik bekijken, uw gegevens wijzigen, uw polis raadplegen en uw nota's declareren.

The image displays two side-by-side screenshots of the Aevitae login interface. The left screenshot, titled 'Met iDIN', features a light blue background. It includes a dropdown menu labeled 'Kies uw bank...' with a downward arrow. Below the menu, a small note states 'U wordt doorverwezen naar de (mobiele) website of app van uw bank'. A dark teal 'INLOGGEN' button is positioned below the form. At the bottom, there is a link: 'Nog niet eerder ingelogd met iDIN? [Activeer iDIN](#)'. The right screenshot, titled 'Met gebruikersnaam & wachtwoord', has a light green background. It contains two input fields: 'Gebruikersnaam' and 'Wachtwoord' (with a visibility icon). Below these fields is a dark teal 'INLOGGEN' button. At the bottom, there are two links: '[Inloggegevens vergeten?](#)' and '[Nog geen account? Account aanmaken](#)'.

### 2 Logging in via iDIN

With iDIN you log in with the trusted login method of your bank. iDIN is easy, safe and reliable. The bank will of course not see any medical details and we will not see your bank details when you log in with iDIN.

## 2.1 Activating iDIN

When you log in for the first time, you must first activate iDIN once. We will then check whether we recognize you in our records on the basis of the data with which you are registered with your bank. We use the data with which you are registered with your municipality. That way we know for sure that it is you.

To activate iDIN click 'Activeer iDIN' on the login screen:



### Inloggen bij Aevitae

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<div><h4>Met iDIN</h4><p>Met iDIN logt u in met de vertrouwde inlogmethode van uw bank. iDIN is makkelijk, veilig en betrouwbaar. <a href="#">Meer over iDIN</a>.</p><input type="text" value="Kies uw bank..."/><p><small>U wordt doorverwezen naar de (mobiele) website of app van uw bank</small></p><p><b>INLOGGEN</b></p><p>Nog niet eerder ingelogd met iDIN? <a href="#">Activeer iDIN</a></p></div>	<div><h4>Met gebruikersnaam &amp; wachtwoord</h4><input type="text" value="Gebruikersnaam"/><input type="password" value="Wachtwoord"/><p><b>INLOGGEN</b></p><p><a href="#">Inloggegevens vergeten?</a> Nog geen account? <a href="#">Account aanmaken</a></p></div>
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Then choose your bank and follow the steps indicated:



< TERUG NAAR INLOGGEN

**iDIN activeren**

Om iDIN te kunnen gebruiken moet u dit eerst eenmalig activeren. Wij controleren dan of wij u in onze administratie herkennen op basis van de gegevens waarmee u bij uw bank geregistreerd staat. Hierbij gaan wij uit van de gegevens waarmee u staat ingeschreven bij uw gemeente. Zo weten wij zeker dat u het bent.

Kies uw bank...

U wordt doorverwezen naar de (mobiele) website of app van uw bank

ACTIVEREN

## 2.2 Logging in

Have you activated iDIN before? Then you can log in directly via iDIN. Choose your bank. You will then be directed to your bank's login method.

### Inloggen bij Aevitae

In uw Mijn Omgeving regelt u snel en eenvoudig alle zaken rondom uw zorgverzekering. Zo kunt u hier eenvoudig uw zorgverbruik bekijken, uw gegevens wijzigen, uw polis raadplegen en uw nota's declareren.

**Met iDIN**

Met iDIN logt u in met de vertrouwde inlogmethode van uw bank. iDIN is makkelijk, veilig en betrouwbaar. [Meer over iDIN](#).

Kies uw bank...

U wordt doorverwezen naar de (mobiele) website of app van uw bank

INLOGGEN

Nog niet eerder ingelogd met iDIN? [Activeer iDIN](#)

Does your bank not support logging in via iDIN? Then log in with your username and password. More information about logging in with your username can be found below.

## 3 Logging in via your username and password

Would you like to log in with the username and password? Then enter your login details on the right side of the login screen::

### 3.1 Account aanmaken

Klik op het inlogscherf op 'Account aanmaken':



The screenshot shows a login form titled "Met gebruikersnaam & wachtwoord". It contains two input fields: "Gebruikersnaam" and "Wachtwoord" (with a visibility toggle icon). Below the fields is a dark blue "INLOGGEN" button. At the bottom, there are two links: "Inloggegevens vergeten?" and "Nog geen account? [Account aanmaken](#)".

You will now see the screen below, where you will be asked to enter a number of details. You will find this information in our welcome letter. You will receive this letter by post within a few days after you receive your policy. Do you no longer have the letter? Please [contact](#) us.



< TERUG NAAR INLOGGEN

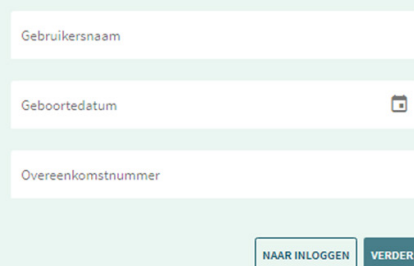
### Account aanmaken

Om in te loggen met een gebruikersnaam en wachtwoord moet u eerst een account aanmaken.



### Account aanmaken

Om in te loggen met een gebruikersnaam en wachtwoord moet u eerst een account aanmaken. Uw gebruikersnaam vindt u terug in de welkomstbrief.



The screenshot shows the "Account aanmaken" form. It contains three input fields: "Gebruikersnaam", "Geboortedatum" (with a calendar icon), and "Overeenkomstnummer". At the bottom right, there are two buttons: "NAAR INLOGGEN" and "VERDER".

Have you entered the requested information? Then click Continue. A number of steps now follow:

### Email address

Enter and confirm your email address. Then click Continue.



**E-mailadres**

Geef een e-mailadres op en bevestig deze.

E-mailadres

Bevestig e-mailadres

TERUG DOORGAAN

### Activation code

In the next step you enter the activation code. You will receive this activation code at the email address you entered in the previous screen.



**Invoeren activatiecode**

Voer hier de activatiecode in die u zojuist per e-mail heeft ontvangen.

Activatiecode

TERUG DOORGAAN






## Password


On the next screen, set your password of choice. This password must meet a number of requirements.

**Wachtwoord aanmaken**

Maak een wachtwoord aan. Deze moet bestaan uit:

- Minimaal 8 karakters
- Minimaal één van deze leestekens ?!/:;@#%()\_
- Minimaal één cijfer
- Minimaal één letter

Wachtwoord 

Bevestig wachtwoord 

NAAR INLOGGEN DOORGAAN

## Telephone number

In the next screen you provide us with your telephone number. The telephone number is automatically put into the correct format. So you do not have to enter a country code.

**Geef een telefoonnummer op**

Geef een vast of mobiel telefoonnummer op om uw inlog verificatiecode op te ontvangen. Geeft u een vast nummer op? Dan ontvangt u de code per telefoongesprek.

 - +31611629099

NAAR INLOGGEN DOORGAAN

## Verification code

Finally, you provide us with the verification code. You will receive this on the telephone number you provided in the previous step. The verification code is always 5 digits long.



The screenshot shows a yellow background with the title "Invoeren verificatiecode". Below the title, it says "Voer hier de verificatiecode in die u zojuist per SMS of telefoongesprek heeft ontvangen." (Enter the verification code here that you just received via SMS or phone call). It then displays "Telefoonnummer +316\*\*\*\*765" and "Verzonden op 17 sep. 2020 14:26". There is a white input field with the label "Code" and the text "11111" inside. At the bottom, there are two buttons: "TERUG" (Back) and "DOORGAAN" (Continue), with a mouse cursor pointing at the "DOORGAAN" button.

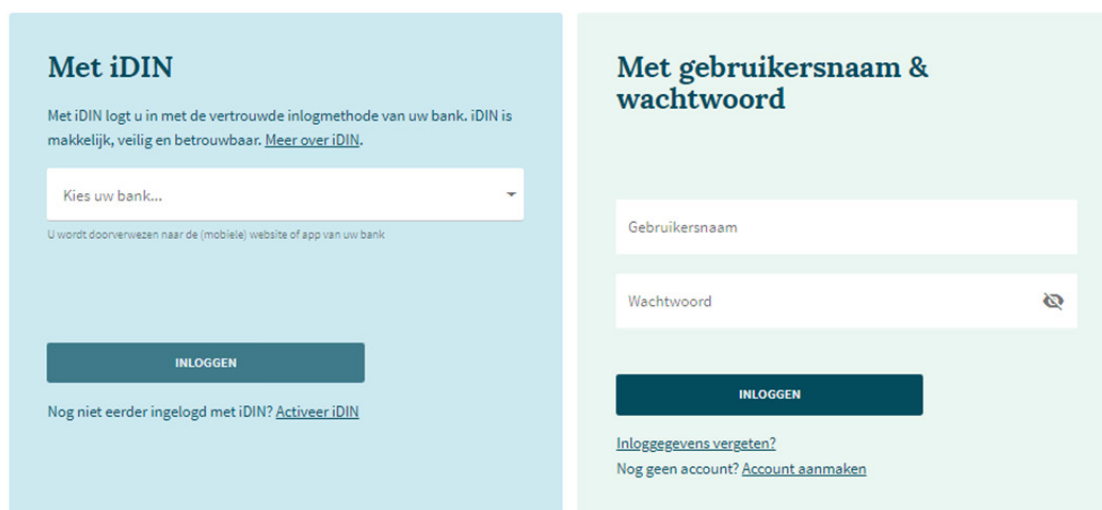
After entering the verification code, you will be logged in to your personal account. Write down your username and password in a handy and safe place.

## 3.2 Logging in with your username

If you already have an account, enter your username and password on the right side of the login screen:

### Inloggen bij Aevitae

In uw Mijn Omgeving regelt u snel en eenvoudig alle zaken rondom uw zorgverzekering. Zo kunt u hier eenvoudig uw zorgverbruik bekijken, uw gegevens wijzigen, uw polis raadplegen en uw nota's declareren.



The screenshot shows two login options side-by-side. The left option is titled "Met iDIN" and describes logging in with a trusted bank method. It includes a dropdown menu for "Kies uw bank..." and a button labeled "INLOGGEN". The right option is titled "Met gebruikersnaam & wachtwoord" (Username & password) and includes input fields for "Gebruikersnaam" (Username) and "Wachtwoord" (Password) with a visibility toggle. It also has an "INLOGGEN" button. Below the right option are links for "Inloggegevens vergeten?" (Forgot login details?) and "Nog geen account? Account aanmaken" (No account? Create account?).

Once you have clicked on 'Log in', you will be taken to a screen where you enter the verification code. You will receive this via your telephone. The verification code always has 5 digits.

### 3.3 Oops, I forgot my username or password

Have you forgotten your username or password? Then click on 'Forgotten login details' on the login screen:

#### Inloggen bij Aevitae

In uw Mijn Omgeving regelt u snel en eenvoudig alle zaken rondom uw zorgverzekering. Zo kunt u hier eenvoudig uw zorgverbruik bekijken, uw gegevens wijzigen, uw polis raadplegen en uw nota's declareren.

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If you have forgotten your username, you will be asked to enter your policy number.  
**Tip: you can find the policy number on your health card or policy schedule.**

# Your personal account as an app

## On your smartphone

*It is useful to give sites that you often visit a place on the home screen of your smartphone or tablet. Your personal account has the option of adding it as an app to your home screen. Tap the icon and the site will immediately open in your browser. We do not have an app in the various app stores.*

### Adding your personal account as an app icon on your iPhone/iPad

- Open your browser;
- Open your personal account in your browser;
- Tap the Share button at the bottom;
- Tap [Put on home screen](#);
- You will now see the name that will appear on the home screen and the address of the website.
- Tap the name if you want it this one want to change;
- Finally, tap [Add](#)



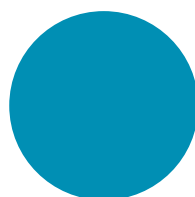
### Adding your personal account as an app icon on your Android

- Open Chrome;
- Open your personal account in your browser;
- Tap the three-dot icon in the top right corner;
- Tap [Add to home screen](#);
- Now you have the option to leave the default name or change the name;
- Finally, tap [Add](#)



## Do you have questions?

Are you unable to log in or do you have other questions about your personal account? Please do not hesitate to [contact](#) us. We are happy to help you!





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Met de kracht van aandacht.

## Contact

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