

User manual of your personal (Mijn Aevitae) account



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Contents

		pag.
I	The renewed personal account	4
II	User manual to the personal account	5
III	Adding the personal account as an app on your home screen	9
III	Any questions?	10

I Your renewed personal account

Take care of your healthcare matters quickly and easily online!

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. We will explain this exactly in this manual.

The renewed personal account

For your convenience, we have renewed the personal account. Not only does it have a fresh, new design. The new functionalities make it even easier than before. What's new?

- you will find more information in the declaration overview;
- the personal account can now be visited through any device;
- you can download the website as an application on your mobile phone;
- view all information clearly at a glance;
- a higher usability;
- documents from the message box are previewed. You can choose whether you want to download them;
- you can easily and quickly change data on your entire agreement.

II User manual of the personal account

1. Logging in

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

You can log in in two ways:

- logging in via iDIN (see 1 in the screenshot below);
- log in with your username and password (see 2 in the screenshot below).

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.



Inloggen 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... ▼



OK

INLOGGEN MET GEBRUIKERSNAAM

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.

ACTIVEREN



1.2 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.

1.2.1 I didn't activate 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.

Click on Activate (see **3** in the screenshot on the previous page). You will then enter the next screen. Choose your bank (see **1** in the screenshot below) and click OK (see **2** in the screenshot below). You will then be directed to the login method of your bank.

The image shows two screenshots of a web interface. The left screenshot, titled 'iDIN activeren', has a yellow background. It contains a paragraph explaining that iDIN must be activated once. Below the text is a dropdown menu labeled 'Kies uw bank...' with a blue arrow icon next to it (labeled '1'). Below the dropdown is a large blue button labeled 'OK' (labeled '2') and a smaller button labeled 'INLOGGEN MET GEBRUIKERSNAAM'. The right screenshot, titled 'Inloggen met iDIN', has a light blue background. It contains a paragraph stating that iDIN logs you in using your bank's trusted method. Below the text is a button labeled 'INLOGGEN'.

1.2.2 I have already activated iDIN

Have you activated iDIN before? Then you can log in directly via iDIN. Then choose your bank (see **1** in the screenshot below) and click OK (see **2** in the screenshot below). You will then be directed to the login method of your bank.

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 shows two screenshots of a web interface. The left screenshot, titled 'Inloggen met iDIN', has a light blue background. It contains a paragraph stating that iDIN logs you in using your bank's trusted method. Below the text is a dropdown menu labeled 'Kies uw bank...' with a blue arrow icon next to it (labeled '1'). Below the dropdown is a large blue button labeled 'OK' (labeled '2') and a smaller button labeled 'INLOGGEN MET GEBRUIKERSNAAM'. The right screenshot, titled 'iDIN activeren', has a yellow background. It contains a paragraph explaining that iDIN must be activated once. Below the text is a button labeled 'ACTIVEREN'.

Does it not work? Please try again later or [contact](#) us. We will go through the steps together with you! Not working? Then log in with your username and password. More about this can be found in 1.3.

1.3 Log in with your username and password

If you cannot log in via iDIN, log in with your username and password. Then click on Log in with username (see 1 in the screenshot below).



Inloggen 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...

OK

INLOGGEN MET GEBRUIKERSNAAM

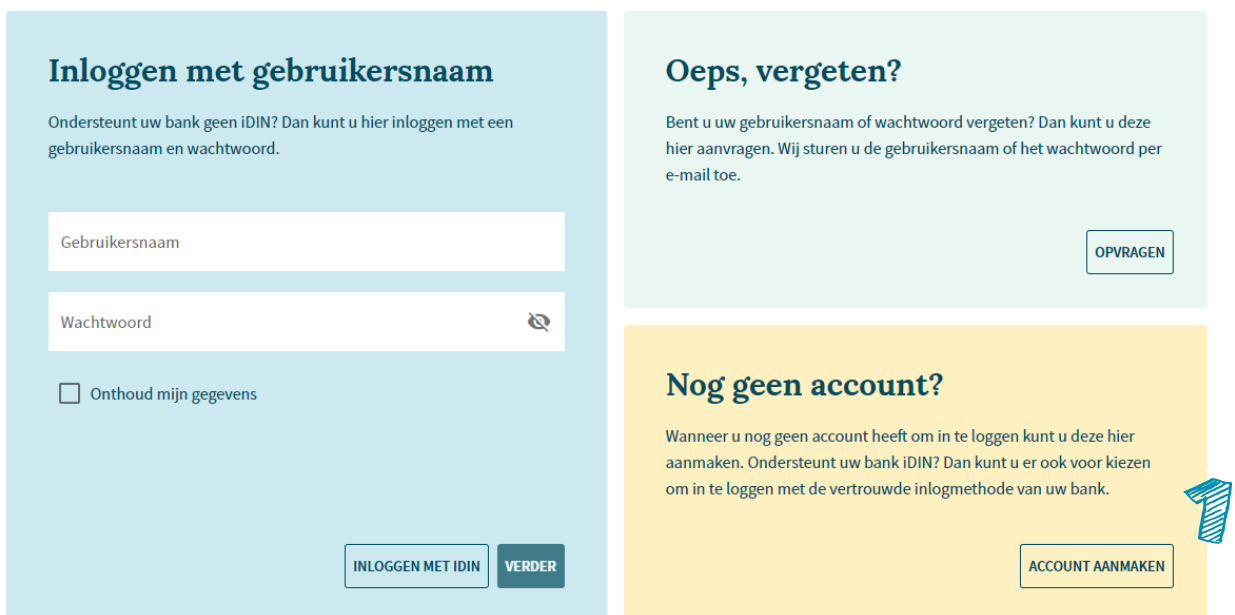
iDIN activeren

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.

ACTIVEREN

You will then enter the screen below and have 3 options:

- No account yet? (zie 1.3.1);
- Log in with username (zie 1.3.2);
- Oops, forgot? (1.3.3).



Inloggen met gebruikersnaam

Ondersteunt uw bank geen iDIN? Dan kunt u hier inloggen met een gebruikersnaam en wachtwoord.

Gebruikersnaam

Wachtwoord

☐ Onthoud mijn gegevens

INLOGGEN MET IDIN VERDER

Oeps, vergeten?

Bent u uw gebruikersnaam of wachtwoord vergeten? Dan kunt u deze hier aanvragen. Wij sturen u de gebruikersnaam of het wachtwoord per e-mail toe.

OPVRAGEN

Nog geen account?

Wanneer u nog geen account heeft om in te loggen kunt u deze hier aanmaken. Ondersteunt uw bank iDIN? Dan kunt u er ook voor kiezen om in te loggen met de vertrouwde inlogmethode van uw bank.

ACCOUNT AANMAKEN

1.3.1 I have no account yet

Don't have an account yet? Then click on Create account (see 1 in the second screenshot on the previous page). You will then be taken to the following screen:

Account aanmaken

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

Gebruikersnaam

Geboortedatum

Overeenkomstnummer

NAAR INLOGGEN VERDER

Enter your username, date of birth and agreement number. Where to find this information?

- Your username (gebruikersnaam) is stated in your welcome letter.
- Your agreement number (overeenkomstnummer) is stated on your insurance policy letter.

Can't find your username or agreement number? Please [contact](#) us and we will be happy to help you!

Have you entered the requested information? Then click on Verder. There are now a number of steps.

Step 1

Enter and confirm your email address. Then click Doorgaan.

E-mailadres

Geef een e-mailadres op en bevestig deze.

E-mailadres

Bevestig e-mailadres

TERUG DOORGAAN

Step 2

In step 2 you enter the activation code. You will receive this activation code at the e-mail address that you provided us with in step 1.



Invoeren activatiecode

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

Activatiecode

TERUG DOORGAAN

Did you not receive a code? Request a new one by clicking the button below.



Geen code ontvangen?

OPNIEUW VERSTUREN

Step 3

In step 3 you choose a new password (wachtwoord) and confirm (bevestig wachtwoord). 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

If the password doesn't meet the requirements, this will be indicated in the error message. The error message also clearly states which of the requirements the password does not meet:

Het wachtwoord bevat niet minimaal 8 karakters, één van deze leestekens ?!/:;@#%()_ één cijfer en één letter.

Step 4

In step 4 you provide us with your telephone number. The telephone number is automatically put in the correct format. You do not need to enter a country code.



Geef een telefoonnummer op

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

[NAAR INLOGGEN](#) [DOORGAAN](#)

Step 5

Finally, you provide us with the verification code in step 5. You will receive this on the telephone number you provided in step 4. The verification code is always 5 digits long. Didn't receive a code? Then click *Opnieuw versturen*.



Invoeren verificatiecode

Voer hier de verificatiecode in die u zojuist per SMS of telefoongesprek heeft ontvangen.

Telefoonnummer +316*****765
Verzonden op 17 sep, 2020 14:26

Code

[TERUG](#) [DOORGAAN](#)

After entering the verification code and clicking on *Doorgaan* you will be logged in to your personal account. Write down your username and password in a convenient place.

1.3.2 I have an account and I want to log in with my username and password

If you already have an account, please enter your username and password (see 1 in the screenshot below) and click Verder. (see 2 in the screenshot below).

The screenshot shows the login interface. On the left, a light blue box titled 'Inloggen met gebruikersnaam' contains a text input for 'Gebruikersnaam' (annotated with a blue '1'), a password input for 'Wachtwoord' with an eye icon, and a checkbox 'Onthoud mijn gegevens'. At the bottom are buttons 'INLOGGEN MET IDIN' and 'VERDER' (annotated with a blue '2'). On the right, a light green box titled 'Oeps, vergeten?' has a text input and an 'OPVRAGEN' button (annotated with a blue '3'). Below that, a yellow box titled 'Nog geen account?' has an 'ACCOUNT AANMAKEN' button.

When you have clicked Verder, you will be taken to a screen where you enter the verification code. You will receive this at the phone number you provided when creating your account. The verification code is always 5 characters long. Fill in the number and click on Login (see 1 in the screenshot below).

In the screen you can also see to which phone number the code was sent. Is this phone number incorrect? Log in via iDIN or contact us. Didn't receive a code and the number is correct? Click Opnieuw versturen (see 2 in the screenshot below).

The screenshot shows the verification code screen. On the left, a light blue box titled 'Invoeren verificatiecode' contains a text input for 'Code' (annotated with a blue '1') and buttons 'TERUG' and 'INLOGGEN'. On the right, a yellow box titled 'Geen code ontvangen?' has an 'OPNIEUW VERSTUREN' button (annotated with a blue '2'). Below that, a light green box titled 'Telefoonnummer niet juist?' contains a paragraph of text.

1.3.2 I forgot my username or password

Have you forgotten your username or password? Oops, don't worry. You can request this from us. We will send you your username or password by e-mail. To do this, click on Request (see 3 in the first screenshot above). You will then enter the next screen:

The screenshot shows the forgot username/password screen. On the left, a light green box titled 'Welke gegevens wilt u opvragen?' has two radio buttons: 'Ik ben mijn gebruikersnaam vergeten' and 'Ik ben mijn wachtwoord vergeten'. At the bottom are buttons 'TERUG' and 'VERDER'. On the right, a light blue box titled 'Snel en eenvoudig inloggen met iDIN' contains a paragraph of text.

If you have forgotten your username, enter your policy number and date of birth and click Verder. You can find your policy number on our policy schedule or on your health insurance card. Can't find your policy number? Then [contact](#) us. We are happy to help you! When clicking Verder, your user name will be send to you through email.

Welke gegevens wilt u opvragen?

☒ Ik ben mijn gebruikersnaam vergeten
☐ Ik ben mijn wachtwoord vergeten

Vul onderstaande gegevens in om uw gebruikersnaam op te vragen. U ontvangt uw gebruikersnaam per e-mail.



If you have forgotten your password, enter your username and date of birth and click Verder. You can find your username on the welcome letter you received from us. Can't find your username? Then [contact](#) us. We are happy to help you! When clicking Verder, a temporarily pass word will be send to you through email.

Welke gegevens wilt u opvragen?

☐ Ik ben mijn gebruikersnaam vergeten
☒ Ik ben mijn wachtwoord vergeten

Vul onderstaande gegevens in om een tijdelijk wachtwoord op te vragen. U ontvangt het tijdelijk wachtwoord per e-mail.



III Adding the personal account as an app on your home screen

It is useful to give sites that you often visit a place on the home screen of your smartphone or tablet. The new 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.

1. The personal account as an app on your iPhone/iPad

- Open your browser;
- Open the 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](#).

2. The personal account as an app on your Android-device

- Open Chrome;
- Open the personal account in Chrome;
- 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](#).



IV Any 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!

