THE EASIEST WAY TO REGISTER WITH COMPASSANA
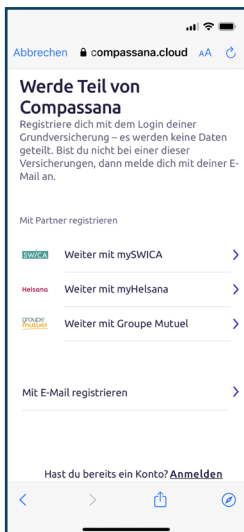
WELCOME TO THE COMPASSANA APP

1. Set up a Compassana account

First, be sure you are connected to the internet and have an ID document available.

Have you downloaded the Compassana app already? Then you can set up a new account from the Home screen. To do so, click on the 'Create account' button.
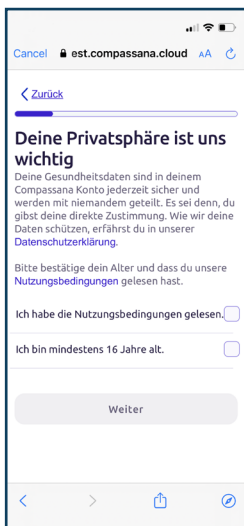

2. Select your preferred way to register

Is your primary health insurance provided by one of our three partner insurers SWICA, Helsana, or Groupe Mutuel? Do you also have your insurance company login details? If so, use your insurance company login to set up a Compassana account.

Enter your email address to register if you are insured elsewhere.
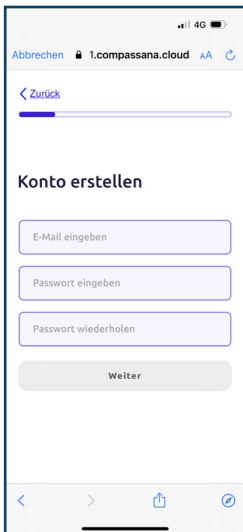
WE VALUE YOUR PRIVACY

3. Confirm your age and the terms of use

Read the terms of use for the Compassana app so that you know your rights.

Once you have done that, confirm that you have read the terms of use and that you are aged 16 or over.
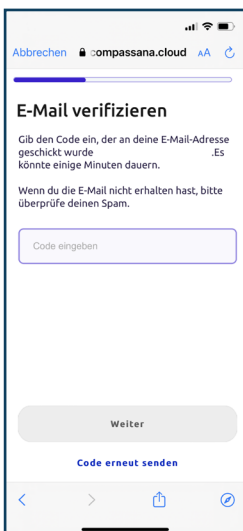
SETTING UP AN ACCOUNT USING AN EMAIL ADDRESS

4. Enter your login details

Enter the email address you wish to use to set up your Compassana account.

You should also choose a strong password to safeguard your account.
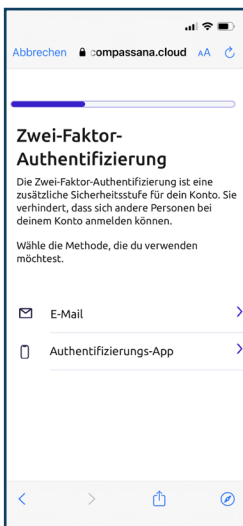
EMAIL VERIFICATION

5. Verify your email address

We have sent a verification code to your email address. Confirm your address by entering this code.

Check your spam folder, too, if the code fails to arrive within a few minutes.

AUTHENTIFICATION METHODS

6. Select a second authentication factor

To safeguard your account, you need to set up a two-factor authentication. This is an additional step, to ensure that only you have access to your Compassana account.

The most secure second factor is to use an authentication app. If you already have one, we recommend that you use this method.
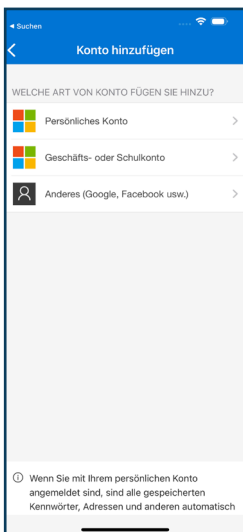
Otherwise, you can also choose to use an email address as a second factor.
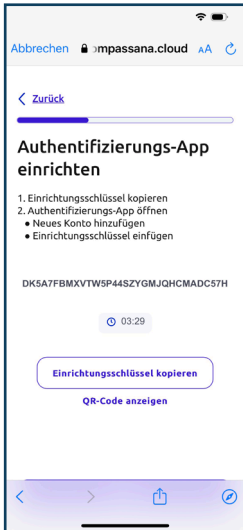
7. Set up the authenticator app

Once you have selected the authenticator app as a second factor, you can copy the set-up code and open the authenticator app of your choice.
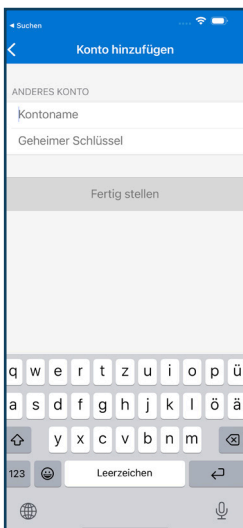
We've used Microsoft Authenticator for the purpose of this tutorial.

8. Add an authenticator account

Open the authenticator app and add a new authenticator account. To do so in Microsoft Authenticator, click on the plus sign in the top-right corner.

Next, select the 'Other (Google, Facebook etc.)' tile to create an authenticator account for Compassana.

9. Enter the set-up code

You can now scan a QR code. To enter the set-up code from the Compassana app in Microsoft Authenticator, however, you need to click on 'Or enter code manually'.
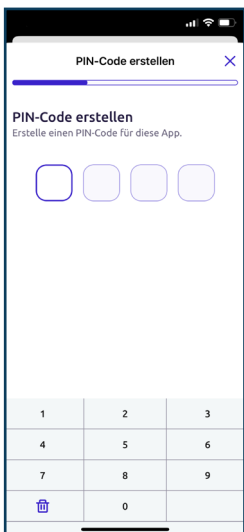
Now choose a name for your Compassana account in the authenticator app and enter the previously copied code.
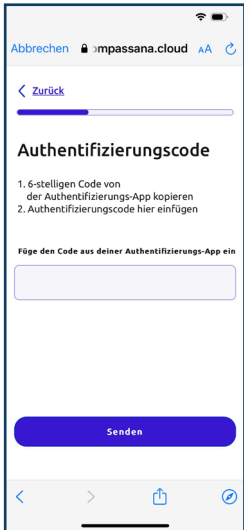
10. Confirm your second factor

Confirm your second security factor by copying the code from your authenticator app and pasting it into the Compassana app.

In future, every time you log in, you'll use the code from the authenticator app.

11. Create a PIN code

Select a combination of four digits to access your Compassana app quickly and securely.

As with a password, you will have to enter your combination of numbers again to be on the safe side.
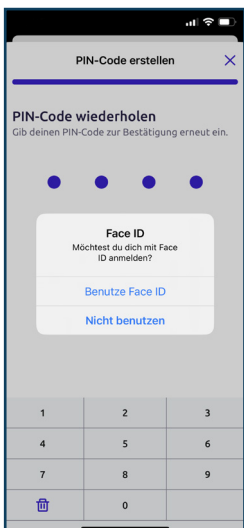
12. Activate biometric data

You can also access the app using biometric data instead of the PIN code. To do this, activate the fingerprint or facial recognition function.

13. Launch the identity check
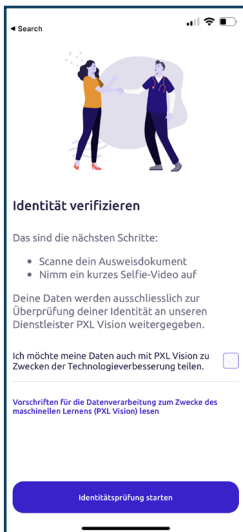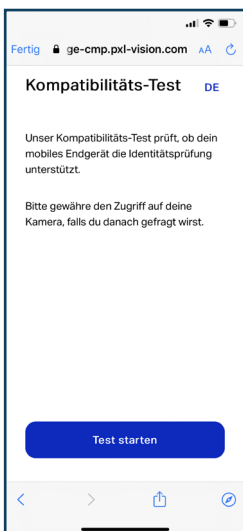
If you have your ID document to hand, you can get going with the identity check.

This is where your identity is confirmed by PXL Vision's identification service. You can opt to share your login details with PXL Vision to help enhance their service on a technical level. If you do not wish to do this, you can continue without ticking the box.

## 14. Start the compatibility test

As part of the identity check, you will need to scan your ID document and take a video of your face. This means a camera is required.

This step verifies that your phone is compatible with PXL Vision's identity verification procedure.
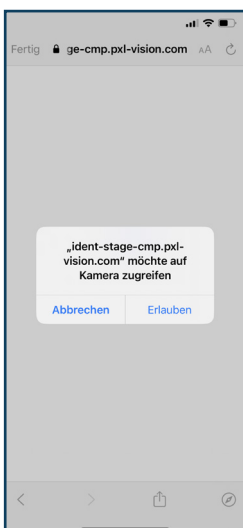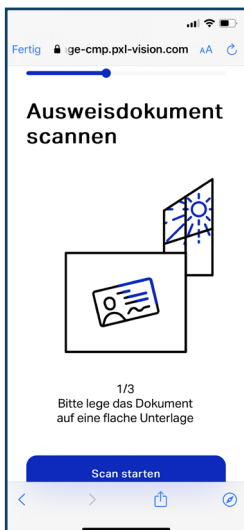
15. Allow access to the camera

You now have to allow PXL Vision access to your camera so that the compatibility test can be carried out.
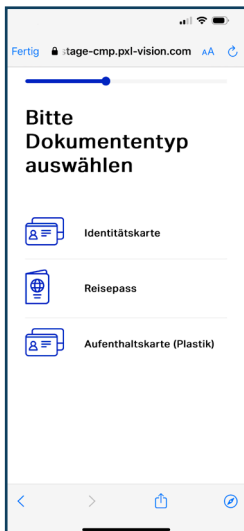
16. Select the document type

Which ID document do you wish to use as proof of your identity? You can choose between an ID, passport or residence permit (plastic card).

17. Prepare the scan

Place the identity document on a flat surface and ensure that there is no direct light source over it.

18. Scan the front

Keep your phone steady while you scan the front of the ID document using the camera.

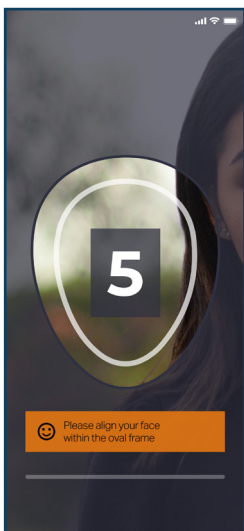With a passport, you only need to scan one page.

19. Scan the reverse

Turn the ID document over onto the reverse and once again keep your mobile phone steady while you scan the other side.

20. Prepare your selfie video

To confirm your identity, you will still need to record a 5-second video of your face. To do this, use the selfie camera on your mobile phone.

21. Record the selfie video

Hold your device steady at eye level and avoid any direct light from behind. Try to keep a neutral expression while recording the selfie video.

You have five seconds to get ready and another five seconds in which to film your face.
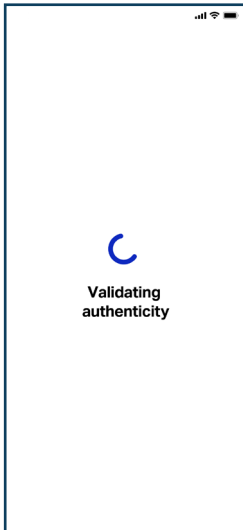
22. Selfie video is validated

Once the recording has been made, the system validates that the recording is a selfie video. A green tick indicates that the video has been validated.

23. Your identity is verified

Once both your ID document and the selfie video have been validated, you can open the Compassana app.

The overview will now show you the data that has been verified and transferred to your Compassana account.
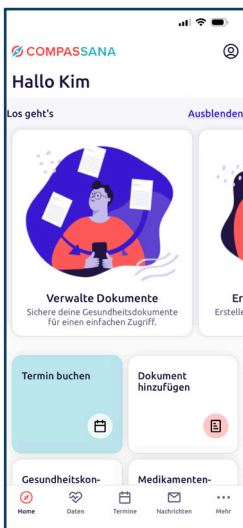
24. To your health, get set, go!

Your Compassana account has been created and your identity has been verified. Now there is nothing standing in the way of your health.