



How to access your Virtual GP service

You can access the service after registration by calling 0800 111 4122 (or +44 204 586 5367 if calling from abroad) or in your browser via www.GeneraliLifeTime.co.uk or via **Lifetime Assist** our smartphone app (for iOS and Android devices) which can be downloaded using the QR codes on the reverse of this flyer. If you are having any difficulties you can use the same phone number for assistance.

Step 1 – Have your personal ID to hand

Before you register, have your employer's unique access code to hand; your passport or driving licence. You need this during the registration process.

Verification of ID is a regulatory requirement in the UK, defined by the General Medical Council and enforced by the Care Quality Commission. It's designed to ensure the correct patient information is captured across services in order to deliver safe and effective care. It also plays an important role in safeguarding of vulnerable patients and prevention of fraud. The vGP service is available for UK residents only.

Step 2 - Register

For first use, click on 'log in' to go to the log-in page and scroll down to 'Create an account'. Enter your details as prompted.

You'll need your employer's unique access code here – you'll find it at the top of the next page.

You must read and accept the Privacy Notice and Terms & Conditions. At the bottom of the privacy notice, click on 'I have read and accept'. Also click to acknowledge – by checking the box – you have read and accepted this notice back on the registration page.

You can now click 'Register'.

Step 3 - Activate

Go to your email in-box. You should have received an activation email. Check your Spam box if you can't see it. Click on the 'activate' button within the email.

You're automatically taken to the 'activate account' page on the portal. Click on 'Activate account' here too. Click 'Continue' to be taken back to the log-in page.

Continued

Access code

Step 4 – Log in

Now you can enter the log-in details that were entered at registration to access the virtual GP service. You may receive an ‘Incomplete profile’ message at this stage, prompting you to populate your profile with some mandatory information. This is a one-off process and is needed so that you and the GP will have all your details to hand in future. The information required includes: your postal address; emergency contacts; GP details. It’s also at this stage that you provide your ID verification – simply follow the prompts. Please note without ID verification, you will not be able to access the vGP services.

Step 5* – Access GP services

Next, you’ll be automatically taken to the ‘My Generali Doctor Consultation’ page, where you can:

- Request a service: phone GP consultation; video GP consultation; or second medical opinion.
- See any upcoming consultation appointments listed.

Step 6 – Enter medical data before first use

On first accessing the ‘My Generali Doctor Consultation’ page, you will see a prompt at the top of the page to complete your medical data. This is very straightforward and quick to do. You just need your height and weight and then you are taken through a series of yes / no questions relating to your health. This only needs to be completed once during this initial set up stage.

Step 7 – Request to speak with a GP whenever you need to

You’re all set. All you need to do now, when you want to speak with a GP, is simply log-in or call and request a service.



iOS AppStore



Android PlayStore

* Step 5 is specific to the Web Portal. It is not part of the user experience when registering in the Lifetime Asist Smartphone App.