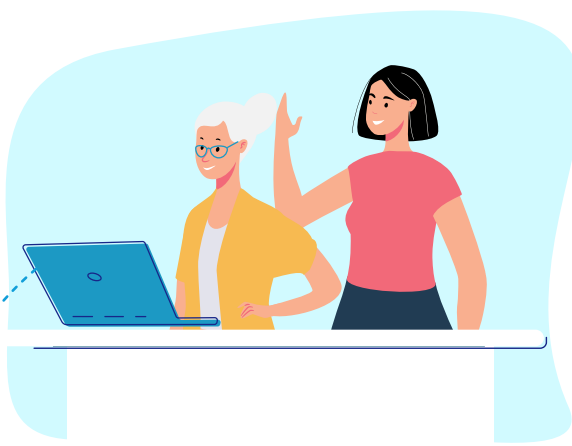


Help a relative activate and link their account to your app

Not everyone has access to a smartphone or feels confident using new technology. That's why GesondheetsApp links to friends and family accounts to let you manage their healthcare administration for them.

Option 1 Activate their account at home



Ask your relative to activate their eSanté account
Visit <https://www.esante.lu>

If your child is under 18 you can activate the account on their behalf



Open app and click on 'Link relatives'. Then 'Using their SSN'



Enter your relative's social security number



Enter the password your relative used to activate their eSanté account

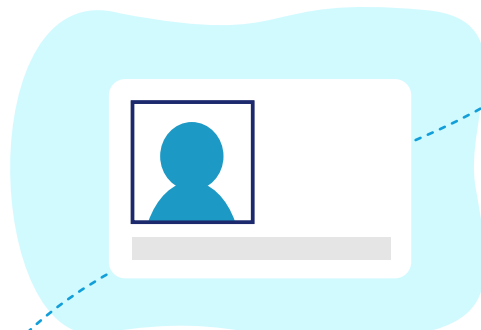


Enter the verification code that was sent to your relative via email or SMS

Option 2 Activate their account at the doctor's office



Visit your doctor's office along with the relative whose account you want to link

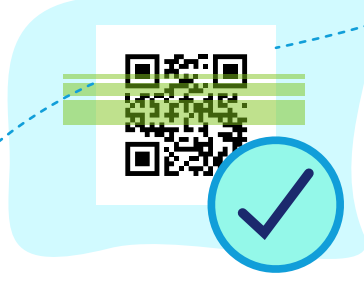


Ask your relative to show the doctor their social security number and identity card. Give the doctor your mobile phone number

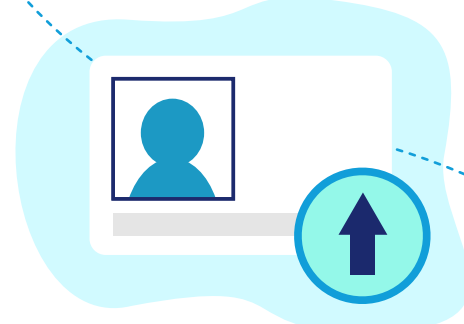
The doctor will print a QR code to link the accounts



Open the GesondheetsApp and click on 'Link relatives'. Then 'Using their SSN'



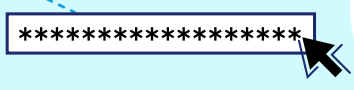
Scan the QR code provided by the doctor



Upload a photo of your relative's identity card¹



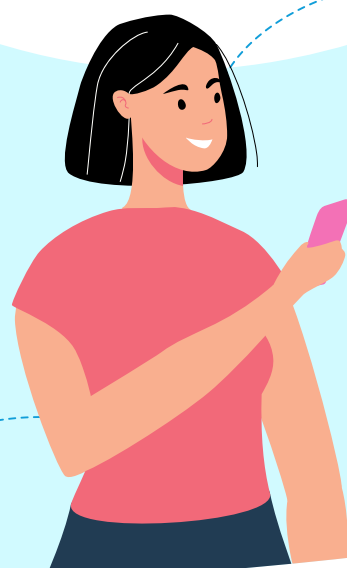
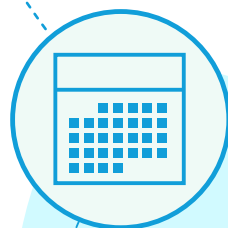
Enter the verification code received via SMS



Create a password for your relative's GesondheetsApp profile (it should be different to the one you use for your profile)

That's it!

You can now book their appointments and share documents on their behalf



¹ If the app is unable to verify your identity automatically you can choose to send the image to an eSanté helpdesk agent for manual verification.