



myBupa

Quick Registration and Biometric Login Guide

快速登記及生物認證登入指南

Last update: Dec 2022

最後更新: 2022 年 12 月



English Version

1. Get your membership number ready

You will need to enter your **16-digit membership number** at the Registration page.

If you are a member of Bupa group health insurance scheme, the membership number is printed on your medical card or membership card.

If you are a member of Bupa individual medical scheme, the membership number is printed on your Membership Certification, medical card or membership card.

2. Start the registration

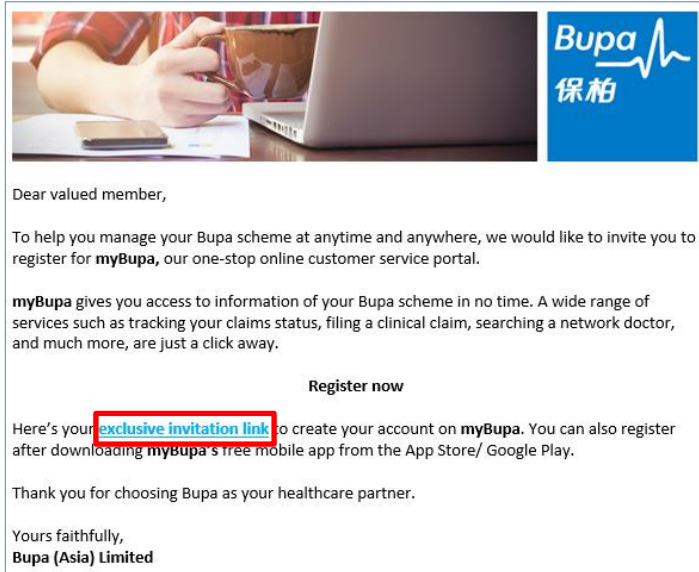
There are two ways to create an account on myBupa:

1. If you already provided us your email address, you will receive an invitation email. Simply click the “exclusive invitation link” on the invitation email to enter myBupa’s account registration page.

OR

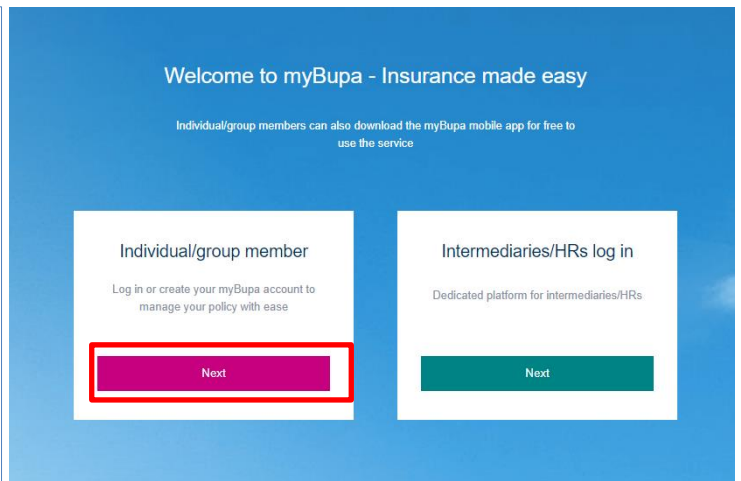
2. Visit myBupa at <https://mybupa.bupa.com.hk> and click the “Register now” link on the log in page.

Invitation email



The image shows a screenshot of an invitation email from Bupa. The email header includes the Bupa logo and the Chinese characters '保柏'. The main body of the email reads: 'Dear valued member, To help you manage your Bupa scheme at anytime and anywhere, we would like to invite you to register for myBupa, our one-stop online customer service portal. myBupa gives you access to information of your Bupa scheme in no time. A wide range of services such as tracking your claims status, filing a clinical claim, searching a network doctor, and much more, are just a click away. Register now Here's your exclusive invitation link to create your account on myBupa. You can also register after downloading myBupa's free mobile app from the App Store/ Google Play. Thank you for choosing Bupa as your healthcare partner. Yours faithfully, Bupa (Asia) Limited'. The 'exclusive invitation link' is highlighted with a red box.

myBupa login page



The image shows a screenshot of the myBupa login page. The header says 'Welcome to myBupa - Insurance made easy'. Below this, it states 'Individual/group members can also download the myBupa mobile app for free to use the service'. There are two main login options: 'Individual/group member' and 'Intermediaries/HRs log in'. The 'Individual/group member' option has a 'Next' button highlighted with a red box. The 'Intermediaries/HRs log in' option also has a 'Next' button.

Step 1: Get started

To get started, please enter your membership information, including your:

1. **Membership no. – the 16-digit number** printed on your Membership Certificate, medical card or membership card.
2. **HKID or Passport no.** – If you are entering HKID no., please enter the first 5 digits (including letters) in the format of A1234.
3. **Date of Birth** – You can either click the calendar icon to pick the date or enter the date directly in format of DD/MM/YYYY.

After filling in all required information, please click the “Submit” button to proceed to step 2.

Step 1: Get started

Please enter the correct membership number, HKID, and date of birth.

*Mandatory

Membership no. *

-

HKID/Passport no. (The first 5 digits, including letters)*

Date of birth*

📅

Step 2: Contact Verification

Please enter your mobile number and email address. **You can only use one email address for each myBupa account.**

To proceed, click the “Send Verification Code” button. You will receive **a one-time code via your email.**

Step 2: Contact Verification

Please enter your mobile no. and email address. We will need to verify your email to proceed to the next step.

Mobile no. *

Email address*

Please check your mailbox and enter the verification code received in myBupa's Contact Verification page. If you don't receive the verification code from your inbox within a few minutes, please look for our email containing the verification code in your junk or spam mail folder.

The verification code is valid for 30 minutes. If you'd like to get another verification code, please click "Resend Code" button within 30 minutes.

If you cannot complete the registration within 30 minutes, you may need to start the registration process from step 1 again.

After entering the correct verification code, please click "Verify" button to proceed to step 3.

Step 2: Contact Verification

Please enter your mobile no. and email address. We will need to verify your email to proceed to the next step.

Mobile no. *

Email address *

Verification code has been sent to your email. If it's not in your inbox, check your junk mail. This code is valid for 30 minutes. Please enter the code within the time limit or you may need to start over again.

Please input verification code *

Step 3: Account Creation

Now you can create your myBupa login ID and password.

Your Login ID must be at least 6 characters long, with combination of any letters, numbers or special characters of . - _ (special characters other than . - _ are not accepted).

Your password must be at least 8 characters long, with at least one lowercase letter, one uppercase letter, one number, and one special character of @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; (special characters other than @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; are not accepted).

Please read myBupa's Conditions of Use and Personal Information Collection Statement and simply click the checkboxes to accept them.

Click "Submit" button to finish the registration.

Step 3: Account Creation

Please enter the login ID and password you wish to use for myBupa.

Create Login ID*

Create password*

Confirm new password*

Accept Conditions of Use

Conditions of Use for myBupa

This page contains the Conditions of Use which apply to your access to and use of myBupa (also referred to as the 'Service') including the membership transactions you make using this service. Please read carefully through the Conditions of Use. Your use of the Service signifies your acceptance of these Conditions of

I have read and accepted the Conditions of Use

Personal Information Collection Statement

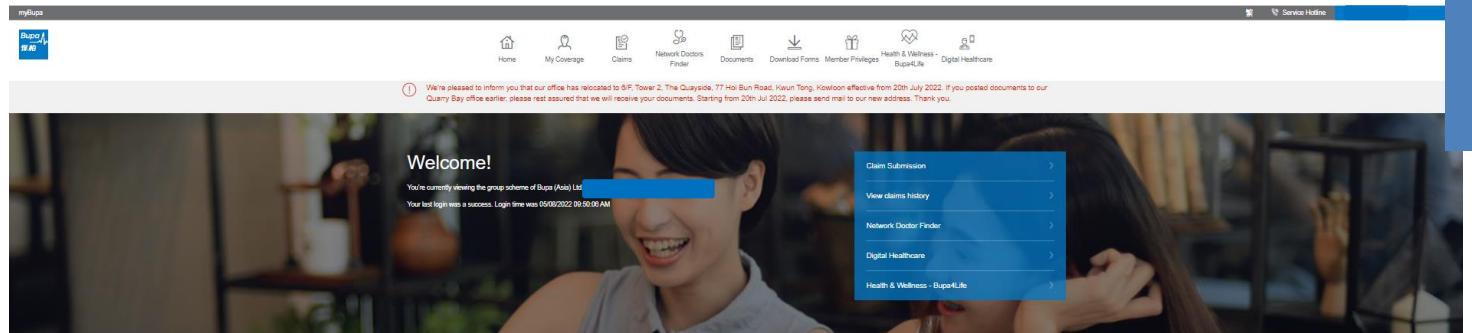
I have read and understood the terms of Personal Information Collection Statement .

Cancel

Submit

3. Confirm the registration

You will be logged in to myBupa automatically after your registration is completed successfully.



You will also receive a **welcome email** from myBupa.

Subject: Welcome to myBupa! 歡迎使用 myBupa !

Dear valued member,

Welcome to **myBupa!** Your account has been activated.

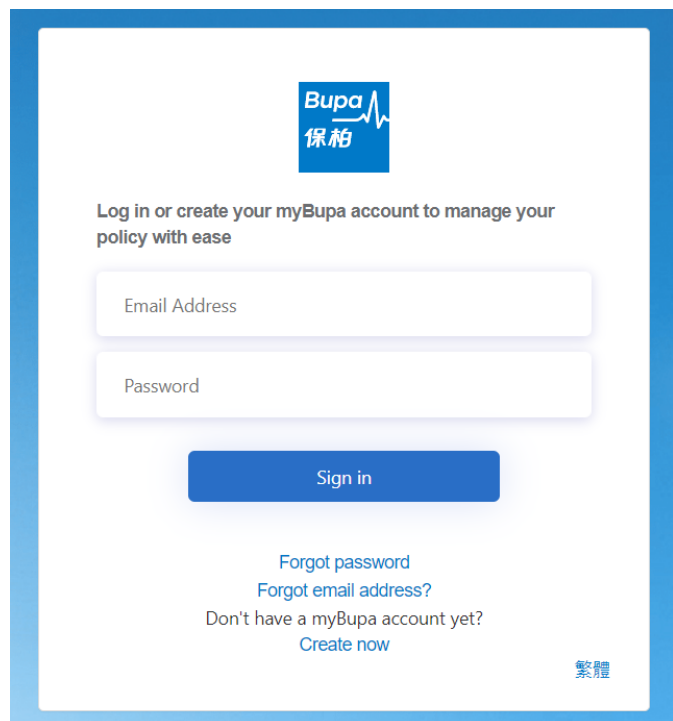
From now on, you can access information about your Bupa scheme(s) through **myBupa** from your desktop computer, tablet, and smartphone. To get the best user experience on your mobile device, we encourage you to download **myBupa** app from the App Store or Google Play.

We hope you will find it easier and more convenient to manage your Bupa health insurance scheme through **myBupa**.

Yours faithfully,
Bupa (Asia) Limited

4. Log in to myBupa account on web portal

You can use your **registered email and password** to log in to your myBupa account on web portal.



The screenshot shows the myBupa login page. At the top left is the Bupa logo with the Chinese characters '保柏'. Below the logo is the text 'Log in or create your myBupa account to manage your policy with ease'. There are two input fields: 'Email Address' and 'Password'. Below these fields is a blue 'Sign in' button. Underneath the button are three links: 'Forgot password', 'Forgot email address?', and 'Don't have a myBupa account yet? Create now'. In the bottom right corner of the page, there is a small link for '繁體' (Traditional Chinese).

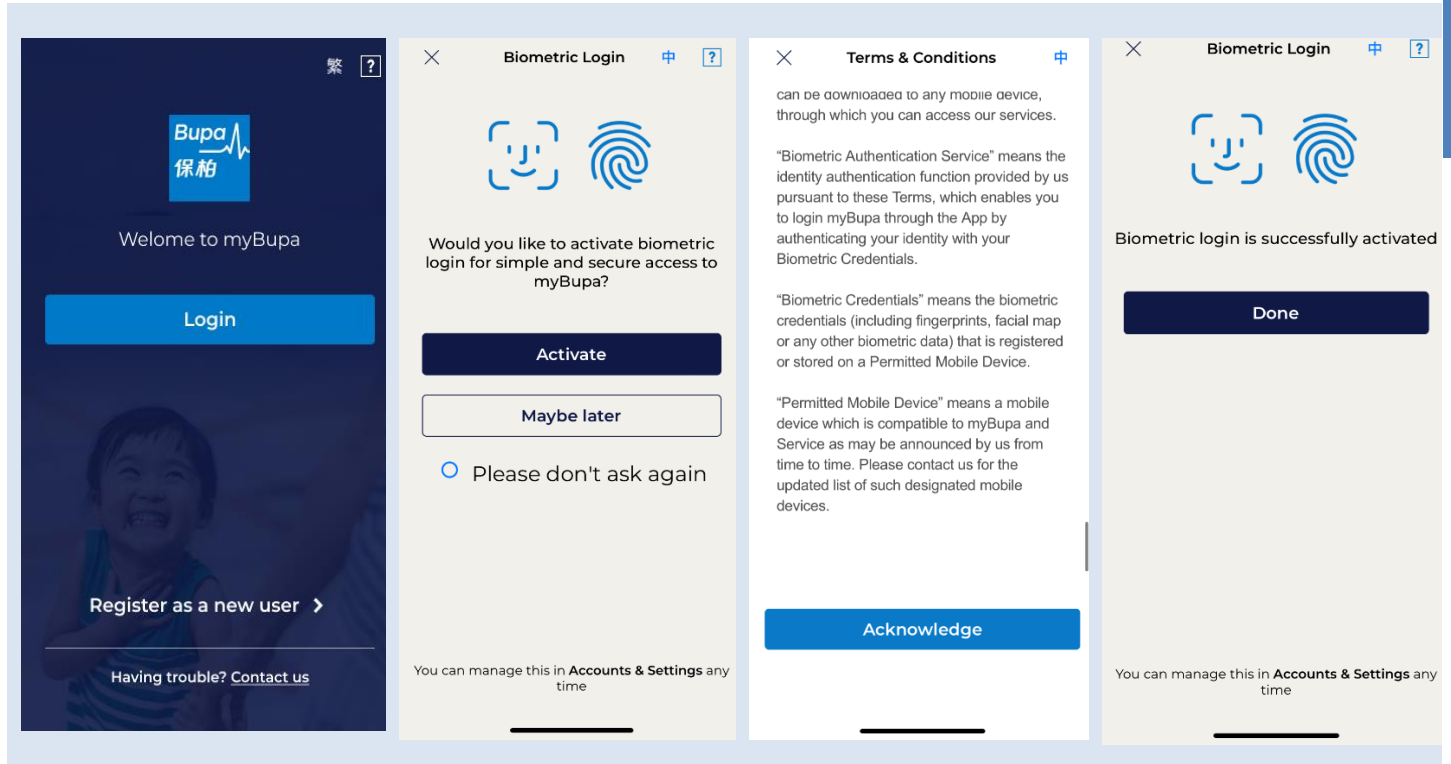
5. Use biometric authentication service on myBupa app

You can also use biometric authentication service for a simple and secure access to your myBupa account.

What should I know before using the service?

1. Biometric authentication service is a face or fingerprint recognition feature available to access myBupa App without having to enter email address/login ID and password.
2. Availability of Touch ID or Face ID on iPhone (IOS), Samsung (Android) and other mobile devices is dependent on the biometrics features available on the device and supporting platform.
3. The biometric authentication service supports iOS/Android mobile devices with fingerprint, facial and/or other biometric sensor and the following operating systems:
Apple iOS version 11.3 or above
Android OS version 9.0 (API28) or above
4. If you fail to activate the biometric authentication service, please check if it is disabled in your mobile device's settings.

How do I activate the service?



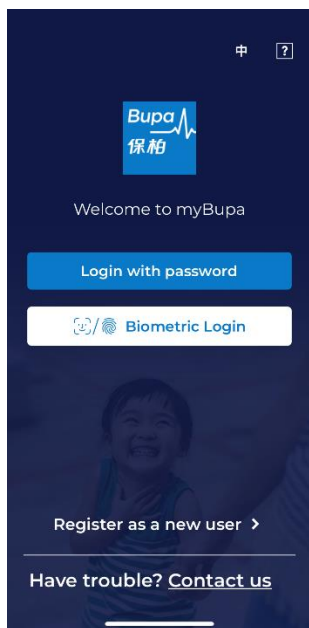
Step 1
Tap "Login"

Step 2
Tap "Activate"

Step 3
Acknowledge the
Terms & Conditions

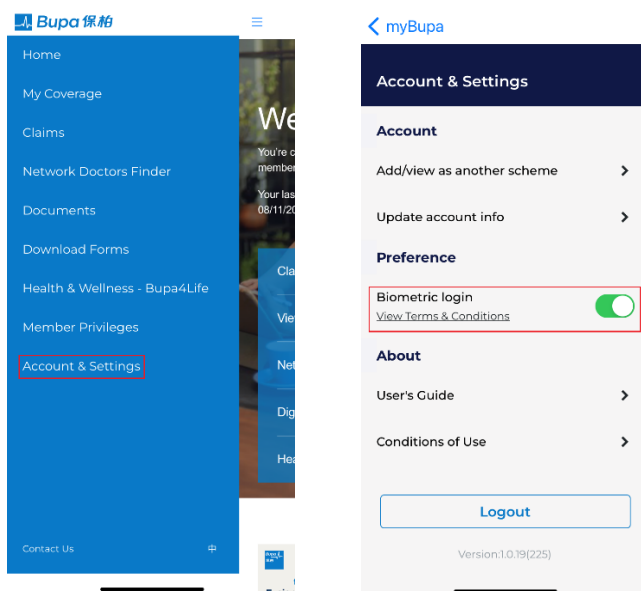
Step 4
Biometric login is
successfully activated

Next time when you log in, you can see this login page. Simply tap "Biometric Login" to access myBupa.



What should I do If I fail to activate the biometric authentication service?

Go to Accounts & Settings in myBupa menu and enable the service in your mobile device's settings.

**Reminder**

Every time when you disable the biometric login service and enable it again, you'll be required to accept our T&Cs again.

After activating the service, you'll receive an **email notification** from us.

Subject: Biometric authentication service enabled

Dear Member,

You've enabled the biometric authentication service on the **myBupa** app. If you haven't enabled the service, please contact the **myBupa** Helpline at 3572 0077 or by emailing customercare@bupa.com.hk immediately.

Thank you for using the **myBupa** app to manage your scheme anytime, anywhere.

Yours sincerely,
Bupa (Asia) Limited

This is an automatically generated email, please do not reply to this message.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify us.

FAQs on registration:**1. I've forgotten my password. What should I do?**

Simply follow the 3 steps below to reset your myBupa password:

1. Select your role as a member, enter your email address and date of birth.
2. Check your registered email on myBupa to get the verification code and enter the code to complete email verification.
3. Enter your new password twice to complete.

2. I've forgotten my email address used to log in to myBupa. What should I do?

Simply follow the 2 steps below to reset your email address on myBupa:

1. Select your role as a member and then enter the 3 key membership details.
2. Enter your new email address and click "Send Verification Code" to send the code to your new email address. Enter the verification code to complete the process.

FAQs on biometric authentication service:**3. Can I use biometric authentication service for multiple myBupa accounts on the same mobile device?**

No. Each mobile device can only be linked to one myBupa account for biometric authentication service. Alternatively, you can use your username and password to log in to another account or switch the use of the biometric authentication service to another account.

4. How can I switch the biometric authentication service to another myBupa account on the same device?

Log in to the myBupa account that you're using the biometric authentication service for, then deactivate it in Accounts & Settings. Then log in to another myBupa account and activate it in Accounts & Settings.

5. I've activated the biometric authentication service for my account on the myBupa app. Why isn't it working?

Please check if the biometric authentication service is disabled in your mobile device's settings.

6. Why do I need to reactivate the biometric authentication service for my myBupa account?

In any of the situations below, you're required to reactivate the biometric authentication service for your myBupa account:

- If there's any change to your fingerprint/facial recognition profile (e.g. add or delete fingerprint/face) in your mobile device
- If there's any change to the registered email address for your myBupa account
- If you've reinstalled the myBupa app

7. Can I keep using my username and password to log in to my myBupa account after enabling the biometric authentication service?

Yes, you can still use your username and password to log in to your account.

8. What're the system requirements for my mobile device to use the biometric authentication service?

The biometric authentication service supports iOS/Android mobile devices with fingerprint, facial and/or other biometric sensor and the following operating systems:

- Apple iOS version 11.3 or above
- Android OS version 9.0 (API28) or above

You must not use the myBupa app including its biometric authentication service on any mobile device or operating system that has been modified outside the mobile device's or operating system's vendor supported or warranted configurations. This includes devices that have been "jailbroken" or "rooted". The use of the myBupa app and its biometric authentication service on a jailbroken or rooted device may compromise security and could cause serious access violations. Downloading and using the myBupa app including its biometric authentication service on a jailbroken or rooted device is entirely at your own risk and Bupa will not be liable for any losses or any other consequences suffered or incurred as a result.

9. Will Bupa collect or store my fingerprint/facial recognition information?

No, Bupa won't collect or store your fingerprint/facial recognition information in the myBupa app or keep it for record in any situation.

10. What should I do if I've changed to a new mobile device?

You'll need to download the myBupa app and activate the biometric authentication service for your myBupa account in Accounts & Settings on your new device.

中文版本

1. 準備你的會員編號

你需於登記頁面輸入 **16 位數字會員編號**。

如你是保柏團體醫療保障計劃的會員，你的會員編號印於醫療卡或會員卡上。

如你是保柏個人醫療保障計劃的會員，你的會員編號印於會員證書、醫療卡或會員卡上。

2. 開始登記

你可透過以下兩個途徑建立 myBupa 帳戶：

1. 如你早前已向保柏提供電郵地址，我們會發送邀請登記電郵至你的電郵地址，請於邀請登記電郵中按「按此」進入登記頁面

或

2. 瀏覽 myBupa 網址 <https://mybupa.bupa.com.hk>，於登入頁面按「立即登記」連結。

邀請登記電郵



親愛的會員：

為了讓您隨時隨地管理您的保柏計劃，我們誠邀您登記 **myBupa** 一站式客戶服務網站。

透過 **myBupa**，您可輕易查閱您的保單資料，以及使用一系列快捷的網上服務例如跟進索償進度，遞交門診索償，搜尋網絡醫生等。

只須按以下連結，便可免費登記成為 **myBupa** 用戶。


立即登記

只需 **按此** 便可登記 **myBupa** 帳戶，您亦可於 App Store/ Google Play 下載 **myBupa** 免費手機應用程式進行登記。

多謝您選用保柏作為您的健康夥伴。

保柏（亞洲）有限公司 謹啟

myBupa 登入頁面



歡迎使用myBupa - 您的保單小管家

個人/團體會員亦可免費下載myBupa手機應用程式使用服務

個人/團體會員
登入或建立帳戶，輕鬆管理保單

中介人/人力資源部登入
中介人/人力資源部專用平台

下一步

下一步

第一步: 開始登記

請輸入會員資料以開始登記，包括：

1. **會員編號** – 你的 **16 位數字會員編號** 印於你的會員證書、醫療卡或會員卡上。
2. **香港身份證號碼/ 護照號碼** – 如你輸入香港身份證號碼，請輸入頭 **5 位數字** (包括英文字母)，例 A1234。
3. **出生日期** – 你可按日曆圖標以選擇出生日期，或以 日/月/年的格式直接輸入。

輸入所有以上資料後，請按「提交」進入第二步。

第一步: 開始登記

請輸入正確的會員編號、身份證號碼及出生日期。

會員編號 * * 必須填寫

香港身份證/ 護照號碼頭5位數字 (包括英文字母) *

出生日期 *

第二步: 驗證聯絡資料

請輸入你的手提電話號碼及電郵地址，**每個電郵地址只可用作登記一個 myBupa 帳戶**。

請按「發送驗證編號」，你將會以**電郵形式**收到一次性的驗證編號。

第二步: 驗證聯絡資料

請輸入您的手提電話號碼及電郵地址，我們需要驗證您的電郵地址以繼續下一步。

手提電話號碼 *

電郵地址 *

請檢查你的電郵郵箱以獲得你的驗證編號，如你未能收到驗證編號，請查閱你的垃圾郵件箱。

一次性驗證編號的有效時間為 30 分鐘，如你需要獲取另一個驗證編號，請於 30 分鐘內按「重新發送編號」，如你未能於 30 分鐘內輸入驗證編號，你則須由第一步開始重新進行登記。

輸入驗證編號後，按「驗證」以進入第三步。

第二步: 驗證聯絡資料

請輸入您的手提電話號碼及電郵地址，我們需要驗證您的電郵地址以繼續下一步。

手提電話號碼 *

98765432

電郵地址 *

mybupa@bupa.com.hk

驗證編號已發送到您的電郵地址，如您未收到，請查閱您的垃圾郵件箱。請於30分鐘內輸入此驗證編號，逾時須重新進行登記步驟。

請輸入驗證編號 *

重新發送編號

驗證

第三步: 建立帳戶

請建立你的登入名稱及密碼。

登入名稱須最少有 6 個字元，並包含任何英文字母、數字或 . - _ 的特別符號 (. - _ 以外的特別符號不可用作登入名稱)

密碼須最少有 8 個字元，並包含大楷及細楷英文字母、數字及 @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; 的特別符號 (@ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; 以外的特別符號不可用作密碼)

請細閱 myBupa 的「使用條款」及「個人資料收集聲明」，並剔選方格以接受條款及聲明。

請按「提交」以完成登記。

第三步: 建立帳戶

請輸入使用myBupa的帳戶號碼及密碼。

建立登入名稱*

接受使用條款

myBupa使用條款

本頁面包含適用於閣下對myBupa（亦稱「相關服務」）作出瀏覽及使用（包括閣下透過該等服務所進行的會員交易）的使用條款，敬請仔細閱讀全文。閣下使用相關服務，即代表閣下接受此等使用條款。在此等使用條款中，「我們」即指在香港註冊的保柏（亞洲）有限公司（【牌照號

我已閱讀並接受使用條款

個人資料收集聲明

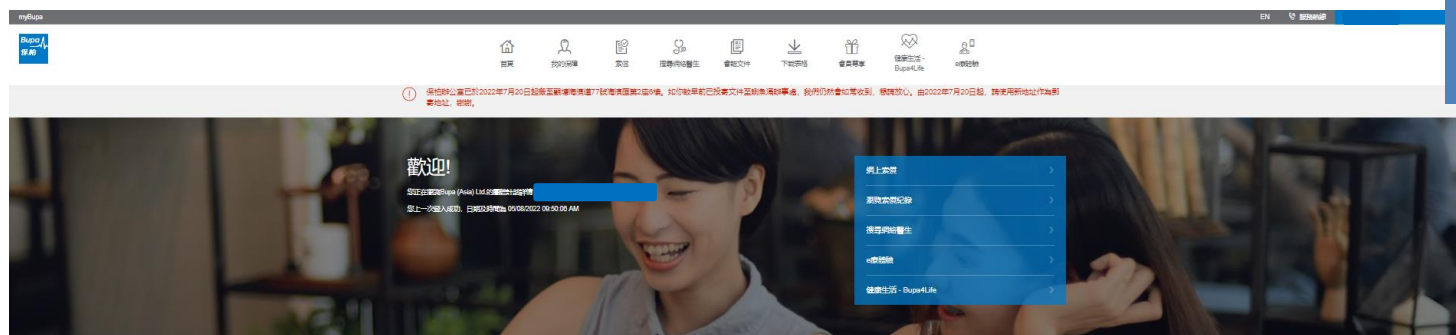
本人已細閱並明白 個人資料收集聲明。

取消

提交

3. 確定登記成功

當你成功登記後，你會自動登入 myBupa 首頁。



同時你亦會收到一個由 myBupa 發出的歡迎電郵。

Subject: Welcome to myBupa! 歡迎使用 myBupa !

親愛的會員：

歡迎使用 **myBupa**！您的 **myBupa** 帳戶現已啟用。

由現在起，您可在您的桌上電腦、平板電腦及智能手機瀏覽 **myBupa**。如想於智能手機獲更佳體驗，我們建議您於 App Store 或 Google Play 下載 **myBupa** 手機應用程式。

我們希望您透過 **myBupa** 管理您的保柏醫療保障計劃時，會感到更輕鬆方便。

保柏（亞洲）有限公司 謹啟

4. 於網站上登入 myBupa 帳戶

你可使用註冊的電郵地址和密碼，於網站上登入你的 myBupa 帳戶。



5. 使用 myBupa 手機應用程式的生物認證服務

你可使用生物認證服務，既簡單又安全地登入 myBupa 帳戶。

啟用服務前我需注意甚麼?

1. 生物認證服務是一種面部或指紋識別功能，無需輸入電子郵件地址/登入名稱和密碼即可登入 myBupa 手機應用程式。
2. 能否於 iPhone (iOS)、Samsung (Android) 和其他流動裝置上使用指紋或臉部登入功能，取決於有關裝置和支援平台上是否備有生物認證功能。
3. 生物認證服務支援備有指紋、臉部及/或其他生物識別傳感器的 iOS/Android 流動裝置以及以下操作系統：
 - Apple iOS 版本 11.3 或更高版本
 - Android 操作系統版本 9.0 (API28) 或更高版本
4. 如你啟用生物認證服務失敗，請於你的流動裝置的設定中查看有否停用生物認證服務。

我如何啟用服務？

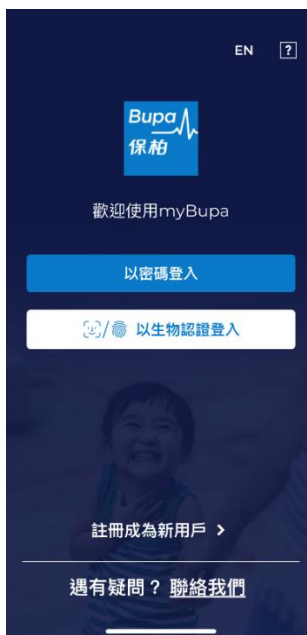
步驟 1
選擇「生物認證服務」

步驟 2
按「啟用」

步驟 3
確認接受「條款及細則」

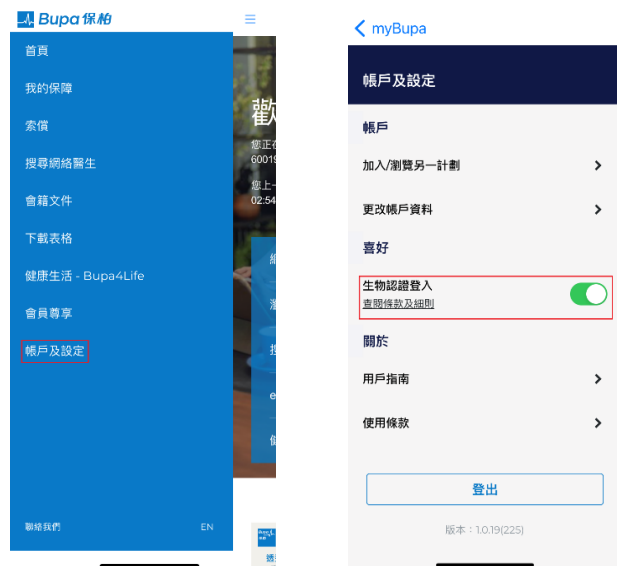
步驟 4
成功啟用生物認證服務

當你下次登入時，你會見到此登入頁面。按「以生物認證登入」即可登入 myBupa。



如我啟用服務失敗，應如何做？

進入 myBupa 目錄的帳戶及設定，並在你的流動裝置中啟用該服務。



提提你:

當你每次停用生物認證登入，然後再次啟用服務時，你必須重新確認接受條款及細則。

當你啟用服務後，你會收到我們發出的**電郵通知**。

主題: 啟用生物認證服務

親愛的會員：

你已啟用 **myBupa** 手機應用程式的生物認證服務。如你沒有啟用此服務，請即致電 **myBupa** 支援專線 3572 0077 或電郵至 customercare@bupa.com.hk 通知我們。

多謝你使用 **myBupa** 手機應用程式，隨時隨地管理你的計劃。

保柏(亞洲)有限公司 謹啟

此電郵為系統自動發出，請勿直接回覆。

此電郵內的資料及附件為保密資料，只供收件人使用。如你並非收件人，請與我們聯絡。

有關登記的常見問題:

1. 我忘記了我的登入密碼，應如何做？

你可依照以下三個步驟重設你的密碼：

1. 選擇會員為登入身份，輸入電郵地址及出生日期。
2. 查閱你在 myBupa 已登記的電郵以獲取驗證碼，然後輸入驗證碼以完成電郵驗證。
3. 輸入你的新密碼兩次以完成更新密碼程序。

2. 我忘記了我的登入電郵地址，應如何做？

你可依照以下兩個步驟重設你在 myBupa 的電郵地址：

1. 選擇會員為登入身份，然後輸入會籍資料。
2. 輸入你的新電郵地址，按「發送驗證編號」以獲取驗證碼。輸入驗證碼後便完成重設電郵地址程序。

有關生物認證服務的常見問題:

3. 我可否在同一個流動裝置上使用生物認證登入多於一個 myBupa 帳戶？

不能，每部流動裝置只能連結一個已登記生物認證的 myBupa 帳戶。你可使用用戶名稱及密碼登入另一個 myBupa 帳戶，或將生物認證服務轉換給另一個 myBupa 帳戶使用。

4. 如何轉換生物認證服務給另一個 myBupa 帳戶？

你可登入已經使用生物認證服務的 myBupa 帳戶，於帳戶及設定中停用生物認證服務。再登入另一個 myBupa 帳戶，於帳戶及設定中啟用生物認證服務。

5. 我已於 myBupa 手機應用程式上啟用了生物認證服務來登入我的 myBupa 帳戶，為何仍未能成功？

請於你的流動裝置的設定中查看有否停用生物認證服務。

6. 為何我需要為我的 myBupa 帳戶重新啟用生物認證服務？

於下列情況下，你需要為你的 myBupa 帳戶重新啟用生物認證服務：

- 當流動裝置內的指紋/臉部紀錄有任何更改（如增加或移除指紋/臉部紀錄）
- 當你的 myBupa 帳戶的註冊電郵地址有所更改
- 當你重新安裝 myBupa 手機應用程式

7. 啟用生物認證服務後，我可繼續使用用戶名稱和密碼登入 myBupa 帳戶嗎？

可以，你仍可繼續使用用戶名稱和密碼登入 myBupa 帳戶。

8. 如要使用生物認證服務，我的手機需要什麼系統要求？

生物認證服務支援備有指紋、臉部及/或其他生物識別傳感器的 iOS/Android 流動裝置以及以下操作系統：

- Apple iOS 版本 11.3 或更高版本
- Android 操作系統版本 9.0 (API28) 或更高版本

你不得於已在流動裝置或操作系統供應商支援或保修的配置範圍以外進行了修改的任何流動裝置或操作系統上使用 myBupa 應用程式，包括其生物認證服務，這些修改包括軟件保護被破解 (jailbroken) 或已開放根目錄權限 (rooted) 的裝置。於軟件保護被破解 (jailbroken) 或已開放根目錄權限 (rooted) 的裝置上使用 myBupa 應用程式及其生物認證服務可能會危及保安安全並可能導致嚴重的違規進入。於軟件保護被破解 (jailbroken) 或已開放根目錄權限 (rooted) 的裝置上下載及使用 myBupa 應用程式及其生物認證服務的風險將由你本人完全承擔，保柏概不就任何因此而招致的損失或其他後果承擔責任。

9. 保柏是否會收集或儲存我的指紋/臉部資料？

不會，保柏在任何情況下都不會於 myBupa 手機應用程式中收集或儲存你的指紋/臉部資料，亦不會於任何內部紀錄中儲存。

10. 如我轉用新的流動裝置，應如何做？

你需要於新的裝置下載 myBupa 手機應用程式，並於帳戶及設定中啟用生物認證服務。

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