

Logging in

Consumer Intermediary Portal



Logging in

Consumer Intermediary Portal

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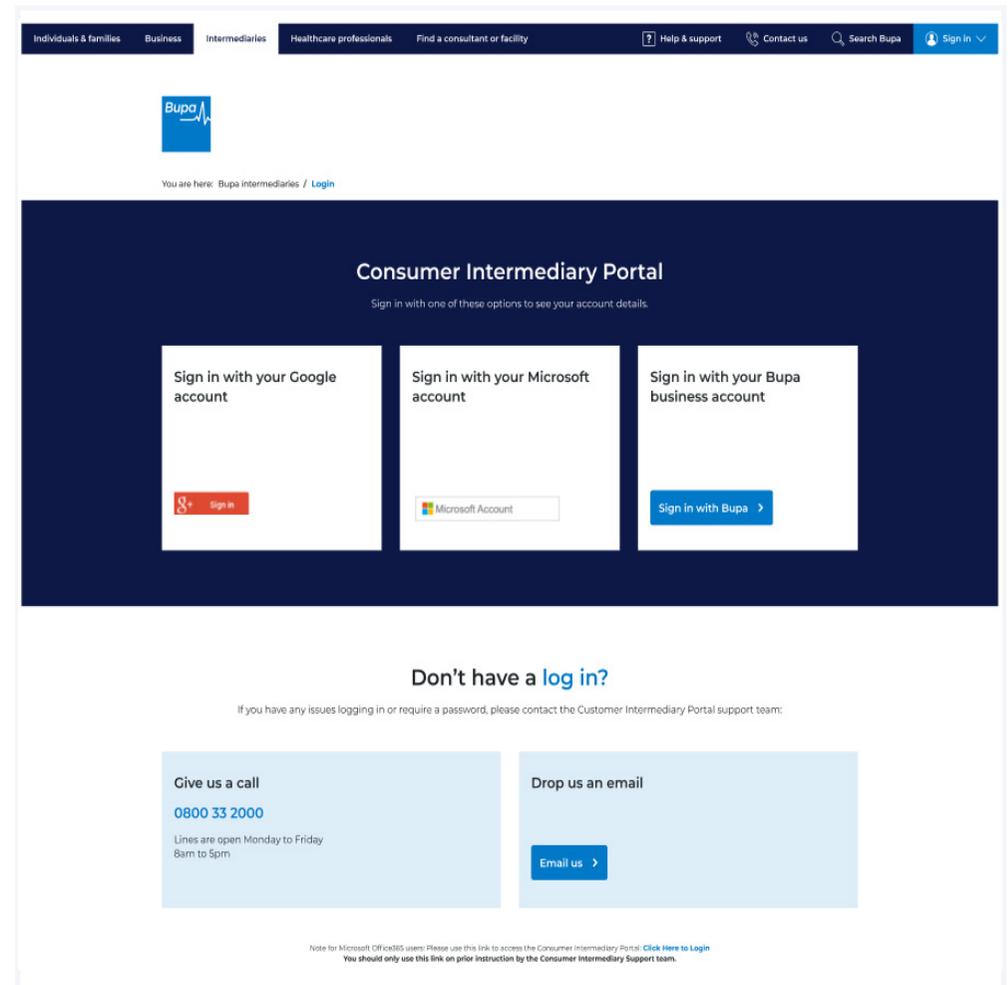
Logging in for the first time

Before logging into the new portal, you will be presented with three options. Please either select the Google or Microsoft option when you first log in.

Regardless of if you already hold a Bupa business account, the migration journey detailed in this guide, will transfer your active account and details into a single Bupa log in that you can use on the new consumer and existing Bupa Connect portal.

Important

Do not use the 'Bupa business account login' option if this is your first time logging into the new portal





Portal migration

First login

Here you'll have the opportunity to update to a new Bupa log in. To start this process, you'll need to click **Update my details**.

You'll have the option to update this later and can do this by clicking **Skip for now and login**.

Note

If you do choose to skip this step, you'll be greeted with this same page upon your next log in as your details will need to be updated within the first 6-8 weeks.

Individuals & families Business Intermediaries Healthcare professionals Find a consultant or facility Help & support Contact us Search Bupa Sign in

Bupa

You are here: Bupa intermediaries / Login

Update your login details

We noticed you've used your personal login details to access the Consumer Intermediary Portal.

You'll soon be asked to login using Bupa credentials, so any Gmail or Microsoft logins won't be able to access the portal.

But don't worry, we are making it nice and easy to get that sorted.
All it means is you'll use the email listed below or another one to finish setting up new login details moving forward.
you can do this right now, it'll only take a few minutes, or you can wait and do it later. It's up to you.

Here's what you need to do

1. Check the email we currently have for you is the one you want to use
2. If you're happy, click 'Update my details' to finish setting up your new login
3. If you want to give a new email address, you can do this on the next page.

Your current login email address is: clpbusinessstesttwo@outlook.com
Updating your login email address won't affect your **contact** email address we hold for you.

Update to a Bupa login now

You're all set to update to a new Bupa login and finish setting up your new details.

[Update my details >](#)

Update later

You can log in with your existing details for now but you will need to update them prior to 01 May 2022.
After that, you won't be able to login using your current email address.

[Skip for now and log in >](#)



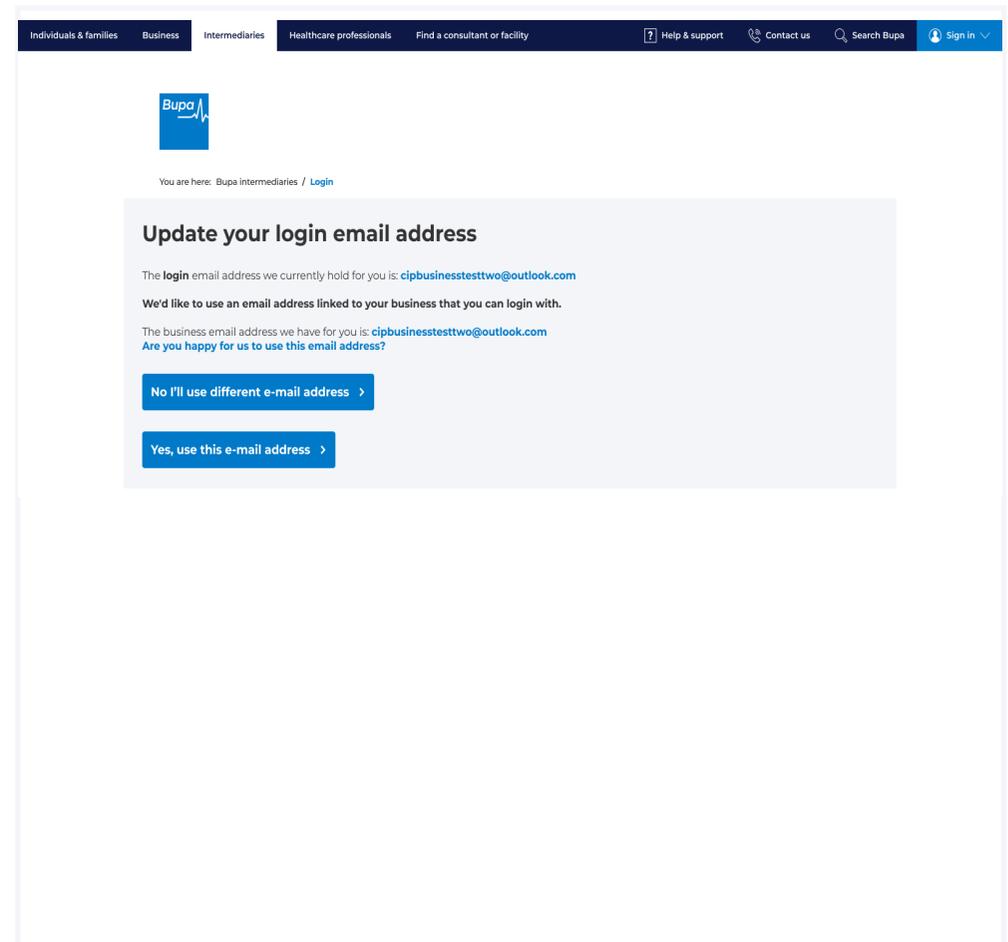
Portal migration

Transfer to a business email address

Next, you'll see the email address we currently hold for you. You'll be prompted here to use an email address linked to your business to login in the future.

If you're happy for us to set up a new email address, click **No, I'll use a different email address.**

If you'd like to proceed with your current email address [click here.](#)





Portal migration

New login email address

This screen will enable you to enter your business email address.

To do this, click into the text field and type in your address.

Click **Continue** to move to the next step.

Note

The business email ID to be used for the login needs to be unique to you and should not be a common or group email ID. You'll need access to the address for verification purposes.

The screenshot shows the Bupa portal migration interface. At the top, there is a navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar, there are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo and a breadcrumb trail: 'You are here: Bupa intermediaries / Login'. The main heading is 'Provide a new login email address'. Below this, it states: 'The current email address we have for you is: cipbusinessstestwo@outlook.com'. It then says: 'Your new login email address needs to be your business email address.' and 'The contact email address we hold for you will remain the same and can be changed only by contacting Bupa.' The main content area is titled 'New login email address' and contains the text: 'This is the email you'll use when it comes to logging in to your account. This can be but does not need to be the same as the above address.' Below this text is a text input field labeled 'Email address' and a blue 'Continue >' button.

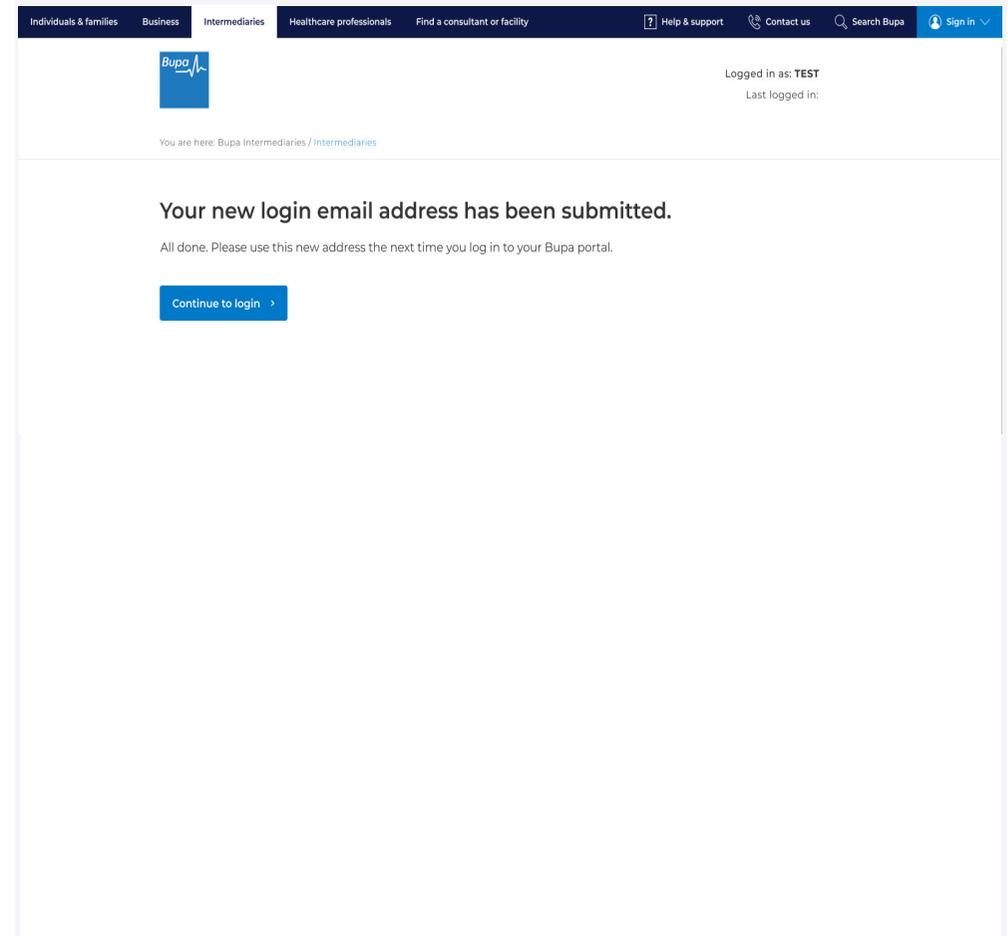


Portal migration

Continue to login

This screen will confirm that your new login email address has been submitted.

You can now log into the Consumer Intermediary Portal using your new address by clicking **Continue to login**.





Portal migration

Multi-factor authentication

You'll now be taken through a four-step registration journey to set up a password, verify your email ID, set up account recovery questions and a memorable number.

This builds up the new multi-factor authentication feature which adds an extra layer of security for you and your customers.

The first step of the registration journey is password setup.

Use the text boxes to create and confirm your password.

Note

Passwords need to meet the following criteria:

- eight or more characters
- at least one upper and lower case character
- at least one number

The screenshot shows the Bupa registration page. The navigation bar at the top includes links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. There are also links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The main content area is titled 'Complete your registration' and contains the following fields and instructions:

- First name:** Input field with 'Craig' entered.
- Last name:** Input field with 'Culbert' entered.
- Email address:** Input field with 'craiglest@gmail.com' entered.
- Create password:** Input field.
- Confirm password:** Input field.

Instructions for password creation:

- Passwords need to include:
 - Eight or more characters
 - At least one upper and lower case character
 - At least one number

Below the password fields, there is a checkbox for 'Check this box to accept the Terms of Use and acknowledge that you have read our Privacy Policy'. Below that, a link for 'optmeout@bupa.com' is provided for those who do not want marketing. A 'Continue >' button is at the bottom of the form. At the very bottom, there is a link for 'Already have an account? Log in'.



Portal migration

Multi-factor authentication

The next step of the registration journey is email verification, where the business email address you provided earlier is validated.

A six-digit code will be emailed to this address.

Please use the boxes provided to enter the six-digit verification code.

Click **Continue**.

Note

While our expectation is for this email to arrive within a few minutes, in busy periods it may take up to an hour.

The screenshot shows the 'Verify your email address' page in the Bupa portal. The page has a dark blue header with navigation links: 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the header are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The main content area features the Bupa logo at the top left. The title 'Verify your email address' is centered. Below the title, there is a message: 'We've just sent you a 6 digit code to your email address. It may take a few minutes to arrive.' This is followed by the instruction 'Please enter your verification code' and a row of six empty input boxes. A 'Continue >' button is positioned below the boxes. At the bottom of the form area, there are two links: 'Resend verification code' and 'Back'. A 'Need help?' section is located at the bottom of the page, with text stating: 'If you need support regarding your account, please call us and select option 2 on 0800 33 2000. Lines are open Monday to Friday 8am to 5pm. We may record or monitor our calls.'



Portal migration

Multi-factor authentication

The next step enables you to create security questions. This additional layer will help you to quickly regain access to your account if you forget your login details.

Use the drop-down fields to select the questions and answers.

Note

Answers to these questions are case-sensitive.

The screenshot shows the 'Your account recovery method' page. At the top, there is a navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar, there are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area is titled 'Your account recovery method' and contains the following text: 'Please select and answer the security questions below.' and 'These questions will help us verify your identity should you forget your password. Please note, the answers are case sensitive.' There are three security questions, each with a dropdown menu for selecting a question and a text input field for the answer. The questions are labeled 'Security question 1', 'Security question 2', and 'Security question 3'. At the bottom of the form, there is a 'Continue >' button.



Portal migration

Multi-factor authentication

When all questions and answers have been selected, you can continue to the next step of the process by clicking **Continue**.

Individuals & families Business Intermediaries Healthcare professionals Find a consultant or facility Help & support Contact us Search Bupa Sign in

Your account recovery method

Please select and answer the security questions below.

These questions will help us verify your identity should you forget your password. Please note, the answers are case sensitive.

Security question 1

What was the name of your first pet? ▼

Timms

Security question 2

What is your dream job? ▼

Belly dancer

Security question 3

What was the model of your first car? ▼

Skoda

Continue >

Live Chat



Portal migration

Multi-factor authentication

The final step of the registration journey is memorable number creation.

Please use the boxes provided to enter a six-digit number.

This feature reduces the risk of compromised passwords.

When you've chosen a memorable number, click **Continue**.

Note

You'll be required to enter two of these digits at each login from this point onwards.

The screenshot shows the Bupa portal interface for creating a memorable number. At the top, there is a navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar, there are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area is titled 'Create memorable number' and includes the following text: 'For some extra account security, please enter a memorable 6 digit number.' Below this text is the prompt 'Please enter a memorable number' followed by six empty input boxes. A 'Continue >' button is located below the input boxes, and a 'Learn more' link is positioned at the bottom of the form area.



Portal migration

Welcome to your Home page

Following successful completion of the portal migration journey, you should now arrive at the new improved **Home** page.

The screenshot shows the Bupa Intermediaries Home page. The navigation bar includes links for Individuals & families, Business, Intermediaries (selected), Healthcare professionals, and Find a consultant or facility. It also features Help & support, Contact us, Search Bupa, and a Sign in button. The main content area is titled 'Your consumer intermediary portal' and contains three sections: 'Get a new quote', 'Your outstanding actions', and 'Your current quotes'.

Get a new quote
Personal and sensitive information is needed for each applicant. By creating a quote, you're confirming that your client has supplied and agreed to you sharing these details with us.
Start a quote for any of these clients:
FMU/MOR ● Switch ● XGS ● [Start new quote >](#)

Your outstanding actions
Actions highlighted in red have exceeded a 30-day resolution.

Name	Product type	Ref ID	Order date	Days outstanding	Action
test name	BBY	BBY0001946P	18/09/2020	238	↓ ▶
test name	BBY	BBY0001946P	18/09/2020	238	↓ ▶
test name	BBY	BBY0001946P	18/09/2020	238	↓ ▶
test name	BBY	BBY0001946P	18/09/2020	238	↓ ▶
test name	BBY	BBY0001946P	18/09/2020	238	↓ ▶

Show 1-5 of 4,387 records

Your current quotes [View all actions >](#)
You'll find your most recent quotes shown first. All quotes remain valid for 14 days after you create them.

Name	Product type	Ref ID	No. of quotes	Frequency	Price	Date quoted	Status	Action
------	--------------	--------	---------------	-----------	-------	-------------	--------	--------



New registration

Multi-factor authentication

You'll now be taken through a four-step registration journey to set up a password, verify your email ID, set up account recovery questions and a memorable number.

This builds up the new multi-factor authentication feature which adds an extra layer of security for you and your customers.

The first step of the registration journey is password setup.

Use the text boxes to create and confirm your password.

Note

Passwords need to meet the following criteria:

- eight or more characters
- at least one upper and lower case character
- at least one number

The screenshot shows the Bupa website's registration page. The navigation bar at the top includes links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. There are also links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The main content area is titled 'Complete your registration' and contains the following fields and instructions:

- First name:** Input field with 'Craig' entered.
- Last name:** Input field with 'Culbert' entered.
- Email address:** Input field with 'craiglest@gmail.com' entered.
- Create password:** Input field.
- Confirm password:** Input field.

Instructions for password creation:

- Passwords need to include:
 - Eight or more characters
 - At least one upper and lower case character
 - At least one number

Below the password fields, there is a checkbox for 'Check this box to accept the Terms of Use and acknowledge that you have read our Privacy Policy'. A link for 'optmeout@bupa.com' is provided for those who do not want marketing. A 'Continue >' button is at the bottom of the form. A link for 'Log in' is also present for existing users.



New registration

Multi-factor authentication

The next step of the registration journey is email verification, where the business email address you provided earlier is validated.

A six-digit code will be emailed to this address.

Please use the boxes provided to enter the six-digit verification code.

Click **Continue**.

Note

While our expectation is for this email to arrive within a few minutes, in busy periods it may take up to an hour.

The screenshot shows the 'Verify your email address' page on the Bupa website. The page has a dark blue header with navigation links: 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the header are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The main content area features the Bupa logo at the top left. The title 'Verify your email address' is centered. Below the title, there is a message: 'We've just sent you a 6 digit code to your email address. It may take a few minutes to arrive.' This is followed by the instruction 'Please enter your verification code' and a row of six empty input boxes. A 'Continue >' button is positioned below the input boxes. There are two links: 'Resend verification code' and 'Back'. At the bottom, there is a 'Need help?' section with the text: 'If you need support regarding your account, please call us and select option 2 on 0800 33 2000. Lines are open Monday to Friday 8am to 5pm. We may record or monitor our calls.'



New registration

Multi-factor authentication

The next step enables you to create security questions. This additional layer will help you to quickly regain access to your account if you forget your login details.

Use the drop-down fields to select the questions and answers.



Answers to these questions are case-sensitive.

Individuals & families Business Intermediaries Healthcare professionals Find a consultant or facility Help & support Contact us Search Bupa Sign in

Your account recovery method

Please select and answer the security questions below.

These questions will help us verify your identity should you forget your password. Please note, the answers are case sensitive.

Security question 1

Please select

Answer to question

Security question 2

Please select

Answer to question

Security question 3

Please select

Answer to question

Continue >



New registration

Multi-factor authentication

When all questions and answers have been selected, you can continue to the next step of the process by clicking **Continue**.

Individuals & families Business Intermediaries Healthcare professionals Find a consultant or facility Help & support Contact us Search Bupa Sign in

Your account recovery method

Please select and answer the security questions below.

These questions will help us verify your identity should you forget your password. Please note, the answers are case sensitive.

Security question 1

What was the name of your first pet? ▼

Timms

Security question 2

What is your dream job? ▼

Belly dancer

Security question 3

What was the model of your first car? ▼

Skoda

Continue >

Live Chat



New registration

Multi-factor authentication

The final step of the registration journey is memorable number creation.

Please use the boxes provided to enter a six-digit number.

This feature reduces the risk of compromised passwords.

When you've chosen a memorable number, click **Continue**.

Note

You'll be required to enter two of these digits at each login from this point onwards.

The screenshot shows the 'Create memorable number' page. At the top, there is a navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area has the heading 'Create memorable number' and a sub-heading 'For some extra account security, please enter a memorable 6 digit number.' Below this is a prompt 'Please enter a memorable number' followed by six empty input boxes. A 'Continue >' button is located below the input boxes, and a 'Learn more' link is at the bottom.



Sign in

Enter your Bupa account details

This stage will require you to retype your Bupa account details including email address and password.

When entered, click **Sign in**.

[If you've forgotten your email address click here.](#)

The screenshot shows the Bupa website's sign-in page. At the top, there is a dark navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar are links for 'Help & support', 'Contact us', 'Search Bupa', and a 'Sign in' button with a dropdown arrow. Below the navigation bar is the Bupa logo. The main content area is titled 'Sign in' and contains the text 'Enter your Bupa account details'. There are two input fields: 'Email address' and 'Password'. Below the 'Email address' field is a link for 'Forgotten your email address?'. Below the 'Password' field is a link for 'Forgotten your password'. At the bottom of the form is a blue 'Sign in' button with a right-pointing arrow. Below the button is the text 'Don't have an account yet? [Create one](#)'. A mouse cursor is pointing at the 'Sign in' button.



Sign in

Enter your memorable number

Next, you'll be required to enter two digits from your six-digit memorable number.

These digits will be selected at random and will change with each login.

When the two digits have been entered, click **Login**.

[If you've forgotten your email address click here.](#)

The screenshot shows the Bupa login interface. At the top, there is a dark navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area is titled 'Enter 2 digits from your memorable number'. Below the title, it says 'Please enter the following digits from your memorable number'. There are two input fields labeled '2nd digit' and '6th digit'. Below these fields is a link for 'Forgotten memorable number'. At the bottom of the form, there is a blue 'Login >' button with a hand cursor pointing to it, and a '< Back' link.



Sign in

Welcome to your Home page

Following successful completion of the new registration journey, you should now arrive on the new improved **Home** page.

The screenshot shows the Bupa Intermediaries Home page. The navigation bar includes links for Individuals & families, Business, Intermediaries (selected), Healthcare professionals, and Find a consultant or facility. There are also links for Help & support, Contact us, and Search Bupa. The user is logged in as Name Surname, with links to Edit profile and Log off.

The main content area is titled "Your consumer intermediary portal" and features a "Get a new quote" section. This section includes a warning that personal and sensitive information is needed for each applicant. Below this, there are radio buttons for "Start a quote for any of these clients": FMU/MOR, Switch, and XGS. A "Start new quote" button is also present.

The "Your outstanding actions" section shows a table of actions that have exceeded a 30-day resolution. The table has columns for Name, Product type, Ref ID, Order date, Days outstanding, and Action. All entries in this table are highlighted in red.

Name	Product type	Ref ID	Order date	Days outstanding	Action
test name	BBY	BBY0001946P	18/09/2020	238	
test name	BBY	BBY0001946P	18/09/2020	238	
test name	BBY	BBY0001946P	18/09/2020	238	
test name	BBY	BBY0001946P	18/09/2020	238	
test name	BBY	BBY0001946P	18/09/2020	238	

Below the table, it says "Show 1-5 of 4,387 records".

The "Your current quotes" section shows a table of current quotes. The table has columns for Name, Product type, Ref ID, No. of quotes, Frequency, Price, Date quoted, Status, and Action. The first entry is for a quote with a status of "Awaiting documents".

Name	Product type	Ref ID	No. of quotes	Frequency	Price	Date quoted	Status	Action
test name	BBY	BBY00274805P	1	Monthly	£84.43	18/05/2023	Awaiting documents	



Forgotten email address

Account email reminder

If you've forgotten the email address linked to your account, you can follow this journey to be reminded of the email address chosen.

To start this journey, enter your first name and last name.

Click **Continue**.

The screenshot shows the Bupa website's 'Forgotten your login email address' page. The page has a dark blue navigation bar at the top with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area has the heading 'Forgotten your login email address' and a sub-heading 'Enter your first name and last name to reset.' There are two input fields: 'First name' and 'Last name'. Below the input fields is a 'Continue >' button.



Forgotten email address

Multi-factor authentication

The next stage of account recovery will require you to answer one of your three security questions.

This question will be generated at random.

When the question has been answered, click **Continue**.

The screenshot shows the Bupa website's account recovery interface. At the top, there is a navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area is titled 'Your account recovery method' and includes the instruction: 'Please provide an answer to the following security question.' Underneath, there is a section labeled 'Security question' with a text input field containing the question 'What was the name of your first pet?'. Below this is another text input field containing the answer 'Timms'. A 'Continue >' button is positioned below the answer field, and a '< Back' link is located to the left. At the bottom of the page, there is a 'Need help?' section with the text: 'If you need support regarding your account, please call us and select option 2 on **0800 33 2000**. Lines are open Monday to Friday 8am to 5pm. We may record or monitor our calls.'



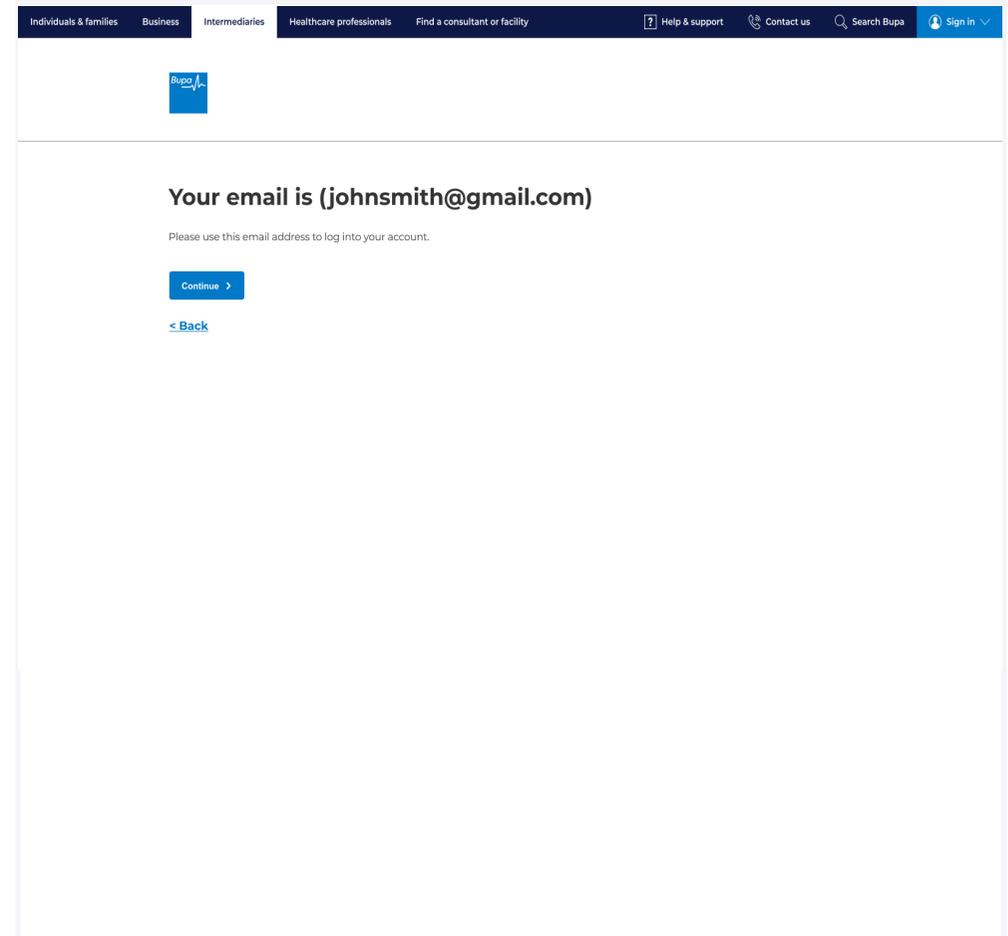
Forgotten email address

Account email reminder

Your account email address will now be displayed.

Click **Continue** to go back to the login page where you can enter your email address to log into your account.

[Go to Sign in](#)





Forgotten password

Account password reminder

If you've forgotten the password linked to your account, you can follow this journey to reset your password.

To start this journey, enter your email address.

Click **Continue**.

Individuals & families Business Intermediaries Healthcare professionals Find a consultant or facility Help & support Contact us Search Bupa Sign in

Bupa

Forgotten your password

Enter your login email address to reset

Email address

Continue >

< Back



Forgotten password

Multi-factor authentication

The next step of the reset password journey is email verification, where the business email address linked to your account is validated.

A six-digit code will be emailed to this address.

Please use the boxes provided to enter the six-digit verification code.

Note

While our expectation is for this email to arrive within a few minutes, in busy periods it may take up to an hour.

The screenshot shows the Bupa website's password reset verification page. The navigation bar at the top includes links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. There are also links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The main content area features the Bupa logo and the heading 'Enter verification code'. Below this, it states: 'We've just sent you a 6 digit code to your (*****@bupa.com). It might take a few minutes to arrive.' There is a prompt 'Please enter your verification code' followed by six empty input boxes. A link for 'Resend verification code' is provided. The next section is 'Reset your password', which includes two password input fields with toggle icons for visibility. To the right, a list of requirements for passwords: 'Passwords need to include: Eight or more characters, At least one uppercase, At least one lowercase, At least one number'. There are 'Continue' and '< Back' buttons. At the bottom, there is a 'Need Help?' section with contact information: 'If you need support regarding your account, please call us on 0345 608 0898. Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.'



Forgotten password

Multi-factor authentication

Now you can enter a new password using the text box provided, then confirm the password.

Once both boxes have been completed, click **Continue** to go back to Sign in.

[Go to Sign in](#)

Note

Passwords need to meet the following criteria:

- eight or more characters
- at least one upper and lower case character
- at least one number

The screenshot shows the Bupa website's password reset interface. At the top, there is a navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right side of the navigation bar are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. Below the navigation bar is the Bupa logo. The main content area is titled 'Enter verification code'. It states: 'We've just sent you a 6 digit code to your (*****@bupa.com). It might take a few minutes to arrive.' Below this is a prompt 'Please enter your verification code' followed by six input boxes containing the numbers 1 through 6. There is a link for 'Resend verification code'. Below that is the 'Reset your password' section, which includes two password input fields: 'Enter a password' and 'Confirm password'. To the right of these fields are the password requirements: 'Passwords need to include:' followed by a list: 'Eight or more characters', 'At least one uppercase', 'At least one lowercase', and 'At least one number'. There is a 'Continue >' button and a '< Back' link. At the bottom, there is a 'Need Help?' section with contact information: 'If you need support regarding your account, please call us on 0345 608 0898' and 'Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.' A 'Live Chat' icon is located in the bottom right corner.



Forgotten memorable number

Multi-factor authentication

If you've forgotten the memorable number linked to your account, you'll be brought to this page.

Here, you'll be required to answer one of your three security questions.

This question will be generated at random.

The screenshot shows the Bupa website's security question and memorable number reset page. The page has a dark blue navigation bar at the top with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. There are also links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The Bupa logo is in the top left corner. The main content area is white and contains the following sections:

- Enter your security question**: A heading followed by the instruction 'Please provide an answer to the following security question.' Below this is a text input field with the question 'What was the name of your first pet?' and a text input field containing the answer 'Timms'.
- Reset your memorable number**: A heading followed by the label 'Memorable number' and six empty square input boxes for digits.
- A 'Continue >' button.
- A '< Back' link.
- Need help?**: A heading followed by the text 'If you need support regarding your account, please call us and select option 2 on **0800 33 2000**'. Below this is the text 'Lines are open Monday to Friday 8am to 5pm. We may record or monitor our calls.'



Forgotten memorable number

Multi-factor authentication

Next, you'll be required to reset your memorable number.

To do this, add in a new six-digit memorable number using the boxes provided.

Click **Continue** to go back to the **Sign in** page.

[Go to Sign in](#)

Note

You'll be required to enter two of these digits at each login from this point onwards.

Individuals & families Business Intermediaries Healthcare professionals Find a consultant or facility Help & support Contact us Search Bupa Sign in

Bupa

Enter your verification code

Please provide an answer to the following security question.

Security question

What was the name of your first pet?

Timms

Reset your memorable number

Memorable number

1 2 3 4 5 6

Continue >

< Back

Need Help?

If you need support regarding your account, please call us on **0345 608 0898**

Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.

Live Chat

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