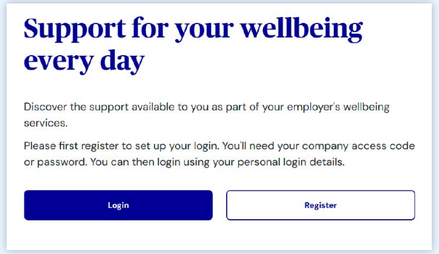
Support for your health and wellbeing, every day

How to register and login to your wellbeing platform

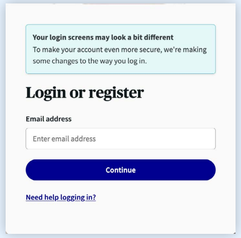
If you're new to the platform

If it's your first time on our platform, and you don't already have an AXA Health login for one of our health and wellbeing services, you'll need to create an account.

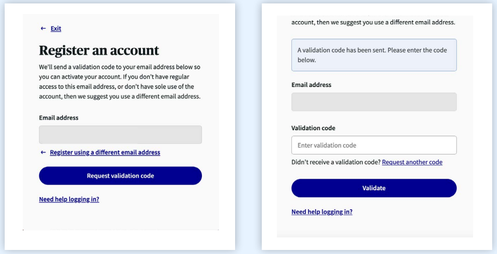
1 Visit **www.axabesupported.co.uk** and click **Register** to create your account.



2 Enter your email – this can be either your personal or work email.



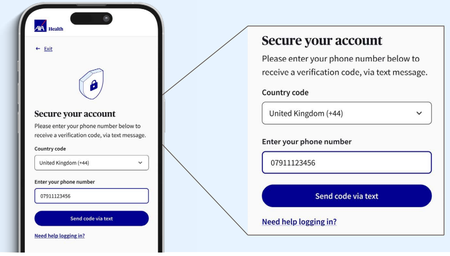
3 We'll send a validation code to your email address (this is separate to your company access code). Enter this code and click validate to proceed.



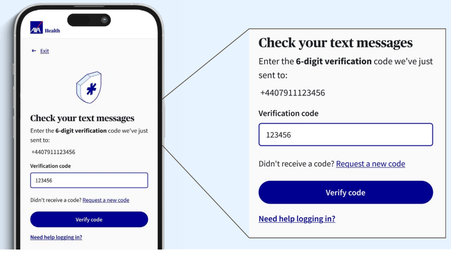
4 Create a memorable password.



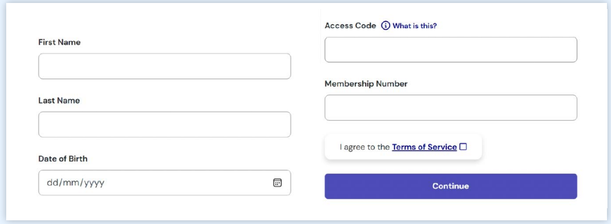
5 Secure your account by entering your phone number to receive a verification code and click **Send code via text**.



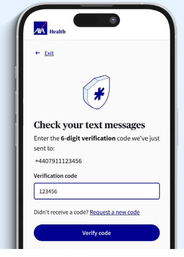
6 We'll send you a verification code by text message. Enter the 6-digit verification code and click **Verify code**.



7 Enter your employer's unique company access code and your AXA Health private healthcare membership number if you have one, which you can find on any scheme documents we've sent you (otherwise ignore), then accept the terms and conditions to enter.



8 For subsequent logins, a verification code is sent by text message to the registered phone number. If you log in within 24 hours of entering, this won't be asked for again.



Frequently Asked Questions

How will my data be managed?

At AXA Health we place the highest priority on providing quality services and protecting what matters to our customers. This means you can be confident that all data and personal information we hold is safe and secure.

The same is true for those who support our services. The way your data is managed is set out in the linked privacy policy.

Why are you asking for my phone number to login?

Providing your telephone number provides an extra layer of security that helps protect your online account.

Alongside your usual log in process, we'll ask you to verify your identity using an additional verification code. This ensures your information remains private and secure.

My phone number has changed. What should I do?

You'll need to contact us on 0800 302 9133 so we can verify your identity and reset your account, so the next time you log in you can enter your new phone number.

I don't have a mobile phone. How can I access my account?

If you have a landline, and your phone provider supports text messages to landlines, we can send the verification text there.

Will I need a new code every time I log in?

Most of the time, yes. However, if you log in within 24 hours of your last session, you won't need to verify again, making access faster.

For further help or contact information, click here

If you have an existing login

If you've previously registered for an AXA Health account, visit **www.axabesupported.co.uk** and click **Login**.

1. Enter your email addess and password.
2. Secure your account – enter your phone number to receive a verification code and click **Send code via text**.
3. We'll send you a verification code by text message. Enter the 6-digit verification code and click **Verify code**.
4. On your first visit, enter your unique company access code: **xxxxxxxxxx**

For subsequest logins, a verification code is sent by text message to the registered phone number.

AXA Health is a trading name of AXA Health Services Limited. Registered Office: 20 Gracechurch Street, London EC3V 0BG. Registered in England and Wales No. 3429917. Write to us at: AXA Health Services Limited, International House, Forest Road, Tunbridge Wells, Kent TN2 5FE. For information about AXA Health, visit axahealth.co.uk/aboutaxahealth. ©2026 AXA All Rights Reserved. PB120312a/01.26