

Online management - **www.onecare.aon.it**

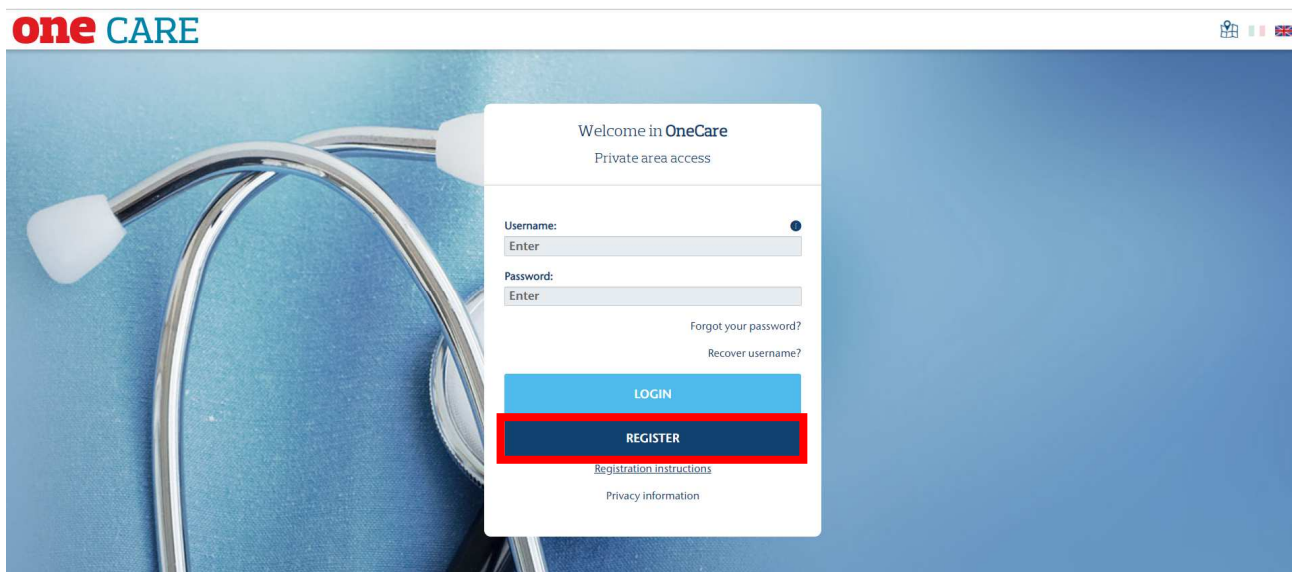
The web portal enables the Insured to manage their Medical Expenses Reimbursement cover.

How to register

Go to the portal www.onecare.aon.it.

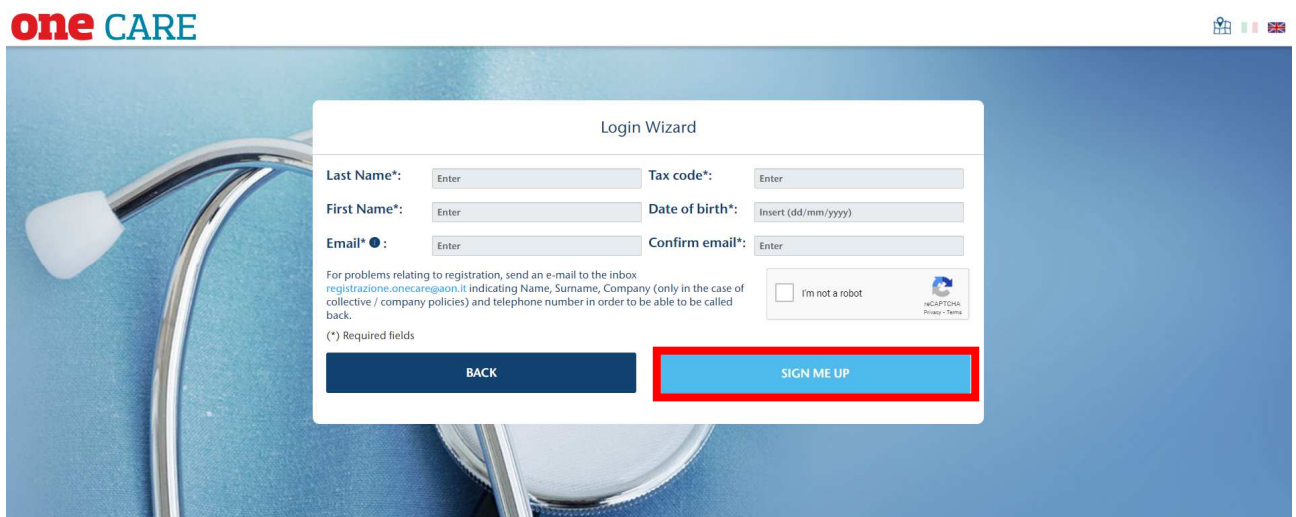
To use the portal, you have to register, following these steps.

Click on "REGISTER"



The screenshot shows the OneCare website's login interface. At the top left is the 'one CARE' logo. The background features a stethoscope on a blue surface. A white login box is centered, titled 'Welcome in OneCare' with the subtitle 'Private area access'. It contains input fields for 'Username:' and 'Password:', each with an 'Enter' placeholder. Below these are links for 'Forgot your password?' and 'Recover username?'. Two buttons are present: a blue 'LOGIN' button and a dark blue 'REGISTER' button, which is highlighted with a red rectangular border. At the bottom of the box are links for 'Registration instructions' and 'Privacy information'.

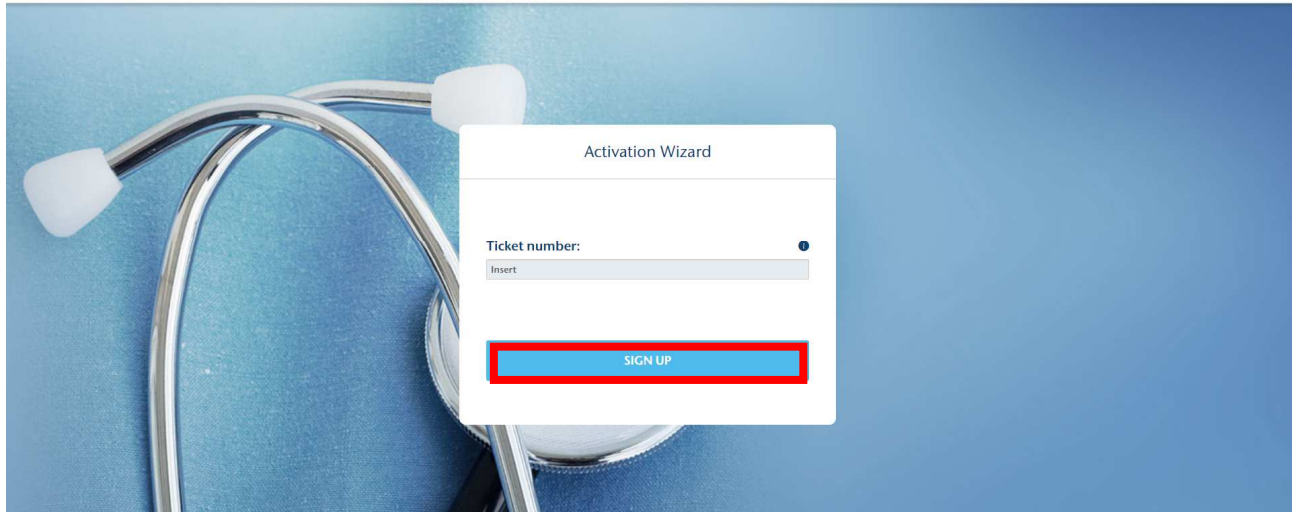
The following screen will appear, where you should provide the data requested.



The screenshot shows the 'Login Wizard' registration form on the OneCare website. The 'one CARE' logo is at the top left. The form is a white box with the title 'Login Wizard'. It contains several input fields: 'Last Name*', 'First Name*', 'Email* (with a globe icon)', 'Tax code*', 'Date of birth*' (with a date format hint 'Insert (dd/mm/yyyy)'), and 'Confirm email*'. Below the email fields is a note about sending an e-mail to 'registrazione.onecare@aon.it' for problems. To the right of the form is a checkbox labeled 'I'm not a robot' and a CAPTCHA image. At the bottom left of the form is a note '(*) Required fields'. Two buttons are at the bottom: a dark blue 'BACK' button and a blue 'SIGN ME UP' button, which is highlighted with a red rectangular border. The background of the page shows the same stethoscope on a blue surface.

Once you have filled in the fields and pressed the “REGISTER ME” button, the system will check that the keyed-in data is correct and send an email containing the “TICKET NUMBER” to the Insured’s email address. The “TICKET NUMBER” must be inserted in the “Activation Wizard” field which is accessed directly from the link provided in the e-mail.

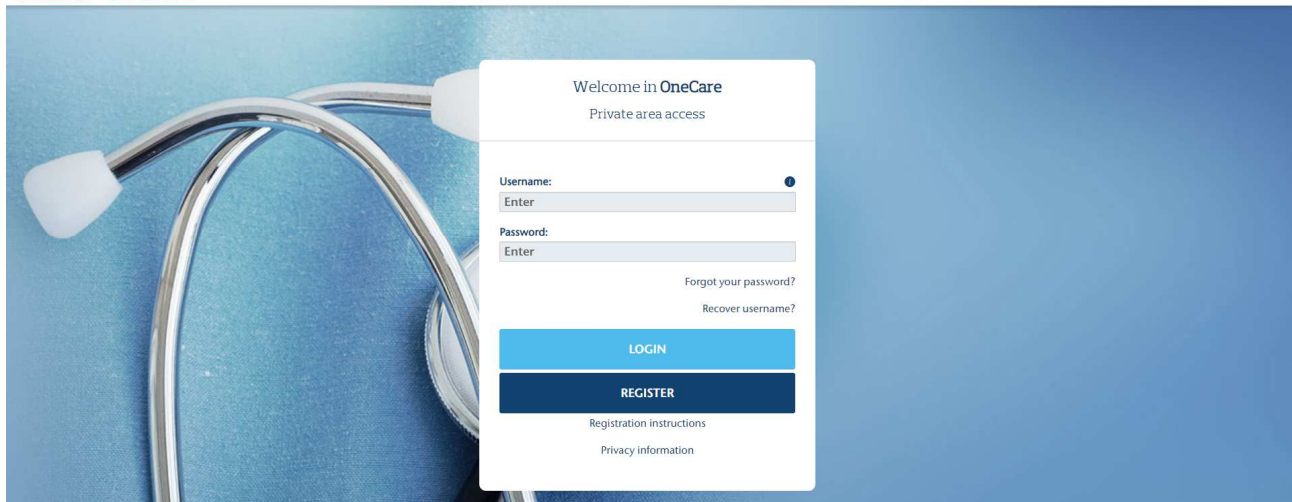
one CARE



The screenshot shows the 'Activation Wizard' window on the OneCare portal. The window has a title bar with the text 'Activation Wizard'. Below the title bar, there is a label 'Ticket number:' followed by a text input field containing the placeholder text 'Insert'. At the bottom of the window, there is a blue button with the text 'SIGN UP' in white, which is highlighted with a red rectangular border. The background of the portal is a blue gradient with a stethoscope graphic on the left.

Once activated, the user will receive two emails, containing the Username and Password for access to the portal.



one CARE









The screenshot shows the 'Welcome in OneCare' login window. The window has a title bar with the text 'Welcome in OneCare' and 'Private area access'. Below the title bar, there are two input fields: 'Username:' and 'Password:', each with a placeholder text 'Enter'. To the right of the 'Password:' field, there are two links: 'Forgot your password?' and 'Recover username?'. Below the input fields, there are two buttons: a blue 'LOGIN' button and a dark blue 'REGISTER' button. At the bottom of the window, there are two links: 'Registration instructions' and 'Privacy information'. The background of the portal is a blue gradient with a stethoscope graphic on the left.

If the system fails to find a beneficiary in the database whose data coincides with the keyed-in data, an email should be sent to registrazione.onecare@aon.it requesting assistance for registration.

After completing the registration process, enter the Username and Password received and click on "LOGIN" to access the portal. At the first login after registration, you will be asked to change the password that the user will use from now on.

one CARE  


    TEST MATTIA  

Change password OneCare



Old password *:







New password *:

Repeat new password *:

☒ I'm not a robot  [Privacy](#) [Terms](#)

CHANGE PASSWORD

one CARE  

    TEST MATTIA  


Change password OneCare

The operation succeeded.

Old password *:
Enter

New password *:
Enter



Repeat new password *:
Enter







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CHANGE PASSWORD

HOME


On completion of the registration procedure, insert the Username and Password you have received and click on “LOGIN” to access the portal. Once access is complete, the system will display the confidential healthcare plan management page.

one CARE  


    TEST MATTIA  




Request a
medical service




Request
a reimbursement




Your records



Your journal



Selections for you



Richiedi Consulto digitale

In the dashboard you can:

- Book a **medical service**
- Apply for a **reimbursement**
- Display your personal **records**
- Display your **Journal**
- View items **Selections for you**

How to recovery your password

Go to the portal www.onecare.aon.it.

Click on “Forgotten your password?”.

one CARE



Welcome in OneCare
Private area access

Username:
Enter

Password:
Enter

[Forgot your password?](#)

[Recover username?](#)

[LOGIN](#)

[REGISTER](#)

[Registration instructions](#)

[Privacy information](#)

The following screen will appear, where you must provide the data requested. Then click on “RECOVER”.

one CARE




Password recovery OneCare

Email:
Enter

Username:
Enter

☐ I'm not a robot

 hCAPTCHA
[Privacy](#) - [Terms](#)

[RECOVER](#)

[BACK](#)

After filling in the fields and pressing the "RECOVER" button, the portal will send an e-mail containing a link from which the Insured can reset a new password.

E-mail text:

Please click on the following link to complete the password recovery procedure:

After filling in the various fields and pressing the "CHANGE PASSWORD" button the operation will be completed correctly.

Password recovery

The operation succeeded.

Username *: W1451455

New password *: Enter

Repeat new password *: Enter

☐ I'm not a robot

reCAPTCHA

LOGIN

How to recovery your Username

Access the portal www.onecare.aon.it.

Click on "recover username?"

The following screen will appear, which must be filled in with the required data. Then click on 'RECOVER'.

Welcome in OneCare

Private area access

Username: Enter

Password: Enter

Forgot your password?

Recover usernames?

LOGIN

REGISTER

Registration instructions

Privacy information

After filling in the fields and pressing the "RECOVER" button, the portal will send an e-mail containing the Username.

E-mail text:

Dear Customer,

*receive this e-mail as we understand that you have requested the recovery of your Username from **OneNet** application.*

Below you can find your Username:

Username:

The customer with multiple active support reports at the time of the request to recover their username, receives an e-mail with the link inside to reach their page of disambiguation.

E-mail Text:

Dear Customer,

*receive this e-mail as we understand that you have requested the recovery of your Username from **OneNet** application.*

Unfortunately it was not possible to recover the Username automatically. We ask you to click on the link below and select, on the page that will display, the product for which you are requesting the recovery of the credential.

Link:

Inside the page, the assisted one will find the list of the active relationships between which to be able to define for which relationship the same assisted one has lost or own username.

Once the selection is made, you will need to click on the "Recupera Username" [Username Recovery] button to start the process of sending the username.



Consequently, the portal will send an e-mail containing the Username.

E-mail text:

Dear Customer,

*receive this e-mail as we understand that you have requested the recovery of your Username from **OneNet** application.*

Below you can find your Username:

Username:



Recupero riuscito!

Abbiamo inviato una mail all'indirizzo francesca.nieddu@aon.com con il tuo username!

Non hai ricevuto l'e-mail?

Controlla la posta indesiderata o chiedi che te ne venga inviata un'altra.

RINVIA MAIL

If the customer does not receive the email, it will be possible to provide for the return by clicking the button "Rinvia mail" [SEND MAIL].