

Logging in

Consumer Intermediary Portal



Logging in

Consumer Intermediary Portal

Contents

Logging in for the first time	3
New registration	4
Sign in	9
Forgotten email address	12
Forgotten password	15
Forgotten memorable number	18



Logging in for the first time

Please log in using your business email address.

The screenshot shows the Bupa Consumer Intermediary Portal login 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 and a breadcrumb trail: 'You are here: Bupa intermediaries / Login'. The main content area features a dark blue banner with the text 'Consumer Intermediary Portal' and 'Sign in with your Bupa business account details.' Below this banner is a 'Sign in >' button. Underneath the banner, there is a section titled 'Don't have a log in?' with the text 'If you have any issues logging in or require a password, please contact the Consumer Intermediary Portal support team:'. This section contains two light blue boxes. The first box is titled 'Give us a call' and contains the phone number '0800 33 2000 (option 2)' and the text 'Lines are open Monday to Friday, 8am to 5pm'. The second box is titled 'Drop us an email' and contains an 'Email Us >' button.



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 'Cubbert' 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. 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.

Note

Answers to these questions are case-sensitive.

The screenshot shows the Bupa website's 'Your account recovery method' page. The navigation bar at the top includes links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. On the right, there are links for 'Help & support', 'Contact us', 'Search Bupa', and 'Sign in'. The main content area features the Bupa logo and the heading 'Your account recovery method'. Below the heading, there is a note: '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.' The form consists of three sections, each for a security question. Each section has a dropdown menu labeled 'Please select' and a text input field labeled 'Answer to question'. At the bottom of the form is a 'Continue >' button.



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 in the Bupa system. The page has a dark blue header with navigation links: '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. The main content area is white and contains the following text: 'Create memorable number', 'For some extra account security, please enter a memorable 6 digit number.', 'Please enter a memorable number', and a row of six empty input boxes. Below the boxes is a 'Continue >' button and a 'Learn more' link.



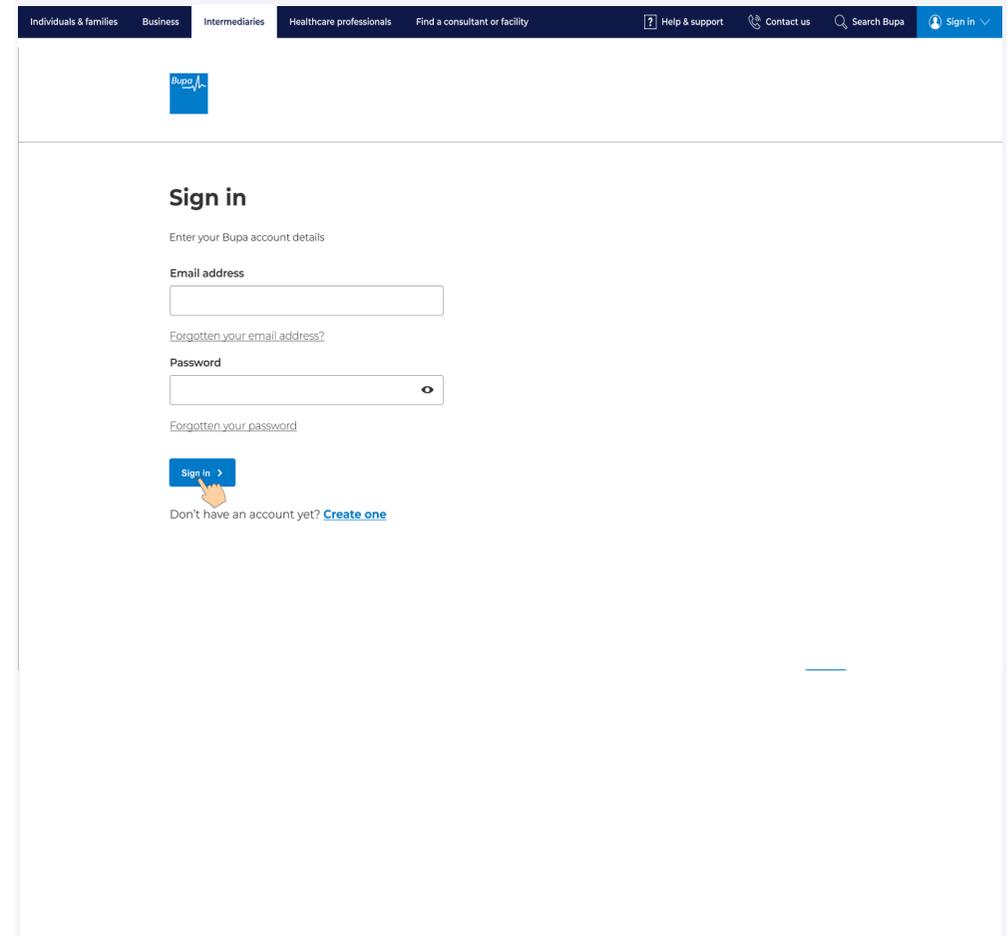
Sign in

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 following elements: 'Enter your Bupa account details', an 'Email address' input field with a 'Forgotten your email address?' link below it, a 'Password' input field with a toggle icon and a 'Forgotten your password' link below it, a blue 'Sign in' button with a right-pointing arrow, and a link for 'Don't have an account yet? [Create one](#)'. A mouse cursor is shown clicking on 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 has the heading 'Enter 2 digits from your memorable number' and a sub-heading '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 are two buttons: 'Login >' and '< Back'. A hand cursor is shown pointing at the 'Login >' button.



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', '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' and can 'Edit profile' or 'Log off'. The main content area is titled 'Your consumer intermediary portal' and features a 'Get a new quote' section with a 'Start new quote' button. Below this is a 'Your outstanding actions' section with a table of 5 records, each with a 'test name', 'BBY' product type, 'BBY0001946P' Ref ID, '18/09/2020' Order date, and '238' Days outstanding. The last section is 'Your current quotes' with a table showing 1 quote for 'test name' with a 'BBY' product type, 'BBY00274805P' Ref ID, 1 No. of quotes, Monthly Frequency, £84.43 Price, 18/05/2023 Date quoted, and Awaiting documents Status.

Your consumer intermediary portal

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

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

Name	Product type	Ref ID	No. of quotes	Frequency	Price	Date quoted	Status	Action
test name	BBY <input checked="" type="radio"/>	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 navigation bar with links for 'Individuals & families', 'Business', 'Intermediaries', 'Healthcare professionals', and 'Find a consultant or facility'. It also includes 'Help & support', 'Contact us', 'Search Bupa', and a 'Sign in' button. Below the navigation bar is the Bupa logo and the heading 'Forgotten your login email address'. The form prompts the user to 'Enter your first name and last name to reset.' and contains two input fields: 'First name' and 'Last name'. A 'Continue >' button is located below the input fields.



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 account recovery interface. At the top 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 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 asks the user to provide an answer to a security question. The question is 'What was the name of your first pet?' and the answer 'Timms' is entered in the text box. Below the text box is a 'Continue >' button and a '< Back' link. At the bottom of the page, there is a 'Need help?' section with contact information: '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.'



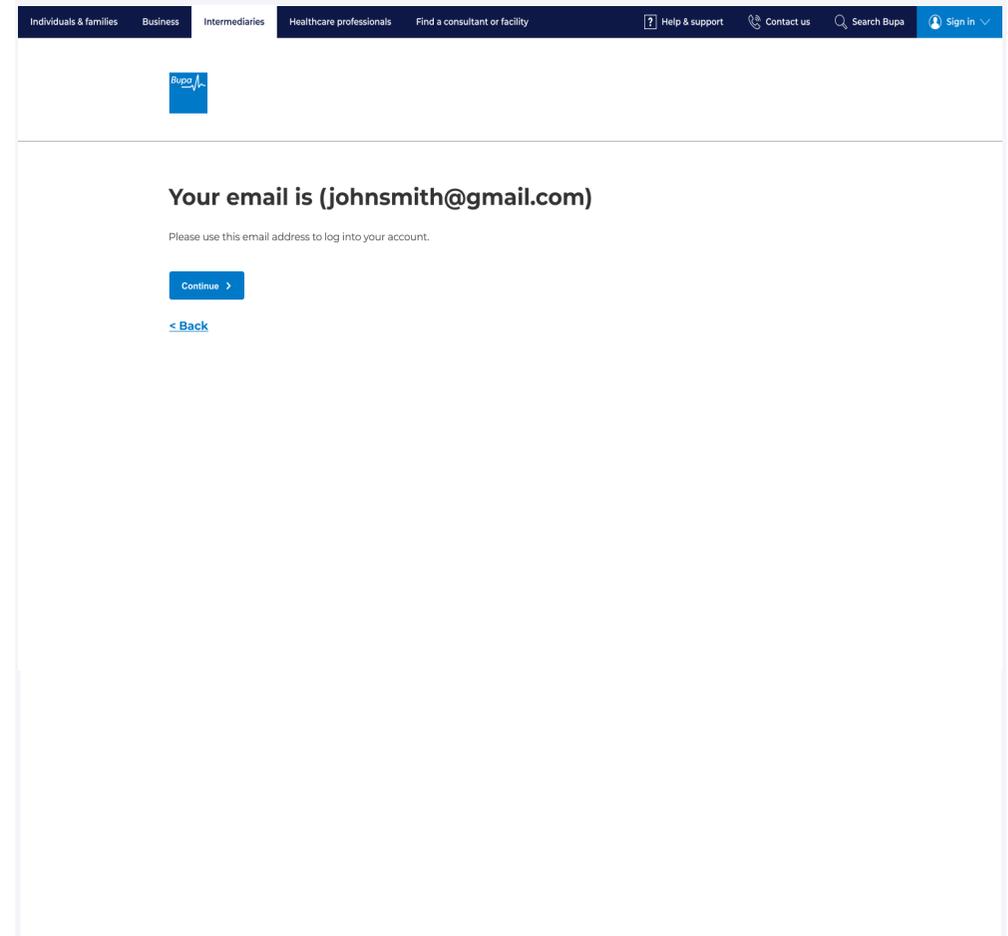
Forgotten email address

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**.

The screenshot shows the Bupa website's 'Forgotten your password' 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 'Sign in'. Below the navigation bar is the Bupa logo. The main content area has the heading 'Forgotten your password' and a sub-heading 'Enter your login email address to reset'. There is a text input field labeled 'Email address'. Below the input field is a 'Continue >' button and a '< Back' link.



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 password requirements is shown: '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 includes a message: '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 for digits 1 through 6. There is a link for 'Resend verification code'. The next section is 'Reset your password', which has 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 visible in the top left corner of the main content area. The main heading is 'Enter your security question'. Below this, there is a prompt: 'Please provide an answer to the following security question.' The security question is 'What was the name of your first pet?'. The answer 'Timms' is entered in the text box below. The next section is 'Reset your memorable number'. Below this, there is a prompt: 'Memorable number'. There are six empty boxes for entering the memorable number. Below the boxes, there is a 'Continue >' button and a '< Back' link. 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.'



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

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](#)

Bupa health insurance is provided by Bupa Insurance Limited. Registered in England and Wales with registration number 3956433. Bupa Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Arranged and administered by Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales with registration number 3829851. Registered office: 1 Angel Court, London, EC2R 7HJ

© Bupa 2024

[bupa.co.uk](https://www.bupa.co.uk)