

Your membership code is:

★ Getting started

1. Search for 'Babylon' on the Apple App Store or Google Play (look out for our heart logo)
2. Download the Babylon app, then open it
3. Complete the required details to sign up with Babylon

Don't forget to enter your membership code.

Make sure that the name you register with matches your company registered name. This will ensure that your registration matches with the eligibility details provided by your employer.

If you sign up using Facebook, please make sure that the name that you register with matches the name on your company records.

👤 Using your membership code

You can enter your code when signing up (follow the steps above) or, if you're already registered with Babylon, follow the steps below.

1. Go to the 'Me' tab (on the bottom right corner of the Home screen)
2. Click 'Membership'
3. Click 'Membership type'
4. Enter your membership code and click 'Send'

If you already have a code registered with Babylon:

1. Go to the 'Me' tab (on the bottom right corner of the Home screen)
2. Click 'Account summary'
3. Select your current membership
4. Click 'Other (enter membership code here)'
5. Enter your membership code and click 'Send'

To check that your code has successfully been applied, repeat steps 1 - 2, and your membership type should appear. If you can't see this, please repeat the above steps. If your code has been applied successfully, you won't be asked to pay for your consultations.

👤 Adding family members

If your dependents are included in your Babylon employee benefits package, they can also receive 24/7, unlimited GP appointments with Babylon. Follow these steps to register them.

Please note that a child can only be added to one adult account.

Family members under the age of 16

1. Go to the 'Me' tab (on the bottom right corner of the Home screen)
2. Select 'Add family member'
3. Complete the required fields
4. Click 'Done'

Please note that a child can only be added to one adult account.

Family members over the age of 16

Family members aged 16 or over need to download the Babylon app themselves, and sign up using the steps on the left.

They should use the dependent code



How to book an appointment

Once you're registered with Babylon, you can book an appointment with a range of clinicians by opening the Babylon app and following these steps:

1. On the app home screen, select 'Book appointment' if you have booked an appointment before, skip step 2
2. If this is your first time booking an appointment, you will now need to verify your identity by following the verification steps in-app. Once this is done, select 'Continue'
3. Select who the appointment is for 'Me' or 'Somebody else'
4. Enter details of your issue in advance of your appointment in the 'Tell us more' box
5. Add any photos (this is optional) and click 'Continue'
6. Select your clinician type
7. Select between a 'Video' or 'Phone' appointment
8. Choose between the next available clinician, or a clinician that you've seen before
9. Select your appointment time and clinician by clicking on your preferred time
10. Check you are happy with your appointment details and click 'Confirm Booking'
11. Your appointment has been confirmed!