Friskvård.ax is a payment method for wellbeing benefits to all employers on Åland. The wellbeing benefits is provided in the form of E-service (personal wellbeing account) or as wellbeing vouchers. Today we have approximately 50 providers connected to Friskvård.ax.

**E-service – personal wellbeing account**

The e-service allows you to always have your wellbeing benefits conveniently accessible on your mobile phone. Please be aware that a smartphone is required to be able to access this service. The e-service is easy and simple to use. To provide the wellbeing benefit as an e-service, the employer will need your mobile phone number. Once the employer has completed the order, you will receive an SMS with a link from Åland Post. By clicking on the link in the SMS, you will be forwarded to your personal wellbeing account. You can preferably save this page to your phone’s home screen, where it can be found as an app for easy access in the future. You can see your balance on your wellbeing account as well as view providers and payment history and you can obviously make payments here too.

**How to use the E-service:**

**Balance:** Here you can view how much money you can spend on fitness and culture. You can always use the whole amount for workout activities.

**Create payment:** You can pay for a service when you are visiting a wellbeing provider by clicking “create payment” then picking the relevant provider from the menu.

**IMPORTANT!** The payment must be made on the day you visit the wellbeing provider. The payment remains with the provider for 24 hours after you sent it. The provider will only accept the payment when you have announced what you want to pay for. If the provider does not accept your payment during this time, it will be deleted, and the money will automatically be repaid to your account.
How to use the E-service:

The provider will be able to see the received payment straight away. Under sent payments you can see the amount you paid.

**Sent payments:** Sent payments are payments that you have created and sent, but that not yet have been authorised by the wellbeing provider. A payment remains under sent payments for 24 hours and if the provider does not accept your payment during this time, it will be deleted, and the money will automatically be repaid to your account.

You can remove a sent payment simply by clicking “delete” on the homepage under sent payments.

**Transactions:** Once you have made a payment and the provider has accepted it, you can view the payment under transactions. Here you can also see the deposit of the Wellbeing benefit value from your employee.

I have not received an SMS with a link / I can no longer access my health account

If you do not receive an SMS with a link even though your employer ordered the E-service to you, please contact your employer. If for some reason you can no longer access your personal wellbeing account and you do not have your SMS with the link saved, you can use the website www.friskvard.ax to request that a new SMS be sent to you.

**Personal wellbeing vouchers**

The vouchers always have a value of 5 euros per voucher and they are printed on perforated A4 sheets with 10 coupons per sheet. The voucher contains the following pre-printed information: company, name and validity date. There are further two different coupons. They are either valid for only workouts or for both workouts and culture. The image shows the two different vouchers. Please note, all coupons can always be used for workouts.

When you use the coupons, the provider will validate your identity and check it against the name on the coupon. The wellbeing benefit is only valid for your own activities and it cannot be exchanged for cash. The provider will also check the validity date of the coupon. The bar-code on the coupons protects them from being copied and misused.