

# How to use Friskvård.ax

Friskvård.ax is a service from Åland Post that enables employers to easily provide benefits to their staff. Friskvård.ax provides access to cultural and fitness activities, as well as massage at more than 120 locations around Åland. You can pay quickly and easily using e-service from your mobile phone or with physical vouchers.

The fitness and culture benefits provide you with access to all the options listed on friskvård.ax and e-service. With the massage benefit, your employer has chosen which massage therapists you can use the benefit with. These can be viewed in e-service or you will receive information from your employer.

Remember that the benefit is personal and you therefore need to show identification when you pay.

## e-service

Your employer has placed an order for your benefit.

You will receive an SMS to your mobile phone with a link.

Clicking on the link will take you to your personal account.

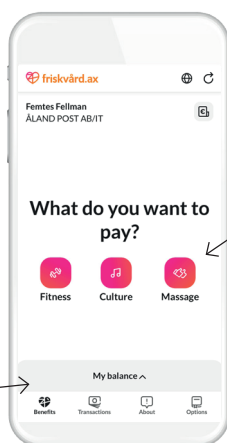
In your account, you make your payments when you use your benefit and easily keep track of your balance and what offers there are to choose from.

Save your account as an icon on your mobile screen, it will then have the same appearance as an app, which is convenient. Have the account open on the mobile - go to the menu on your phone and select "add to home screen".

## This is how you pay with e-service

1.

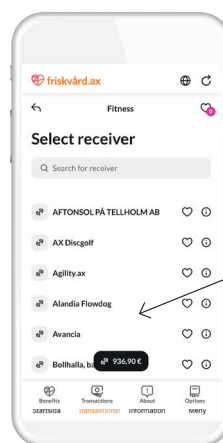
Here you see your balance. Click on the gray field and the box becomes larger and you get information about the balance of your account.



Create payment. When you pay, you first choose what to pay for. Fitness, culture or massage?

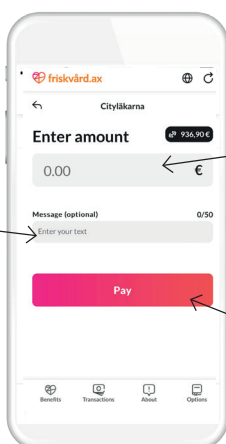
2.

Choose receiver. You can also search by name for your receiver.



3.

If the receiver is not there and can see that you are paying, you can write in the message what you are paying for. Please notify the receiver in another way that you have made payment.

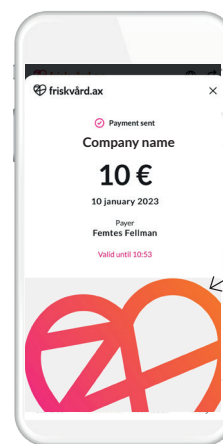


Enter the amount to pay.

Complete the payment.

4.

Confirmation. As confirmation of the payment, an animated moving confirmation is displayed that you show to the receiver. This confirmation is visible for 60 minutes. After that, it appears under "transactions".



## There are three different types of wellbeing vouchers:

- fitness
- fitness/culture
- massage

The vouchers for fitness and fitness/culture always have a value of EUR 5 per voucher, and you can choose how many vouchers you want to use when paying.

The value printed on the massage vouchers is determined by your employer. The value indicates how much your employer is subsidising each massage session. You can only use one massage voucher per massage session.

As the benefit is personal, users must sign the vouchers. When you then use them to pay, the receiver will ask to see identification to verify that the signature is correct.

The vouchers are unique to prevent them from being used multiple times.

## Vouchers

You receive your vouchers from your employer.



## Help!

### I haven't received an SMS.

Ask your employer to order the benefit to your mobile number. If you still haven't received an SMS, go to [friskvard.ax](http://friskvard.ax) yourself to order a new one. Still not getting it? Contact your employer.

### I can't find my account in e-service.

Go to [www.friskvard.ax](http://www.friskvard.ax) to order a new link.

### I paid incorrectly in e-service.

If you paid the incorrect amount or incorrect receiver, they can refund the payment within the same 24-hour period, and the funds will be returned to your account. It is therefore important that you contact the receiver as soon as possible in the event of a mistake. If the incorrect payment is discovered later than the same day, the payment can be refunded, but this requires more effort, as the receiver has to contact Friskvård.ax to ensure that the amount is refunded.

Always contact your employer in the first place and they will consult Friskvård.ax if necessary.