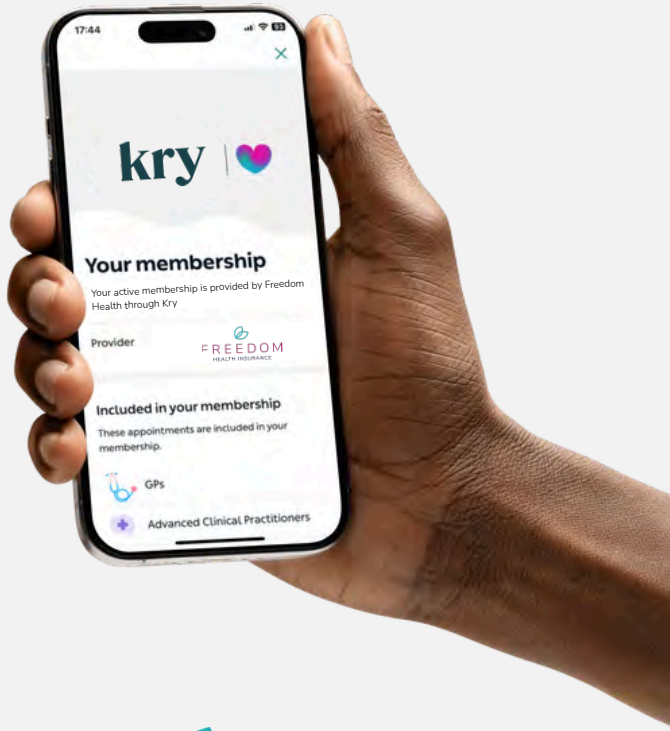
FREEDOM
DIGITAL GP

Welcome to kry

User Guide



FREEDOM
HEALTH INSURANCE

Getting started with

kry

Search for ‘Kry’ in the App Store or Google Play.

Scan to download the Kry app and get started today!

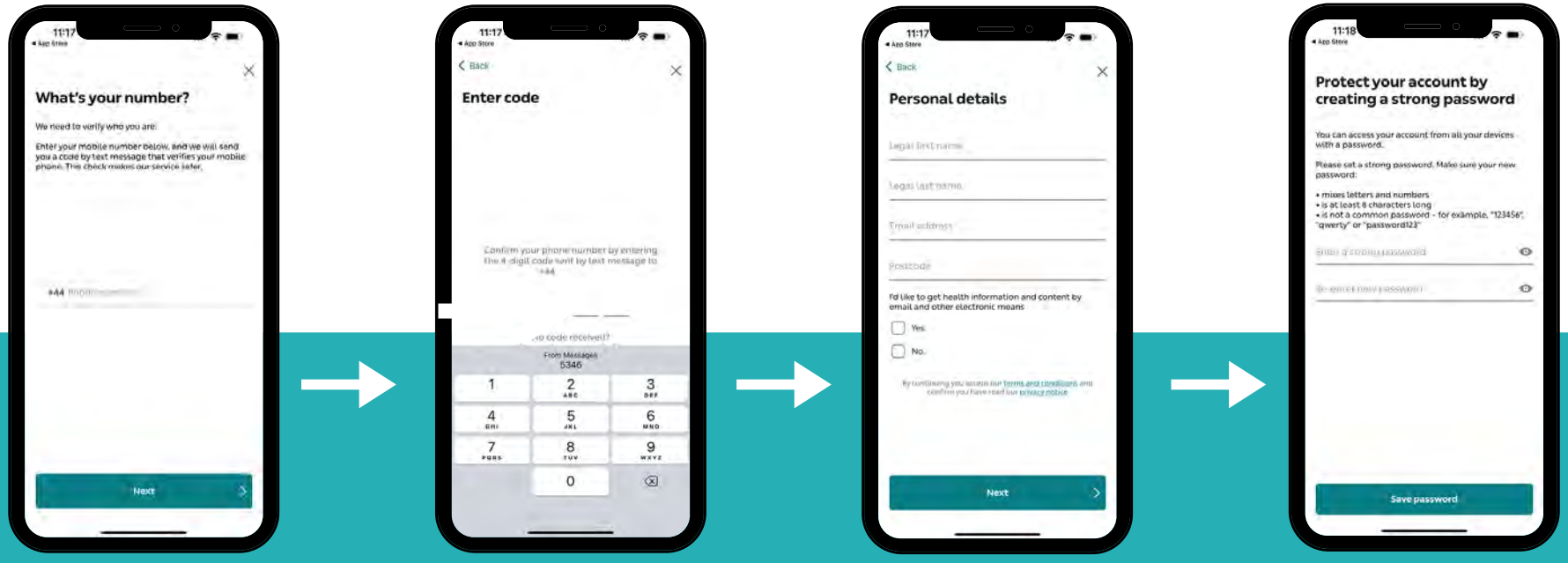
Download on the App Store

GET IT ON Google Play

Registering with the Kry app

Make sure you register with your legal name (e.g. Thomas, not Tom). This will ensure that your registration matches the eligibility details held by Freedom Health Insurance.

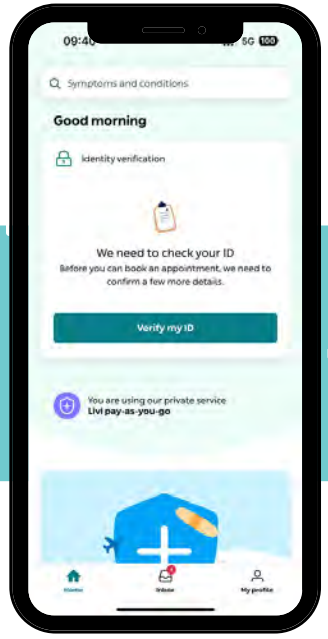
If you have signed up to the app with details that do not match your Certificate of Insurance, please see the User Guide Troubleshooting on pg. 7.



1. Enter your mobile number
2. Enter the code texted to you
3. Fill in your personal details
4. Create a unique password

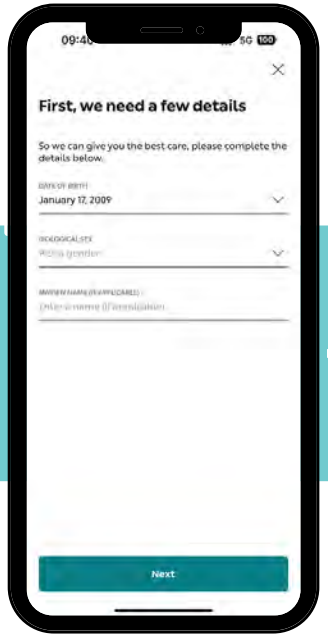
Verifying your ID

- Make sure the photos are clear.
- Do not use an expired document or a photocopy.
- Your name and date of birth must match the details entered in the previous step.



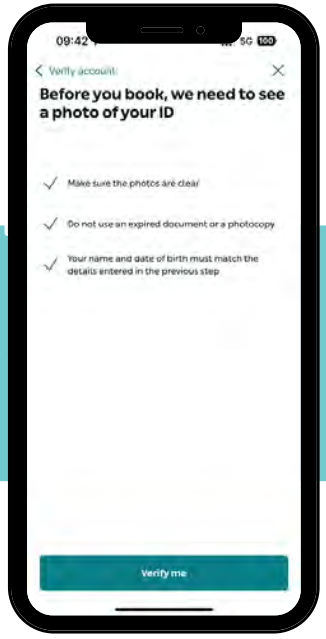
1

Select
'Verify my ID'



2

Enter details exactly
as shown on your ID.



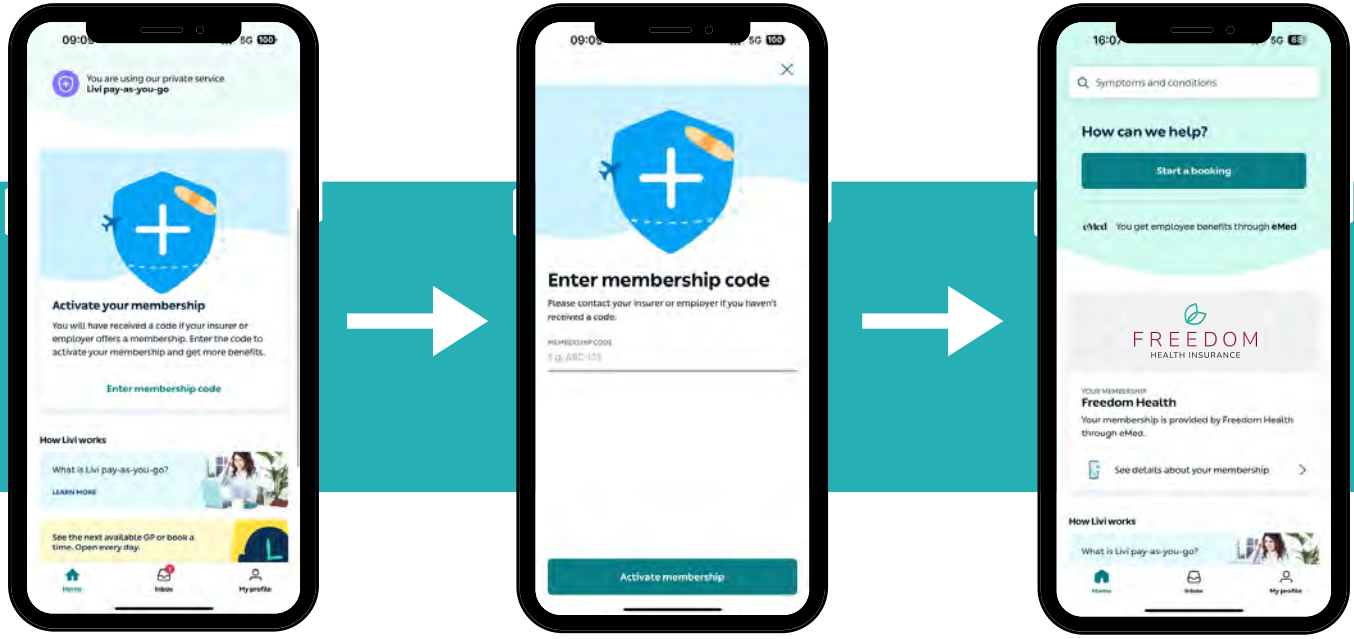
3

Upload a photo of
your ID.

Accepted forms of ID include:

- Passport
  Photo page
- Driver's license
  Front and back
- Residence permit
  Front and back

Adding your membership code



1

Scroll down the home page to ‘Activate your membership’

2

Select ‘Enter membership code’

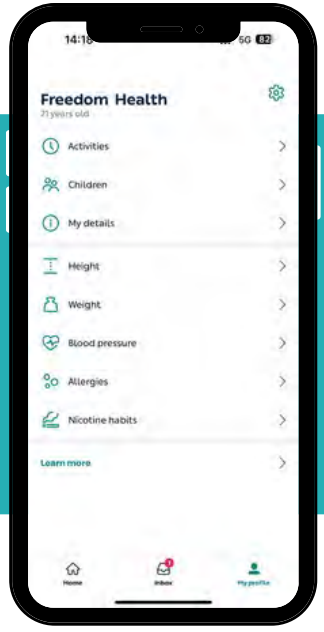
3

Enter your membership code from the welcome letter and click ‘Activate’.

After completing all steps, you should now be registered!

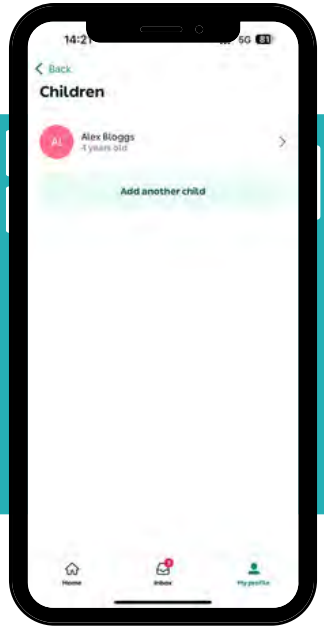
Adding a dependant

When adding a dependant, the child's name and date of birth must be entered exactly as shown on the policy certificate.



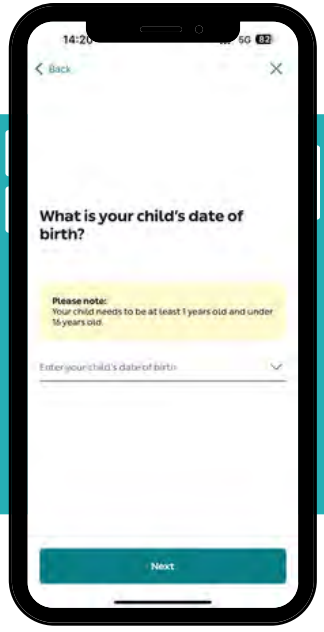
1

Click on 'My Profile' then 'Children'.



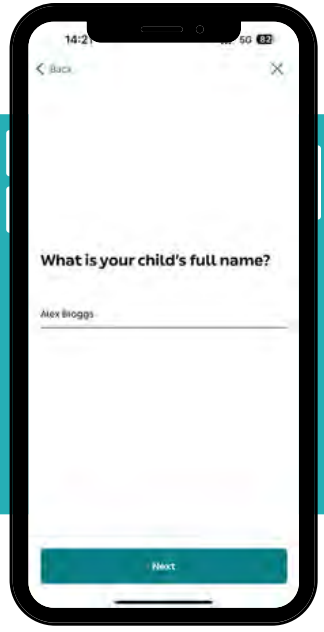
2

Select 'Add child'.



3

Enter your child's date of birth



4

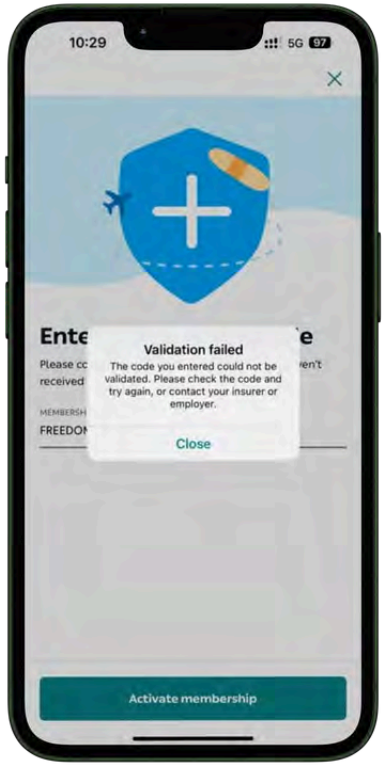
Enter your child's full name.

Please note: your child needs to be at least 1 years old and under 16 years old, see page 11 for more details.

Troubleshooting

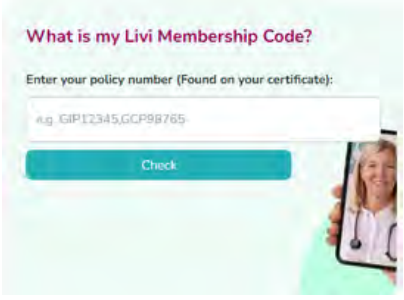
Trouble activating your membership?

If you have recently taken out a policy with us, it can take up to 7 working days for your new policy to be fully registered with our Digital GP service.



1 Ensure you use the correct membership code, found in your welcome or renewal letter.

Or, access your code through the Kry Code Checker on our website: www.fhi.co.uk/freedom-gp



You can simply enter your Freedom Health Insurance policy number to view your unique Kry membership code.

2 Make sure your details match exactly with those on your certificate of insurance.

Your details must match exactly to those on your Freedom Health Insurance certificate of insurance (e.g. Joseph Bloggs vs Joe Bloggs),

If Freedom Health Insurance have incorrect details on your certificate of insurance, please contact the membership team at info@fhi.co.uk or 01202 756 350. We will update them and notify the Digital GP support team.

Once you have received the updated certificate, please try entering your membership code again 24 hours later.

What to do if you're asked to pay

You should not be charged for any GP appointments. Please do not pay for any appointments, as we will not be able to refund you for this.

"Pay-as-you-go" showing? Here's what it means

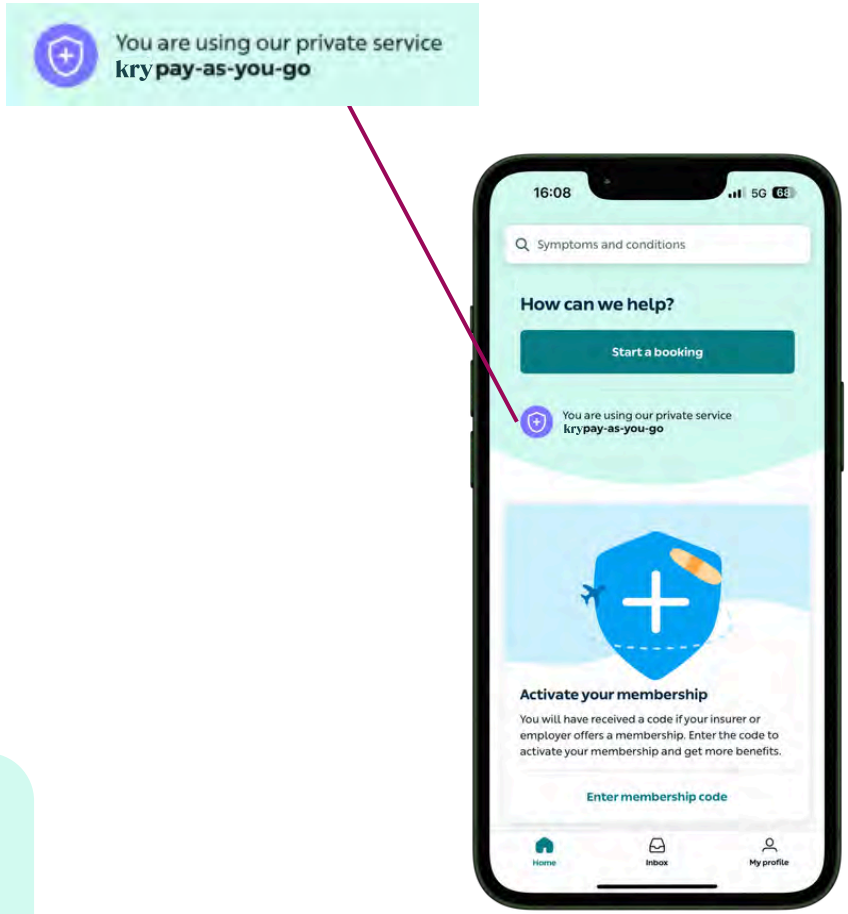
If your home page shows 'pay-as-you-go', your membership code hasn't been added. Please retry the 'Adding your code' stage (see page 5).

How do I update my personal details?

To update your personal details on the Kry app, you will need to contact Kry Support at support@kry.co.uk or call 020 3870 3029.

If you are still having problems

Please contact either Kry or Freedom Health Insurance if you need further assistance adding your membership code. Details below.



FREEDOM HEALTH INSURANCE

Email: freedomgp@fhi.co.uk
Phone: 0800 999 2013

9 am - 6 pm Monday to Friday.

kry

Email: support@kry.co.uk
Phone: 020 3870 3029

9 am - 6 pm Monday to Friday
9 am - 4 pm on Saturday.

Trouble downloading or using the app

Kry's app is available on iOS (v.16.0 or later) and Android (v.8.0 or later). If you are unable to log in or the app isn't working, you can try these steps before contacting support:

Check your phone or tablet is using a version that supports the Kry app.

Check your connection. If you're not on Wi-Fi, enable mobile data for the Kry app in your settings.

Try updating the Kry app in the App Store or Google Play, then restart the app.

If you do not have access to a smartphone or tablet

Email freedomgp@fhi.co.uk to discuss another way to book appointments. Please note, these may take longer than booking through the app.

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Download on the App Store

GET IT ON Google Play

Registering and booking for your child

Common FAQs about registering children

Why can't I register my child under 1?

Kry only registers children aged 12 months and older. This is Kry's decision as babies under 12 months need face-to-face medical care and they believe video consultations are not suitable at this age. Please contact your NHS GP or local healthcare provider.

Can my child use the service if they are over 1 year old?

Yes. Children aged 12 months and older can be registered and seen by Kry clinicians through video consultations.

Can I book an appointment on behalf of my child?

Yes. You can register your child on your account and book an appointment for them. You will need to attend the consultation with them.

Are there any limits on what Kry can treat in children?

Yes. While Kry can help with many everyday health concerns in children, some conditions may still need face-to-face care. The clinician will advise if in-person follow-up is required.

Please note: The Digital GP service provided by Kry is an additional benefit for Freedom Health Insurance policyholders. It is designed to complement, not replace, the care you receive from your regular NHS GP.

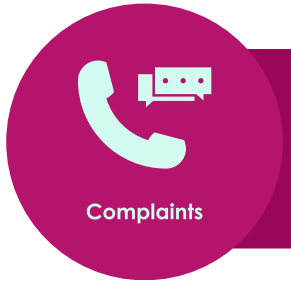
Haven’t received your Kry referral?

Your private referral will be sent to you as an inbox message in the Kry app. Please forward all referrals directly to our claims team for assessment at claims@fhi.co.uk

Kry complaints and concerns

If you are unhappy with a decision made by Kry or the service you have received, you can share your feedback directly with them. This helps Kry review cases and improve their service.
Please contact Kry by filling out the Feedback Reporting Form with details of your complaint. All complaints will be acknowledged within 72 hours and responded to by Kry within 20 days.

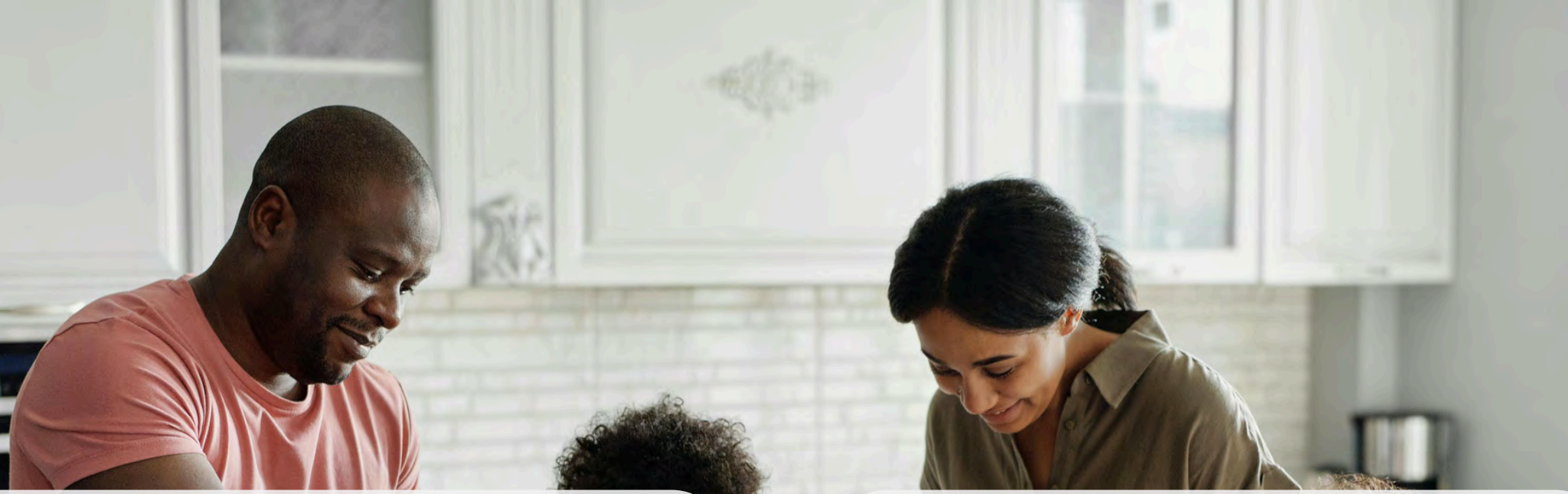
If you have an urgent matter or if your question concerns a GP appointment that already has taken place, please contact Kry directly by phone.



You can reach the Kry support line by the following ways:

- Email: support@kry.co.uk
- Phone: 0203 870 3029

kry



FREEDOM
HEALTH INSURANCE

Taking care of tomorrow

If you need support regarding your membership details and code, please get in touch with us.

Email: freedomgp@fhi.co.uk
Phone: 0800 999 2013

We are available 9am - 6pm Monday to Friday.

kry

Empower your health

If you require assistance setting up your account, please get in touch with Kry's Support Team.

Email: support@kry.co.uk
Phone: 0203 870 3029

Kry is available 9am - 6pm Monday to Friday and 9am - 4pm on Saturday.