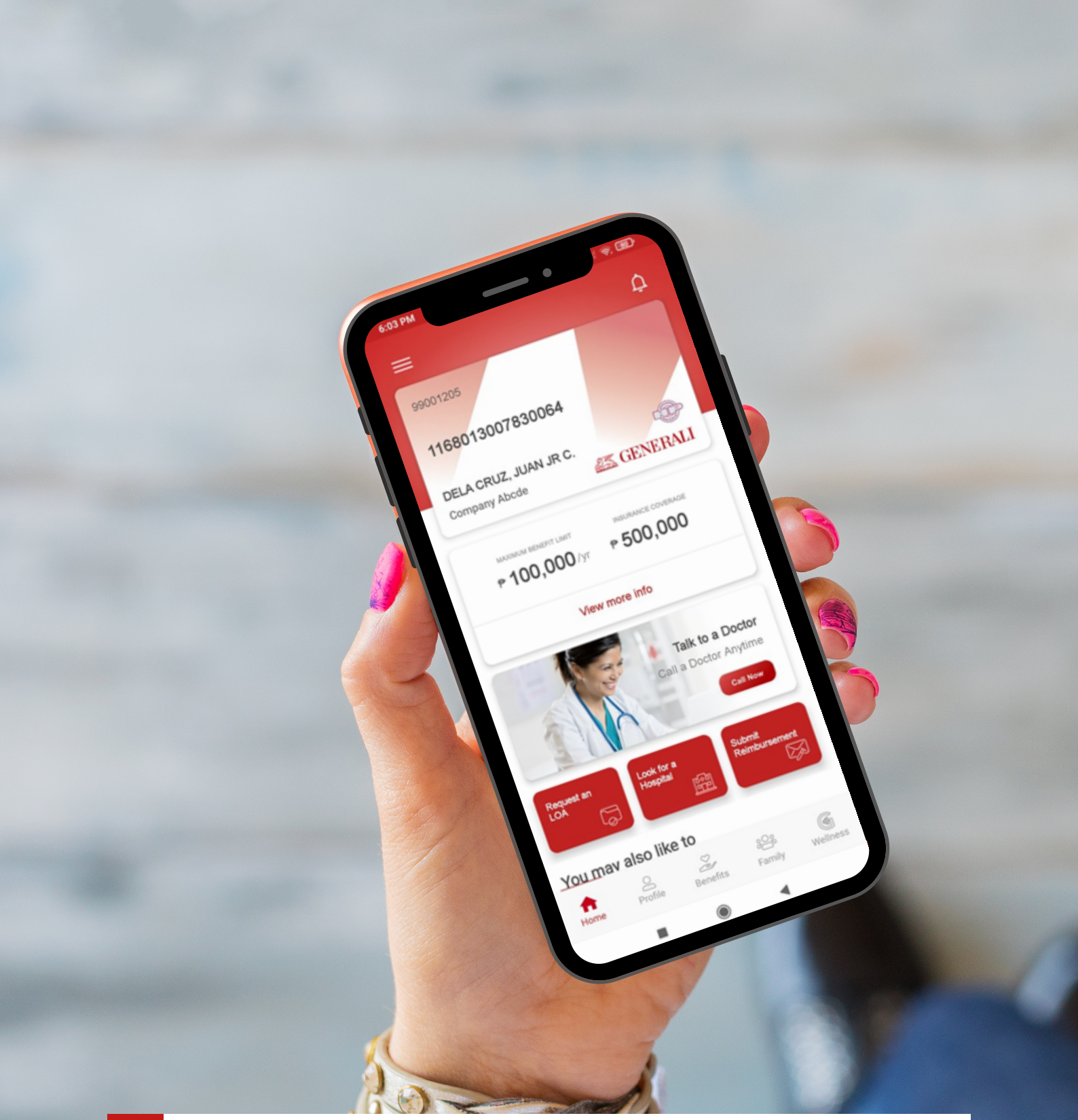


# GenConnect

GENERALI

## User Handbook

# What is GenConnect

**A mobile application for individual members to access Generali services 24/7.**

Available in AppStore and PlayStore.
Search for "GenConnect PH".


01 How to Register your Account

02 How to Sign In once you are Registered

03 How to Verify your Account

04 How to Edit your Profile

05 How to View your Virtual Card

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07 How to View your Enrolled Dependents

08 How to Look for Accredited Providers

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10 How to Submit a Reimbursement

11 How to Access 24/7 Call-A-Doc

12 How to Request a Call Back from Alarm Center

13 How to Take Note of your Doctor’s Advice

14 How to Set Alerts for your Medicines

15 How to Track your Health Stats

16 How to Learn More Wellness Tips

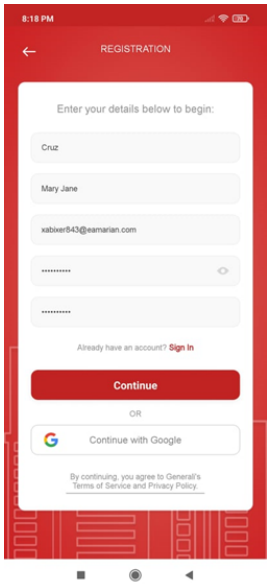
17 How to Logout

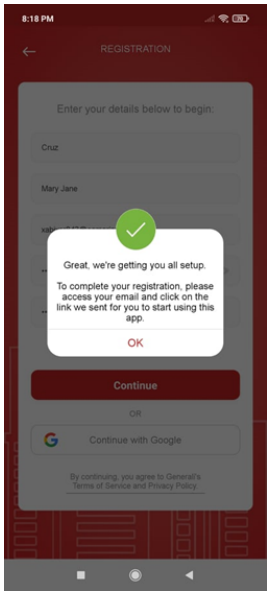
# 01 How to Register your Account

Tap **“Register”** button from the Landing Screen. You will be directed to the Registration Screen after.

**You can register to the app in three different ways:**

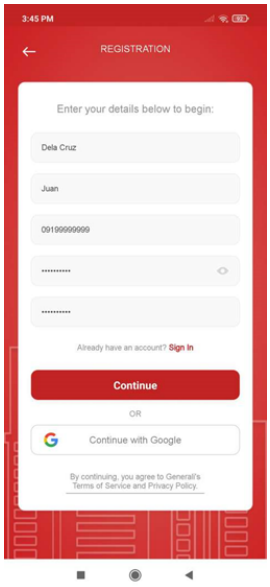
## (1) Register using Email Address

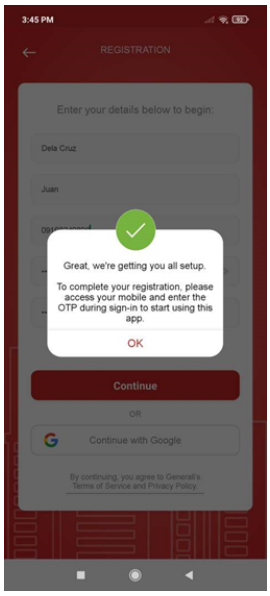



Once the registration is complete, the **link to activate account will be sent to your provided email address**.
The **account should be activated to successfully log in** to the application.

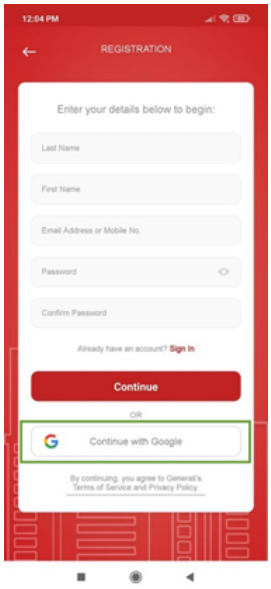
## (2) Register using Mobile No.

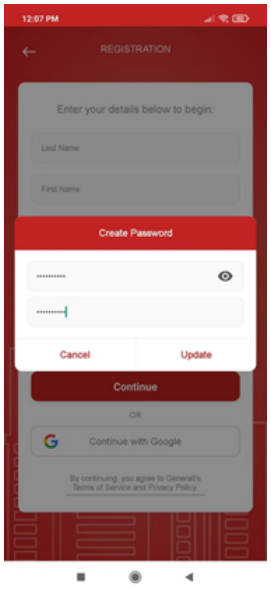


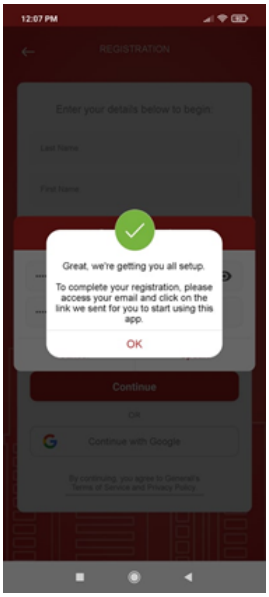




Once registration is complete,
a **One-Time Pin (OTP) will be sent to the provided mobile number**.

### (3) Register using Connect with Google



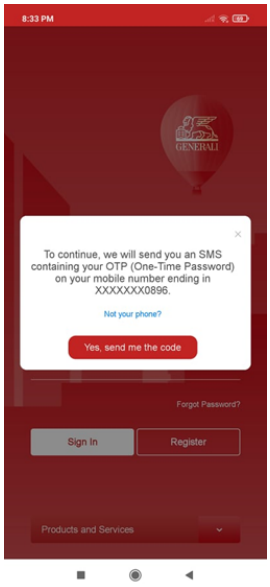




To use this feature, from the Registration screen, tap **"Continue with Google"** button.

- If your **Google account is already signed-in to your device**, the **app will automatically use the email address logged in**, and will directly setup your GenConnect account and password.
- If **no Google account is signed-in to the device**, the **app will direct you to the Google sign-in page** and will ask to **verify your Google email address and password**.
- **Once registered**, the **app will send the activation link on your Google account**.

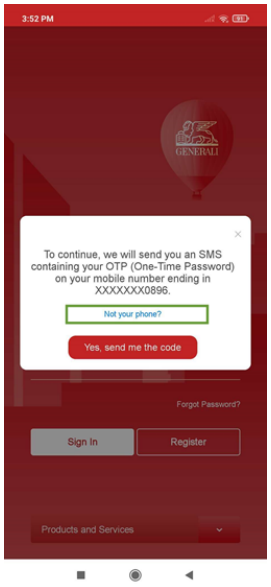
## 02 How to Sign In once you are Registered

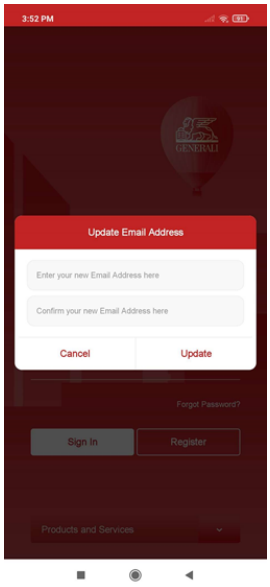
### (1) Sign in Mobile Number




To sign in, **provide your Mobile No. then tap "Sign In" button**.

The application will ask for your One-Time Pin (OTP) upon sign in. The **OTP will be sent to your provided Mobile Number**.



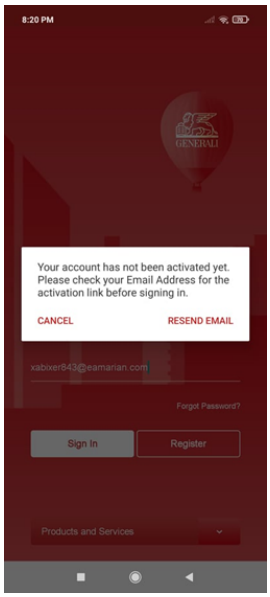




Tap **“Not your phone?”** to update the mobile number registered. The **app will require you to update your email address (if registered using mobile number) to be able to update the mobile number**.

## (2) Sign in using Email Address or Username

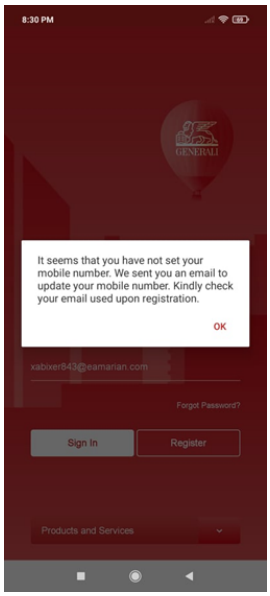
To sign in, **provide your Email Address or Username then tap “Sign In” button**.

## If Account is not Activated




**Check your registered Email Address for the activation link.**

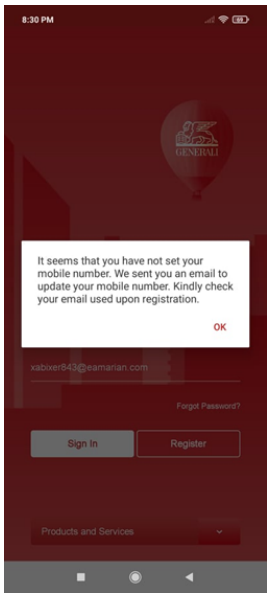
### If Account is Activated




The **application will send an email to your registered Email Address to update your mobile number registered in your account**.

## **03** How to Verify your Account

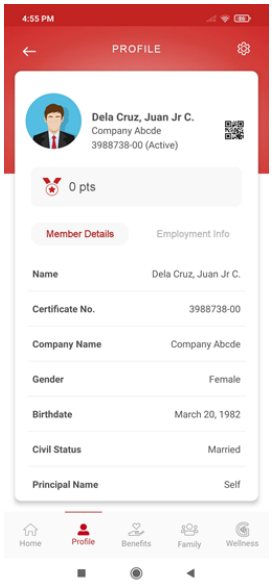
During initial sign-in to the application, the **app will prompt a message to select if you are an existing Generali Customer or not**. Select **"Yes"**. A window to update your information details will be shown.




To **activate your profile, input your Generali card or certificate number and registered birth date**.

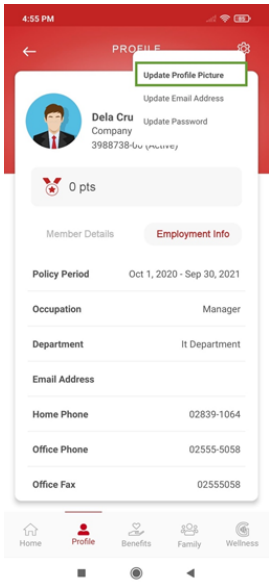
# 04 How to Edit your Profile

## Access Profile




**Tap "Profile" button from the dashboard**. This feature displays the Member Details and Employment Information of the member.

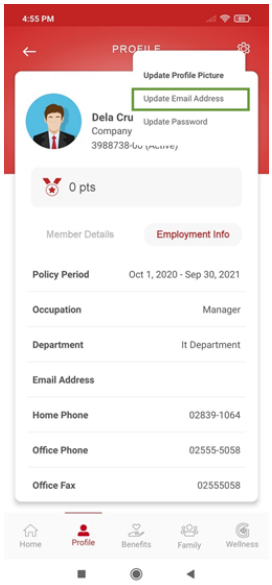
## Update Profile Picture

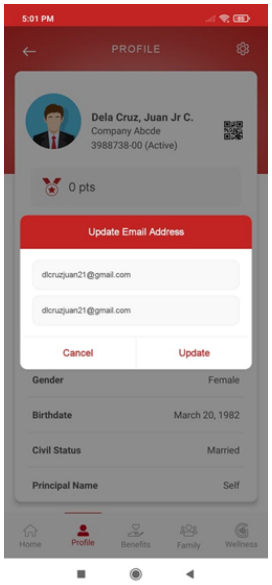



From Member's Profile, **tap the gear icon located on the upper right section then tap "Update Profile Picture"**.

You can either **Take a Photo or select an image from Gallery**.

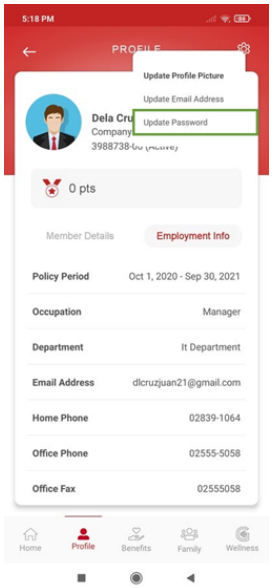
## Update Email Address

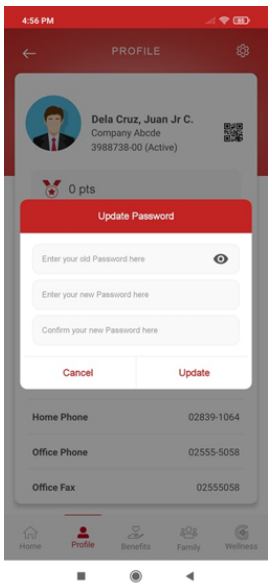



From Member's Profile, **tap the gear icon located on the upper right section then tap "Update Email Address"**.

## Update Password

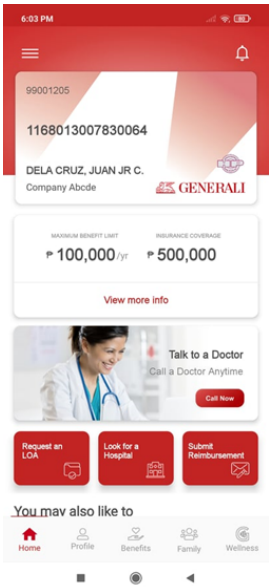


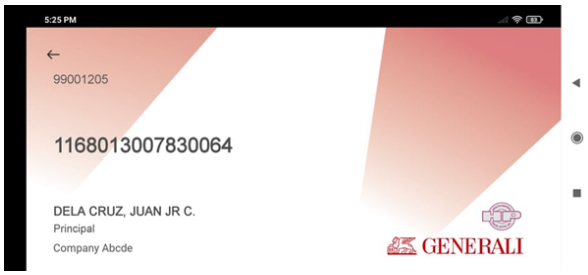




From Member's Profile, **tap the gear icon located on the upper right section then tap "Update Password"**.

# 05 How to View your Virtual Card

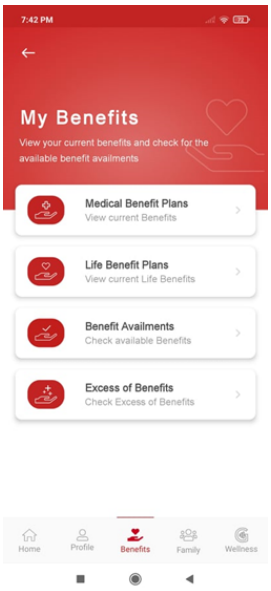
**From the Dashboard, tap the card details.**



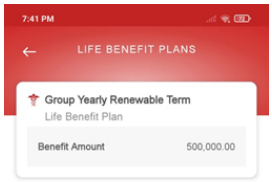




# 06 How to View your Benefits

From the dashboard **tap "Benefits" button at the bottom of the screen**. This feature shows the Member's Medical Benefit Plans, Life Benefit Plans, Benefit Availments and Excess of Benefits.

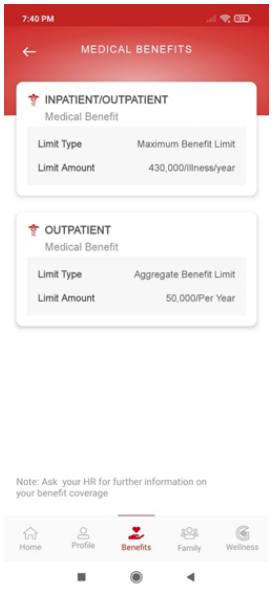


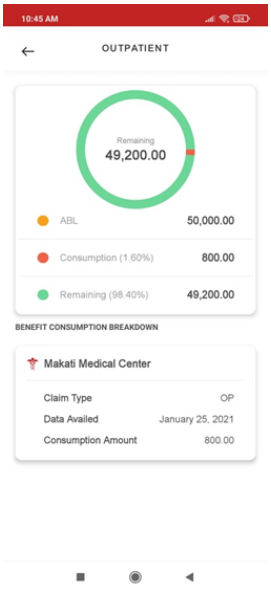
## Life Benefits Plans




**From Benefits, tap "Life Benefit Plans".**

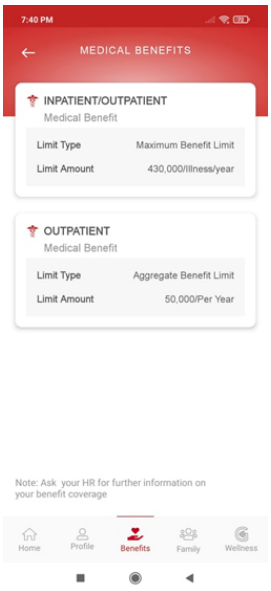
## Medical Benefits Plans




**From Benefits tap "Medical Benefit Plans".**

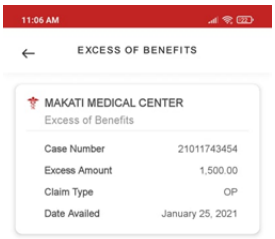
## Benefit Availments




From Benefits, tap "Benefit Availments".



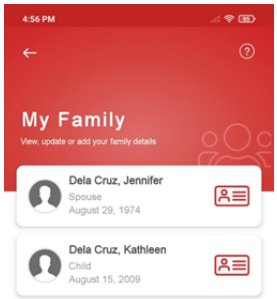

## Excess of Benefits




From Benefits tap "Excess of Benefits".

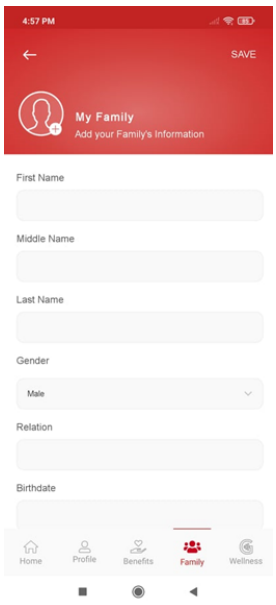
# 07 How to View your Enrolled Dependents

This feature allows you to enter your family members together with the enrolled dependents in Generali. To access this feature, **from the Dashboard tap "Family" button**.



- The **logo beside your dependents indicates that he/she is currently enrolled under Generali**. You may **not be allowed to update the details of your enrolled dependent**.
- You can **update and view your family member's details you have added** by clicking the family member's name.

## Create New Family

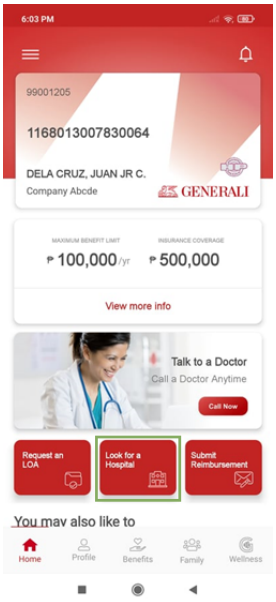


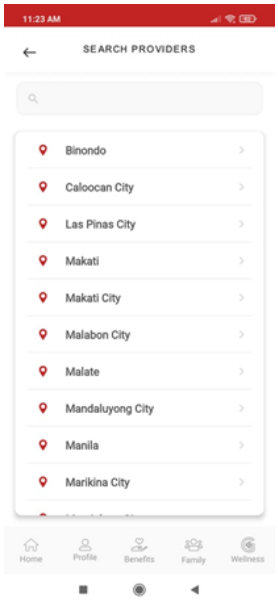

To **create new family record, tap (+) button** from the list of family.

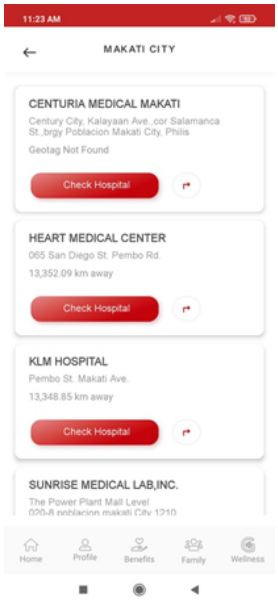
Duplicate family record is not allowed.

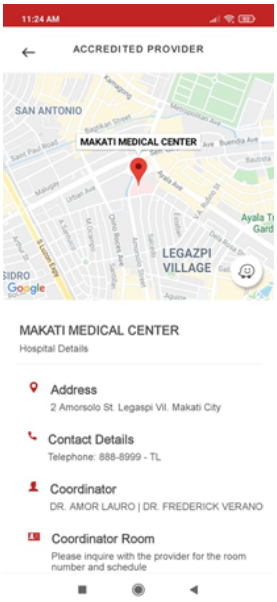
# **08** How to Look for Accredited Providers

You may **view and search for Generali's accredited hospitals and clinics**. To access this feature, **from the dashboard, tap "Look for a Hospital"**.



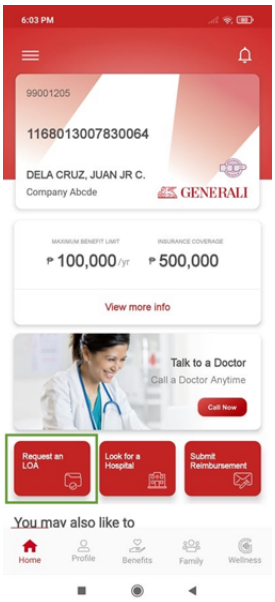



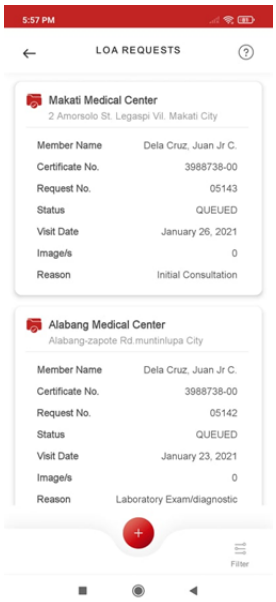




You can search for specific provided by typing the provider name on the search field.

# **09** How to Request an LOA

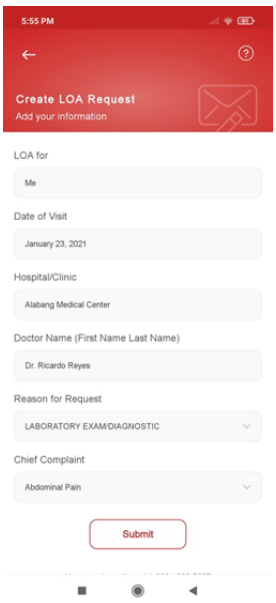
Request a Letter of Authorization (LOA) on your preferred accredited Hospital or Clinic. To access this feature, **from the dashboard, tap "Request an LOA"**.

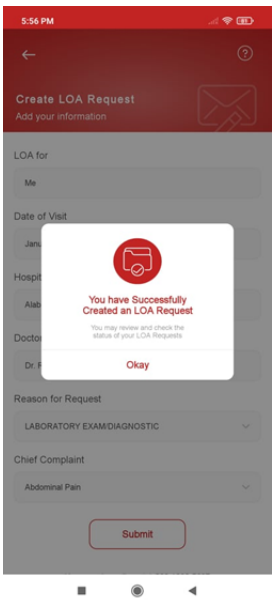


## Create New LOA

To create new LOA, **from the list of LOA Requests, tap the (+) button**.

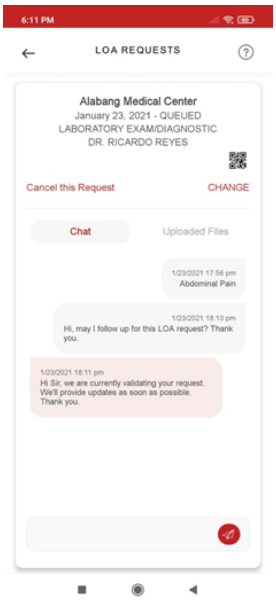


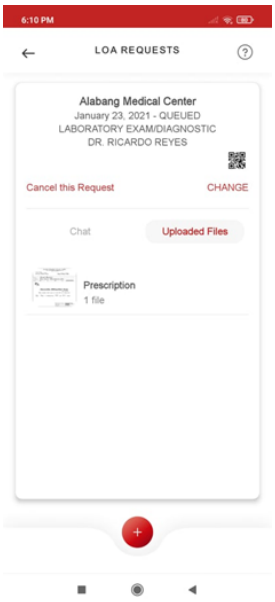




- **Create an LOA for your enrolled dependents**
- You can **request an LOA from up to five (5) days from the current date**.

## View LOA Details

To view LOA details, **from the list of LOA Requests, tap the selected LOA** and it will be directed to LOA Details.

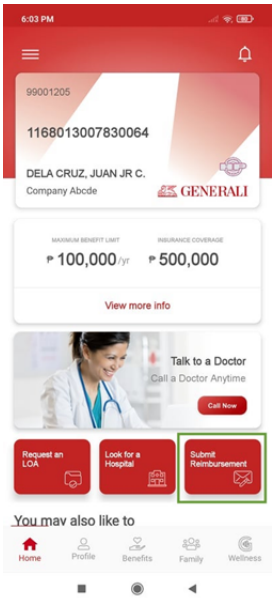


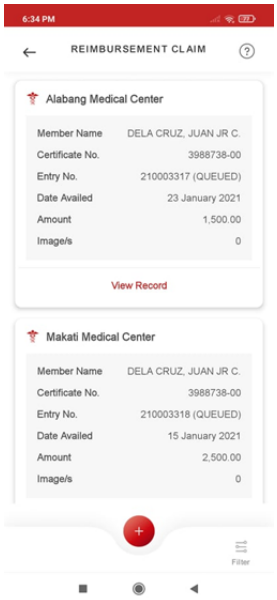




- You can **cancel an LOA request** as long as the request is currently on QUEUED.
- You can **chat with an agent real-time** by typing your inquiries and concerns through provided textbox on the chat section.
- You can **upload multiple images (up to 5 images) by tapping the (+) button bellow the Uploaded Files section**. You can only **remove your uploaded images** if your LOA is on QUEUED.

# 10 How to Submit a Reimbursement

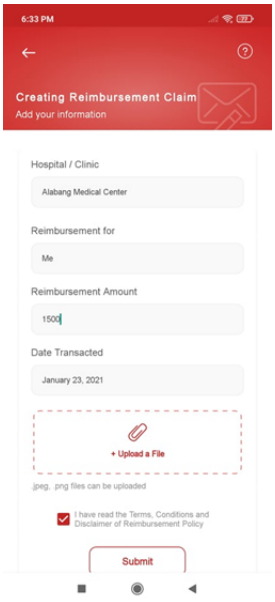
Submit a reimbursement for your consultations, prescribed medicines, laboratory tests and hospital confinement done in a non-accredited hospital. To access this feature, **from the Dashboard tap "Submit Reimbursement"**.

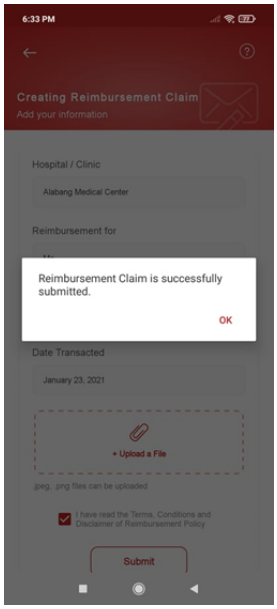



## Create New Reimbursement

To create new reimbursement, **from the list of Reimbursement Claims, tap the (+) button**.

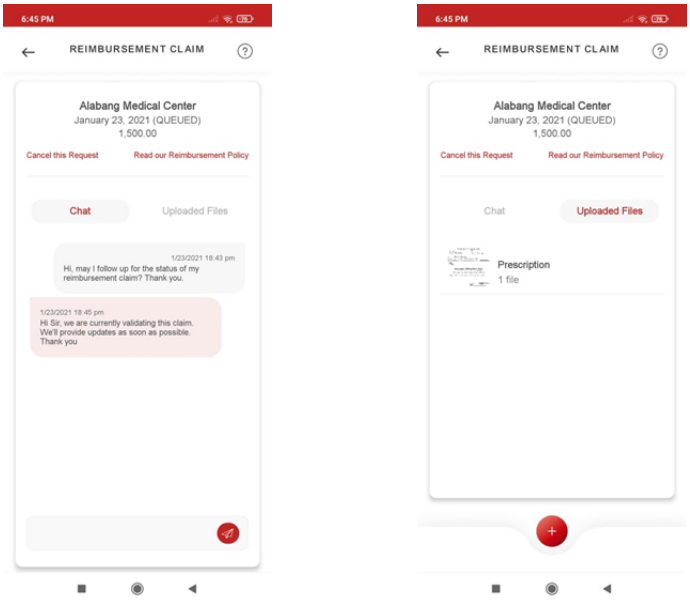



You may also **submit reimbursement for your enrolled dependents**.

## View Reimbursement Details

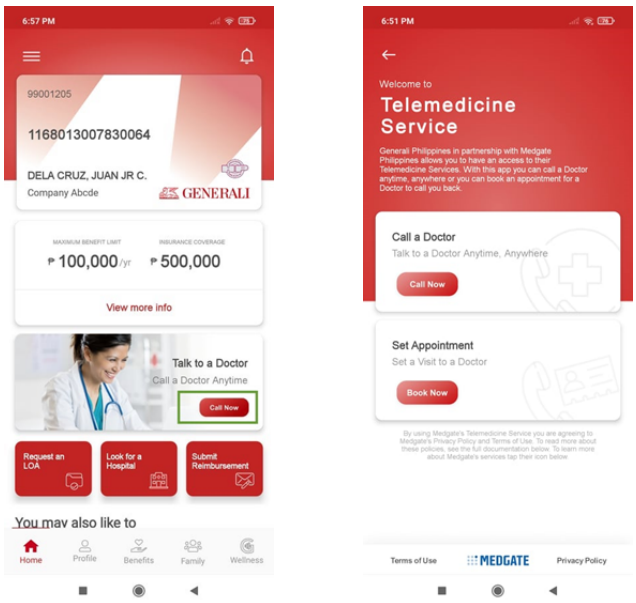
To view reimbursement details, **from the list of Reimbursement Claim, tap the selected claim**. You will be directed to Reimbursement Claim Details.




- You can **cancel Reimbursement Claim** as long as the request is currently on QUEUED.
- You can **chat with an agent real-time** by typing your inquiries and concerns through provided textbox on the chat section.
- You can **upload multiple images (up to 5 images) by tapping the (+) button** bellow the Uploaded Files section. You can only **remove your uploaded images** if your LOA is on QUEUED.

# 11 How to Access 24/7 Call-A-Doc

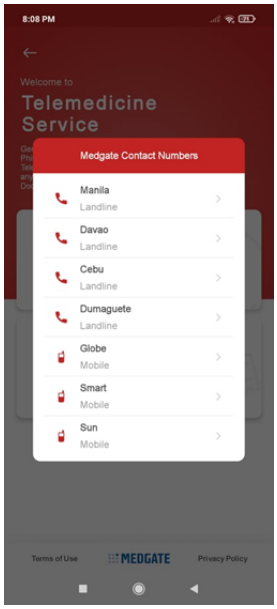
Talk to a doctor anytime, anywhere. To access this feature, **from the dashboard, tap "Call Now" button below the Talk to a Doctor**.




*Only members eligible for Telemedicine are allowed to use this feature.*

## Call a Doctor

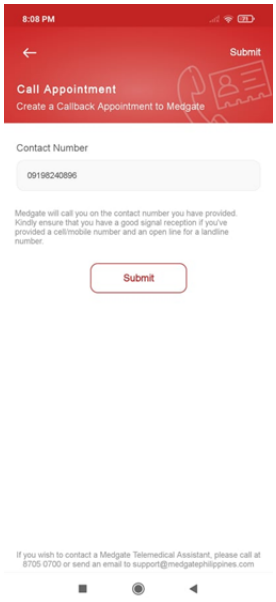
This feature allows the you to **talk to a doctor accredited by Medgate**. Upon accessing this feature, the **list of Medgate Contact Numbers will show**.




*Only members eligible for Telemedicine are allowed to use this feature.*

### Set Appointment

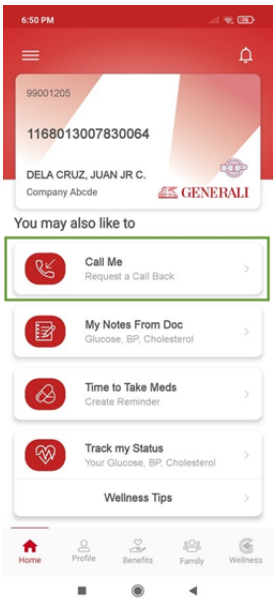
You may set an appointment with a doctor. Upon accessing this feature, **your default contact number will be reflected (but can be updated); tap "Submit" button to schedule for an appointment**.

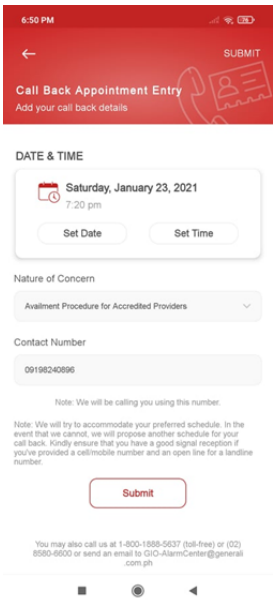



*Only members eligible for Telemedicine are allowed to use this feature.*

## **12** How to Request a Call Back from Alarm Center

You may set a call back appointment from Generali Alarm Center. To access this feature, **from the Dashboard tap "Call Me" button**.

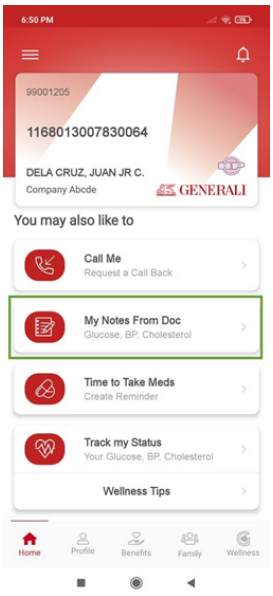


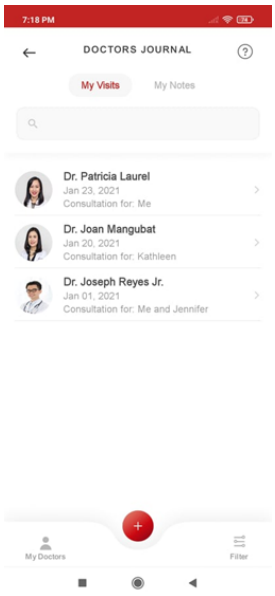




You can set your own specified date and time for your call back appointment.

# **13** How to Take Note of your Doctor’s Advice

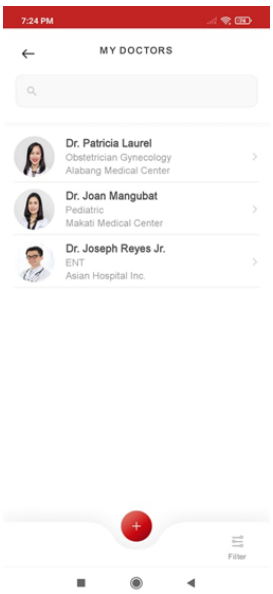
You may record the results of your Doctor’s consultation, prescription, and your appointment visits. To access this feature, **from the Dashboard, tap “My Notes from Doc” button**.

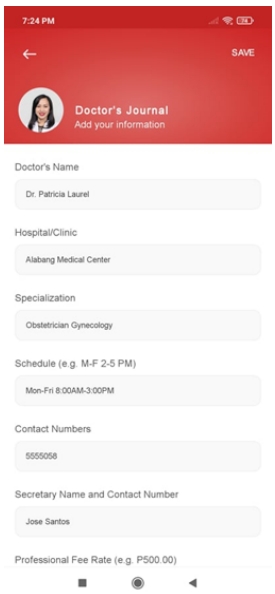



## View List of Doctors

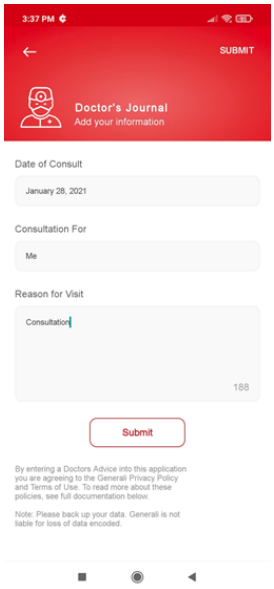
F**rom the Doctor’s Journal tap "My Doctors" button**. To **create a new doctor’s record, tap the (+) button and enter the doctor’s information**.



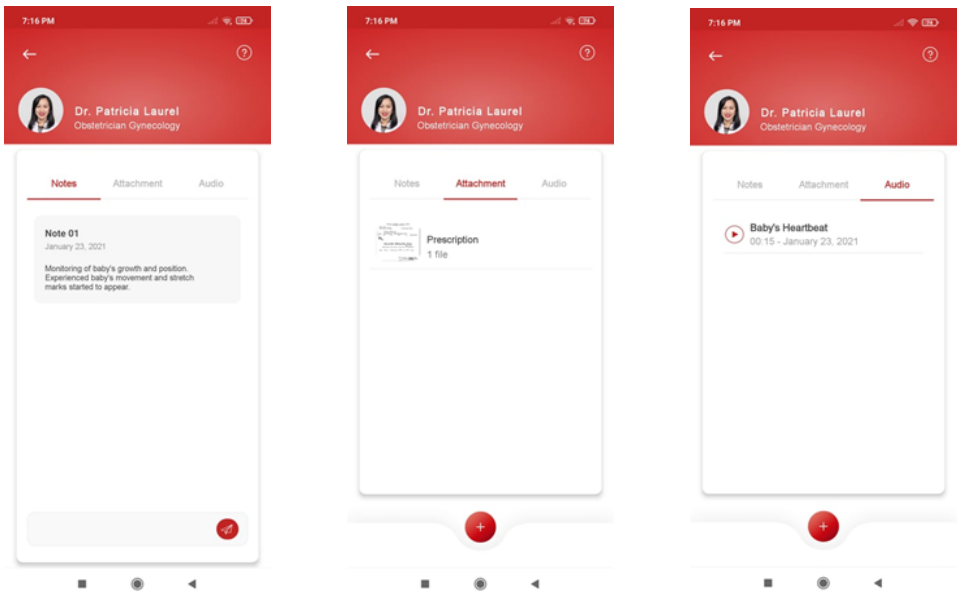
## Create New Doctor's Journal

**From the Doctor’s Journal list, tap (+) button then select a Doctor from the list**. If no Doctor, user should be able to create new Doctor.




## View Doctor's Journal Details

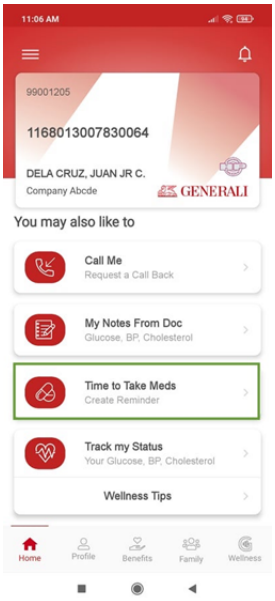
**From the list of Doctor’s Journal tap a record** and it will be directed to the Doctor’s Journal details.

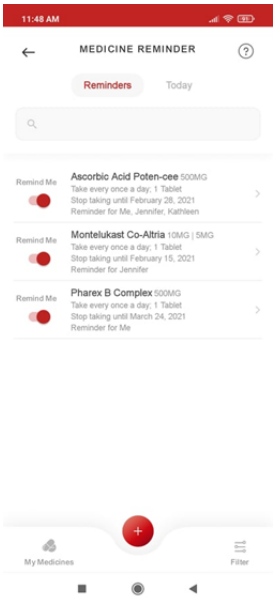



- You can **add a note** by typing through provided textbox on the Notes section.
- You can **upload multiple images (up to 5 images) by tapping the (+) button** below the Attachments section.
- You can **upload multiple audio recording (up to 2 minutes) by tapping the (+) button** bellow the Audio section.

# 14 How to Set Alerts for your Medicines

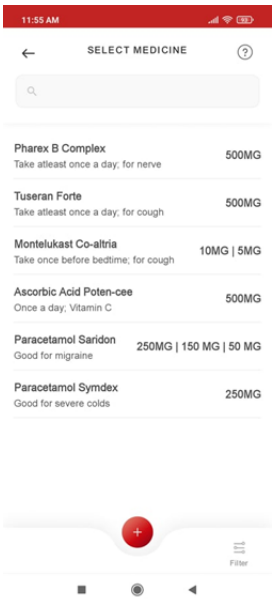
Set medicine reminders not only for yourself but also to your family members. To access this feature, **from the Dashboard, tap "Time to Take Meds" button**.

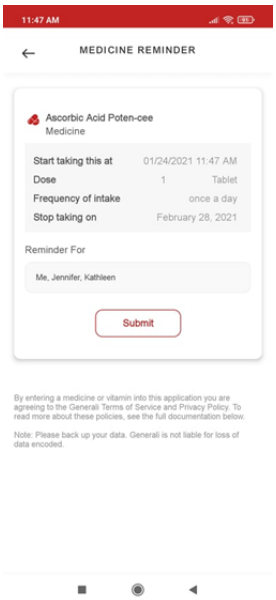



## Create New Medicine Reminder

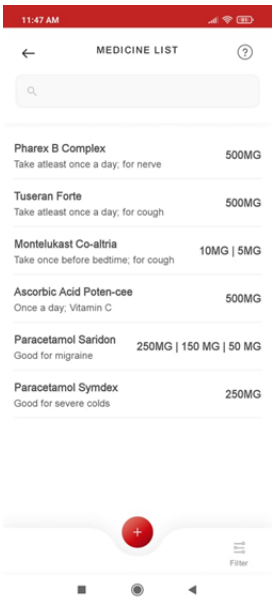
To create new medicine reminder, **from the Medicine Reminder list, tap the (+) button**.

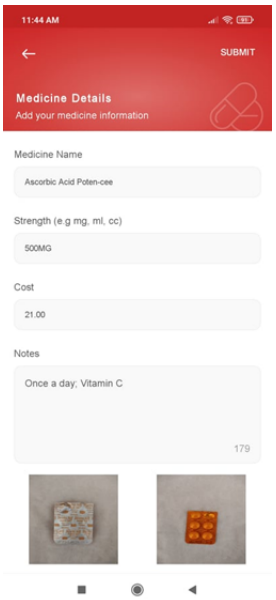


## Create New Medicine Reminder

**From the Medicine Reminder, tap "My Medicines" button**. To create a new Medicine record, tap the (+) button and enter the Medicine information.

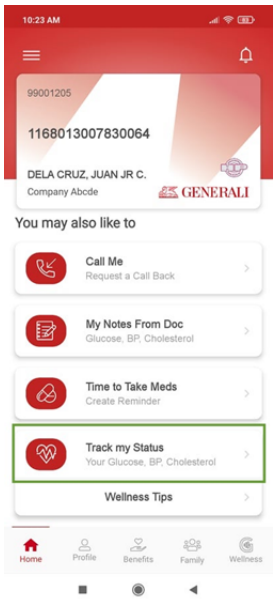


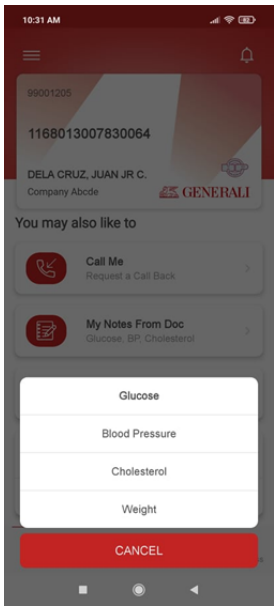




- To **remove and update a record, swipe the selected record in to the left screen**.

# 15 How to Track your Health Stats

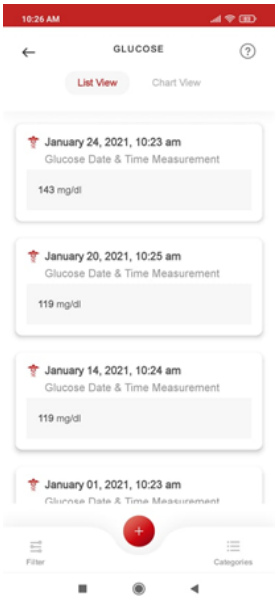
Keep a maintenance record of your health. This will help you to record the results of some of the most significant data you need to store such as Glucose, Blood Pressure, Cholesterol and Weight. To access this feature, **from the Dashboard tap "Track My Status" button**.

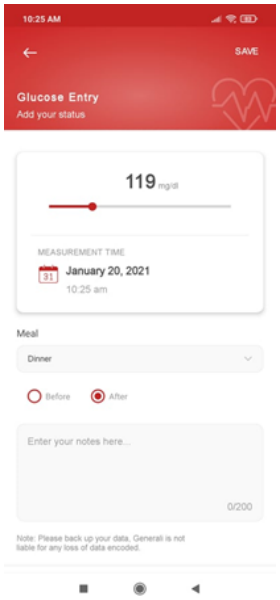


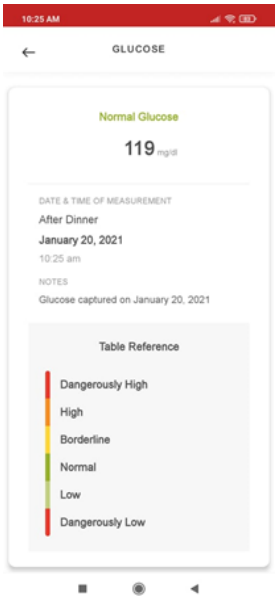




## Glucose

**From Track My Status features, tap "Glucose"**.



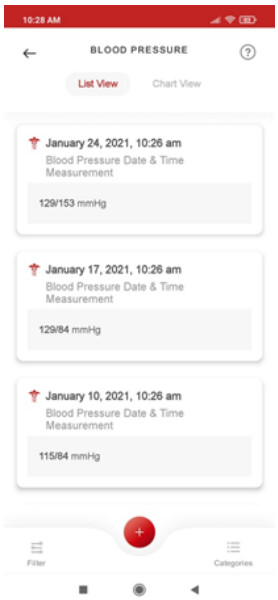



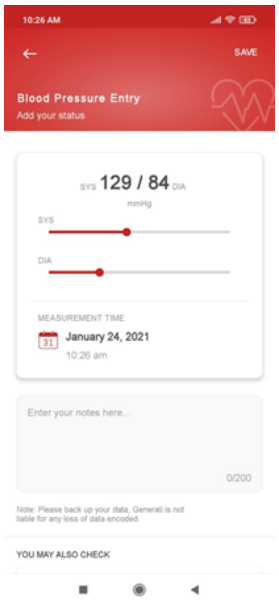



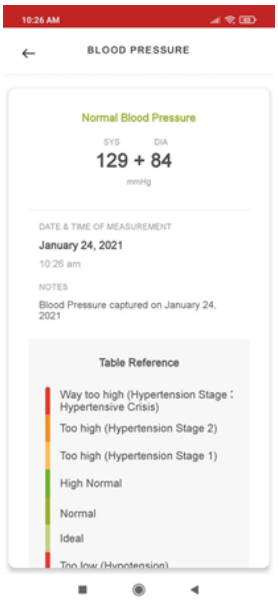

- To **add new Glucose record, tap the (+) button from the Glucose List View**.
- To **view Glucose Details, tap the record** to show the details.
- To **remove and update a record, swipe the selected record in to the left screen**.
- To **view the Glucose Chart View, tap the Chart View tab**.

## Blood Pressure

To access this feature, **from Track My Status features tap "Blood Pressure"**.



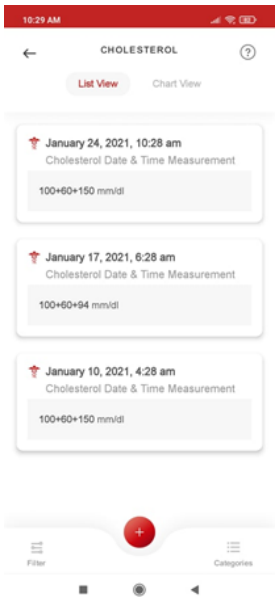



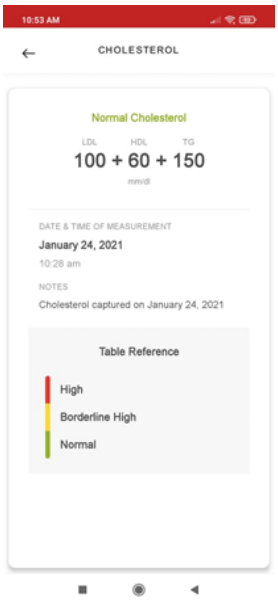




- To **add new Blood Pressure record, tap the (+) button from the Blood Pressure List View**.
- To **view Blood Pressure Details, tap the record** to show the details.
- To **remove and update a record, swipe the selected record in to the left screen**.
- To **view the Blood Pressure Chart View, tap the Chart View tab**.

## Cholesterol

To access this feature, **from Track My Status features tap "Cholesterol"**.

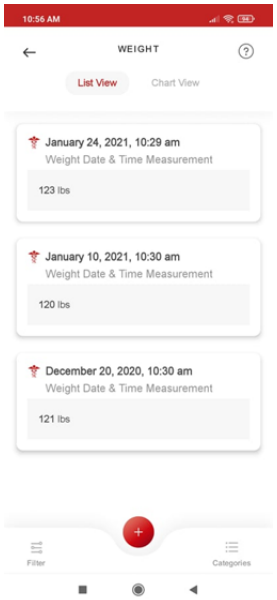


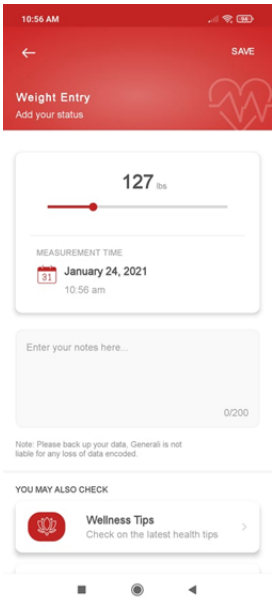



- To **add new Cholesterol record, tap the (+) button from the Cholesterol List View**.
- To **view Cholesterol Details, tap the record** to show the details.
- To **remove and update a record, swipe the selected record in to the left screen**.
- To **view the Cholesterol Chart View, tap the Chart View tab**.

## Weight

To access this feature, **from Track My Status features tap "Weight"**.



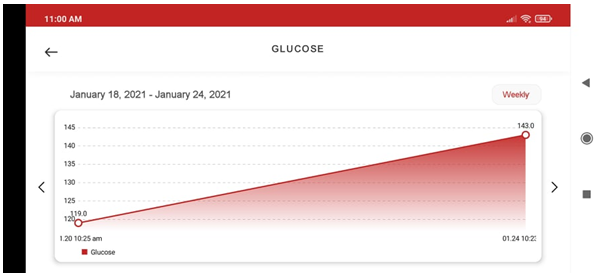




- To **add new Weight record, tap the (+) button from the Weight List View**.
- To **remove and update a record, swipe the selected record in to the left screen**.
- To **view the Weight Chart View, tap the Chart View tab**.

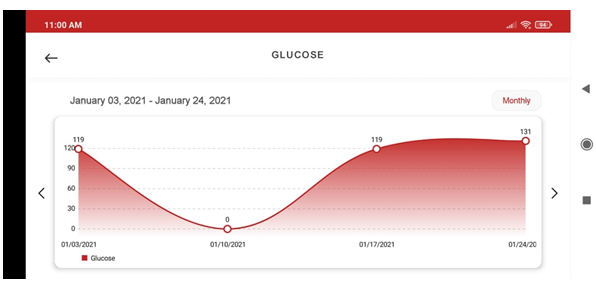
## Track my Status Chart View Example

This is applicable to Glucose, Blood Pressure, Cholesterol and Weight.

Weekly

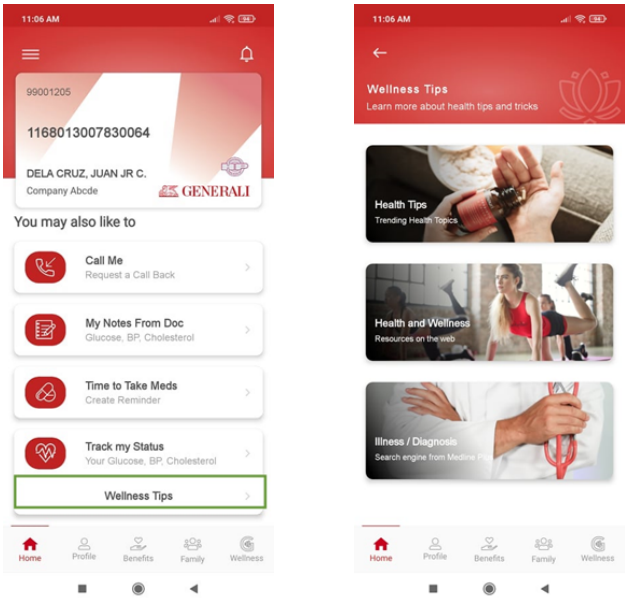



Monthly



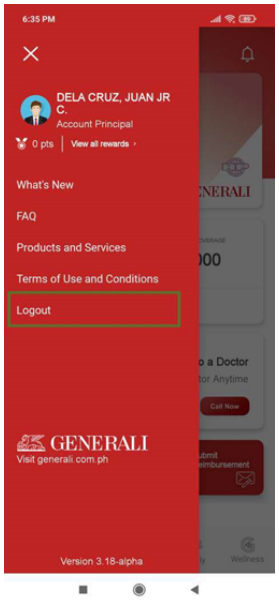
# 16 How to Learn More Wellness Tips

Read more information to improve your health such as Trending Health Tips, Health and Wellness and to learn more about specific Illness or Diagnosis. To access this feature, **from the Dashboard tap "Wellness Tips" button**.




- To **read more about Health Tips, tap Health Tips** (articles related to Health will be shown)
- To **know more about a specific illness or diagnosis, tap Illness/Diagnosis.**

# 17 How to Logout




To logout, **from the side menu, tap Logout**.