

GenConnect

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
 - 06** How to View your Benefits
 - 07** How to View your Enrolled Dependents
 - 08** How to Look for Accredited Providers
 - 09** How to Request an LOA
 - 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
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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 Access GenWellness

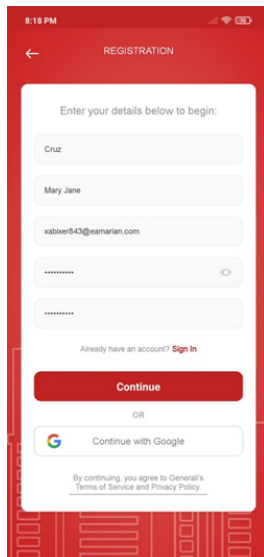
17 How to Logout

01 How to Register your Account

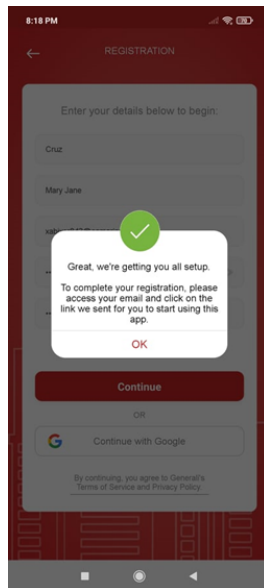
Tap **“Register”** button from the Landing Screen. You will be directed to the Registration Screen after.

You can register to the app in three (3) different ways:

(1) Register using Email Address

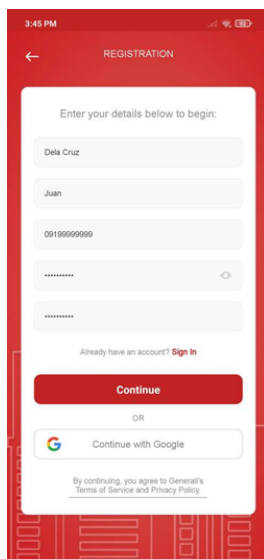


The screenshot shows the 'REGISTRATION' screen with a red header. Below the header, it says 'Enter your details below to begin:'. There are four input fields: 'Cruz', 'Mary Jane', 'xavier843@eamarian.com', and a password field with a strength indicator. Below the password field is a 'Continue' button. There is also a 'Sign In' link for users who already have an account. At the bottom, there is a 'Continue with Google' button and a link to the Terms of Service and Privacy Policy.

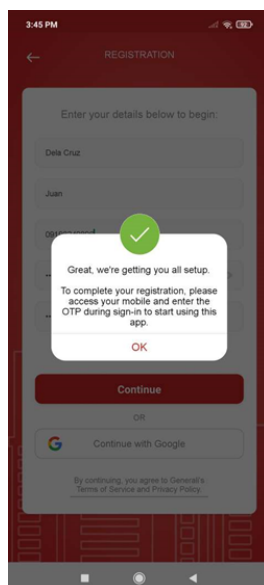


Once the registration is complete, the **link to activate account will be sent to your provided email address.** The **account should be activated to successfully log in** to the application.

(2) Register using Mobile No.

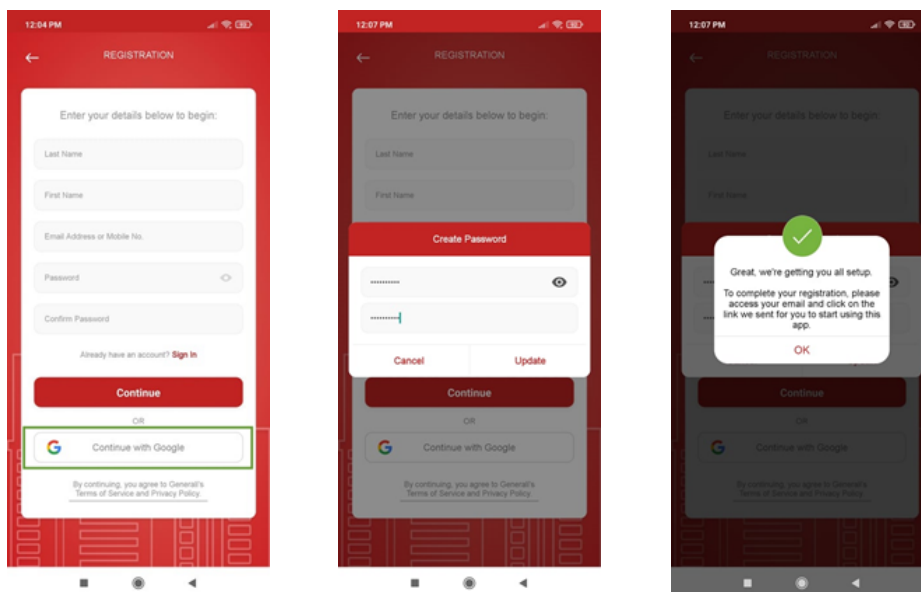


The screenshot shows the 'REGISTRATION' screen with a red header. Below the header, it says 'Enter your details below to begin:'. There are four input fields: 'Dela Cruz', 'Juan', '09199999999', and a password field with a strength indicator. Below the password field is a 'Continue' button. There is also a 'Sign In' link for users who already have an account. At the bottom, there is a 'Continue with Google' button and a link to the Terms of Service and Privacy Policy.



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

(3) Register using Connect with Google



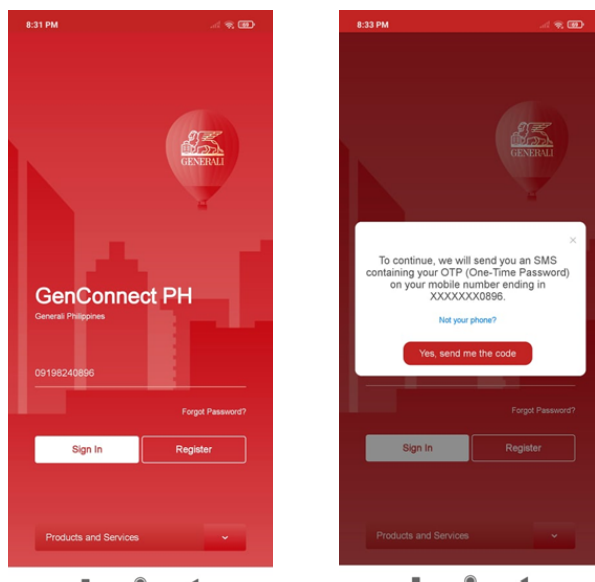
To use this feature, from the Registration screen, tap **“Continue with Google”** button.

- 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

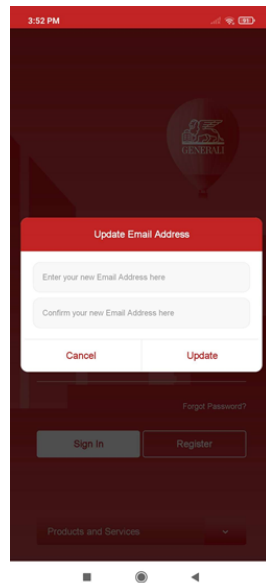
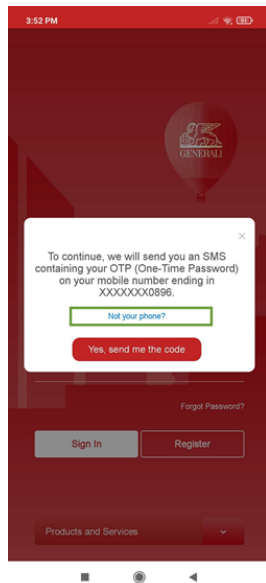
You can sign in to the app in two (2) different ways:

(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**.

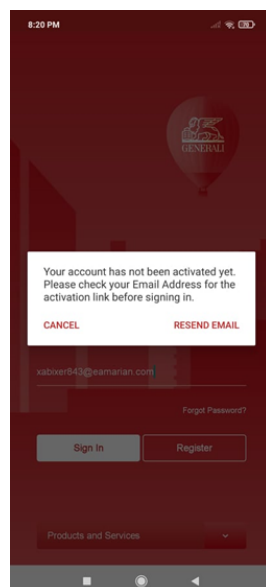
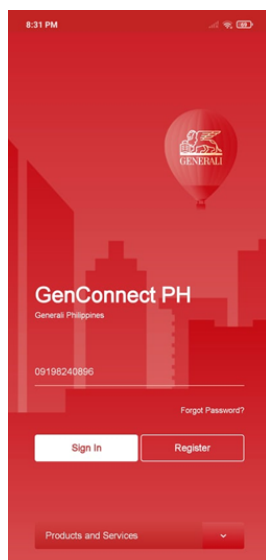


Tap **“Not your phone?”** to update the mobile number registered. The **app** will require you to update your email address (if registered using mobile number) to be able to update the mobile number.

(2) Sign in using Email Address or Username

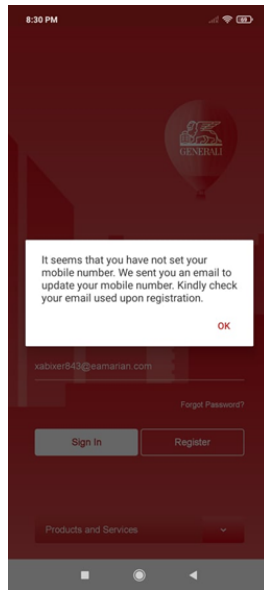
To sign in, **provide your Email Address or Username** then tap **“Sign In”** button.

If Account is not Activated



Check your registered Email Address for the activation link.

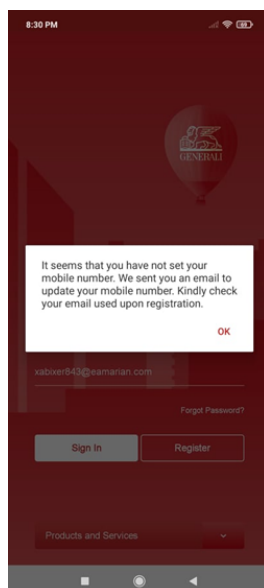
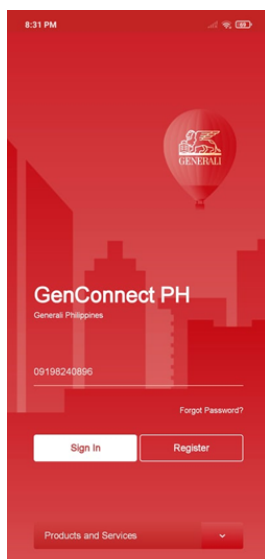
If Account is Activated



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

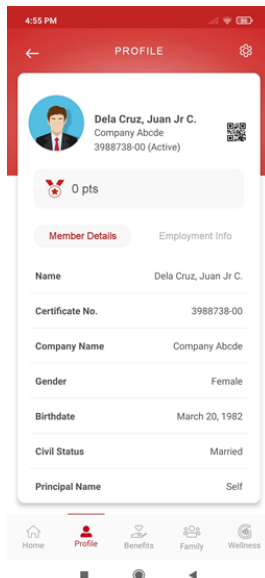
During initial sign-in to the application, the app will prompt a message to select if you are an existing Generali Customer or not. Select "Yes". A window to update your information details will be shown.



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

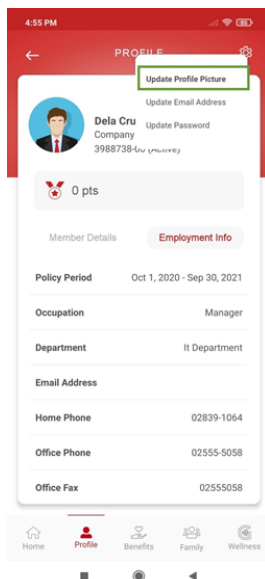
04 How to Edit your Profile

Access Profile



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

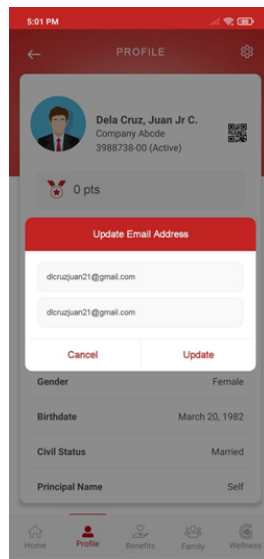
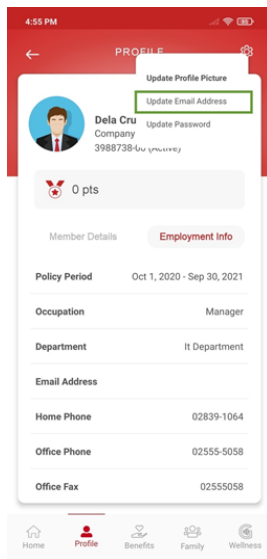
Update Profile Picture



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

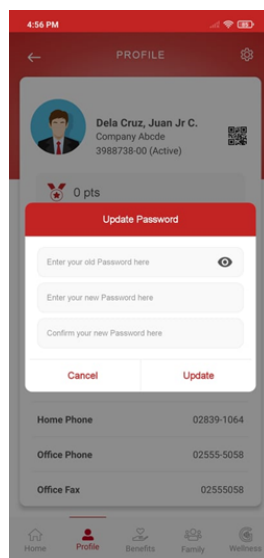
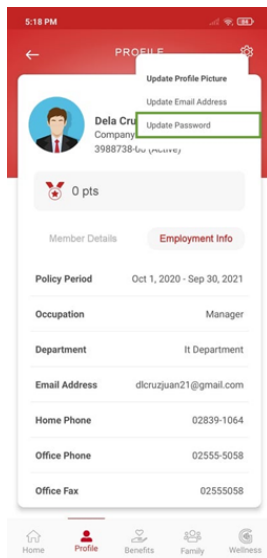
You can either **Take a Photo** or **select an image from Gallery**.

Update Email Address



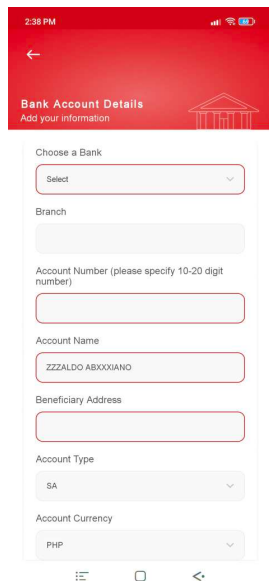
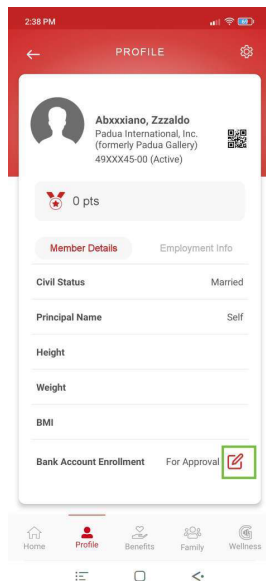
From Member's Profile, **tap the gear icon located on the upper right section then tap "Update Email Address"**.

Update Password



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

Update Bank Account Enrollment

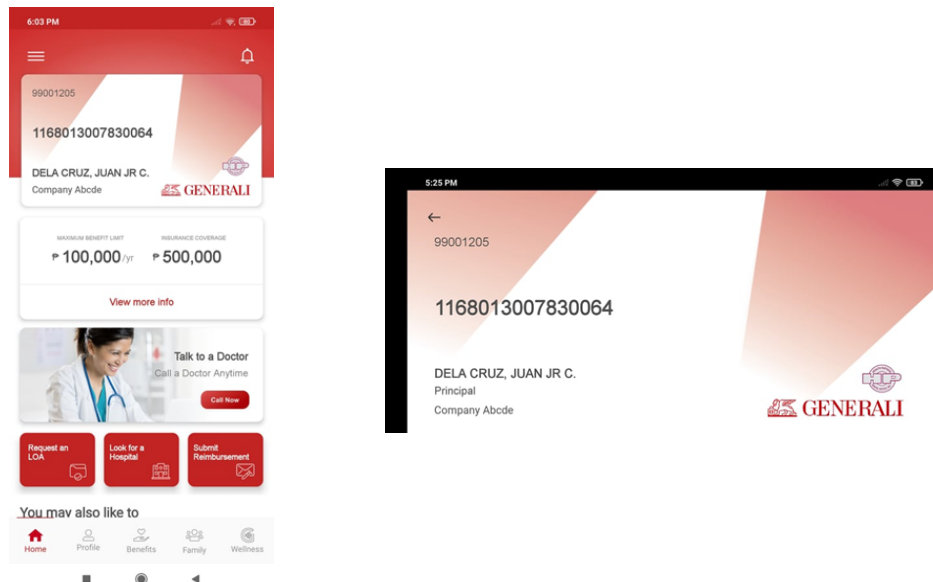


From Member's Profile, **tap the update icon located beside the Bank Account Enrollment field.**

- You must **choose a bank and provide your Account Number and Account Name.**
- To verify your bank enrollment, you must **upload an image or document proving your bank account details (e.g. deposit slip).**
- Upon submission of the bank details, the **initial status of the bank enrollment is "For Approval".**
- Once the **bank account enrollment has been approved, the status change to Active.**

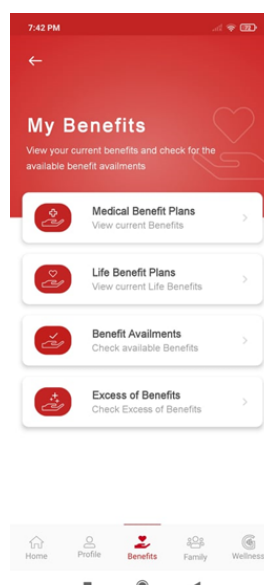
05 How to View your Virtual Card

From the Dashboard, tap the card details.

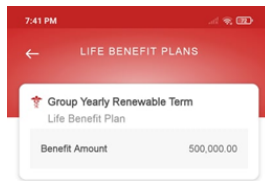


06 How to View your Benefits

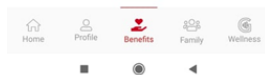
From the dashboard **tap "Benefits" button at the bottom of the screen**. This feature shows the Member's Medical Benefit Plans, Life Benefit Plans, Benefit Availments and Excess of Benefits.



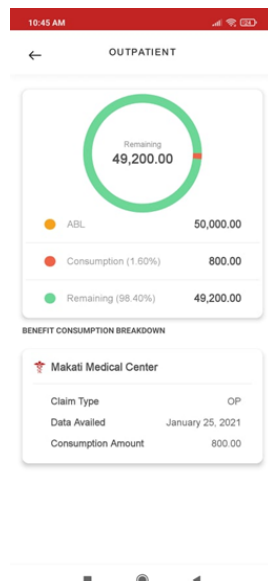
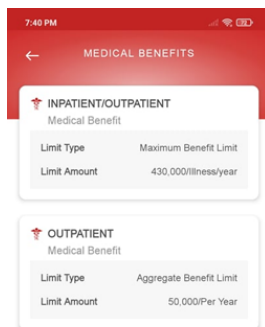
Life Benefits Plans



From Benefits, tap "Life Benefit Plans".

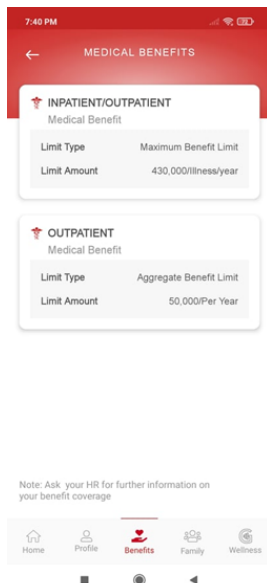


Medical Benefits Plans



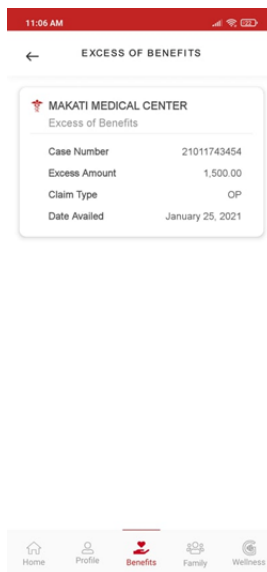
From Benefits tap "Medical Benefit Plans".

Benefit Availments



From Benefits, tap "Benefit Availments".

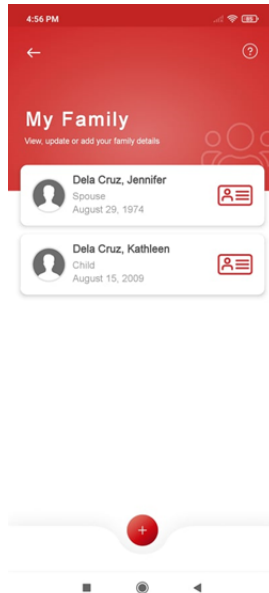
Excess of Benefits



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

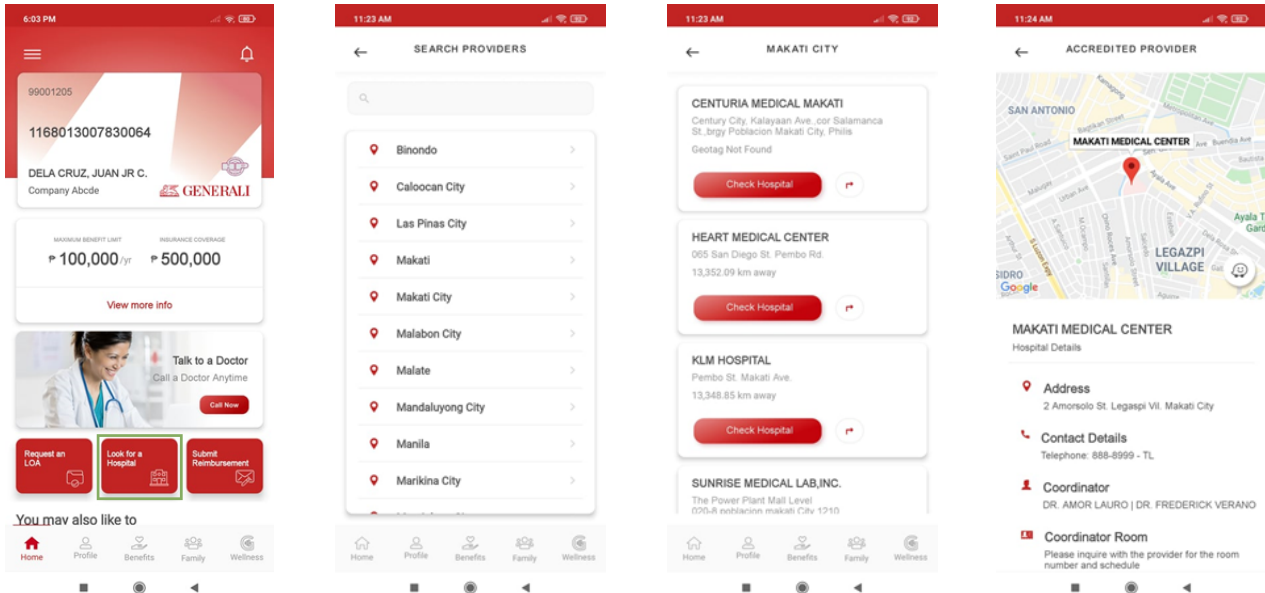
A screenshot of a mobile app interface for adding a new family member. The header is red with a back arrow and a "SAVE" button. Below the header is a red box with a white plus icon and the text "My Family" and "Add your Family's Information". Below this are several input fields: "First Name", "Middle Name", "Last Name", "Gender" (with a dropdown menu showing "Male"), "Relation", and "Birthdate". At the bottom is a navigation bar with icons for Home, Profile, Benefits, Family (which is highlighted), and Wellness.

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

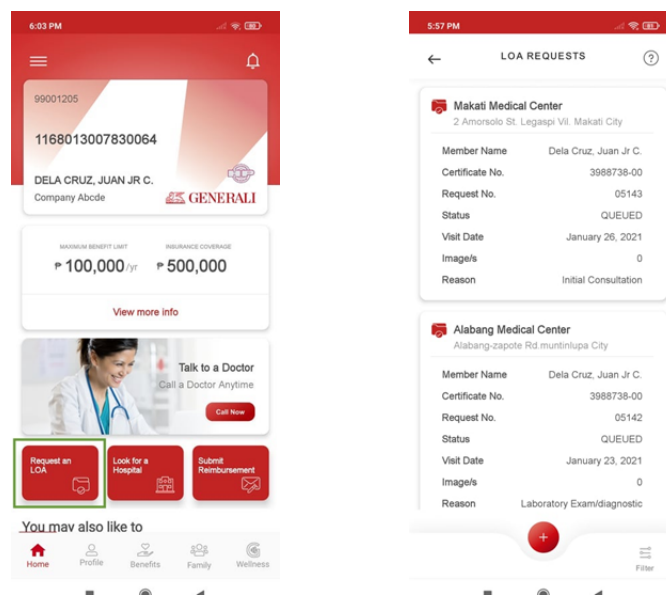
You may **view and search for Generali's accredited hospitals and clinics**. To access this feature, **from the dashboard, tap "Look for a Hospital"**.



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

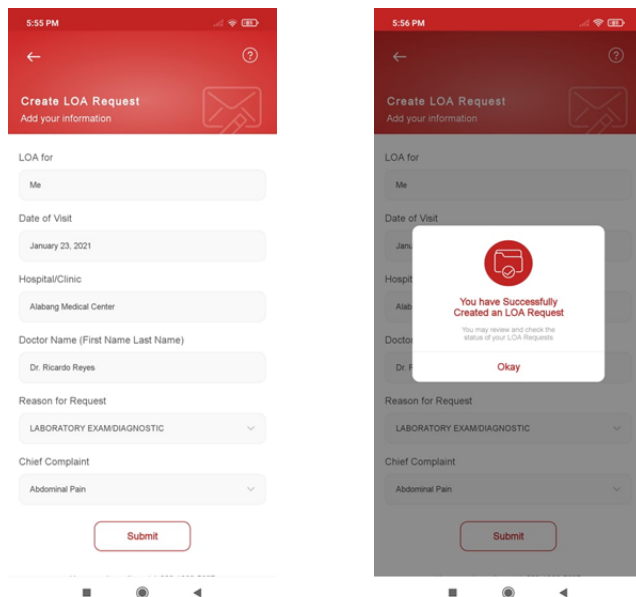
09 How to Request an LOA

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

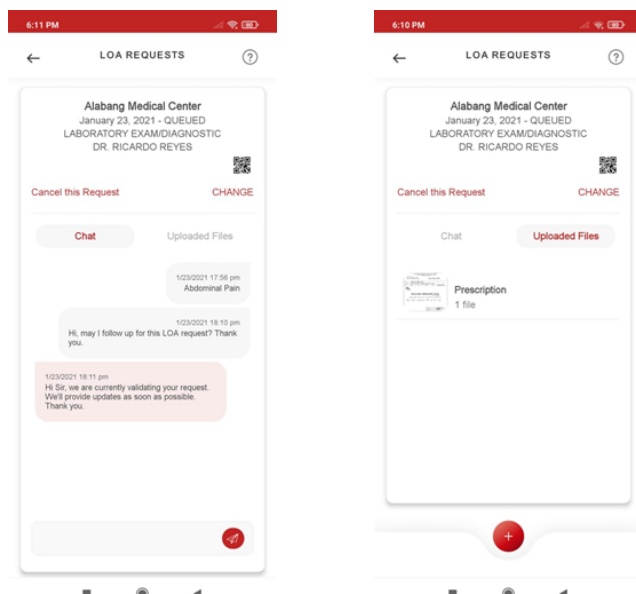
To create new LOA, **from the list of LOA Requests, tap the (+) button.**



- **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

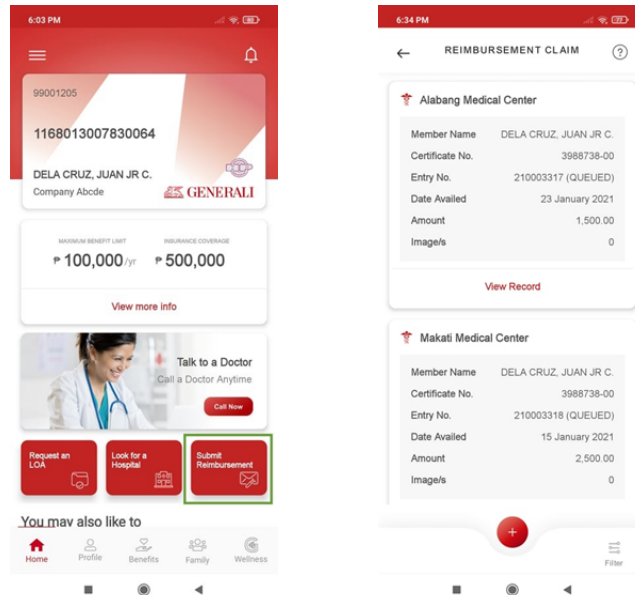
To view LOA details, **from the list of LOA Requests, tap the selected LOA** and it will be directed to LOA Details.



- 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** below the **Uploaded Files** section. You can only **remove your uploaded images** if your LOA is on QUEUED.

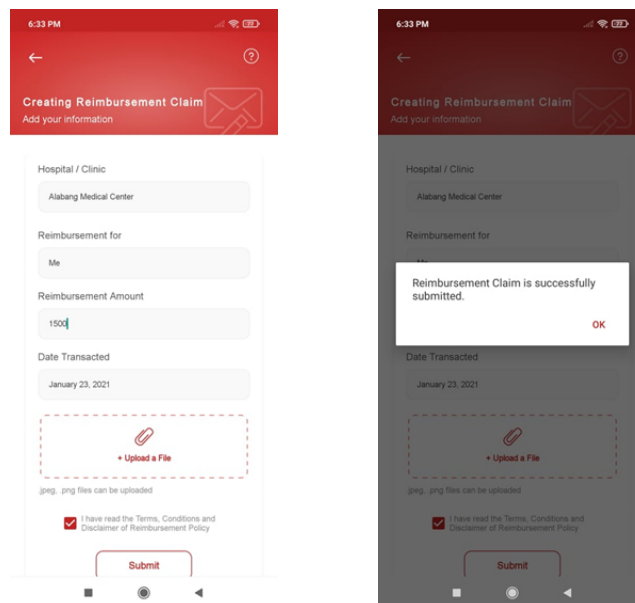
10 How to Submit a Reimbursement

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

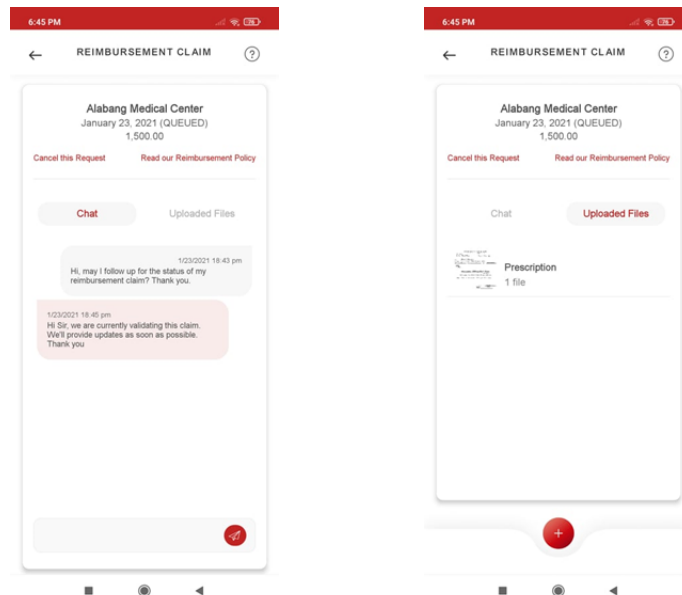
To create new reimbursement, **from the list of Reimbursement Claims, tap the (+) button**.



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

View Reimbursement Details

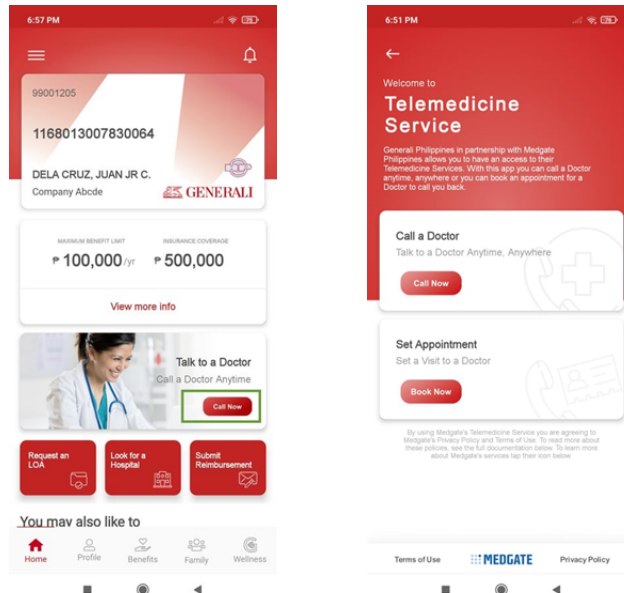
To view reimbursement details, **from the list of Reimbursement Claim, tap the selected claim**. You will be directed to Reimbursement Claim Details.



- 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

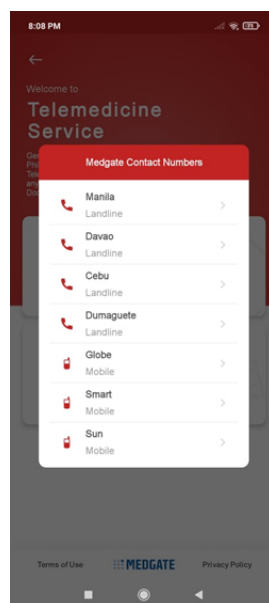
Talk to a doctor anytime, anywhere. To access this feature, **from the dashboard, tap "Call Now" button below the Talk to a Doctor.**



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.**

8:08 PM

← Submit

Call Appointment
Create a Callback Appointment to Medgate

Contact Number

09198240896

Medgate will call you on the contact number you have provided. Kindly ensure that you have a good signal reception if you've provided a cell/mobile number and an open line for a landline number.

Submit

If you wish to contact a Medgate Telemedical Assistant, please call at 8705 0705 or send an email to support@medgatephilippines.com

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.**

6:50 PM

99001205

1168013007830064

DELA CRUZ, JUAN JR C.
Company Abode

GENERALI

You may also like to

Call Me
Request a Call Back

My Notes From Doc
Glucose, BP, Cholesterol

Time to Take Meds
Create Reminder

Track my Status
Your Glucose, BP, Cholesterol

Wellness Tips

Home Profile Benefits Family Wellness

6:50 PM

← SUBMIT

Call Back Appointment Entry
Add your call back details

DATE & TIME

Saturday, January 23, 2021
7:20 pm

Set Date Set Time

Nature of Concern

Assessment Procedure for Accredited Providers

Contact Number

09198240896

Note: We will be calling you using this number.

Note: We will try to accommodate your preferred schedule. In the event that we cannot, we will propose another schedule for your call back. Kindly ensure that you have a good signal reception if you've provided a cell/mobile number and an open line for a landline number.

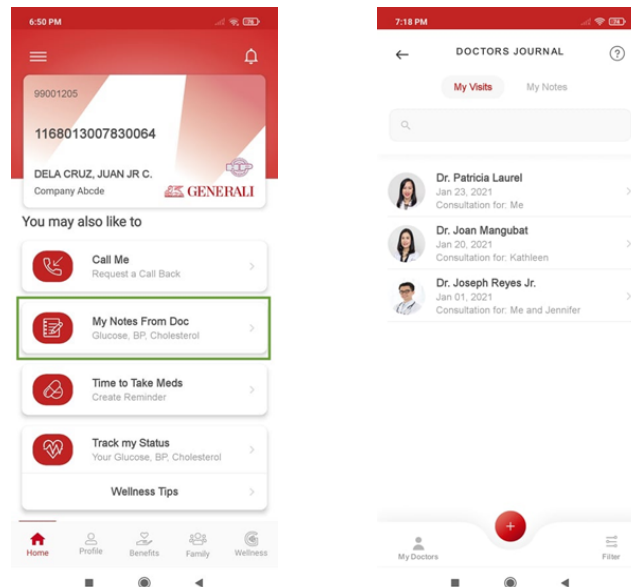
Submit

You may also call us at 1-800-1888-5637 (toll-free) or (02) 8560-6500 or send an email to GIO-AlarmCenter@generali.com.ph

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

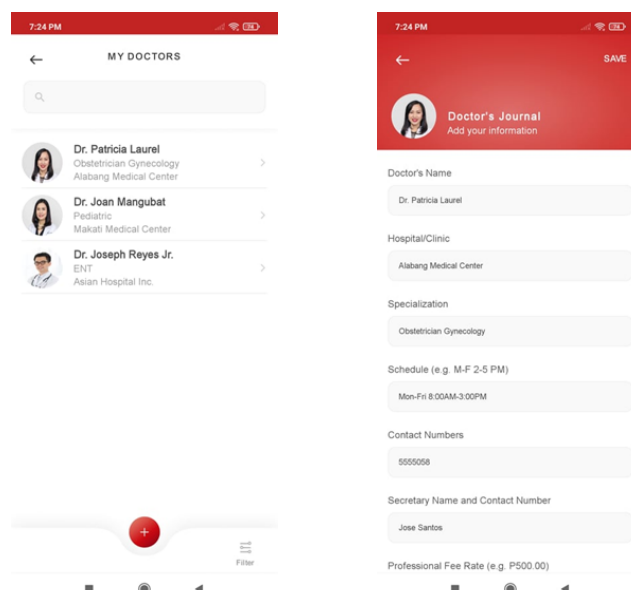
13 How to Take Note of your Doctor's Advice

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

From the Doctor's Journal tap "My Doctors" button. To create a new doctor's record, tap the (+) button and enter the doctor's information.

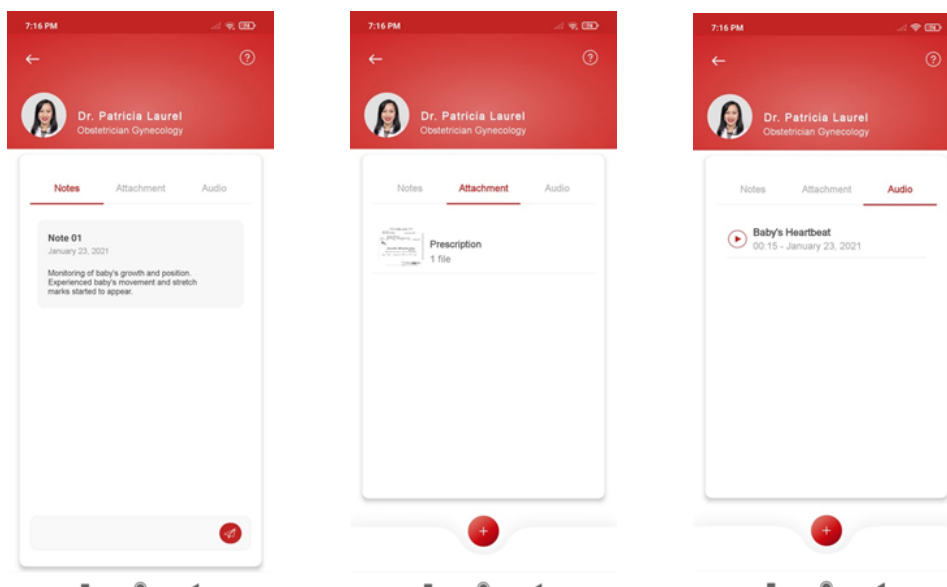


Create New Doctor's Journal

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

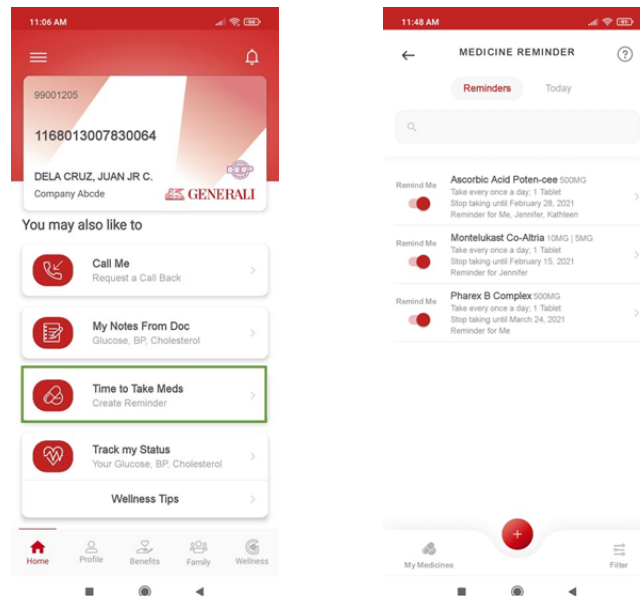
From the list of Doctor's Journal tap a record and it will be directed to the Doctor's Journal details.



- 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 below the Audio section.

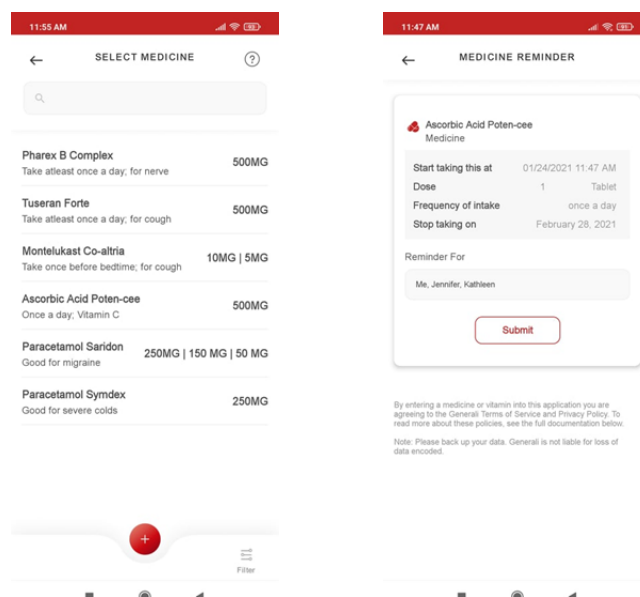
14 How to Set Alerts for your Medicines

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

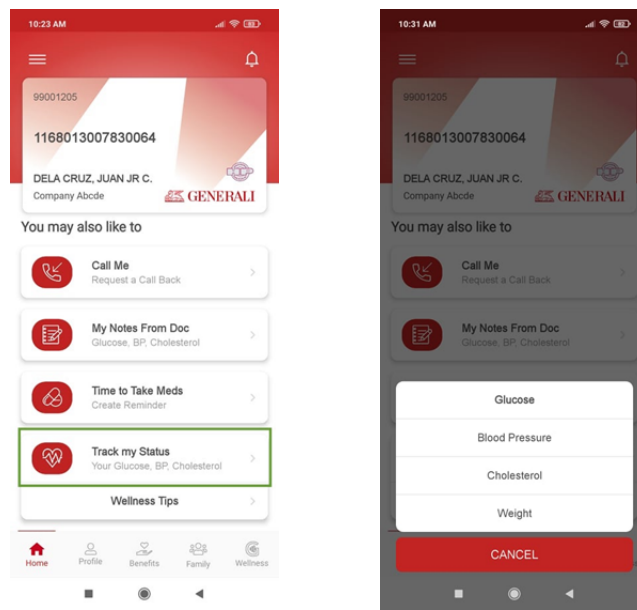
From the Medicine Reminder, tap "My Medicines" button. To create a new Medicine record, tap the (+) button and enter the Medicine information.



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

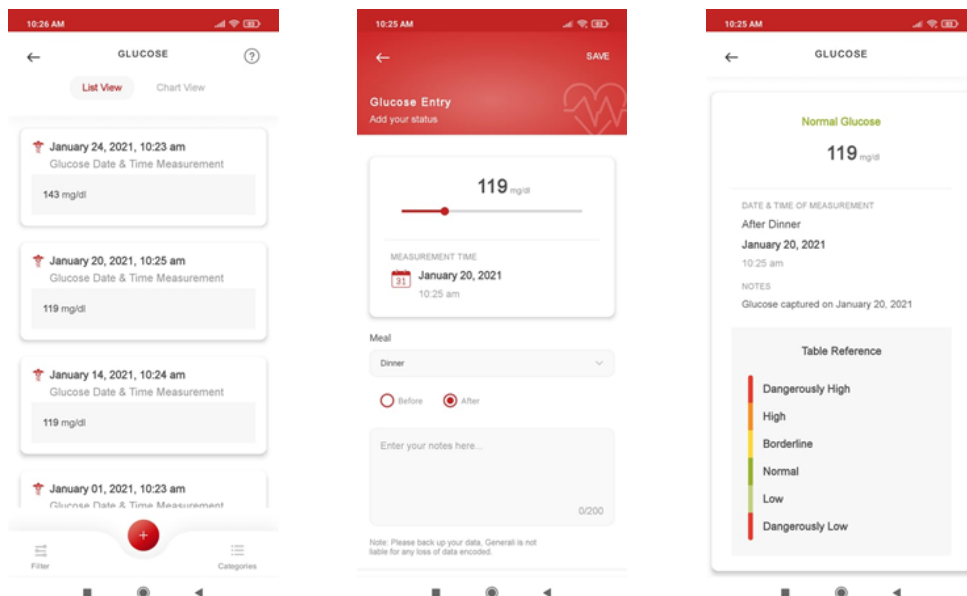
15 How to Track your Health Stats

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

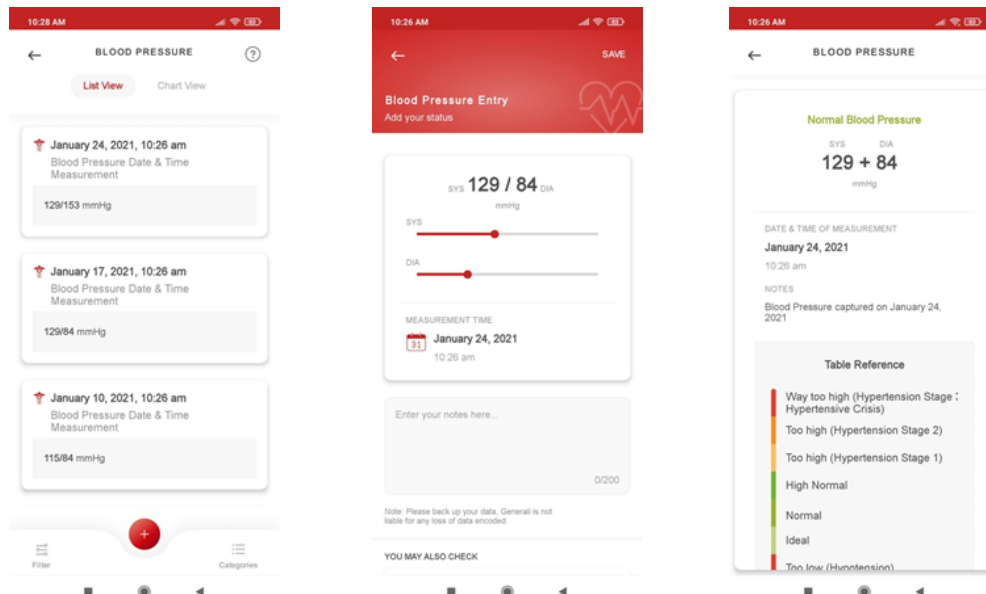
From Track My Status features, tap "Glucose".



- 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

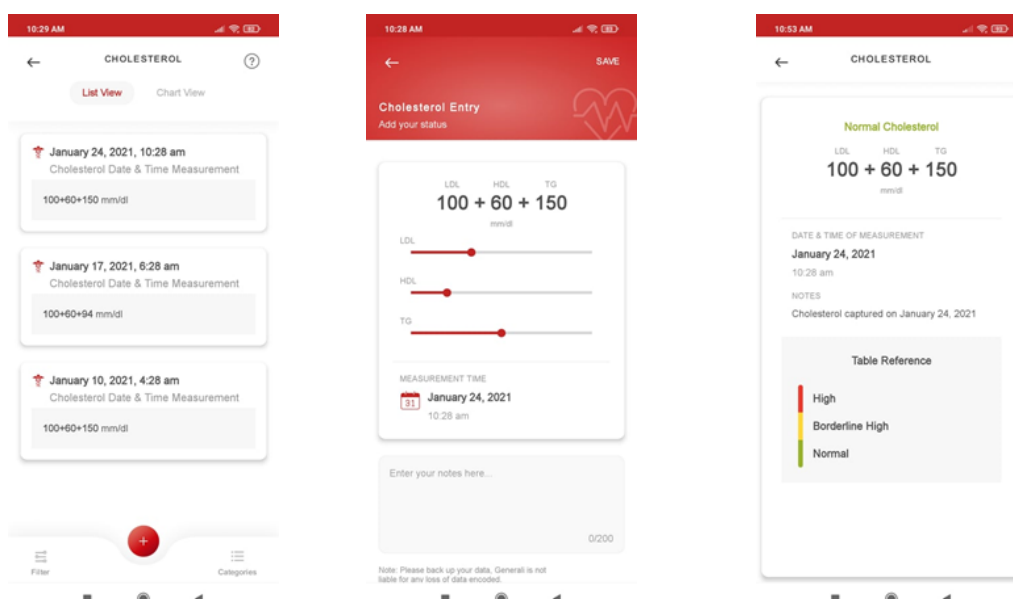
To access this feature, from Track My Status features tap "Blood Pressure".



- 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

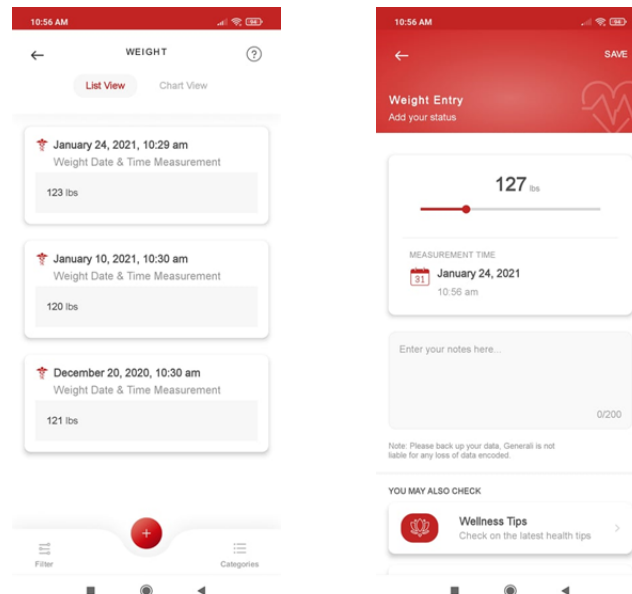
To access this feature, from Track My Status features tap "Cholesterol".



- 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.

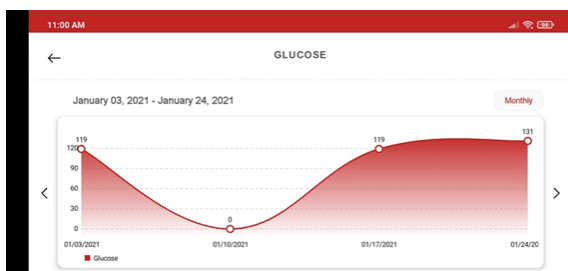
Track my Status Chart View Example

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

Weekly

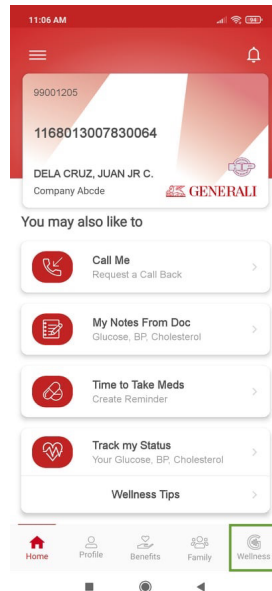


Monthly



16 How to Access GenWellness

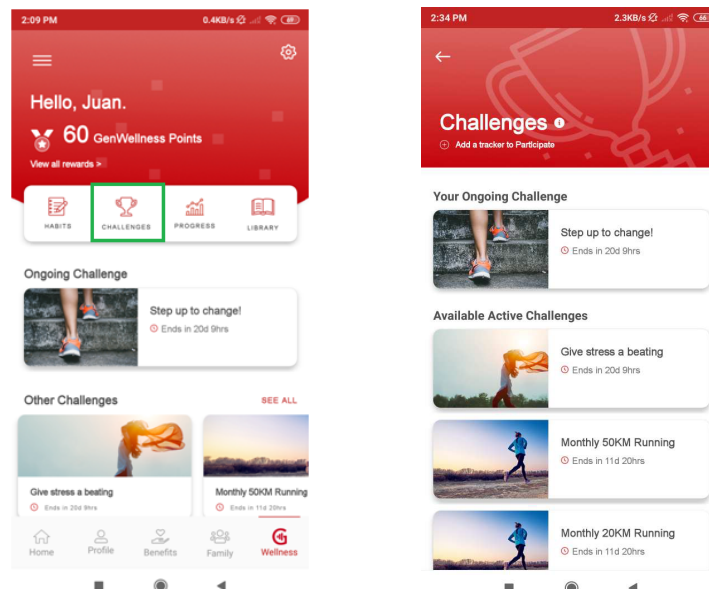
Track your fitness goals. To access this feature, **from the dashboard, tap "Wellness" button.**



Only members eligible for GenWellness are allowed to use this feature.

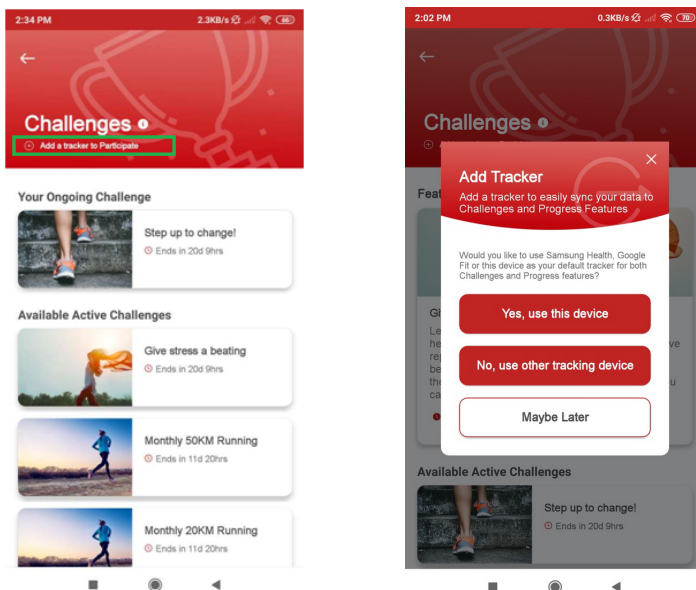
View List of Challenges

To access this feature, **from GenWellness dashboard, tap "Challenges".**



Only members eligible for GenWellness are allowed to use this feature.

View List of Challenges

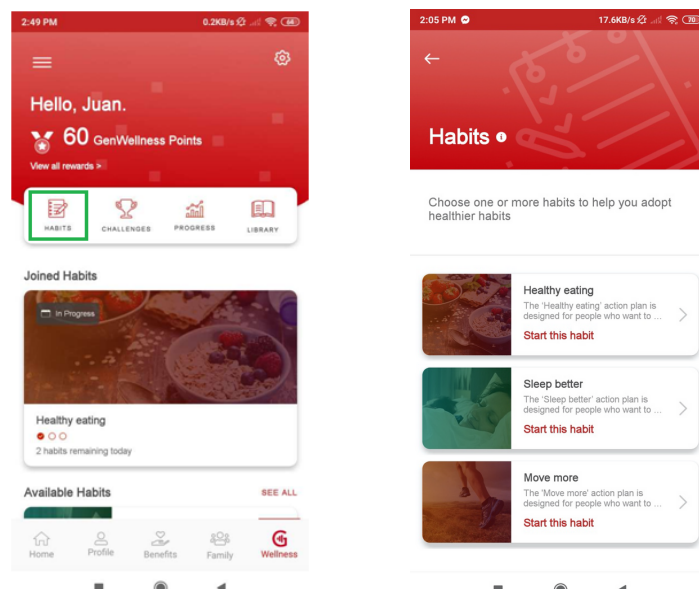


To participate on a challenge, you must **add a fitness tracker**.

Only members eligible for GenWellness are allowed to use this feature.

Build Healthy Habits

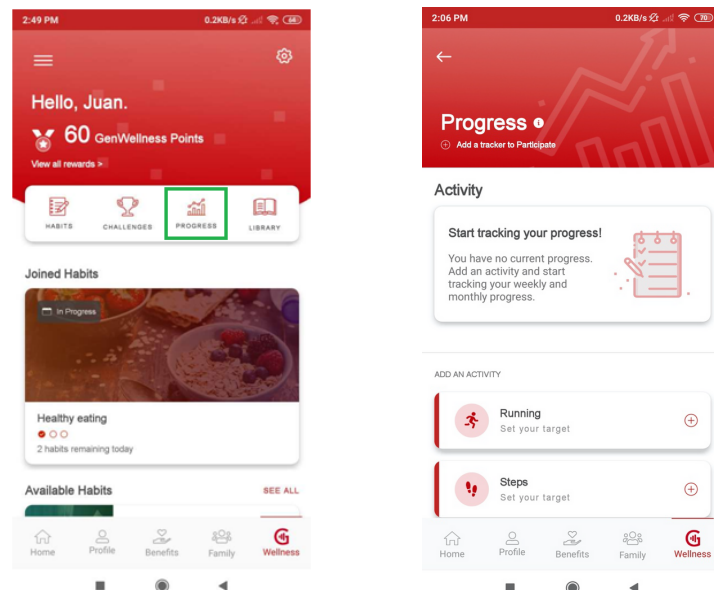
To access this feature, **from GenWellness dashboard, tap "Habits"**.



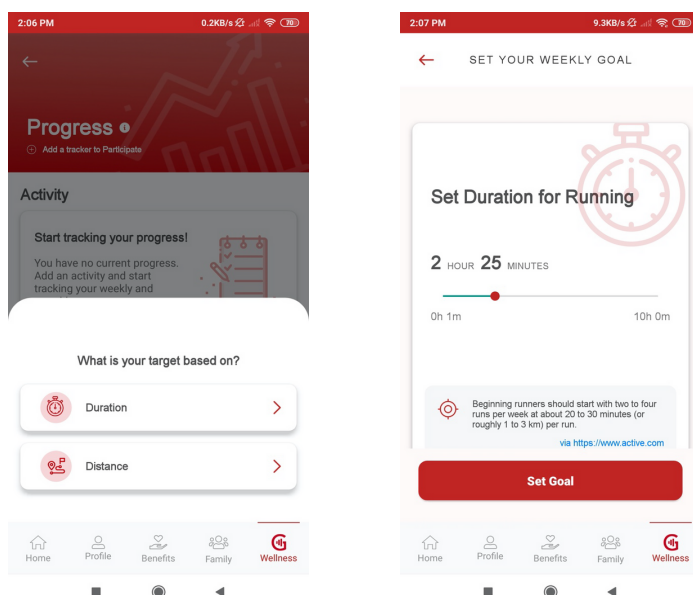
Only members eligible for GenWellness are allowed to use this feature.

Track Fitness Progress

To access this feature, **from GenWellness dashboard, tap "Progress"**.



Only members eligible for GenWellness are allowed to use this feature.

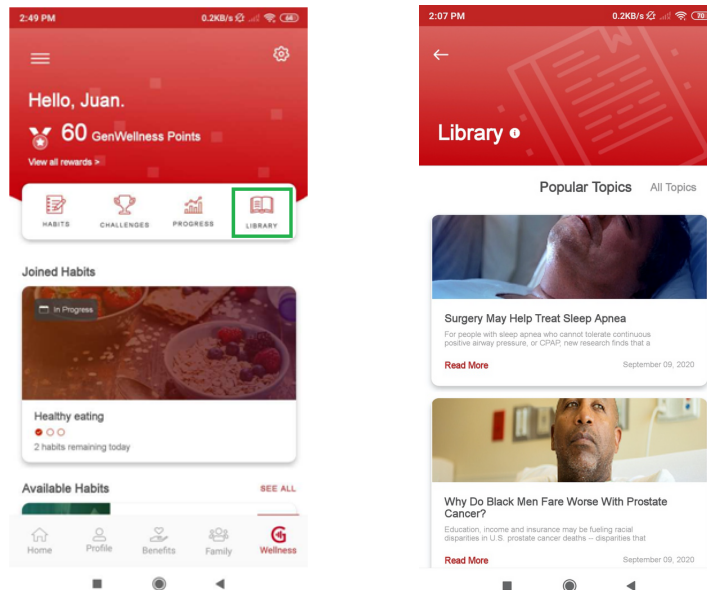


From the list of activities, **tap the (+) button to add an activity**. The app will show target options based on the selected activity.

Only members eligible for GenWellness are allowed to use this feature.

Read On Wellness Tips

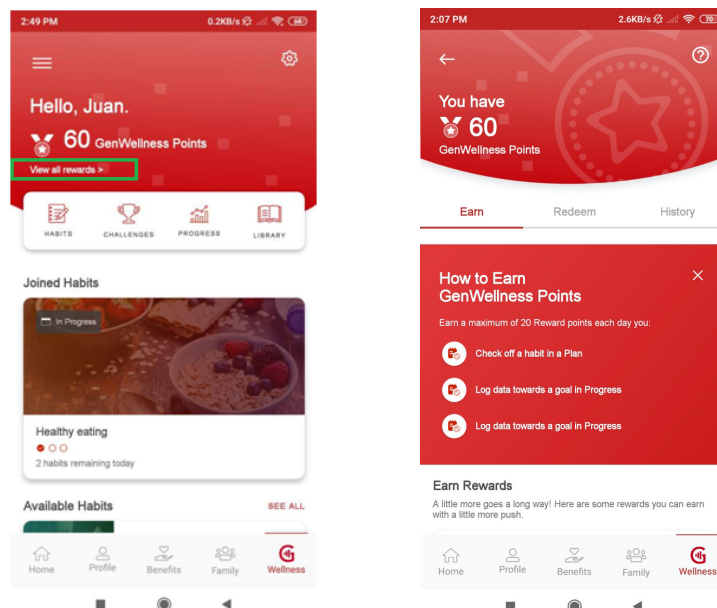
To access this feature, **from GenWellness dashboard, tap "Library"**.



Only members eligible for GenWellness are allowed to use this feature.

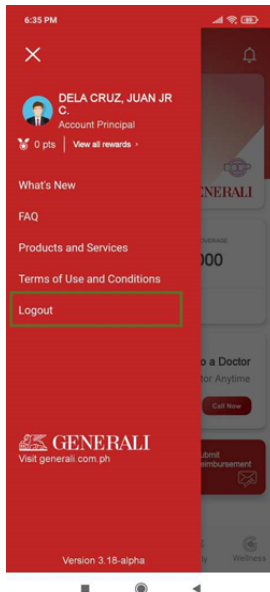
Get Rewarded

To access this feature, **from GenWellness dashboard, tap "View all rewards"**.



Only members eligible for GenWellness are allowed to use this feature.

17 How to Logout



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