



# 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 Take Note of your Doctor's Advice

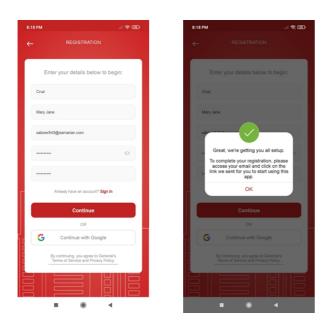
- How to Set Alerts for your Medicines
- How to Track your Health Stats
- How to Access GenWellness
- How to Logout

### 01 How to Register your Account

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

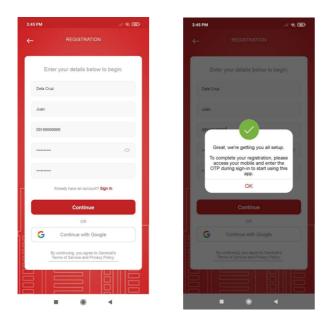
#### You can register to the app in three (3) different ways:

#### (1) Register using Email Address



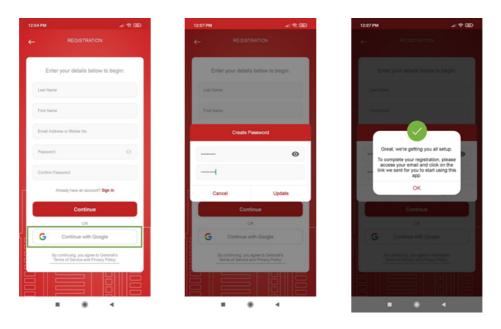
Once the registration is complete, the link to activate account will be sent to your provided email address. The account should be activated to successfully log in to the application.

#### (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.

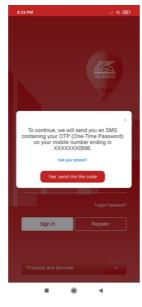
- If your Google account is already signed-in to your device, the app will automatically use the email address logged in, and will directly setup your GenConnect account and password.
- If no Google account is signed-in to the device, the app will direct you to the Google sign-in page and will ask to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

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

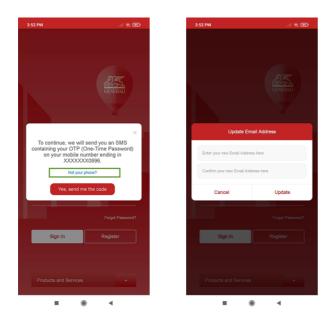
#### (1) Sign in Mobile Number





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**.

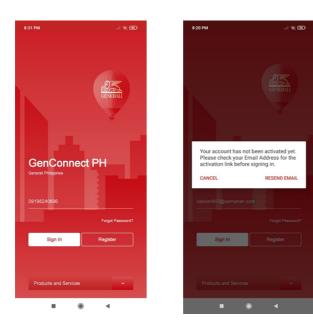


Tap "Not your phone?" to update the mobile number registered. The app will require you to update your email address (if registered using mobile number) to be able to update the mobile number.

(2) Sign in using Email Address or Username

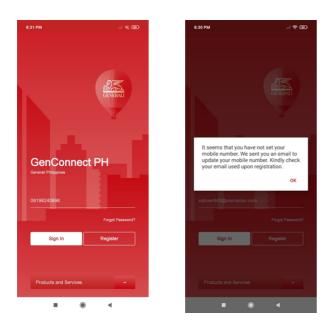
To sign in, provide your Email Address or Username then tap "Sign In" button.

#### 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.

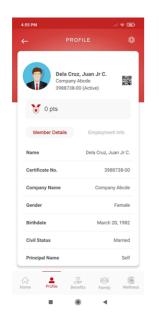




To activate your profile, input your Generali card or certificate number and registered birth date.

### 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**

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

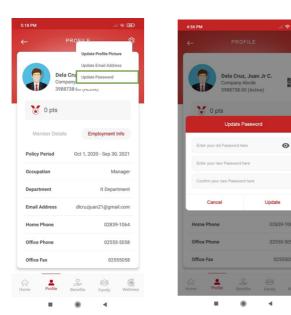
You can either **Take a Photo or select an image from Gallery**.

#### **Update Email Address**

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Member Details	Employment Info		Update E
Policy Period	Oct 1, 2020 - Sep 30, 2021	dicruzjuar	n21@gmail.cor
Occupation	Manager	dicruzjuar	n21@gmail.cor
Department	It Department	Ca	ncel
Email Address		Gender	
Home Phone	02839-1064	Birthdate	
Office Phone	02555-5058	Civil Statu	s
Office Fax	02555058	Principal N	lame
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	enefits Family Wellness		rofile B

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**

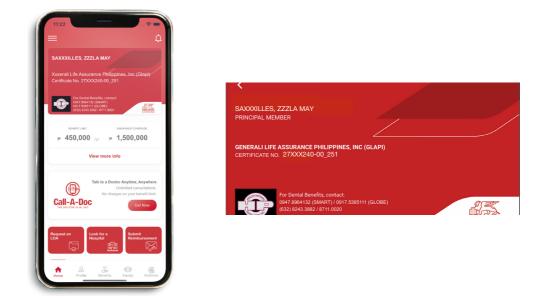
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From Member's Profile, tap the update icon located beside the Bank Account Enrollment field.

- 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.

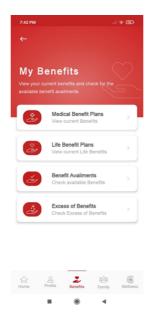
### 05 How to View your Virtual Card

#### 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".

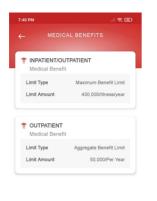


#### **Medical Benefits Plans**

	CAL BENEFITS	← OUTPATIE	NT
TINPATIENT/OU Medical Benef			
Limit Type Limit Amount	Maximum Benefit Limit 430,000/Illness/year	Remaining 49,200.0	
OUTPATIENT     Medical Benef		• ABL	50,000.00
Limit Type	Aggregate Benefit Limit	Consumption (1.60%)	800.00
Limit Amount	50,000/Per Year	Remaining (98.40%)	49,200.00
		BENEFIT CONSUMPTION BREAKDOWN	4
		The second secon	
		Claim Type	OP
		Data Availed	January 25, 2021
		Consumption Amount	800.00
ote: Ask your HR for our benefit coverage	further information on		
	2 ** 6		

From Benefits tap "Medical Benefit Plans".

#### **Benefit Availments**



From Benefits, tap "Benefit Availments".



#### **Excess of Benefits**



From Benefits tap "Excess of Benefits".



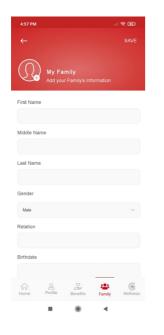
### 07 How to View your Enrolled Dependents

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

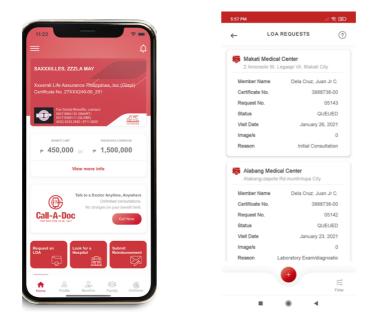
You may view and search for Generali's accredited hospitals and clinics. To access this feature, from the dashboard, tap "Look for a Hospital".

	11:23 AM		11:23 AM 🔊 🔿	11:24 AM 🚽 🐑 🕮
11:22	← SEARCH PROVIDERS		← MAKATI CITY	← ACCREDITED PROVIDER
SAXXXILLES, ZZZLA MAY			CENTURIA MEDICAL MAKATI Century City, Kalayaan Ave. cor Salamanca St. torgy Poblacion Makati City. Philis	SAN ANTONIO
Xxxerali Life Assurance Philippines, Inc. (Glapi) Certificate No. 27XXX240-00_251	Binondo		Geotag Not Found	Sant Parl Boat MAKATI MEDICAL CENTER Ave Buenda Ave
For Dental Benefits, contact:	Caloocan City		Check Hospital	unter une test to the set
047.8954132 (ISMART) 017.585111 (GLOBE) (512) 8243.3882 / 6711 0020	Las Pinas City		HEART MEDICAL CENTER	Ayala Ti Gard
BENEFIT LINT INSURANCE COVERAGE	• Makati		065 San Diego St. Pembo Rd. 13,352.09 km away	LEGAZPI VILLAGE
P 450,000 Jyr P 1,500,000	• Makati City		Check Hospital	Google
View more info	Malabon City			MAKATI MEDICAL CENTER Hoscital Details
Talk to a Doctor Anytime, Anywhere Unlimited consultations.	• Malate		KLM HOSPITAL Pembo St. Makati Ave.	
No charges on your benefit limit.	Mandaluyong City		13,348.85 km away	<ul> <li>Address</li> <li>2 Amorsolo St. Legaspi Vil. Makati City</li> </ul>
	Manila		Check Hospital	Contact Details Telephone: 888-8999 - TL
Request an LOA COA	Marikina City	>	SUNRISE MEDICAL LAB,INC. The Power Plant Mail Level DO-8 neblacine makati City 1210	Coordinator     DR. AMOR LAURO   DR. FREDERICK VERANO
Home Profile Benefits Family Visitines.	Home Profile Benefits Family		Home Profile Benefits Family Wellness	Coordinator Room Please inquire with the provider for the room number and schedule
	<b>III</b> (1) (1)		■ ● ◀	■ ⊛ ◄

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

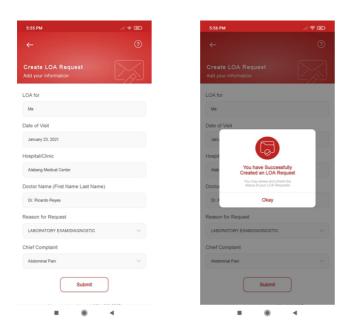
### 09 How to Request an LOA

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**

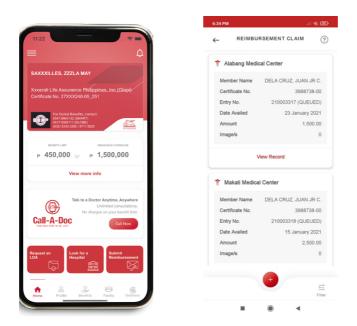
To view LOA details, **from the list of LOA Requests, tap the selected LOA** and it will be directed to LOA Details.

LOA R	EQUESTS	(?)	~	LOA REQU	ESTS
January 23, 2 LABORATORY E	ledical Center 2021 - QUEUED EXAM/DIAGNOSTI RDO REYES	c		Alabang Medic January 23, 2021 LABORATORY EXAN DR. RICARDO	- QUEUED
		18			NO.00
ncel this Request		CHANGE	Canc	el this Request	CHAN
Chat	Uploaded I	Files		Chat	Uploaded Files
	1/23/2021 1 Abdomin		1000 1000 1000 1000	Prescription	
Hi, may I follow up you.	1/23/2021 1 for this LOA request?			inter 1 file	
1/23/2021 18:11 pm Hi Sir, we are currently va We'll provide updates as r Thank you.	lidating your request.				
		•			

- You can **cancel an LOA request** as long as the request is currently on QUEUED.
- You can chat with an agent realtime 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.

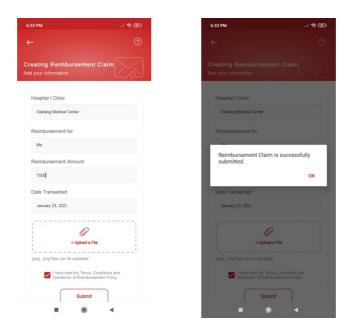
### **10** How to Submit a Reimbursement

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.

Alabang N	EMENT CLAIM	?	←			
			4	REIMBU	RSEMENT CLAIM	(
	Medical Center 2021 (QUEUED) 500.00				g Medical Center 23, 2021 (QUEUED) 1,500.00	
ancel this Request	Read our Reimburseme	nt Policy	Cano	el this Request	Read our Reimburseme	nt Poli
Chat	Uploaded File	es		Chat	Uploaded Fil	les
Hi, may I follow up reimbursement cla	1/23/2021 18:4 for the status of my im? Thank you.	13 pm	in the second se	Prescr	iption	
1/23/2021 18:45 pm Hi Sir, we are currently va We'll provide updates as Thank you	alidating this claim. soon as possible.					
		0	_		•	

- 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

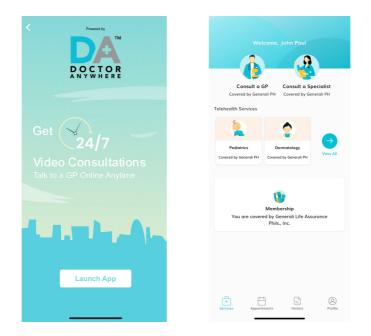
To access this feature, go to your GenConnect mobile app. From the dashboard, tap the "Call Now" button below Talk to a Doctor.



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

#### Call a Doctor

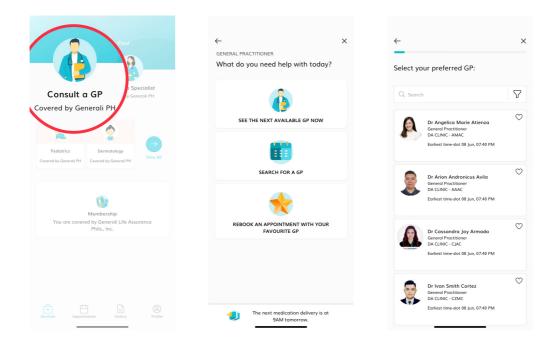
This feature allows you to **talk to a doctor accredited by Doctor Anywhere** through the app. Upon accessing this feature, **the Doctor Anywhere app will launch automatically**, providing you access to doctors anytime, anywhere.



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

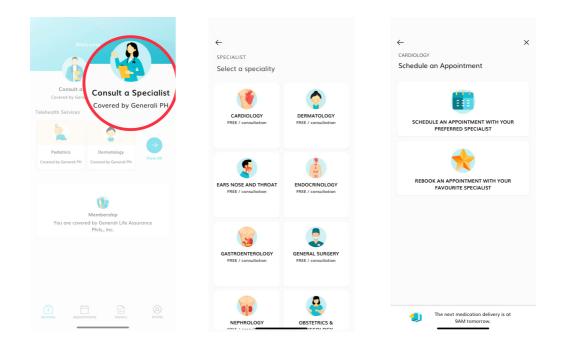
#### **Consult a General Practitioner**

Upon accessing this feature, **you can** <u>see the next available GP now, search and</u> <u>schedule an appointment</u> if you have a preferred one, and <u>rebook an appointment</u> <u>with your favourite GP</u>.



#### **Consult a Medical Specialist**

Upon accessing this feature, you can schedule an appointment with a medical specialist or rebook an appointment.



#### Check appointments, transaction history, and profile information

Upon accessing this feature, you may check and be reminded of your past and future appointments, review your transaction history, and update your personal information conveniently thru the Doctor Anywhere app.

APPOINTMENTS Your upcoming appointments	HISTORY Your medical documents & receipts	PROFILE Your profile information
	Please save copies of your receipt, certificate and any medical documents if you wish to use it overseas.     Consultations Health records     Fitter by: All	MY INFO MEMBERSHIP & BENEFITS
	06:43 PM, 08 June 2023 Mario Angelo Tejano (GP) DA CLINIC - MDMARCI	PAYMENT HELP & FAQS
		NETWORK TEST LEGAL
See Appointments	Services Appendix History	General Appendiments

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

### 12 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**.

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ife Assurance Philippines, Inc. (GI No. 27XXX240-00_251	lapi)		
or Dental Benefits, contact: 947.8064132 (SMART) 917.8385111 (GLOBE) 532) 8243.3882 / 8711.0020		Dr. Patricia La Jan 23, 2021 Consultation for	
lso like to		Dr. Joan Mang Jan 20, 2021 Consultation for	
all Me equest a Call Back		Dr. Joseph Re Jan 01, 2021	<b>yes Jr.</b> Me and Jennifer
Ily Notes from Doc Blucose, BP, Cholesterol		Consumation for	
ime to Take Meds reate Reminder			
Track my Status Your Glucose, BP, Cholesterol			
Wellness Tips			
Voluntary Employee Benefits View these products			+

#### **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.

7:24 PM			7:24 PM	
-	MY DOCTORS		←	
			Doctor's Journal Add your information	
	Dr. Patricia Laurel Obstetrician Gynecology Alabang Medical Center		Doctor's Name	
0	Dr. Joan Mangubat Pediatric Makati Medical Center		Dr. Patricia Laurel	
4			Hospital/Clinic	
Z	Dr. Joseph Reyes Jr. ENT Asian Hospital Inc.		Alabang Medical Center	
			Specialization	
			Obstetrician Gynecology	
			Schedule (e.g. M-F 2-5 PM)	
			Mon-Fri 8:00AM-3:00PM	
			Contact Numbers	
			5555058	
			Secretary Name and Contact Number	br
	- •	1	Jose Santos	
		Filter	Professional Fee Rate (e.g. P500.00	

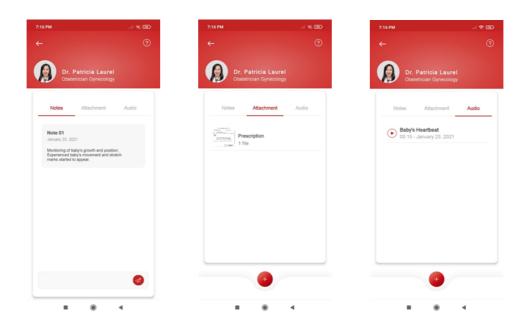
#### **Create New Doctor's Journal**

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

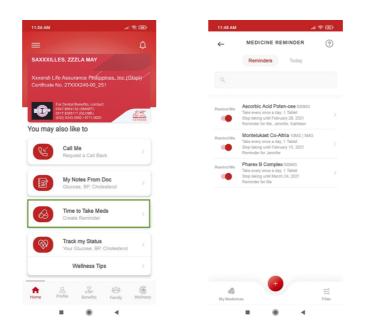
From the list of Doctor's Journal tap a record and it will be directed to the Doctor's Journal details.



- 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.

### **13** 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**

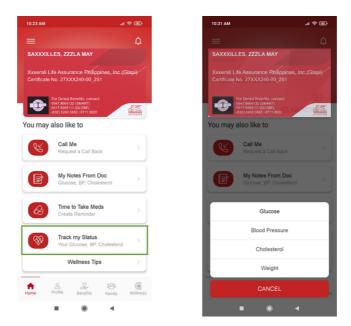
**From the Medicine Reminder, tap "My Medicines" button**. To create a new Medicine record, tap the (+) button and enter the Medicine information.

← SELECT MEDICINE	?	← MEDI	CINE REMINDER
		Ascorbic Acid Medicine	Poten-cee
harex B Complex ake atleast once a day; for nerve	500MG	Start taking this a	t 01/24/2021 11:47 AN
		Dose	1 Table
useran Forte	500MG	Frequency of inta	
ake atleast once a day; for cough		Stop taking on	February 28, 202
Iontelukast Co-altria ake once before bedtime; for cough	10MG   5MG	Reminder For	
		Me, Jennifer, Kathlee	m
scorbic Acid Poten-cee nce a day; Vitamin C	500MG	6	
aracetamol Saridon 250MG   15 ood for migraine	50 MG   50 MG		Submit
aracetamol Symdex ood for severe colds	250MG	agreeing to the Generali Te	Atamin into this application you are rms of Service and Privacy Policy. cies, see the full documentation beit
			data. Generali is not liable for loss
		data encoded.	
	Filter		

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

### 14 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

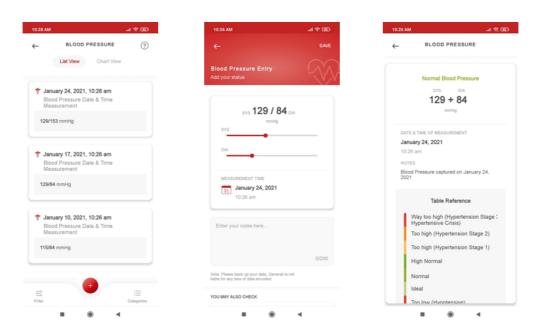
From Track My Status features, tap "Glucose".

26 AM 🥒 🗭	10:25 AM		10:25 AM	- 14 M
GLUCOSE	<b>←</b>	SAVE	← GI	UCOSE
List View Chart View	Glucose Entry Add your status		Nom	nal Glucose
January 24, 2021, 10:23 am Glucose Date & Time Measurement				119 mg/dl
143 mg/di	119 mg/st		DATE & TIME OF MEA	SUREMENT
			After Dinner January 20, 2021	
January 20, 2021, 10:25 am	MEASUREMENT TIME		10:25 am	
Glucose Date & Time Measurement	January 20, 2021 10:25 am		NOTES	
119 mg/di			Glucose captured o	n January 20, 2021
	Meal		Table	Reference
January 14, 2021, 10:24 am Glucose Date & Time Measurement			Dangerously	High
119 mg/dl	O Before   Alter		High	
, in the second s	Enter your notes here		Borderline	
			Normal	
January 01, 2021, 10:23 am Glucose Date & Time Measurement		0/200	Low	
			Dangerously	Low
ter Categories	Note: Please back up your data, Gene liable for any loss of data encoded.	rali is not		

- 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".

29 AM 🚽 😤 🎟	) 10:28 AM	A 🕈 🖽	10:53 AM	) 🕈 اند
CHOLESTEROL ?	<b>←</b>	SAVE	← CHOLE	STEROL
List View Chart View	Cholesterol Entry Add your status		Normal C	Cholesterol
January 24, 2021, 10:28 am Cholesterol Date & Time Measurement	104	HDL TG	100 + 6	50 + 150
100+60+150 mm/dl	100 + 6	60 + 150		midi
	LDL	unidi	DATE & TIME OF MEASU	REMENT
January 17, 2021, 6:28 am Cholesterol Date & Time Measurement	HDL		January 24, 2021 10:28 am NOTES	
100+60+94 mmldl	TG	•	Cholesterol captured of	m January 24, 2021
January 10, 2021, 4:28 am	MEASUREMENT TIME		Table R	eference
Cholesterol Date & Time Measurement	31 January 24, 20	021	High	
100+60+150 mm/dl	10:28 am		Borderline High	
	Enter your notes here		Normal	
•		0/200		
ter Categories	Note: Please back up your data, ( liable for any loss of data encoder	Generali is not		

- 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".

0:56 AM		10 🛠 🖿	10:56 AM	. / 📚 🖪
-	WEIGHT	(?)	←	SA
	List View Chart Vier	w	Weight Entry Add your status	
	y 24, 2021, 10:29 am			
Weight	t Date & Time Measuren	nent		_
123 lbs			12	7 lbs
홯 January 10, 2021, 10:30 am			MEASUREMENT TIME	
Weight	t Date & Time Measuren	nent	31 January 24, 202	1
120 lbs			10:56 am	
			Enter your notes here	
t Decem	ber 20, 2020, 10:30 am			
Weight	t Date & Time Measuren	nent		
121 lbs				0/200
_			Note: Please back up your data, Ge liable for any loss of data encoded.	nerali is not
			YOU MAY ALSO CHECK	
	•		Wellness Tr Check on the	ps latest health tips
ilter				
11.000		Categories		

- 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

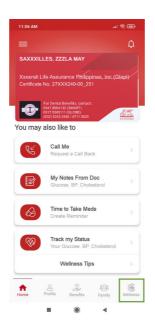


#### Monthly



### **15** How to Access GenWellness

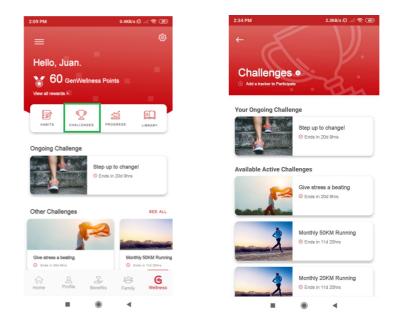
Track your fitness goals. To access this feature, **from the dashboard, tap "Wellness" button.** 



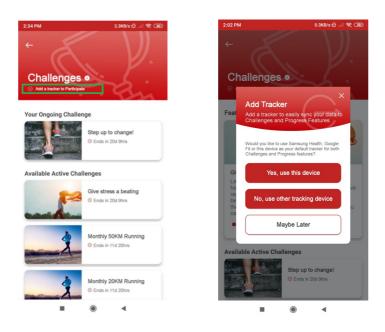
Only members eligible for GenWellness are allowed to use this feature.

#### **View List of Challenges**

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



#### **View List of Challenges**

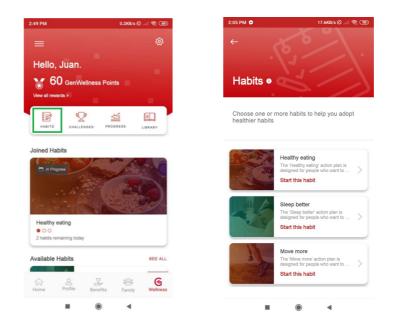


To participate on a challenge, you must **add a fitness tracker**.

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

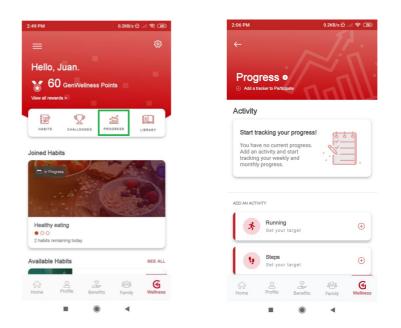
#### **Build Healthy Habits**

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

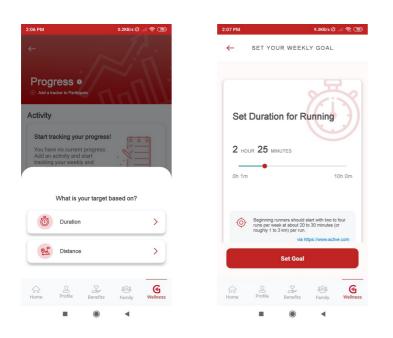


#### **Track Fitness Progress**

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



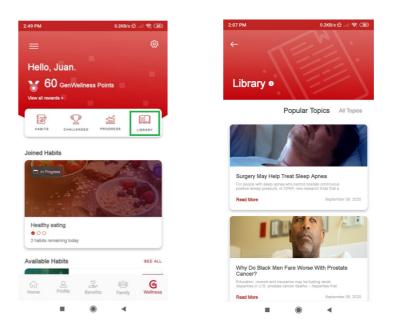
Only members eligible for GenWellness are allowed to use this feature.



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

#### **Read On Wellness Tips**

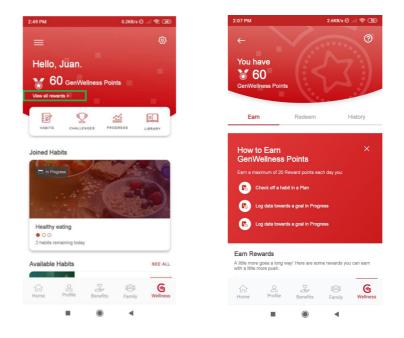
To access this feature, from GenWellness dashboard, tap "Library".



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

#### **Get Rewarded**

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



## 16 How to Logout



To logout, from the side menu, tap Logout.