

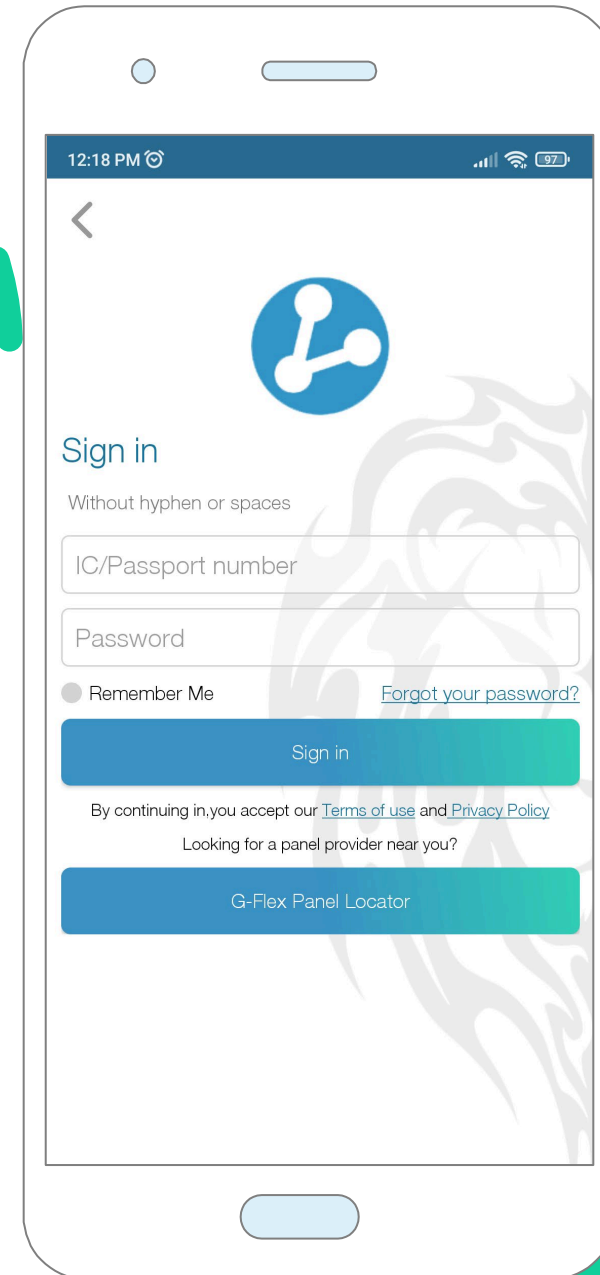
**GENESIS FLEX SDN. BHD.**  
**G-FLEX MOBILE APP – USER GUIDE**

June 2022



# Login

1. To login to the employee mobile app, the user must **already be registered** by his/her employer onto the G-Flex system.
2. To login, use your **NRIC or passport number** (exclude any hyphens, space or special characters).
3. The **default password** during the initial login is preset as "**123456**". You will need to change your password upon your first login.
4. If you have forgotten your password, you can retrieve your password by using the "**forgot your password**" function.



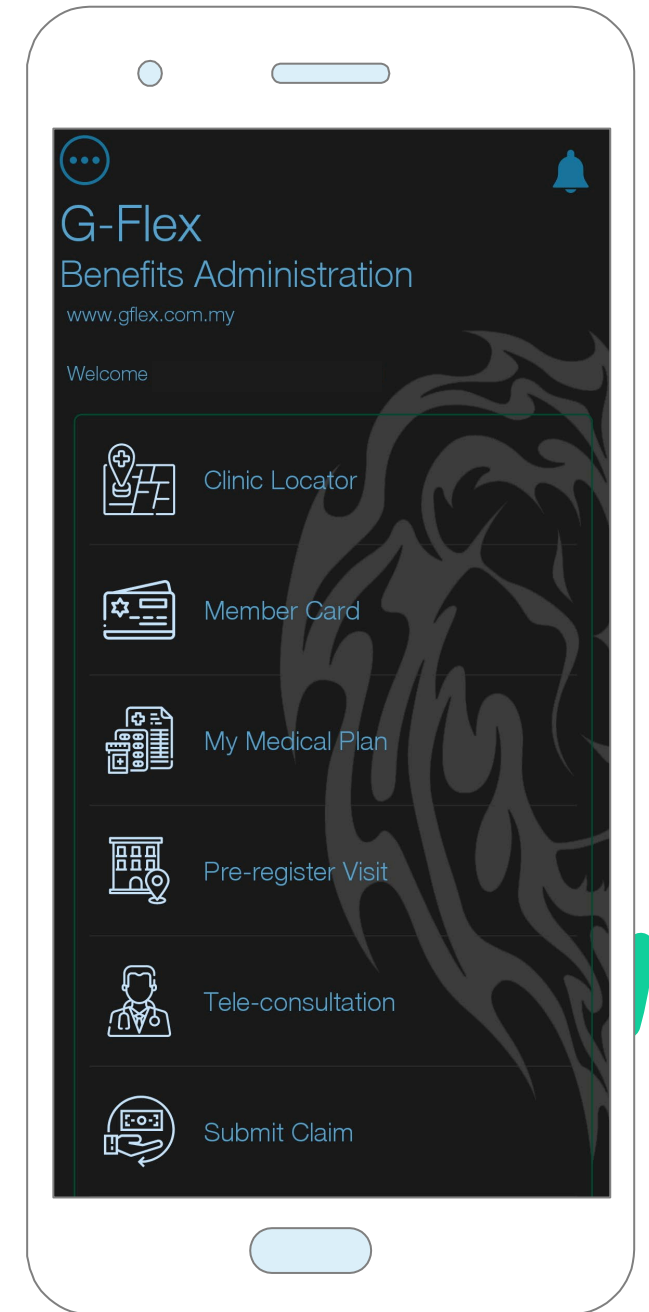
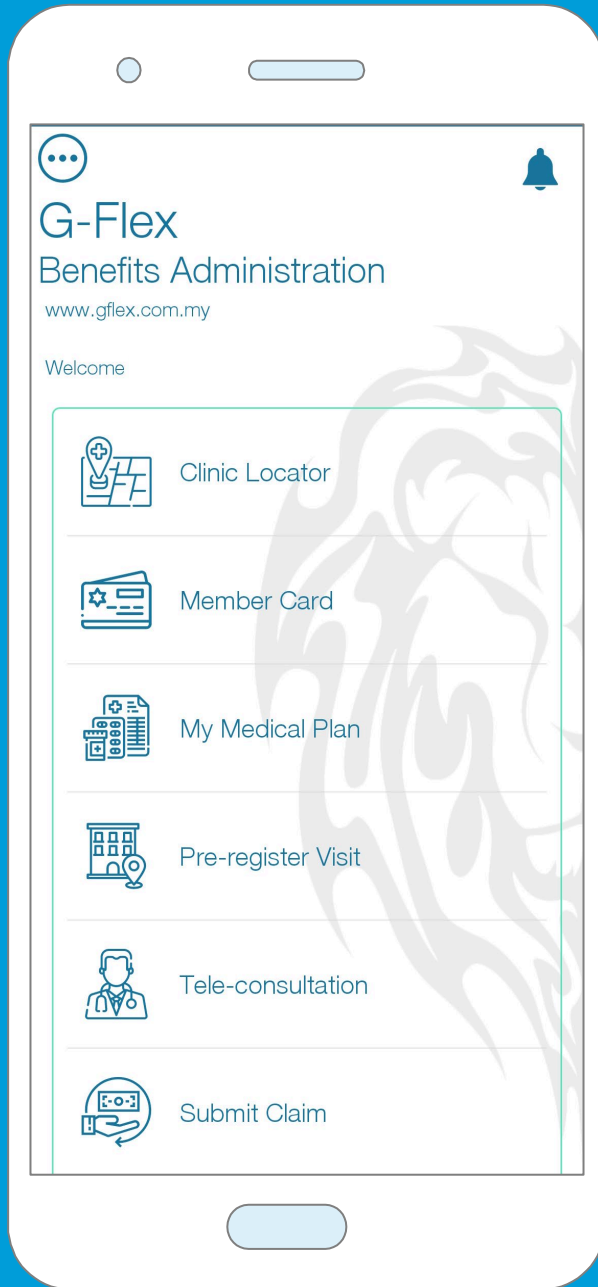
# Main Menu

Upon login, the landing page will show the simplified menu for user.

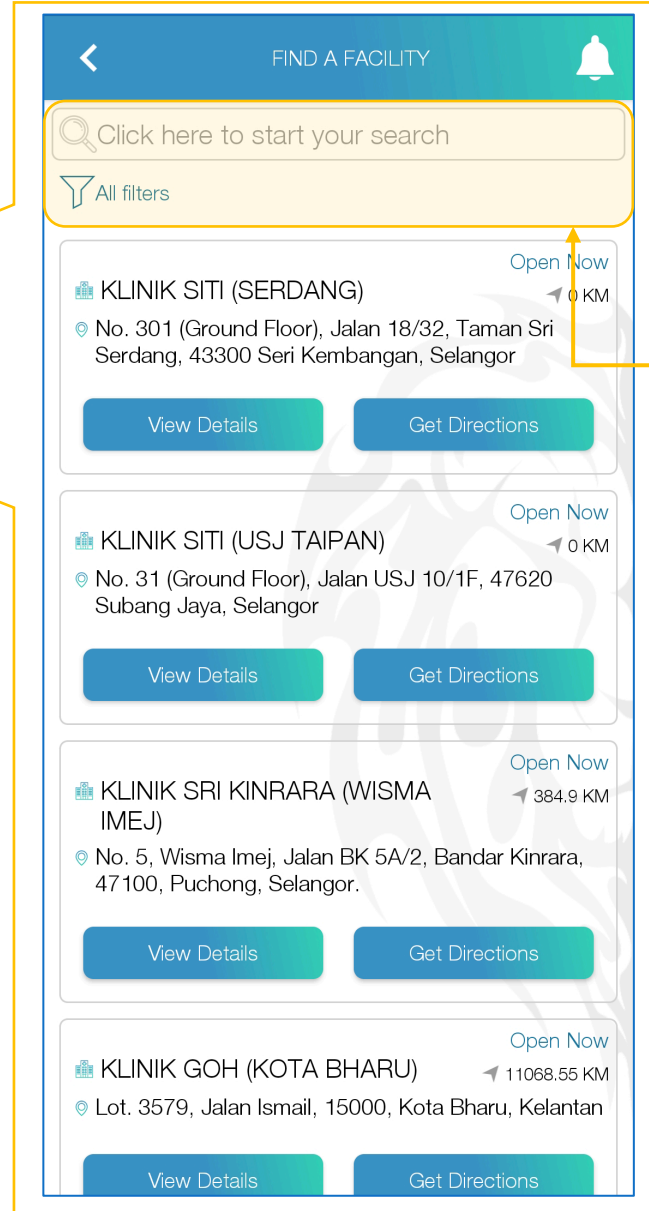
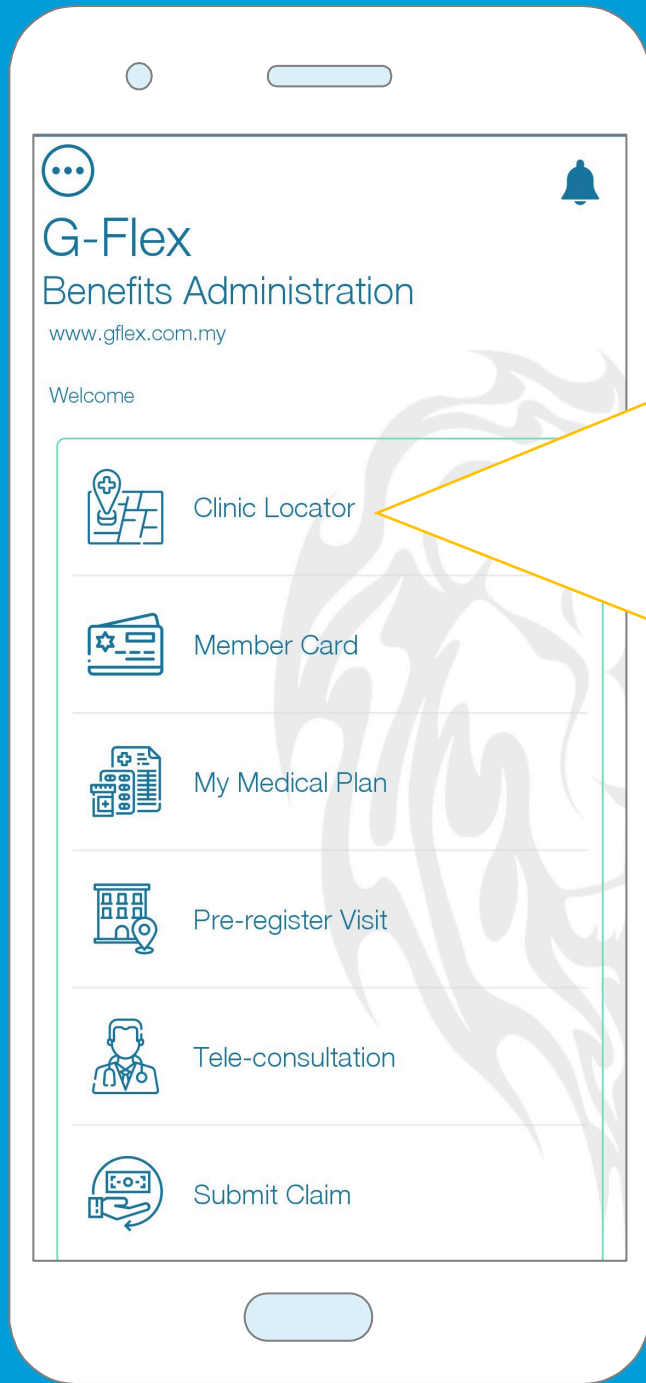
The app will automatically change the appearance according to phone's mode.

*(Dark mode)*

*(Normal mode)*

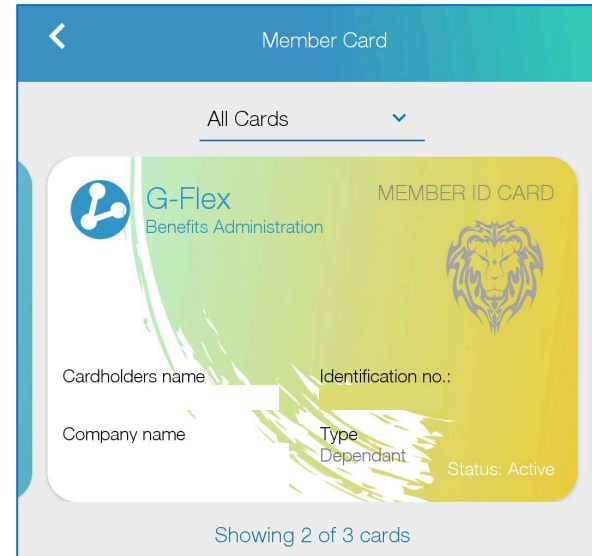
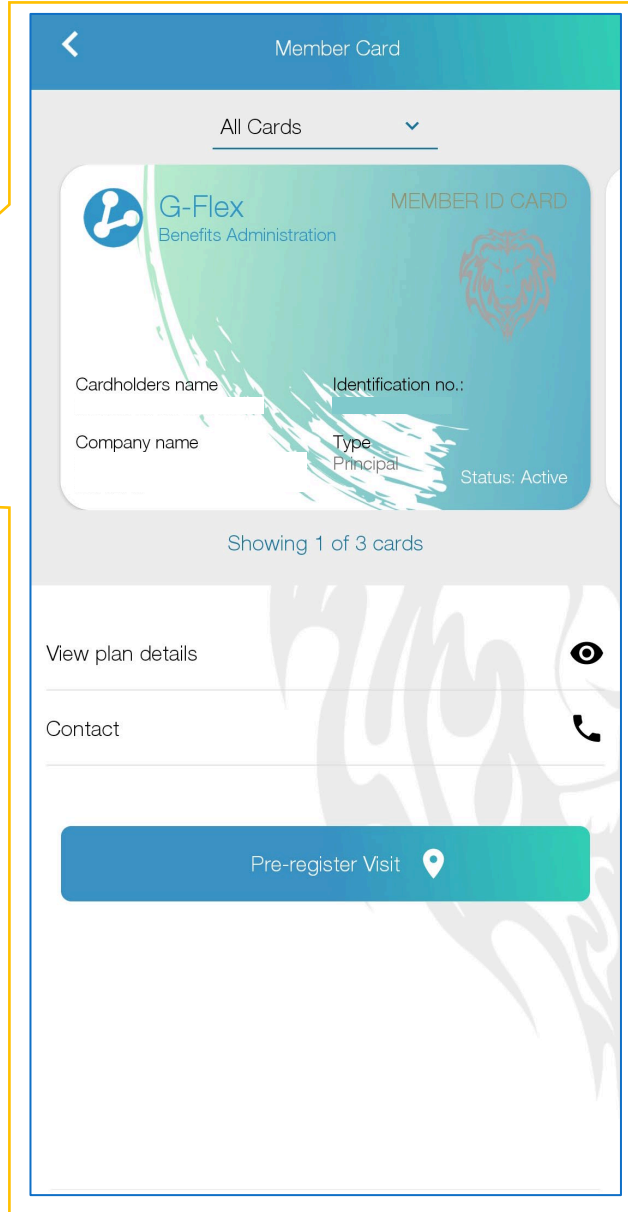
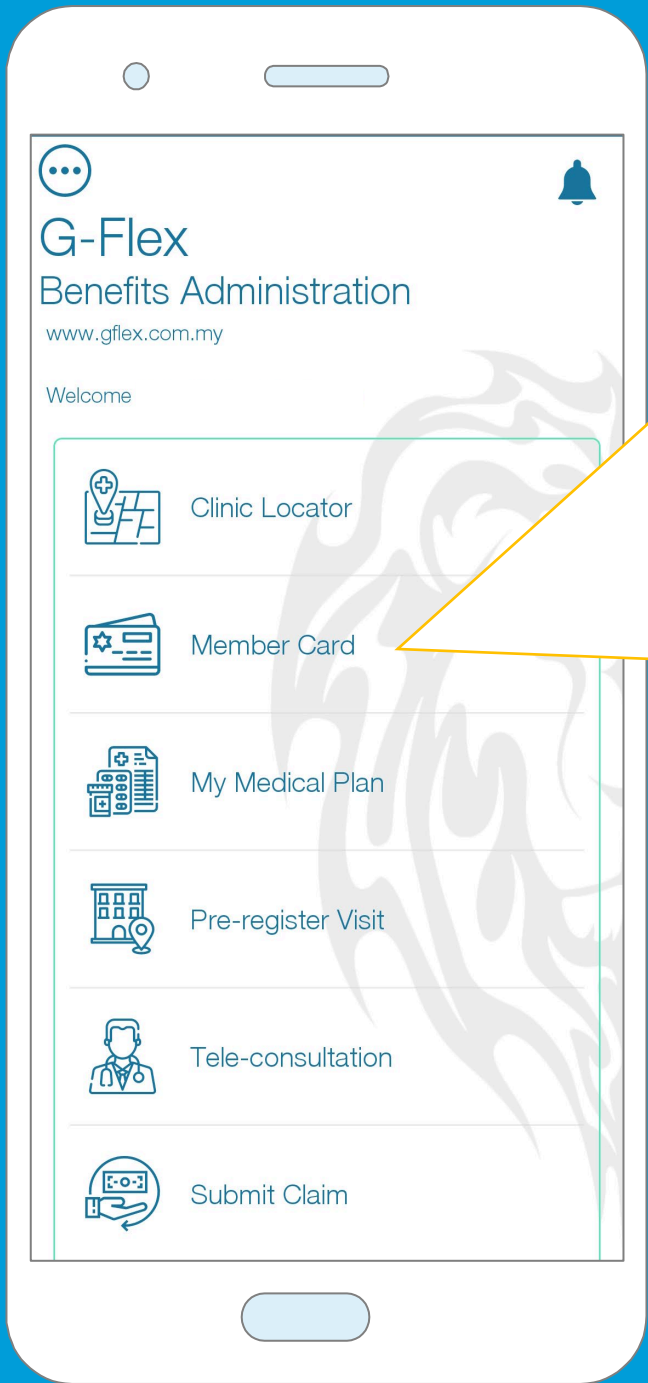


# Clinic Locator



1. To find the nearest G-Flex merchant (i.e.: general practitioner, dentist, medical specialist, physiotherapist, etc.), click on the "Clinic Locator" tab.
2. You can use the **filter** function at the top of the page to further narrow your search criteria.

# Member Card



This function can be used to access your **e-member card**.

You can also **swipe right** to view e-member cards belonging to your dependents (if any).

Principal and dependent cards can be differentiated from the **color of the card**.

# Member Card – Plan Details

To view details of your employee benefit plan, click on the "**View Plan Details**" tab.

Here you will be able to view the details of your plan in **real-time**.

Alternatively, you can also view your own benefit plan at "**My Medical Plan**" located at main menu.

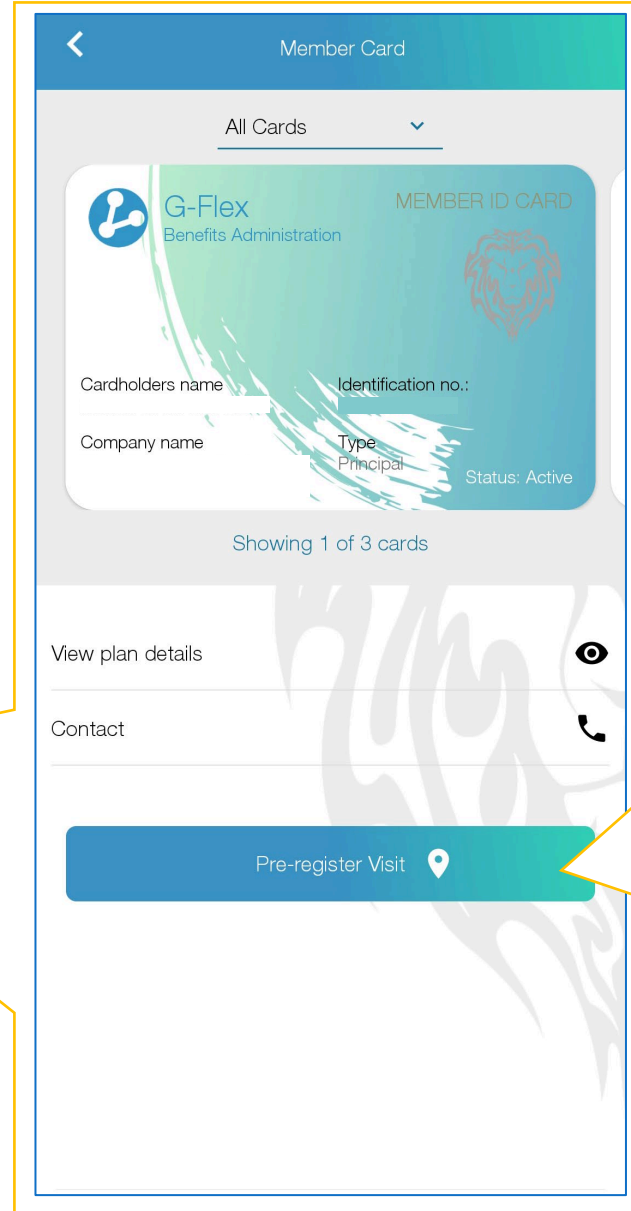
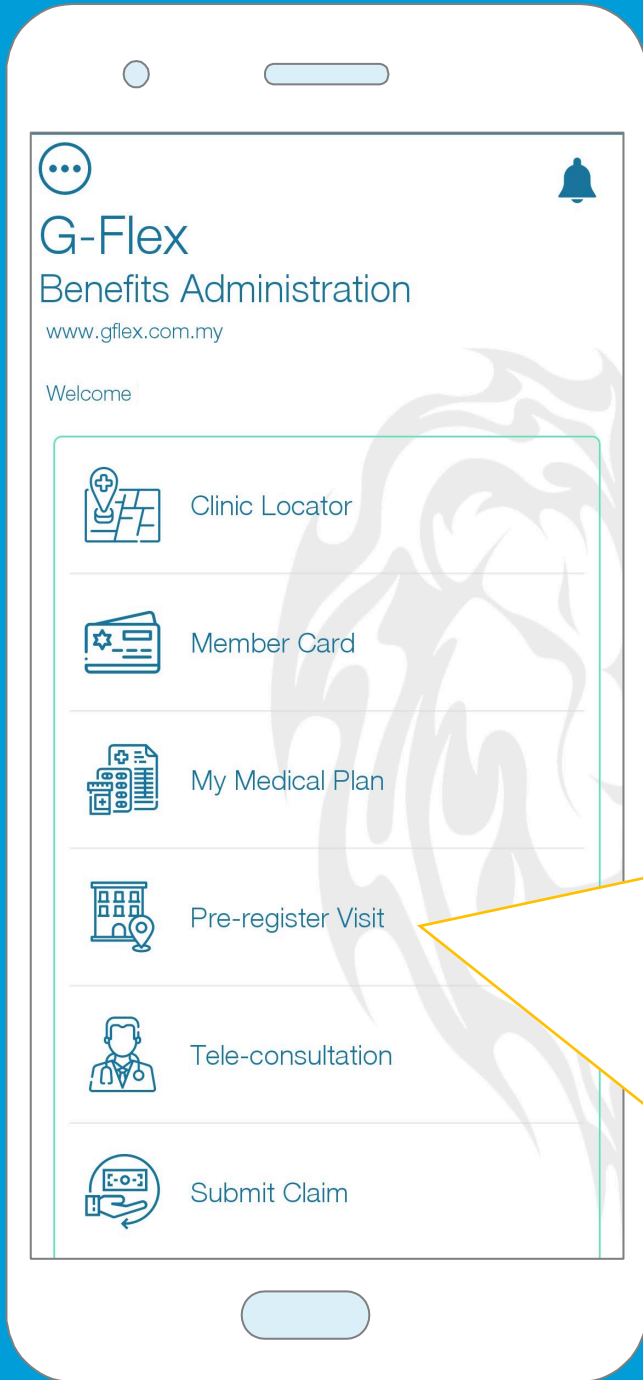
In the event you find any discrepancies in your plan details or should you need to reach out to the G-Flex helpdesk, click on the "Contact" tab.

The screenshot shows the 'Member Card' interface. At the top, there is a back arrow and the title 'Member Card'. Below the title is a dropdown menu set to 'All Cards'. The main content area displays a 'MEMBER ID CARD' for 'G-Flex Benefits Administration'. The card includes fields for 'Cardholders name', 'Company name', 'Identification no.', 'Type: Principal', and 'Status: Active'. Below the card, it says 'Showing 1 of 3 cards'. At the bottom, there are three tabs: 'View plan details', 'Contact', and 'Pre-register Visit' (which is highlighted with a blue bar and a location pin icon).

The screenshot shows the 'Medical Plan' details page. It has a back arrow and the title 'Medical Plan'. The page is divided into two main sections: 'Personal Information' and 'Plan Details'. The 'Personal Information' section includes input fields for 'Member Name', 'Member IC/ Passport Number', and 'Corporate Name'. The 'Plan Details' section includes 'Plan active date' (01-01-2021) and 'Plan expiry date' (31-12-2022). Below this is a 'Plan Condition' section with a 'Select Plan' dropdown menu. At the bottom, there is a table showing 'Limit' and 'Available balance' for different encounter types.

	Limit	Available balance
Encounter	RM 1700	RM 1486
Monthly	RM 1700	RM 1486
Annual	RM 1700	RM 1486
Visits per year	N/A	N/A
Medical leave	14	N/A

# Pre-register Visit

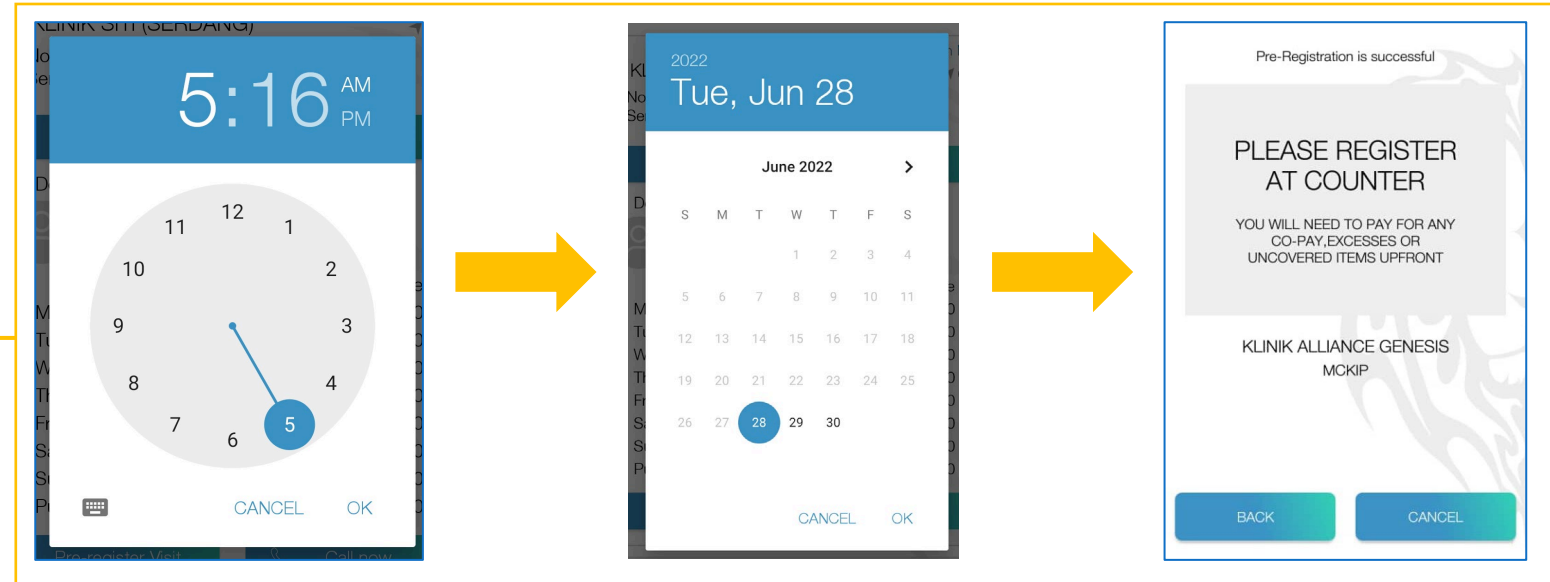
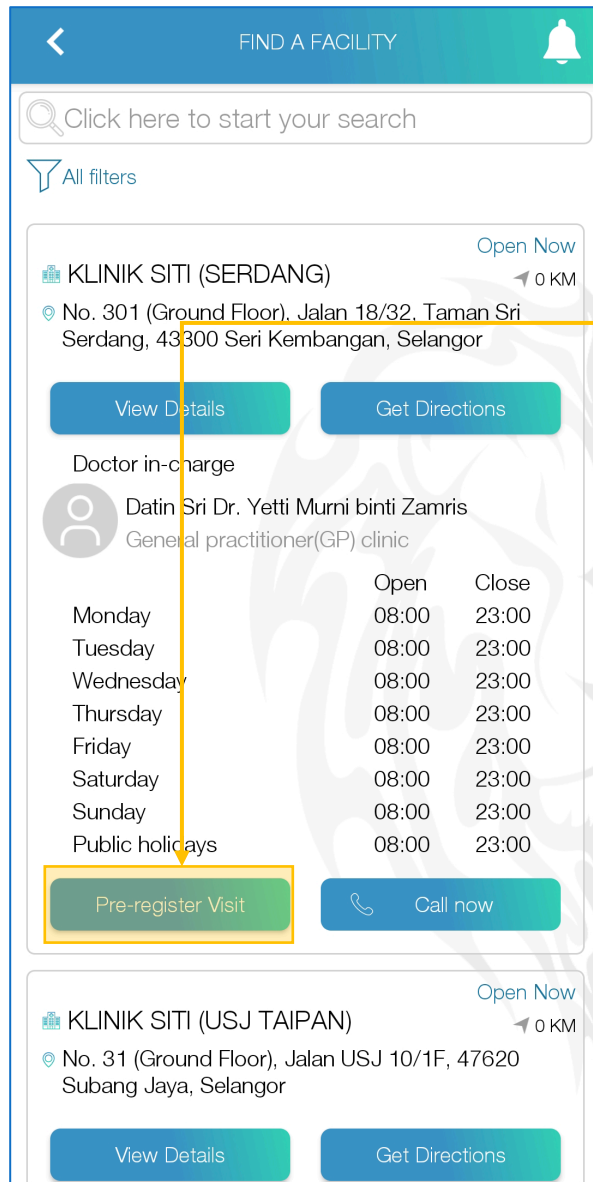


To **pre-register a visit** to a merchant (i.e.: medical facility), click on the "Pre-register Visit" tab.

Here, you will need to **choose the member** you are seeking to pre-register a visit for by **switching to their member card** before clicking on the "Pre-register Visit" button.



# Pre-register Visit



Here, you will need to **identify the merchant** (i.e.: healthcare provider) that you would like to get registered with.

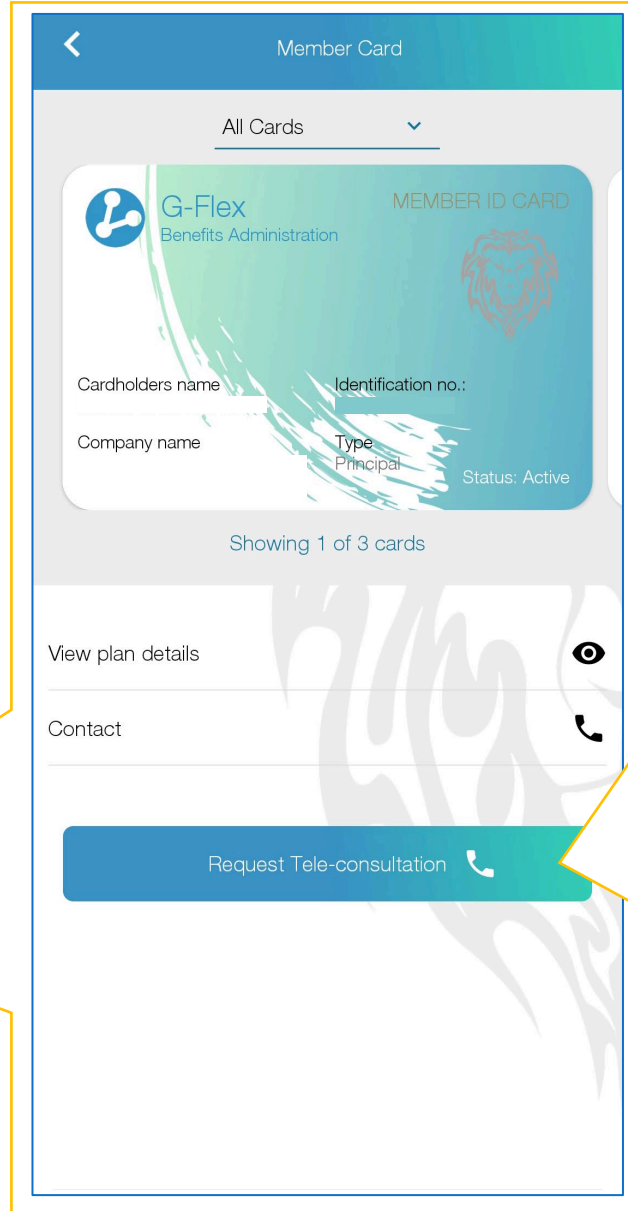
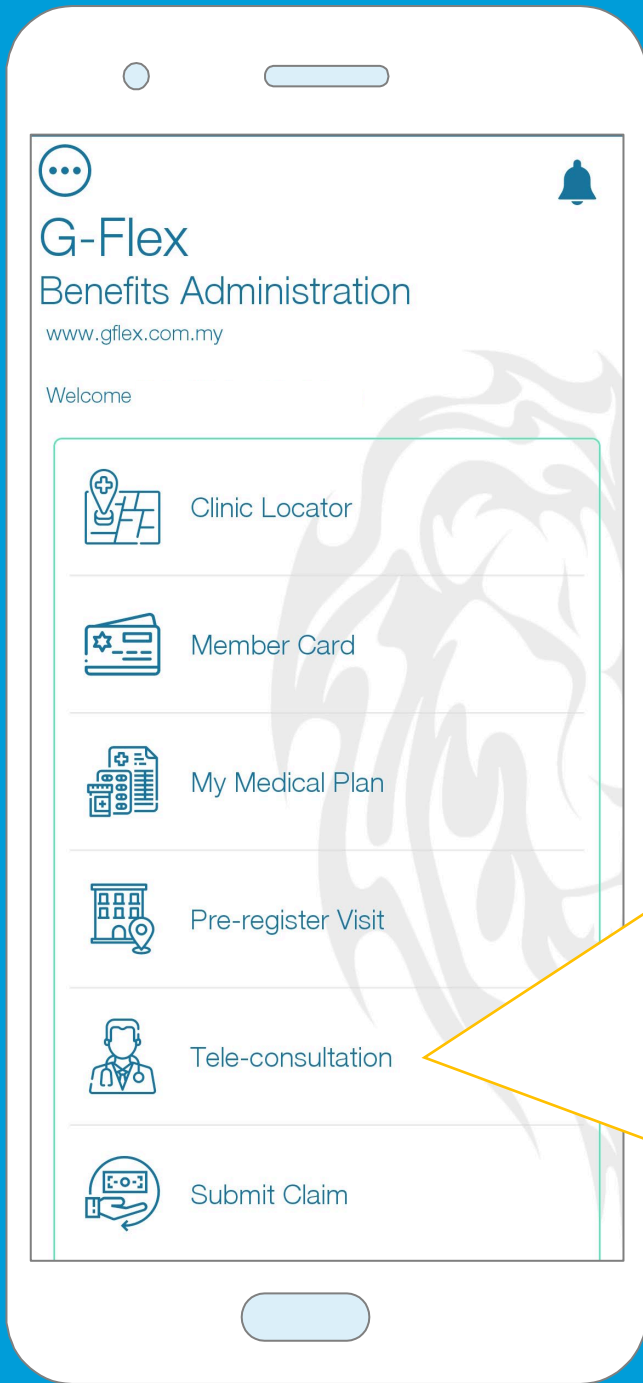
Click on the **“View Details”** and then **“Pre-register Visit”** tab to proceed with pre-registration.

Next, you will be prompted to specify your preferred date and time for your visit.

Upon successful pre-registration, you will receive a success notification.



# Tele-consultation

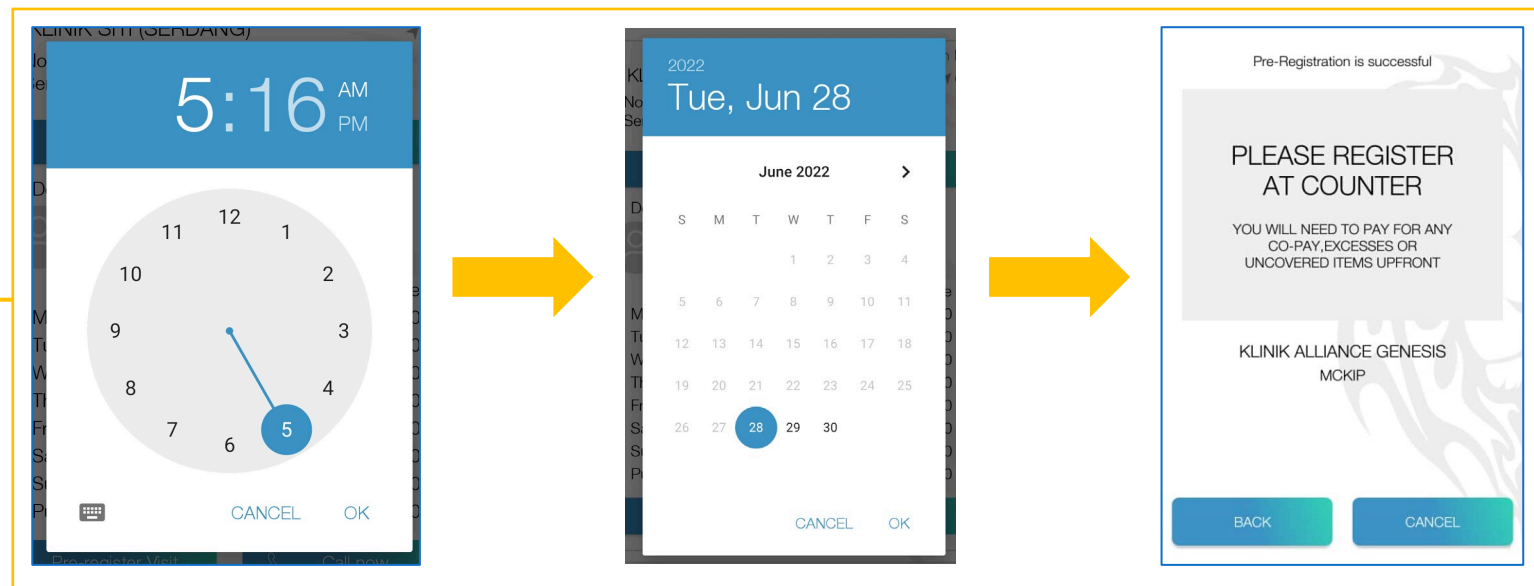
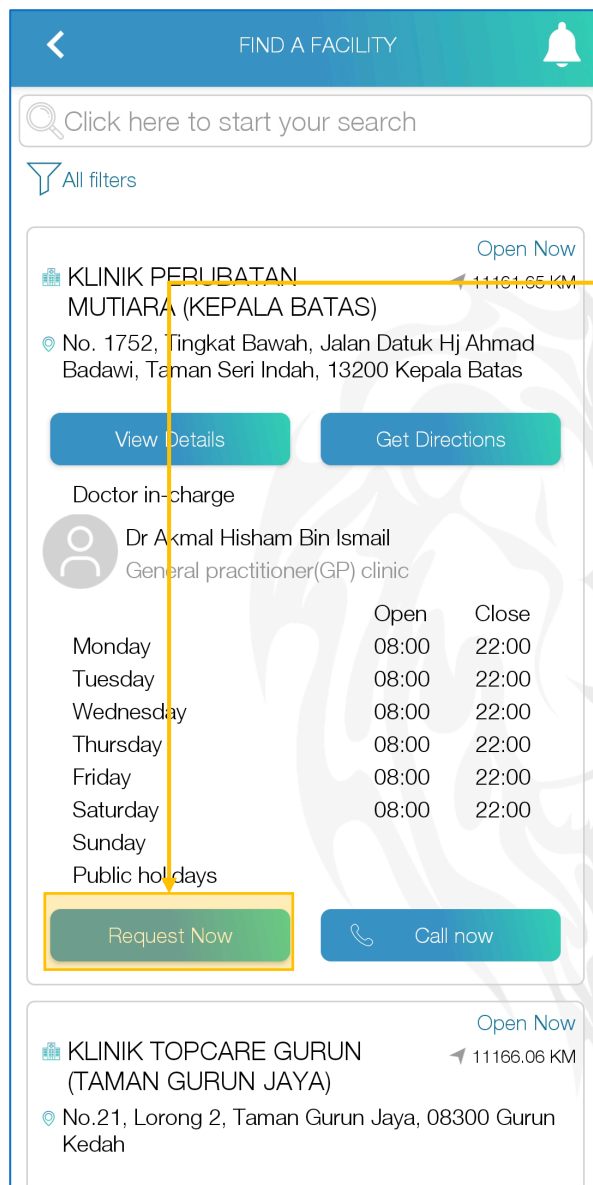


This is a feature that allows the G-Flex app user **to request for a tele-consultation** encounter with a merchant (i.e.: healthcare practitioner) of their choosing.

Begin by clicking on the "Tele-consultation" tab.

Note that only merchants (i.e: healthcare providers) that have enabled the option to provide tele-consultation services will be visible here.

# Tele-consultation



Here, you will need to **identify the merchant** (i.e.: healthcare provider) that you would like to get registered with.

Click on the **“View Details”** and then **“Request Now”** tab to proceed with booking.

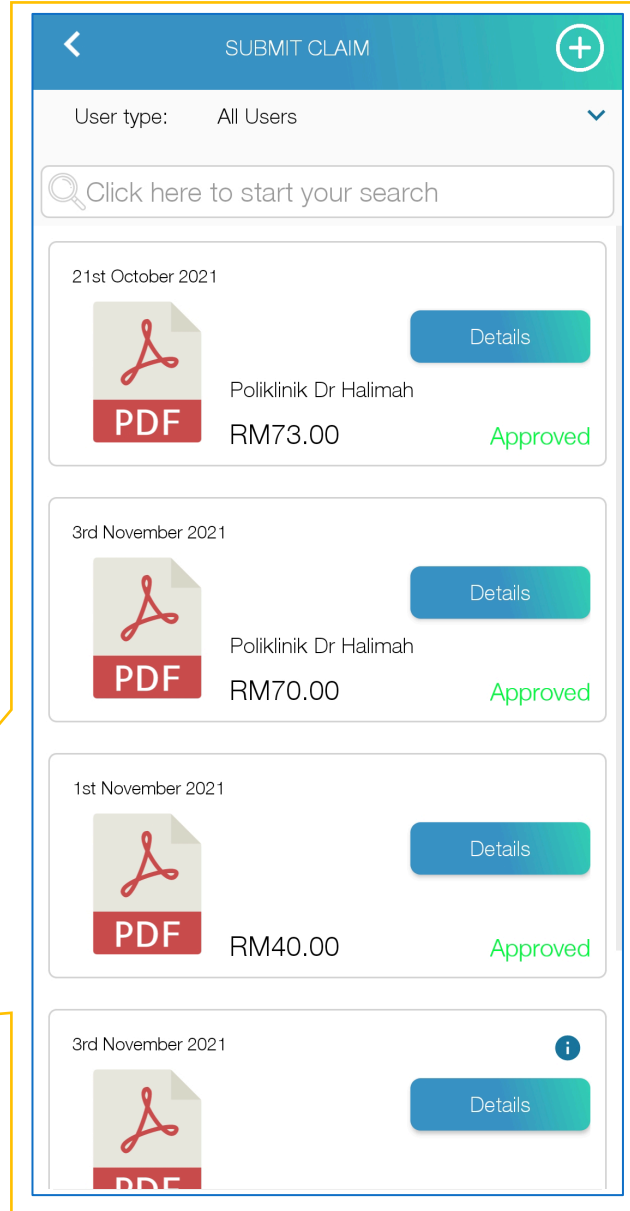
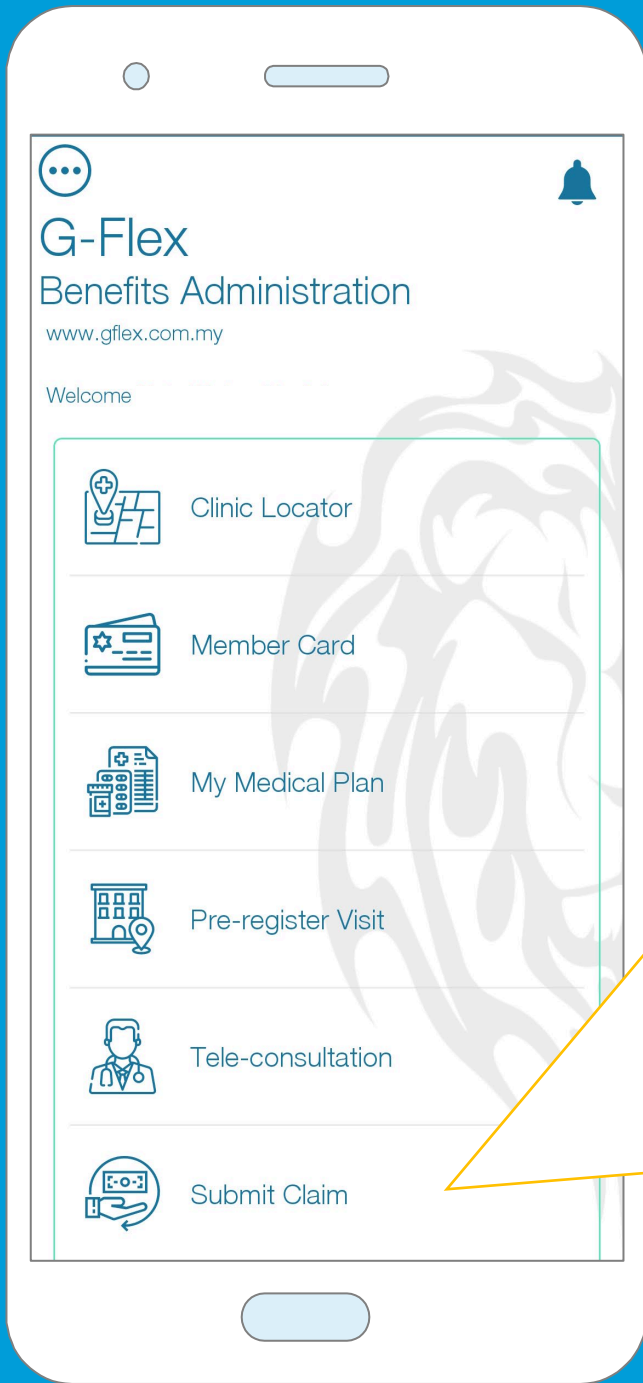
Next, you will be prompted to specify your preferred date and time for your session.

Upon successful pre-registration, you will receive a success notification.

Your chosen merchant (i.e.: healthcare provider) will now initiate the call at the chosen date and time.

Please ensure that you are available and have your G-Flex mobile app active at this chosen time slot.

# Submit Claim



This function can be used for **pay-and-claim facility** by the corporate.

The staff will receive reimbursement for their purchases **within categories provided by the corporate.**

All claims will be viewed and approved by the corporate before accepted for reimbursement.

# Submit Claim

The image shows two screenshots from a mobile application. The left screenshot, titled 'SUBMIT CLAIM', displays a list of four submitted claims. Each claim entry includes a date, a PDF icon, the merchant name 'Poliklinik Dr Halimah', the amount, and the status 'Approved'. A yellow circle highlights a plus sign icon in the top right corner of the 'SUBMIT CLAIM' header, with an arrow pointing to the 'Add New Expense' form on the right. The right screenshot, titled 'Add New Expense', shows a form with the following fields: 'User type' (dropdown menu with 'Self' and 'Dependents' options), 'Category' (text input), 'Merchant Type' (radio buttons for 'Panel' and 'Non-panel'), 'Merchant name' (text input with a 'Receipt' button and a plus icon), 'Receipt File' (dropdown menu with 'Gallery', 'Camera', and 'PDF File' options), 'Receipt Number' (text input), 'Transaction date' (text input), 'Currency' (dropdown menu with 'RM' selected) and 'Amount' (text input), 'Pay to' (dropdown menu with 'Employee' selected), and 'Description' (text input).

Select the appropriate user type the claim intended for.

Fill in the details of the claim according to the invoice/receipt.

Next, attach the relevant document/proof of purchase in the form of **image** (.png, .jpeg, .jpg) or **.pdf** file.

Please check the details again before submitting.

Scroll down the page and click **“Submit”**.

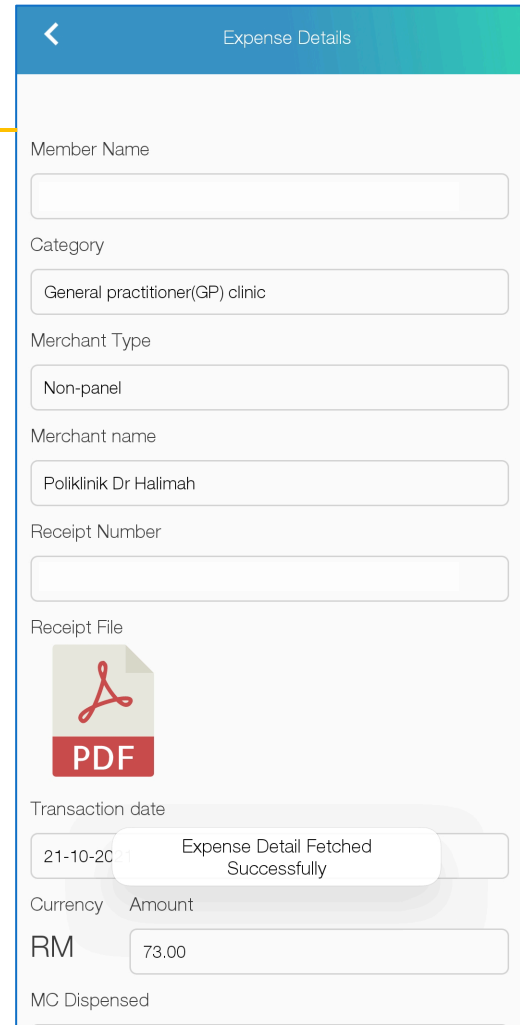
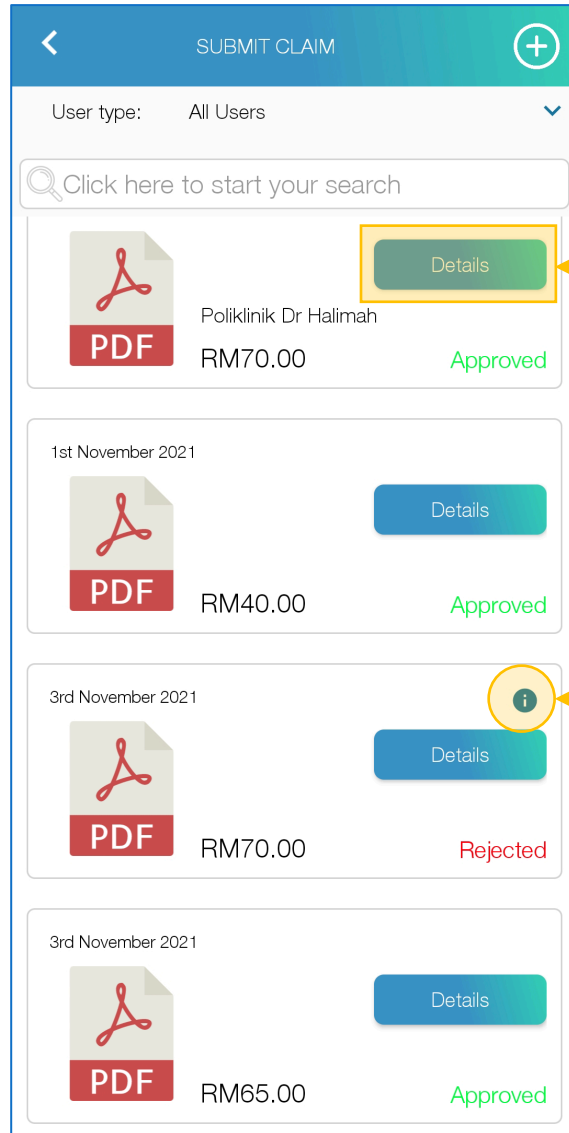
The claim will appear at the list of the claim submitted.

**Note: user can edit the claim in the “Submitted” state.**

Once the status changed from “Submitted” to

“Approved/Rejected”, the claim is unable to be edited.

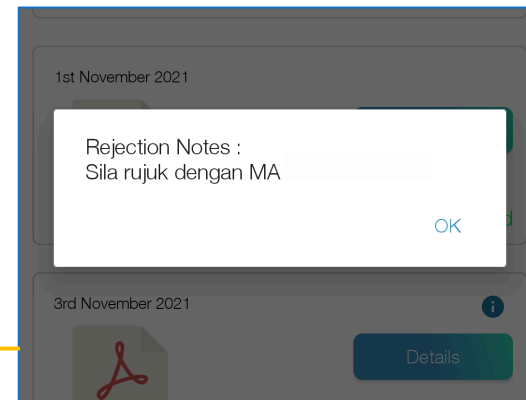
# Submit Claim



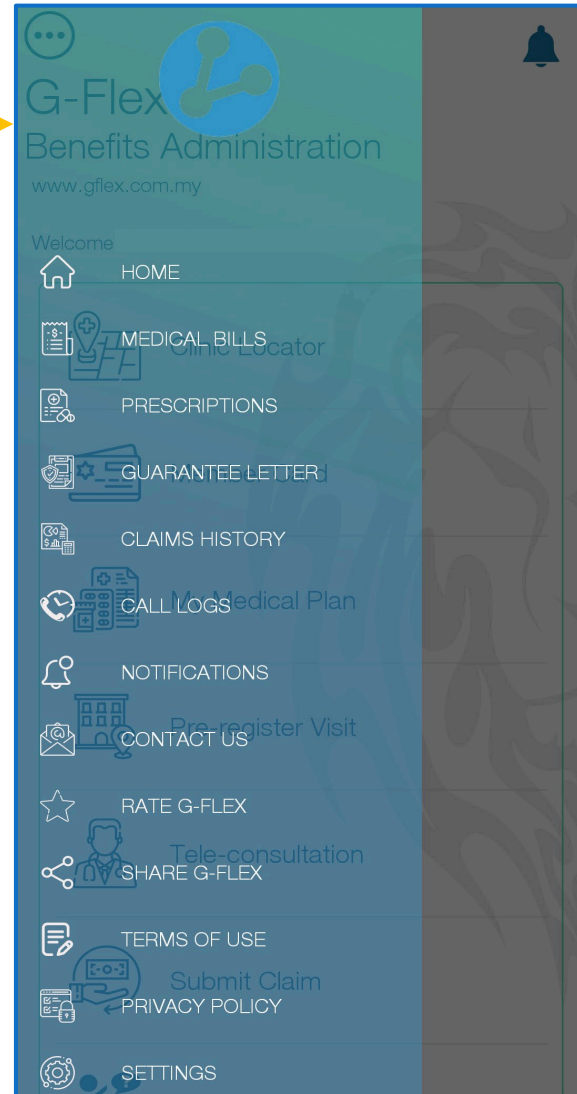
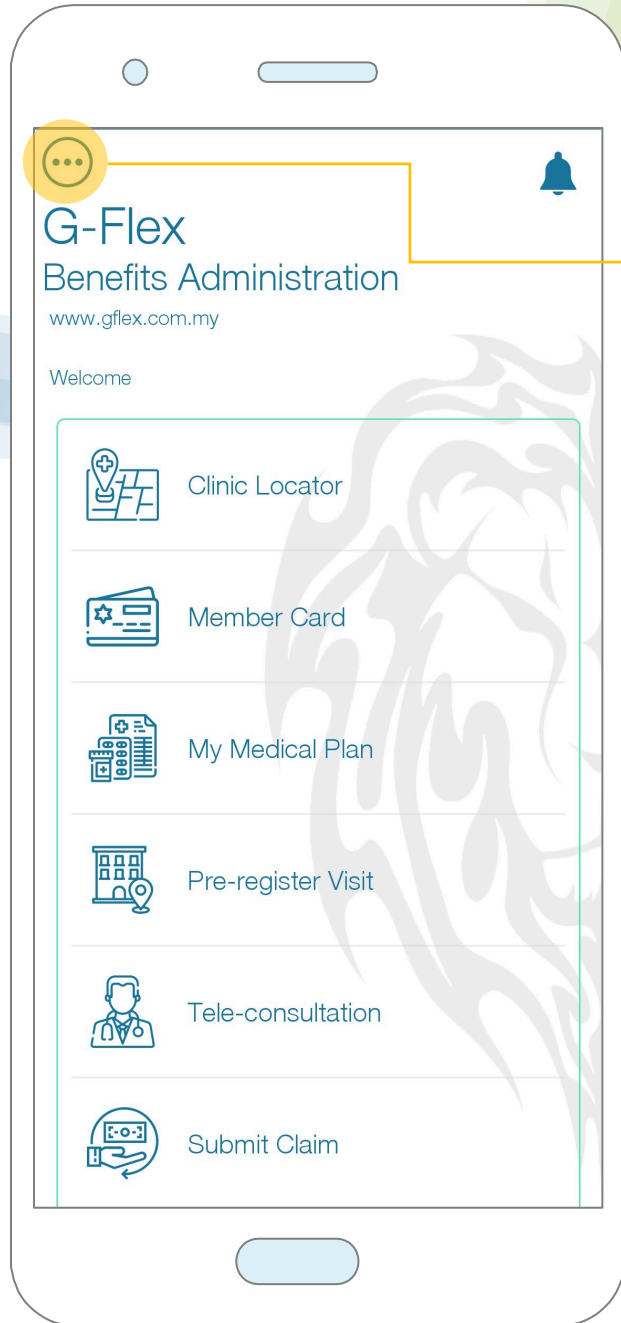
After reviewed by the corporate, the status will change from Submitted to **Approved** or **Rejected**.

The claim can be viewed through **“Details”** button.

User can also view the rejection note through **i** button.



# Menu - Detailed



A more detailed menu is accessible for the user **to view their medical bills and visit, request guarantee letters and change their password.**

To access the detailed menu, click  icon at the top left of main menu.

A side bar will appear with access to the menu.

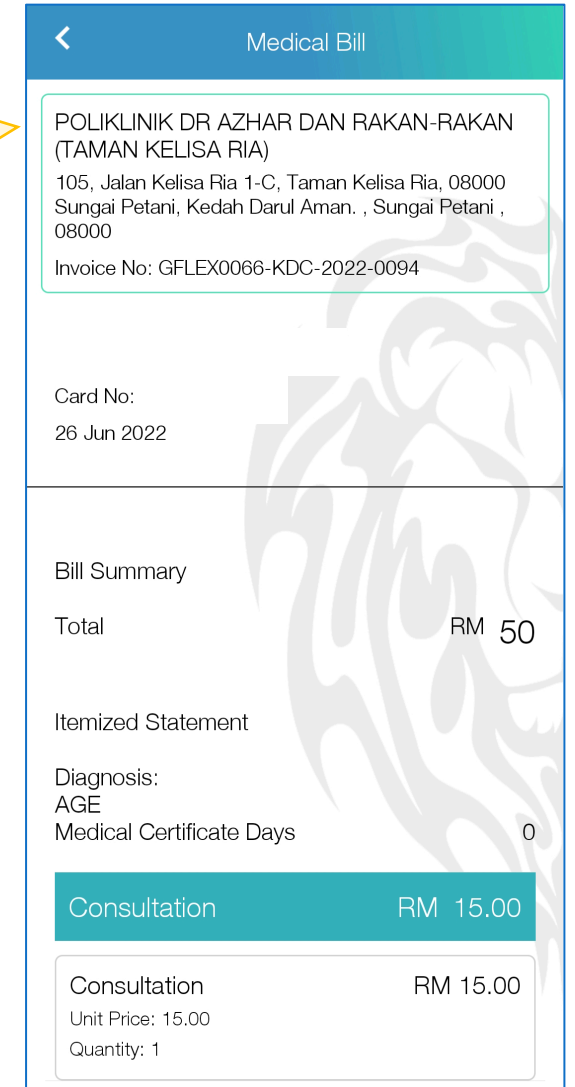
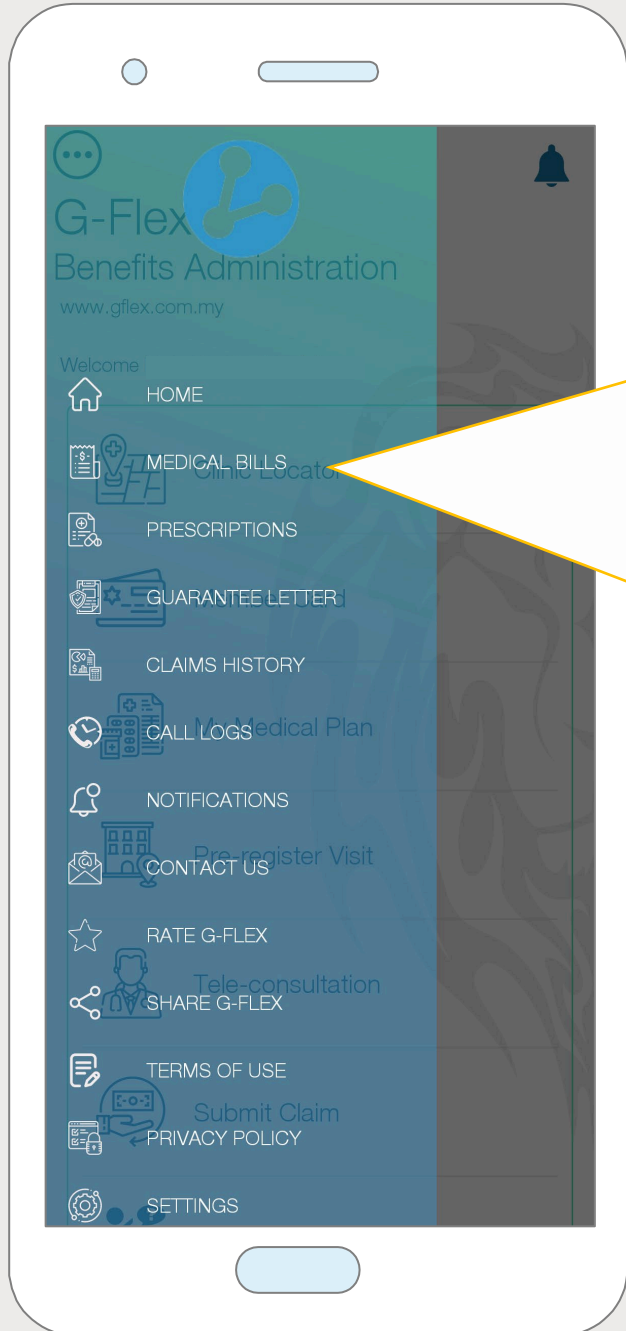


# Medical Bills

This module allows you to view a list of all **previous bills** from past medical encounters.

To access any of your past medical bills, click on the "medical bills" tab.

To view the details of the bill, click on the specific bill item.



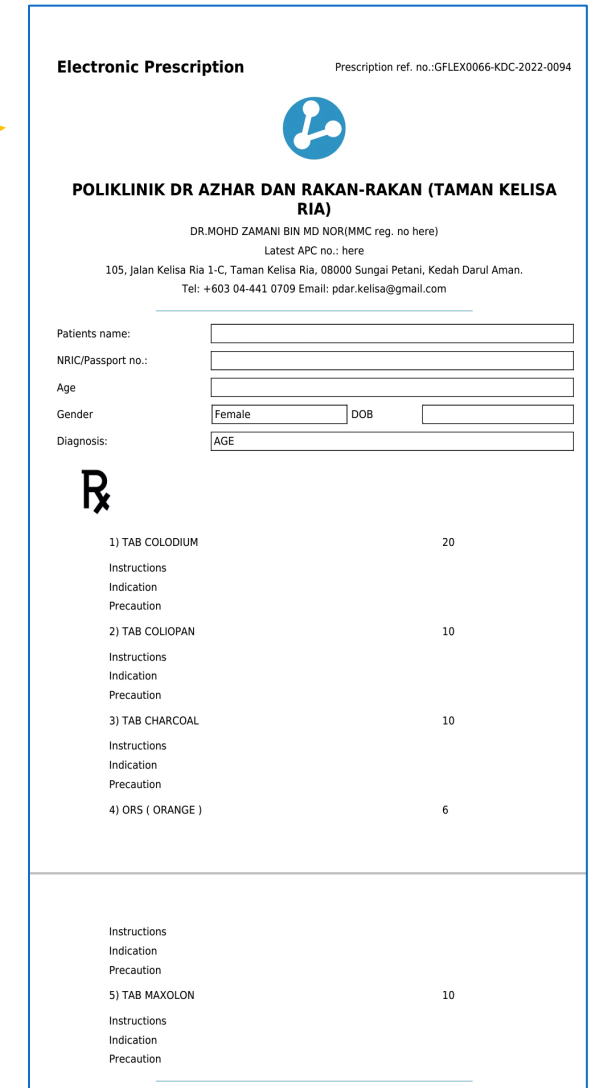
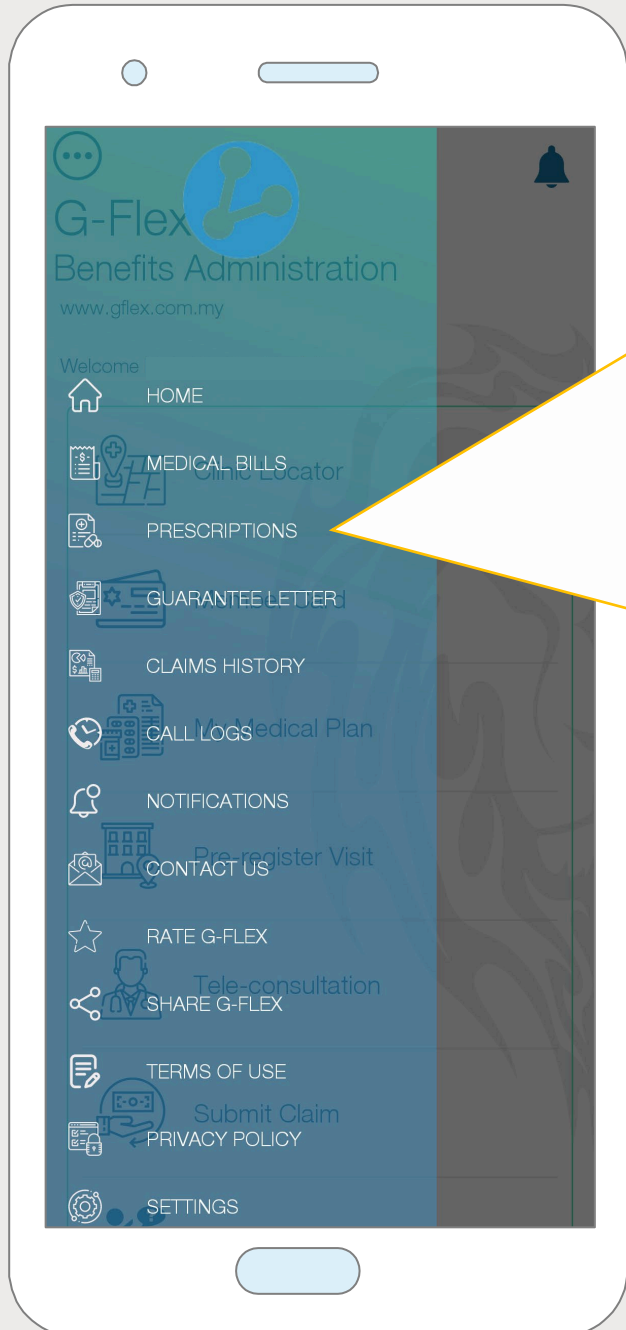


# Prescriptions

This module allows you to view a **list of all medical prescriptions** that have been issued to you through the G-Flex system.

To access any of your medical prescriptions, click on the "prescriptions" tab.

To view the details, click on the specific item.

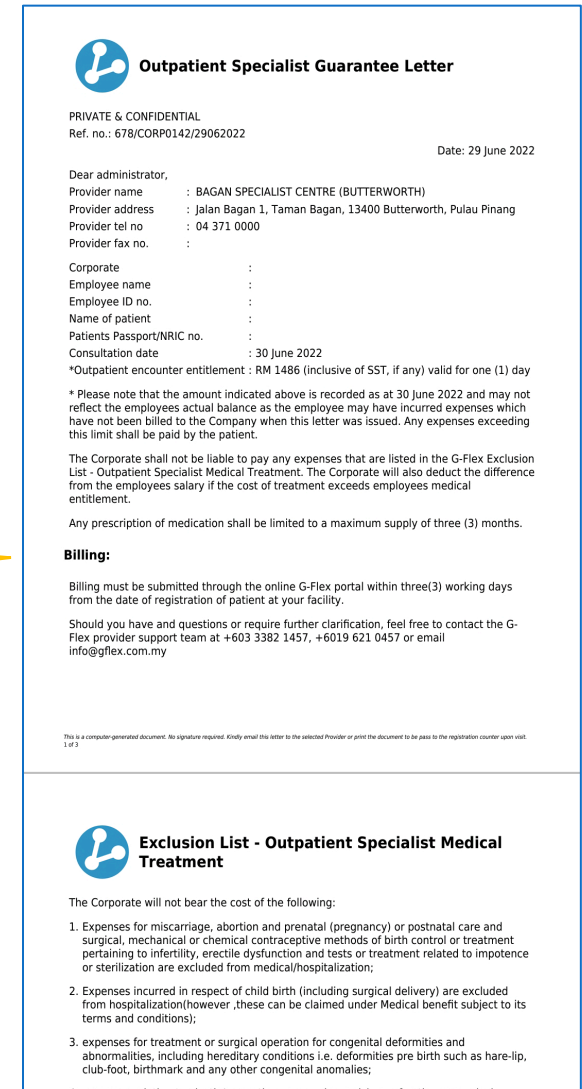
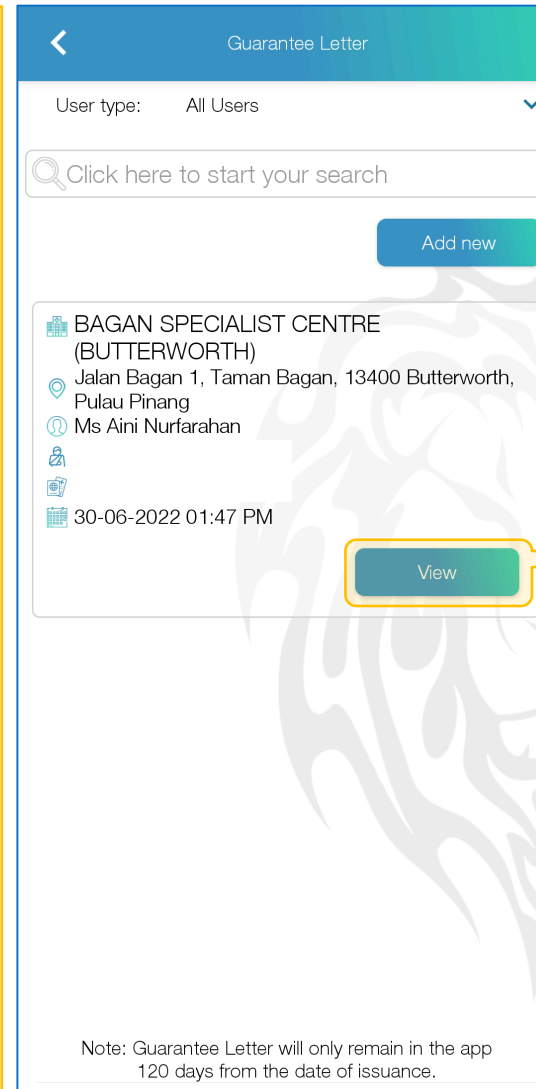
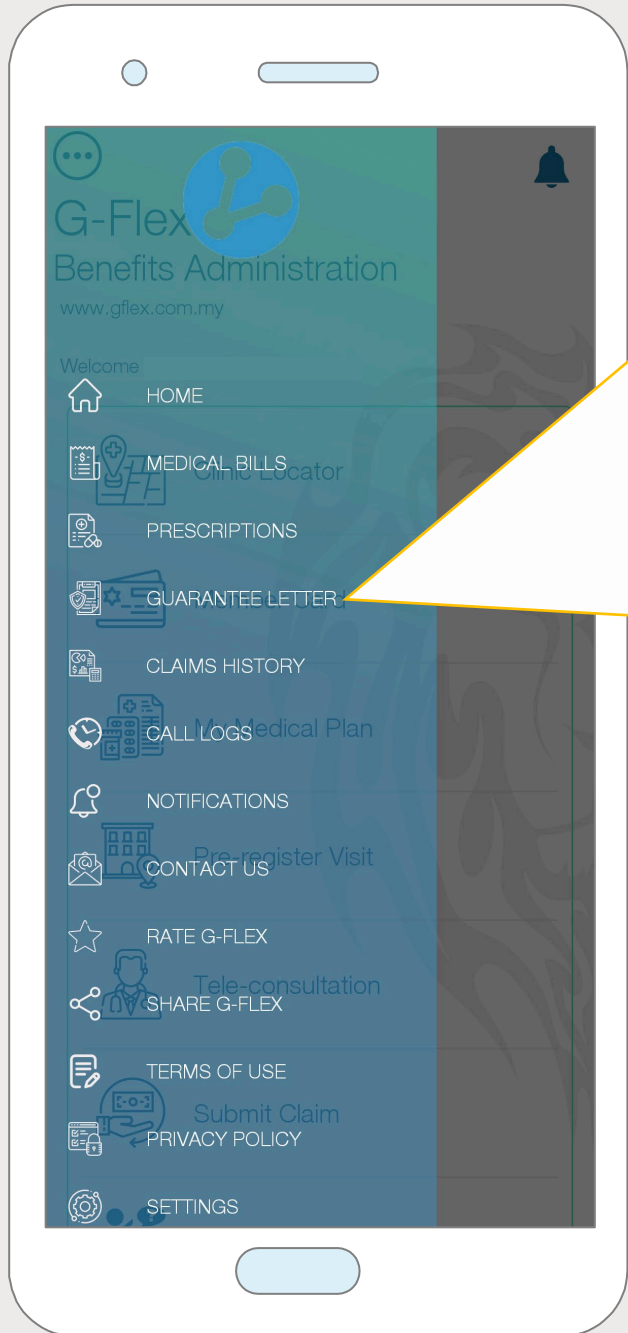


# Guarantee Letter

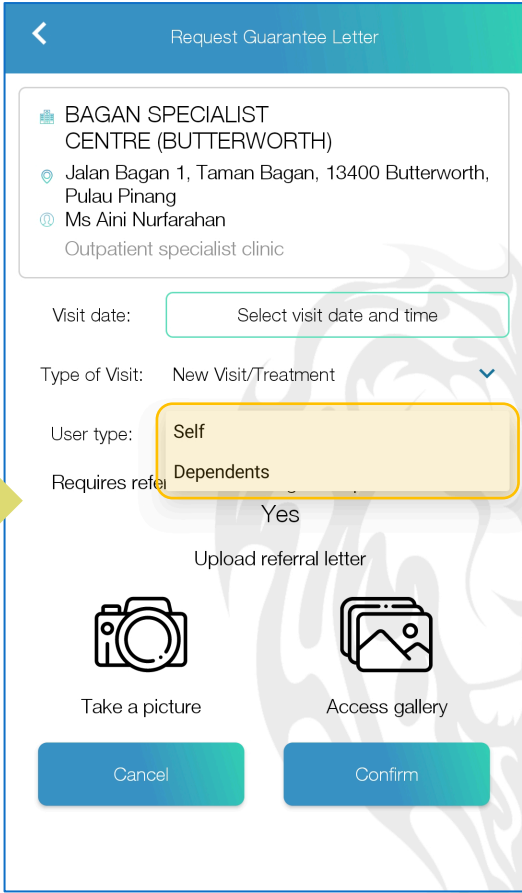
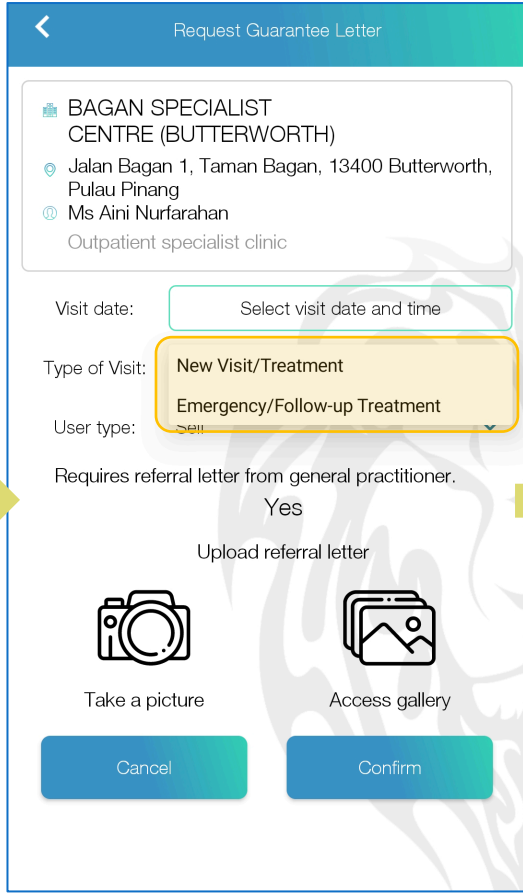
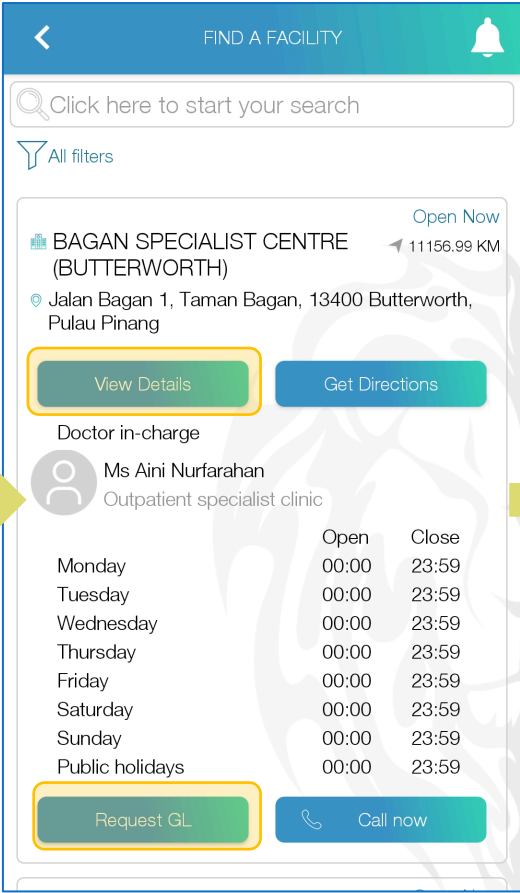
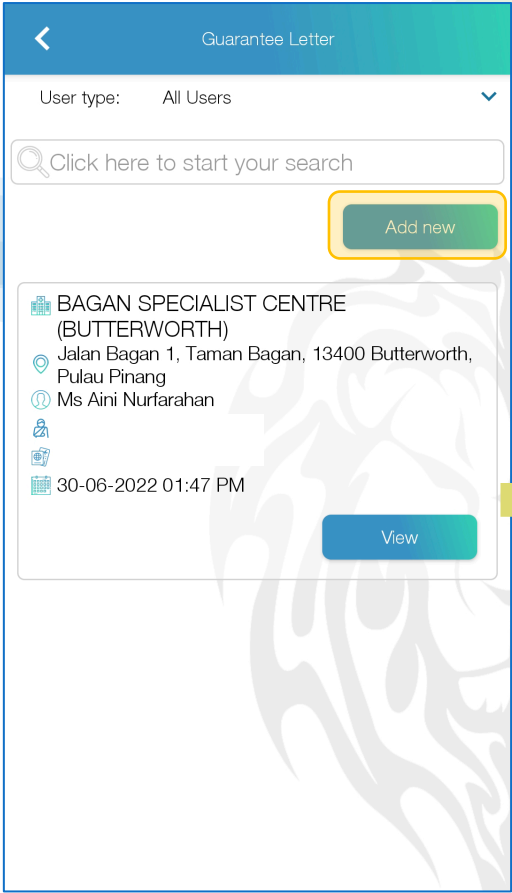
This module allows you to view a list of all guarantee letters that have been issued to you through the G-Flex system.

To access any of your guarantee letters, click on the "Guarantee Letter" tab.

To view the details, click "View" on the specific item. The GL will be generated in **.pdf form**.



# Guarantee Letter -Request



To submit a request for a new guarantee letter, click on the **“Add new”** button.

Identify the facility, click **“View Details”** button and proceed with **“Request GL”**.

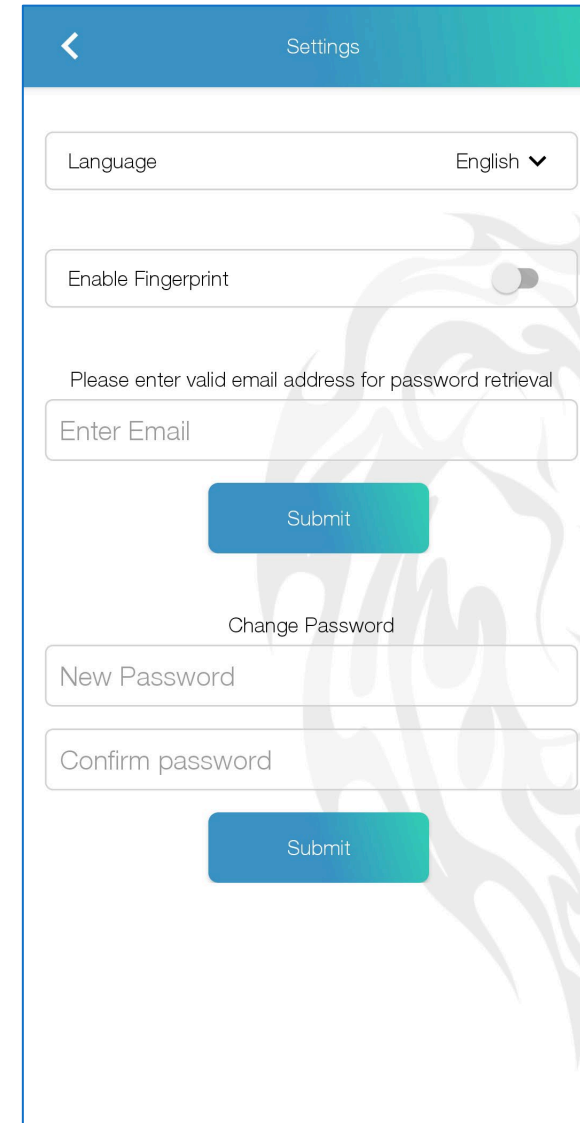
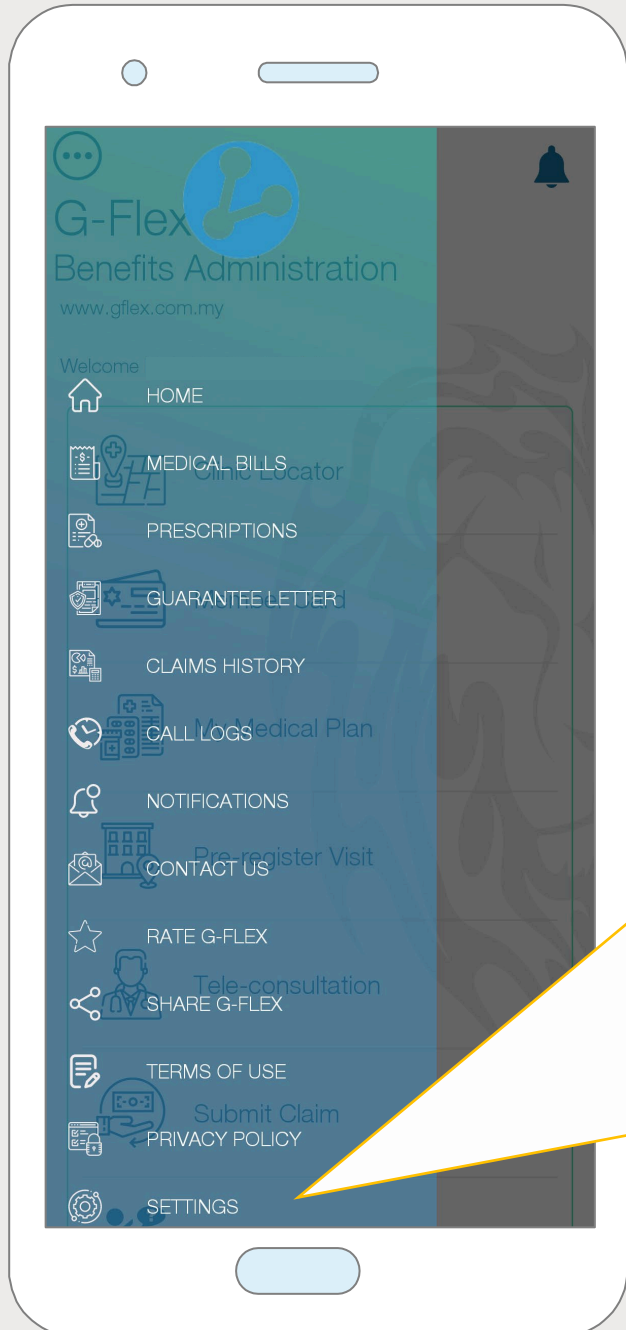
Fill-in the details of the visit, together with **type of visit**. For new visit, it will require referral letter while it is not needed when emergency/follow-up is selected. Select appropriate **user type** for whom the GL intended for. After **confirm**, the GL will appear on the list of Guarantee Letter. 18

# Settings

This module allows you to **manage/reset your password** and email address for password retrieval.

It also allows you to **enable fingerprint** bio-metric verification and change the language.

To change your password, type in your new password and then re-enter your new password to confirm.



# Contact Us

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**G-FLEX**

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