



GENESIS FLEX SDN BHD
MOBILE APP STEP BY STEP GUIDE
docver 2.0

G-FLEX PORTAL

1. Click on the link provided. app.gflex.com.my This app will work with any working browser. (We will share the news on our native app soon!)
2. To access your G-Flex mobile app account, you must have a **WORKING** email address in order for the system to send your login credentials to your registered email address.
3. If you didn't receive a login ID through your email, please contact our customer service team via email info@gflex.com.my or through [WhatsApp](#).

To get started, please **click “Sign Up here”** to set up your mobile app account.

Select administrator:
G-FLEX

Username:
Insert username

Password:
Password

Remember me

LOG IN

Forgot your password? [Reset it here](#)

New to G-FLEX? [Sign up here](#)

G-FLEX PORTAL

1. First of all, you'll need to indicate what type of user are you. For a mobile app account, you will need to select '**I'm an employee**'.
2. After that, please key-in your company name.
3. Then, please key-in your full name in the third column. Once your name appears on the suggested list, please select it. Then your registered email address should automatically appear as well.
4. You'll need to key in your NRIC or passport number which will be used for your username.
5. If you need to change your email address, you may do so in the email address column.
6. The phone number will be automatically filled in once the Number 5 steps has been done (if not, please key in your number here).
7. Click Submit.

The screenshot shows the G-FLEX Benefits management sign-up form. At the top is the G-FLEX logo and the text "G-FLEX Benefits management". Below this is a blue link "Sign up for G-Flex". The form contains several input fields, each highlighted with a yellow border and a yellow arrow pointing from the instructions on the left:

- Type of user:** A dropdown menu with "I'm an employee" selected.
- Company name:** A text input field with the placeholder "Enter company name here".
- Your name:** A text input field with the placeholder "Enter your name here".
- NRIC/Passport no.:** A text input field with the placeholder "NRIC/Passport no.".
- Email address:** A text input field with the placeholder "Enter email address here".
- Phone no.:** A text input field with the placeholder "Enter phone no. here".

At the bottom of the form are two buttons: a blue "Cancel" button and a blue "Submit" button. A yellow arrow points from the instruction "Click Submit." to the "Submit" button.

G-FLEX PORTAL

Successful G-Flex account activation - 29/09/2023 Inbox x

G-Flex Healthcare Management System <g-flexcorpapp-no-reply@bubbleapps.io>
to me ▾

Fri, Sep 29, 4:28 PM

Dear Abu Bin Ahmad,

We are pleased to inform that your account has been successfully activated.

Your temporary login credentials are as follows:

Username: 940911085569

Password: nL8G9j<r

To access your account, please visit app.gflex.com.my.

Should you require any further assistance, feel free to reach out to our helpdesk at +6019 621 0457 or email help@gflex.com.my.

Once you've registered via the G-Flex portal, you will receive your login credentials as above.
You may access the portal again by clicking the link provided to log-in.

G-FLEX PORTAL

Select administrator:
G-FLEX

Username:
Insert username

Password:
Password

Remember me

LOG IN

Forgot your password? [Reset it here](#)

New to G-FLEX? [Sign up here](#)

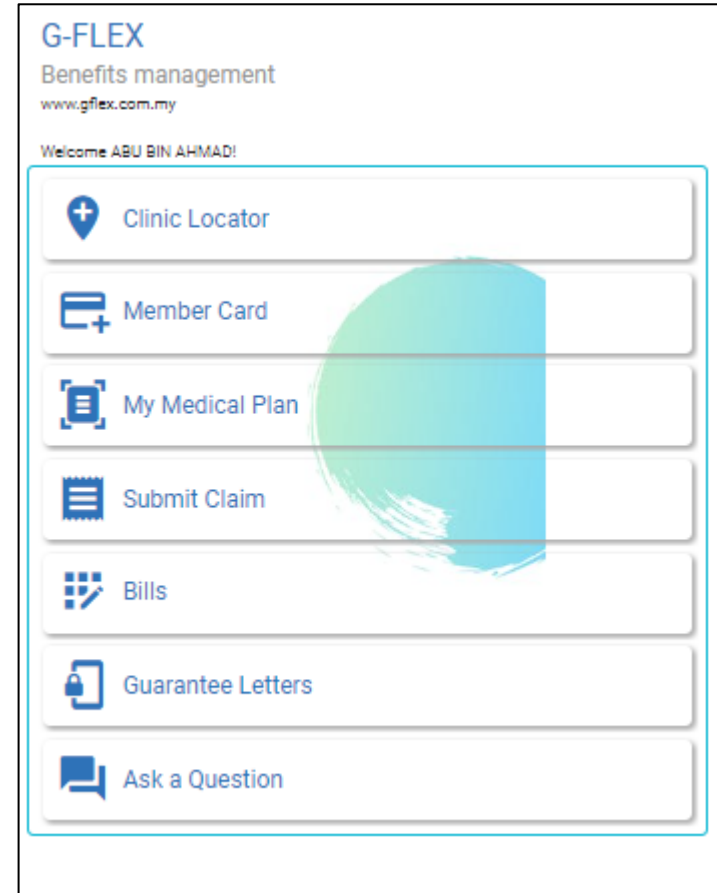
1. Please make sure for this column, the administrator is **G-FLEX**.

2. Please key in the username as provided in the email.

3. Please key in the password as provided in the email. You may change your password later on in the app. After that, click **Log In** to proceed.

DASHBOARD

1. Once you've login into your mobile app, it will redirect you to the Dashboard page.
2. You will see the menu selections ranging from the Clinic Locator to Ask A Question, which will be covered later on.
3. If you have any difficulties to access the menus, please contact G-Flex for assistance (click on the Ask A Question menu)



CLINIC LOCATOR

CLINIC LOCATOR

Filter by merchant type:

- GP clinic
- Dental clinic
- Specialist clinic
- Optometrist
- Medical centre
- Hospital

Search for merchant:

Filter by name

Search by location:

Filter by name or address

[Expand filters](#)

Open: **KLINIK KELUARGA (PANTAI DALAM)** Close: 0.2 km

18, Jalan 4/112a, Taman Bukit Angkasa, 59200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia

[View details](#) [Get directions](#)

1. Upon landing on this page, the app will show the nearest clinic to your current location. **Yes! This is all of your panel clinic now!** If you wish to filter out the type of merchant you wish to search, you may select based on the category provided here. Please be informed that the type of merchant available is limited to your company medical coverage.
2. If you want to search for a specific provider, you may use this search box to locate the provider.
3. You can also search the provider by the area or location. Simply search the clinics by typing the name of the area or state in this box. **Please be informed that once you opened the Clinic Locator tab, the app will immediately recommend the clinics nearest to your current location.**

CLINIC LOCATOR

1. When you clicked the **'View Details'** button, it will redirect you to the clinic information page.
1. In here, you will have access to the clinic operating hours, Doctor in-charge, the clinic's telephone number & services offered.
2. To go to the clinic location, you may click the **Get Directions** button next to the **View Details** button. The app then will redirect you to the clinic location by using the Google Maps app.

KLINIK OASIS (BANGSAR SOUTH)

Address: 8, Jalan Kerinchi, Bangsar South, 59200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia

Doctor in-charge: Dr Mohammad Shazli Bin Abdul Rahman
Tel: 03 2242 3777
Email: klinikrisentosabangsar@gmail.com

Services offered:

<input checked="" type="checkbox"/> COVID-19 PCR testing	<input checked="" type="checkbox"/> COVID-19 RTK testing
<input checked="" type="checkbox"/> Ultrasound	<input checked="" type="checkbox"/> X-ray
<input checked="" type="checkbox"/> Pap Smear	<input checked="" type="checkbox"/> ENT Equipment
<input checked="" type="checkbox"/> IV Drips	<input checked="" type="checkbox"/> Nebulizer
<input checked="" type="checkbox"/> Minor Surgery	<input checked="" type="checkbox"/> ECG
<input checked="" type="checkbox"/> Ante-Natal Check Up	<input checked="" type="checkbox"/> Urine Feme
<input checked="" type="checkbox"/> Oxygen	<input checked="" type="checkbox"/> Personnel trained in Basic Life Support
<input checked="" type="checkbox"/> Female Doctor	<input checked="" type="checkbox"/> Fomema Registered Clinic
<input checked="" type="checkbox"/> Locum on duty when doctor in-charge away	

[Close](#)

CLINIC LOCATOR

Filter by merchant type:

- GP clinic
- Specialist clinic
- Medical centre
- Dental clinic
- Optometrist
- Hospital

Search for merchant:

Filter by name

Search by location:

Filter by name or address

[Expand filters](#)

Open: **KLINIK KELUARGA (PANTAI DALAM)** **Close:** 0.2 km

18, Jalan 4/112a, Taman Bukit Angkasa, 59200 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia

[View details](#) [Get directions](#)

CLINIC LOCATOR

The image shows a 'CLINIC LOCATOR' interface. At the top, it says 'CLINIC LOCATOR'. Below that, there are several filter sections:

- Filter by merchant type:** A grid of six checkboxes, all of which are checked: GP clinic, Dental clinic, Specialist clinic, Optometrist, Medical centre, and Hospital.
- Search for merchant:** A text input field with the placeholder 'Filter by name'.
- Search by location:** A text input field with the placeholder 'Filter by name or address'.
- Expand filters:** A blue link with a downward arrow icon.

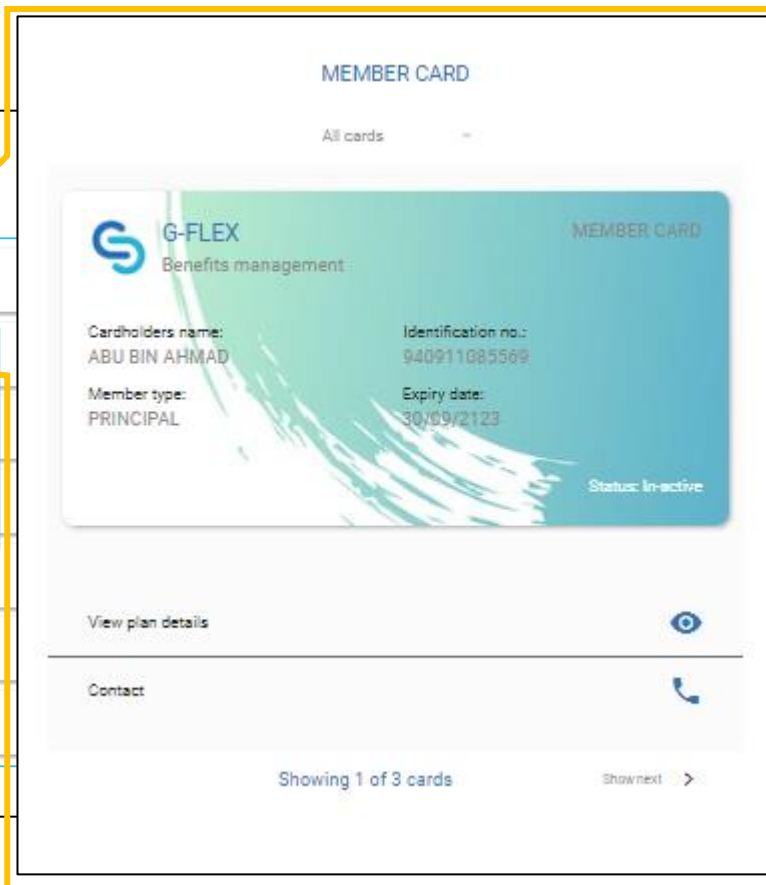
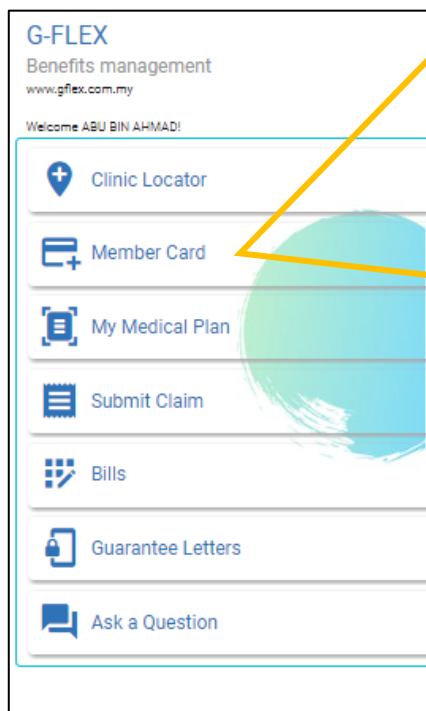
A yellow callout box highlights the expanded filter options:

- Operating hours:** A radio button next to 'Open now'.
- Gender of practitioner:** Radio buttons for 'Male' and 'Female'.
- List of services:** Radio buttons for 'COVID-19 PCR testing', 'COVID-19 RTK testing', 'Ultrasound', 'X-ray', and 'Pap Smear'.

3. By clicking the **Expand Filters**, you will have a selection of options to filter out the panel clinics.

4. You can select the operating hours, the gender of the practitioners & the list of services provided by the merchant.

MEMBER CARD



1. In the **Member Card** menu, you will see the E-Card which displayed the following:
 - a. Name
 - b. Identification No (NRIC or Passport)
 - c. Member Type (Principal or Dependent)
 - d. Expiry date of your medical coverage
 - e. Your member status
2. You can also see your dependent E-Card (if any) by clicking the **Show Next** button at the bottom right corner.
3. To view a more detailed entitlement of your coverage, you may click the **View Plan Details** button and it will redirect you to the **My Medical Plan** page.
4. If any of the information displayed is incorrect or misspell, you can click the **Contact** button to liaise with G-Flex.

MY MEDICAL PLAN

1. This section is displaying your information. You can notify G-Flex if any of the information displayed is incorrect. **You can see your dependents (if any) details by choosing the name from the dropdown list.**

2. This section is for your current balance. This section is updated in real time, so any submission made either by panel clinics or non-panel will be automatically deducted from the balance here.

PLAN DETAILS

Name : Abu Bin Ahmad
ID type : NRIC
ID no. : 940911085569
D.O.B : 11/09/1994
Age : 29 years old
Gender : Male

PLAN DETAILS

Plan code : RISDA_1000_OUTPATIENT

	Limit (RM)	Balance (RM)
Annual limit	1000.00	958.00
Monthly limit	1000.00	958.00
Per visit limit	958.00	958.00

Expiry date: : 30/09/2123

Remarks:
The plan details displayed here briefly describes your coverage. Your organization may have specific coverage details and/or limitations that are not being displayed here. For a detailed explanation of your current benefits, exclusions, terms and conditions, please seek clarification from your human resources or contact G-FLEX. In the event of any inconsistency between the contents stated here and the specific coverage plans of your organization, the latter shall prevail. G-FLEX reserves the right to make changes to the contents stated in this application as and when it deems it necessary.

3. This section of Plan Details is showing the list of medical benefit plan. If you have than 1 medical coverage, you may click the dropdown menu and the list of your medical coverage will be shown as below:

PLAN DETAILS

Plan code : RISDA_1000_OUTPATIENT

Select a plan

Annual limit : [input field]

Monthly limit : ✓ RISDA_1000_OUTPATIENT

Per visit limit : 958.00 958.00

Expiry date: : 30/09/2123


Remarks:
The plan details displayed here briefly describes your coverage. Your organization may have specific coverage details and/or limitations that are not being displayed here. For a detailed explanation of your current benefits, exclusions, terms and conditions, please seek clarification from your human resources or contact G-FLEX. In the event of any inconsistency between the contents stated here and the specific coverage plans of your organization, the latter shall prevail. G-FLEX reserves the right to make changes to the contents stated in this application as and when it deems it necessary.

SUBMIT CLAIM

1. The Submit Claim page is for you **to submit a claim under a non-panel clinic** that is not registered under G-Flex.
2. You may follow the steps below to fill out the details for your non-panel claim submission:
 - a. **Full Name**
 - i. Automatically displayed by the app. You may select the principal or the dependent name.
 - b. **Employee ID**
 - i. Automatically displayed by the app.
 - c. **ID Type**
 - i. Automatically displayed by the app.
 - d. **ID Number**
 - i. Automatically displayed by the app.
 - e. **Benefit Plan**
 - i. You may choose which benefit plan you wish to select in order to deduct the amount from the plan (if you have more than 1 medical coverage)
 - f. **Merchant Type**
 - i. The type of panel clinics you've visited.
 - g. **Merchant Name**
 - i. Name of the non-panel clinics you've visited.
 - h. **Receipt Number**
 - i. The receipt number displayed on the receipt.
 - i. **Receipt File Upload**
 - i. You may upload the softcopy of the receipt, either in PDF format or in images.
 - j. **Claim Date**
 - i. The date of the visit/treatment.
 - k. **Pay To**
 - i. You can select either the principal or the dependent to be reimbursed.
 - l. **Encounter Limit (RM)**
 - i. Your medical plan balances. This balance is subject to the type of medical plan you've selected.

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Benefits management
www.gflex.com.my

Welcome ABU BIN AHMAD!

 Clinic Locator


 Member Card

 My Medical Plan

 Submit Claim

 Bills

 Guarantee Letters

 Ask a Question

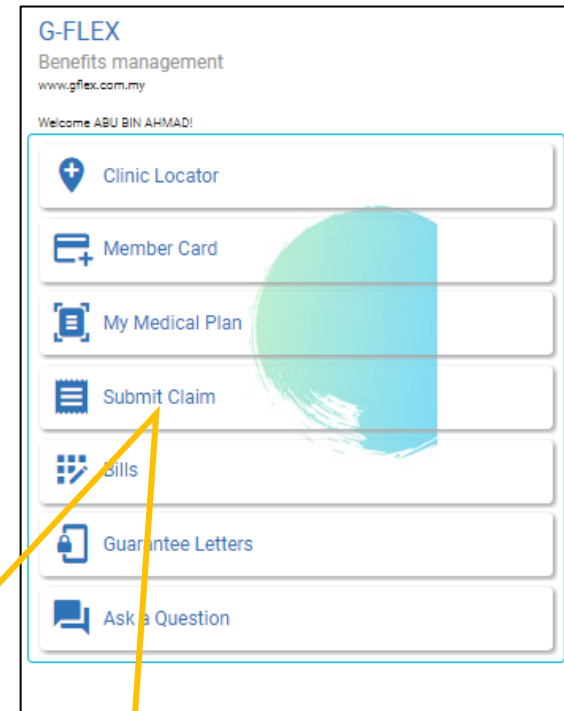
SUBMIT CLAIM

Full name: Abu Bin Ahmad (940911085569)	Employee ID: 1
ID type: NRIC	ID number: 940911085569
Benefit plan: RISDA_1000_OUTPATIENT	Merchant type: GP clinic
Merchant name: Merchant name	Receipt number: Receipt no.
Receipt file upload: <input type="button" value="Select a file"/>	Claim date: 23/11/2023
Pay to: Principal	Encounter limit (RM): 958.00

SUBMIT CLAIM

- m. **Claim Amount**
 - i. The amount that you've paid and displayed on the receipt.
- n. **MC Dispensed (Optional)**
 - i. If you have an MC certificate, you can select 'Yes' and fill in the details. If not, please select 'No'.
- o. **From Date (Optional)**
 - i. The start date of your MC.
- p. **To Date (Optional)**
 - i. The end date of your MC.
- q. **MC Serial No. (Optional)**
 - i. The MC number that is displayed on the certificate.
- r. **No. of Days.**
 - i. Automatically filled once you've selected the date.
- s. **Remarks.**
 - i. Any additional information you like to share regarding the claim submission.

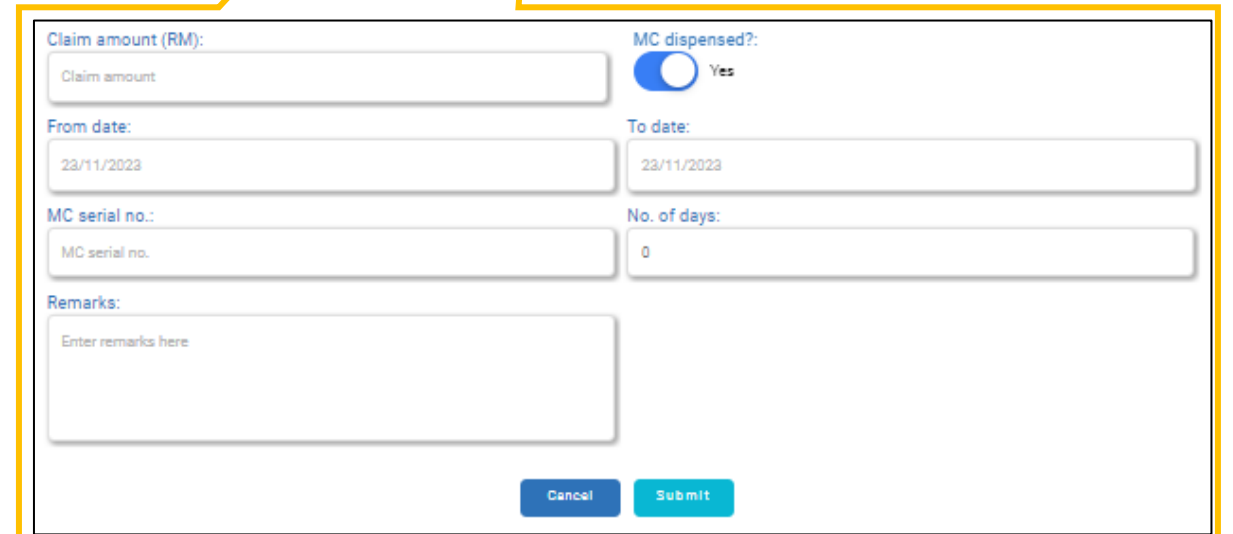
3. Once everything has been filled out, click **Submit** to send your claims to G-Flex. Please be informed that any approval or rejection is subject to your respective company management. To check if your claims have been approved or rejected, you may go to the **Bills** page view the claims.



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Welcome ABU BIN AHMADI!

- Clinic Locator
- Member Card
- My Medical Plan
- Submit Claim**
- Bills
- Guarantee Letters
- Ask a Question



Claim amount (RM):
Claim amount

MC dispensed?:
 Yes

From date:
23/11/2023

To date:
23/11/2023

MC serial no.:
MC serial no.

No. of days:
0

Remarks:
Enter remarks here

Cancel Submit

BILLS

BILLS

Member name:
Abu Bin Ahmad (ID no.: 940911085569)

Test 1 4:31 pm
Invoice no. : 123456
Date : 29/09/2023
Status : Rejected ()
Reason :
[click to expand](#)

POLIKLINIK DR HALIMAH (KUALA KETIL 2) 4:16 pm
Invoice no. : GFLEX0017-KDC-9-29-33
Date : 29/09/2023
Status : Approved
[click to expand](#)

1. In the **Bills** page, you can view your utilization for the year. In the **Member** Name columns, you may select to either view the principal or the dependent utilization.
2. You can view a summary of your visit details to the G-Flex panel clinics. It will show the invoice number, the date of the visit & the status of the claims.
3. By clicking '**Click to Expand**', you will be able to see the more detailed breakdown of the diagnosis and the medication/treatment dispensed.

BILLS

BILLS

Member name:
Abu Bin Ahmad (ID no.: 940911085569)

Test 1

Invoice no. : 123456
Date : 29/09/2023
Status : Rejected ()
Reason :
[click to expand](#)

POLIKLINIK DR HALIMAH (KUALA KETIL 2)

Invoice no. : GFLEX0017-KDC-9-29-23
Date : 29/09/2023
Status : Approved
[click to expand](#)

POLIKLINIK DR HALIMAH (KUALA KETIL 2) 4:16 pm

Invoice no. : GFLEX0017-KDC-9-29-23
Date : 29/09/2023
Status : Approved
[click to hide](#)

Name : ABU BIN AHMAD
ID no. : 940911085569
Date : 29/09/2023

ITEMIZED STATEMENT

Diagnosis : URTI

CONSULTATION	RM12.00
MEDICATION ▾	RM1.00
PARACETAMOL	RM1.00
Unit price : RM1.00	
Quantity : 1	
INVESTIGATION ▾	RM1.00
BLOOD TEST	RM1.00
Unit price : RM1.00	
Quantity : 1	
TOTAL	RM14.00

This section will show the total of consultation fee charged to your entitlement.

You will have access to check the prices of medication dispensed through this tab.

Investigation is referring to any tests conducted during your visitation.

Total charge is accumulated here.

ASK A QUESTION



1. If you are having difficulties or have an enquiry, you may head to the Ask A Question tab to connect with the G-Flex team.
2. We're reachable via these 3 media:
 - a. Phone call
 - b. Email
 - c. Live Chat via website
 - d. Whatsapp



1. Please be informed this user guide is exhaustive and subject to change from time to time due to system upgrade.
2. The new user guide will be provided once the system has been fully operated.
3. If you have any further questions or concerns about our system, please feel free to contact us via email at info@gflex.com.my or our contact center at 03-3382 1457.