



TUTORIAL FOR EFU HEALTH MYHEALTH MOBILE APPLICATION



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EFU Group has always stayed ahead of competition and has endeavored to provide state of the art, technologically convenient servicing solutions to its valued customers. EFU's MyHealth mobile application is the digitized platform for facilitating EFU Health insured members.

DOWNLOAD THE MOBILE APPLICATION

Download the application from:



REGISTERING ON MYHEALTH MOBILE APPLICATION

First time users shall have to click on the grey shaded tab **NEW USER**.



Enter the CNIC number, as per EFU Health records. In case your CNIC number is missing in the database, you will not be able to register. Enter CNIC number in this format: 6110112303211

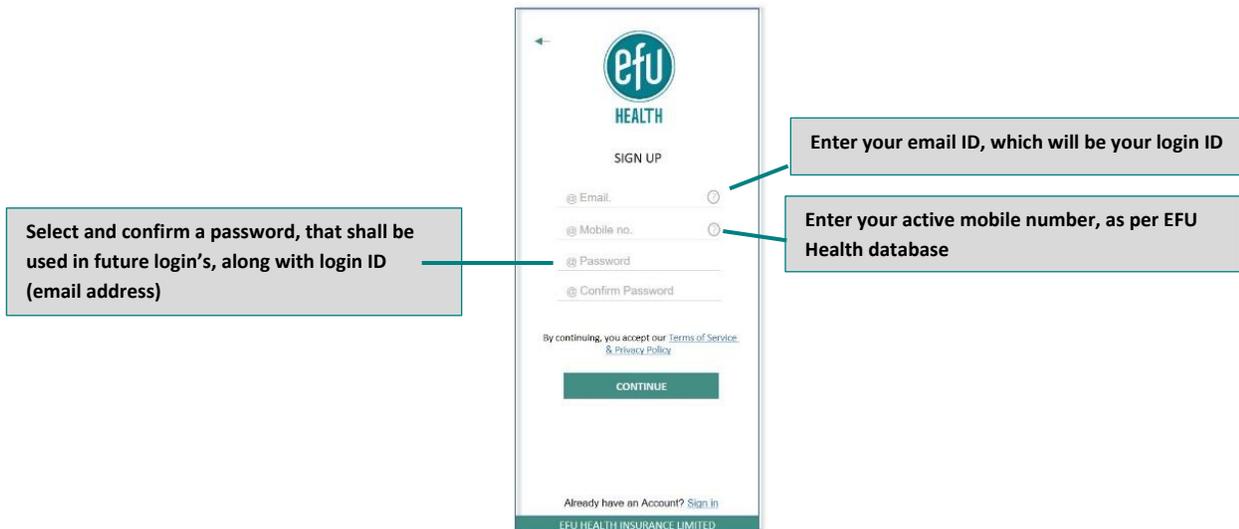


Enter policy number, as mentioned on the front of your card. Example EM/XX-XXXXXX-XX

Cert ID number is a five or six digit number printed on the front side of your health card. Example 00123

User will be routed to a window, wherein entry shall be made from details on user's EFU Health Insurance card:

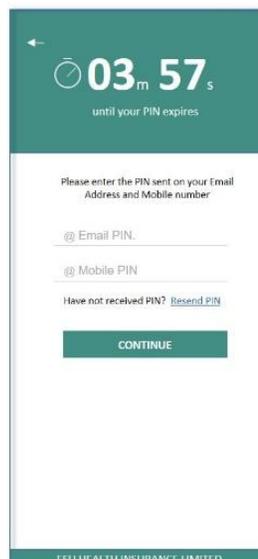
As soon as the user clicks **CONTINUE** on the registration screen, the user is prompted to enter details



pertaining to the account creation,

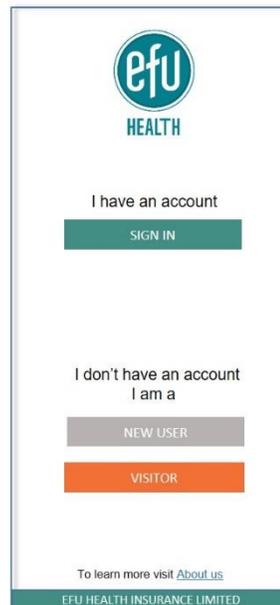
The user is advised to click on **CONTINUE** to proceed to the window wherein PIN codes sent on entered email ID and mobile number shall be sent. Please note this is a time barred process hence the PIN codes must be entered within the stipulated time-limit

Enter the PIN codes and press **CONTINUE**

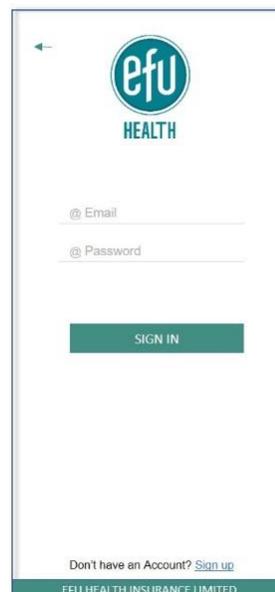


LOGIN PAGE (SIGN IN)

All registered users can login / sign in to explore various features of mobile application by clicking on the teal colored tab on main page that reads **SIGN - IN**



Enter the email address (Login ID) you selected while registering (where PIN Code was received) and enter the selected Password, and click **SIGN - IN**



In case you forget your password, click on *Forget Password* option

FEATURES OF EFU MYHEALTH MOBILE APPLICATION

From the hamburger menu, the following features of EFU MyHealth Mobile application can be accessed:



My e-Healthcard

Access your e-health card anywhere, anytime



My Medical Plan

Access your annual limits



My Claims Update

Track your reimbursement claims and access requirement and settlement letters pertaining to the same



My Network Hospitals

Locate Network hospitals, across Pakistan, with the provision to locate those in 10km radius of your location



My Helplines

Call and access EFU Health 24/7 hotlines, 365 days a year



My Downloads

Download all forms that are applicable in EFU Health policy

Member Name
 Policy no.
 EM/05-000774-21
 Card ID
 00092

MY DASHBOARD VIEW PROFILE

- My Health Card
- My Medical Plan
- My Claims Update
- My OPD Balance
- My Claim Checklist
- My Policy Process Flows
- My Network Hospitals
- My Value Added Services
- My Helplines
- My Covered Family Members
- My Downloads

GLOSSARY

<ul style="list-style-type: none"> • Download Mobile application 	EFU MyHealth mobile application is available, for download, for both iOS and android users
<ul style="list-style-type: none"> • New User 	A new user will have to register first, before being able to access all features of EFU MyHealth application. For registration, details on health card are to be entered
<ul style="list-style-type: none"> • Registration 	By clicking on a new user, the system requests the user to enter Policy details for registration of a new user
<ul style="list-style-type: none"> • Enter Policy Details for Registration 	For registration, details on Health card are to be entered for registration; including the policy number (EM/XX-XXXXXX-XX), Cert ID 00012, and CNIC number (as per EFU Health records, without hyphen, in this format 6110110000001)
<ul style="list-style-type: none"> • Selecting Login ID & Password 	Enter an accessible email ID in the relevant section wherein you can retrieve the PIN CODE and a valid mobile number from where PIN CODE can be accessed as well. Email ID selected herein shall be the login ID for future.
<ul style="list-style-type: none"> • Enter PIN Codes 	Once the email ID and mobile numbers are entered, PIN CODES are sent electronically, one each on email ID and mobile number. Both PIN CODES are to be entered within stipulated time to activate mobile application.
<ul style="list-style-type: none"> • Sign In 	To sign into the mobile application, enter your selected email ID and selected Password.
<ul style="list-style-type: none"> • Forget Password 	In case you forget your password, you can click on this option to renew your password.
<ul style="list-style-type: none"> • Salient Features of MyHealth mobile application 	Features in EFU Myhealth Application continue to get updated. You can access features from the hamburger menu. Some of the salient features are entered in this tutorial.