



MyGBG

Mobile App User Guide



Welcome

Welcome and thank you for choosing Global Benefits Group (GBG) as your medical insurance provider. We developed **MyGBG** for you to download and access your policy coverage details and soft copy ID card right from your mobile phone. In the app, you will have access to:

- Your member login
- Policy coverage details
- Policy documents
- Member ID card for policy holder and dependents
- *Track your annual deductible
- *Live chat with customer service representative
- Contact customer service via phone or email

*Annual deductible tracker, only available for Latin America and TieCare members.

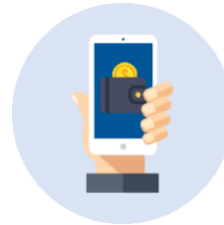
*Live chat, only available for TieCare members at this time, and it will be implemented for the rest of the members on a later release.

NEW FEATURES



Offline ID Card Accessibility

You can now access Member ID cards even when there is no WiFi access. You just have to log in to the app at least once while online.



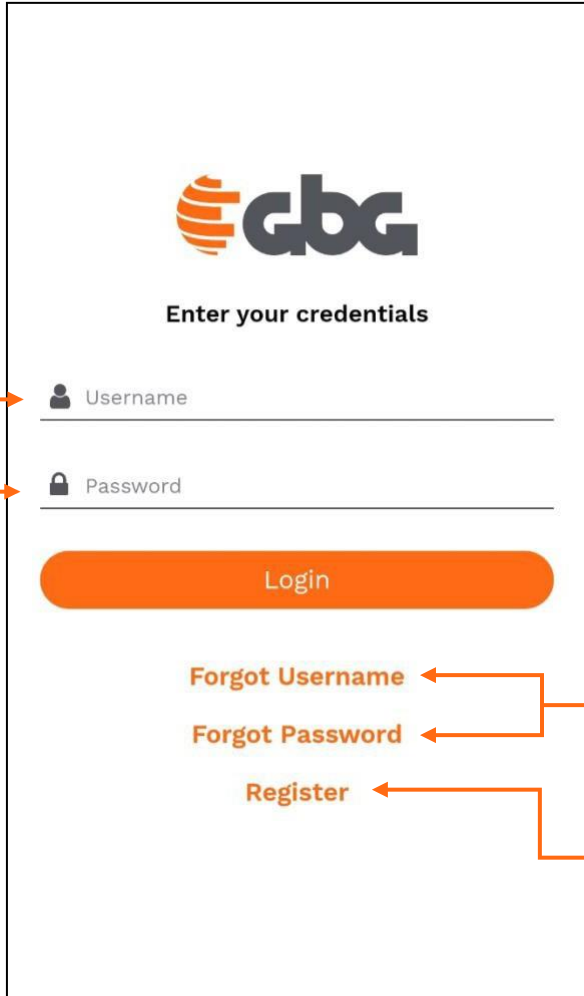
iOS Wallet

iOS users can now add your Member ID cards to the Wallet app.

Questions? Reach us 24 hours a day, 7 days a week
with GBG Assist: **+1.786.814.4125**

Member Login

Once the app is downloaded, you can login to the mobile app by entering your **Username** and **Password**. There are also options to retrieve your username and/or password If needed.



The screenshot shows the GBG mobile app login interface. At the top is the GBG logo and the text "Enter your credentials". Below this are two input fields: "Username" (with a person icon) and "Password" (with a lock icon). A large orange "Login" button is positioned below the fields. At the bottom of the screen are three links: "Forgot Username", "Forgot Password", and "Register".

USERNAME
Once registered, you will have a username to log into your account with

PASSWORD
Enter the password that you created

FORGOT USERNAME/PASSWORD
Click here to retrieve your forgotten username and/or password

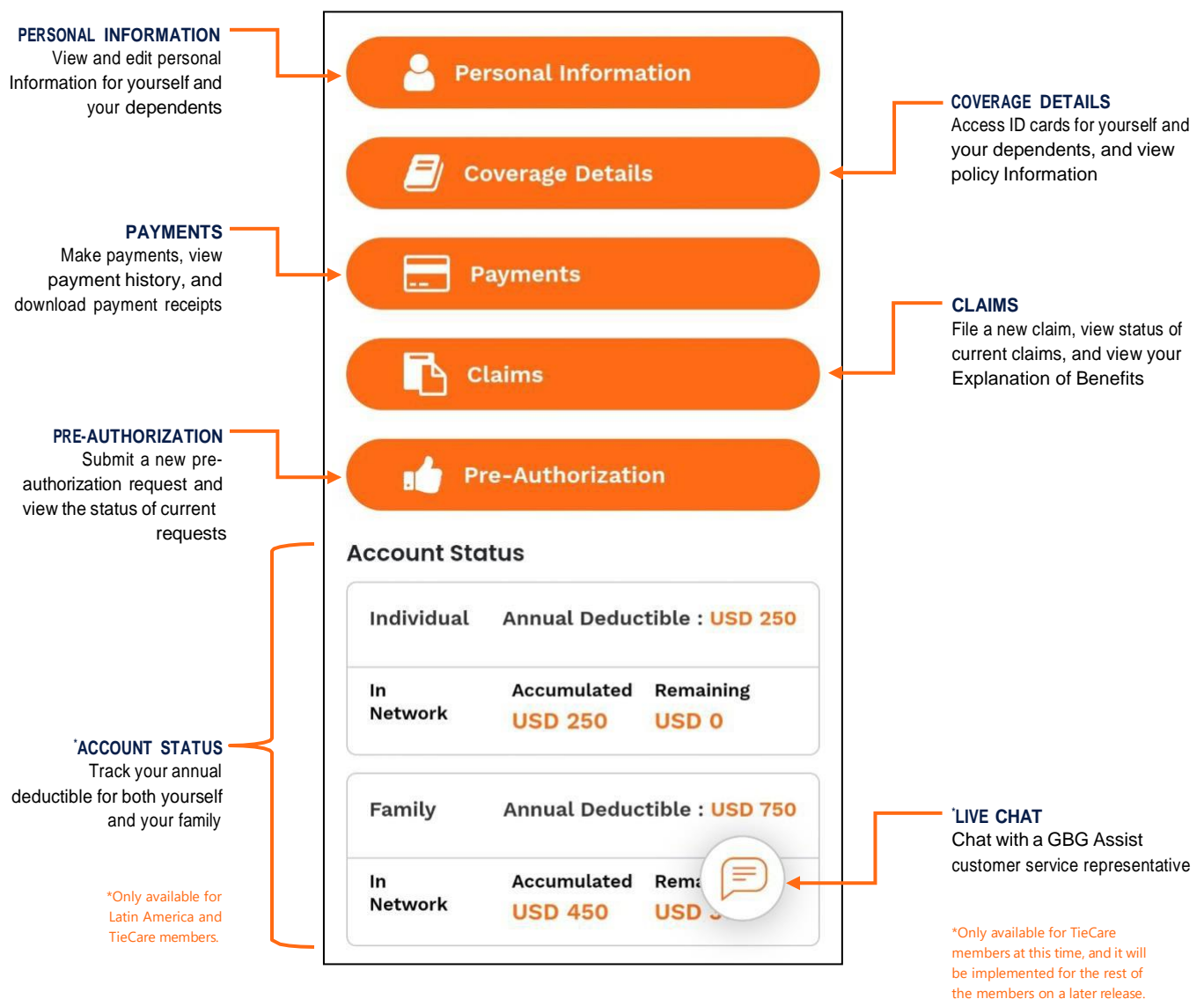
REGISTER
Register to sign up for an account

Homepage

Once you login, you can access these features from home screen:

- Personal Information
- Coverage Details
- Payments
- Claims
- Pre-Authorization
- Annual Deductible Tracker
- Live Chat

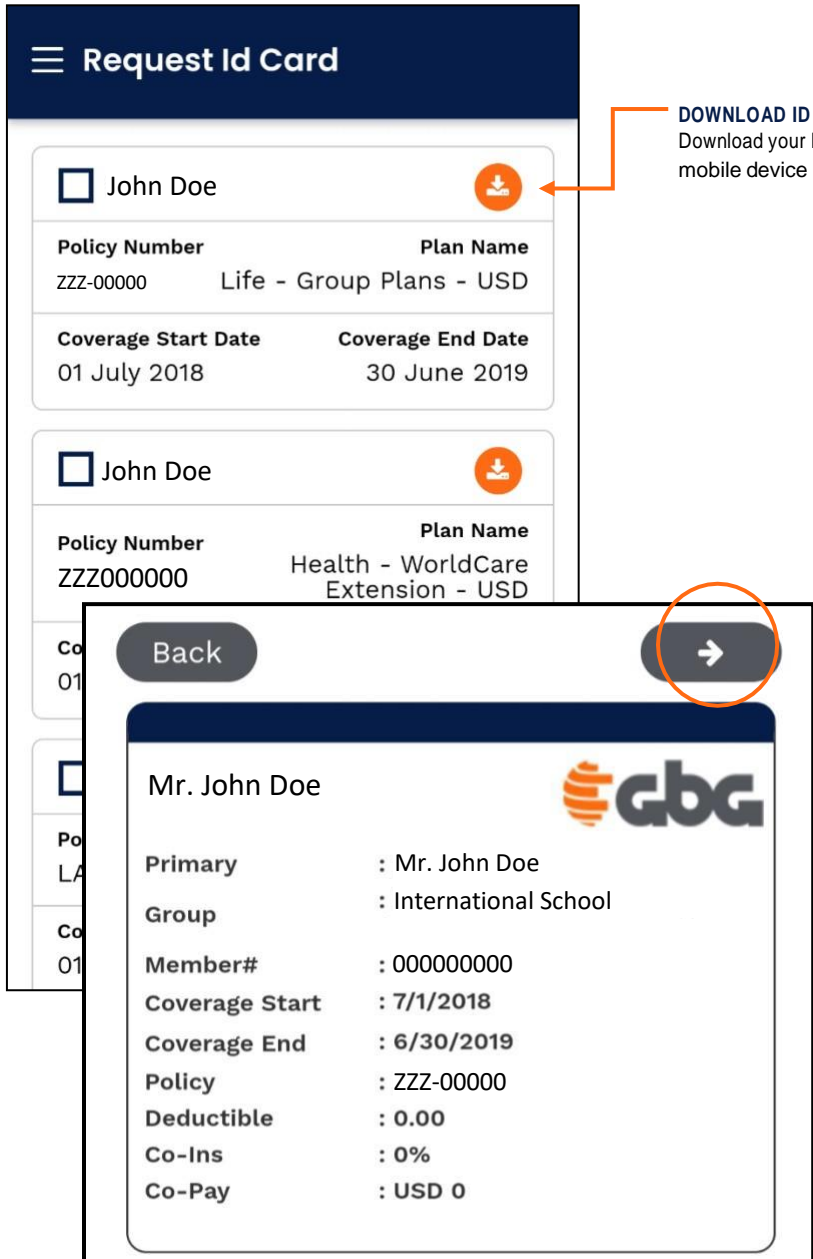
Read the pages below for more detail on each feature.




ID Card

Have your Member Id card with you at all times with **MyGBG**.


- The **ID Card** screen will display the **name** and the **Member ID #** for each family member.
- Tap on each insured's specific ID Card button to access their ID Card.
- Access to your ID cards even without a WiFi connection.




Request Id Card


John Doe 

Policy Number	Plan Name
ZZZ-00000	Life - Group Plans - USD
Coverage Start Date	Coverage End Date
01 July 2018	30 June 2019

John Doe 

Policy Number	Plan Name
ZZZ000000	Health - WorldCare Extension - USD

Back 

Mr. John Doe 

Primary	: Mr. John Doe
Group	: International School
Member#	: 000000000
Coverage Start	: 7/1/2018
Coverage End	: 6/30/2019
Policy	: ZZZ-00000
Deductible	: 0.00
Co-Ins	: 0%
Co-Pay	: USD 0

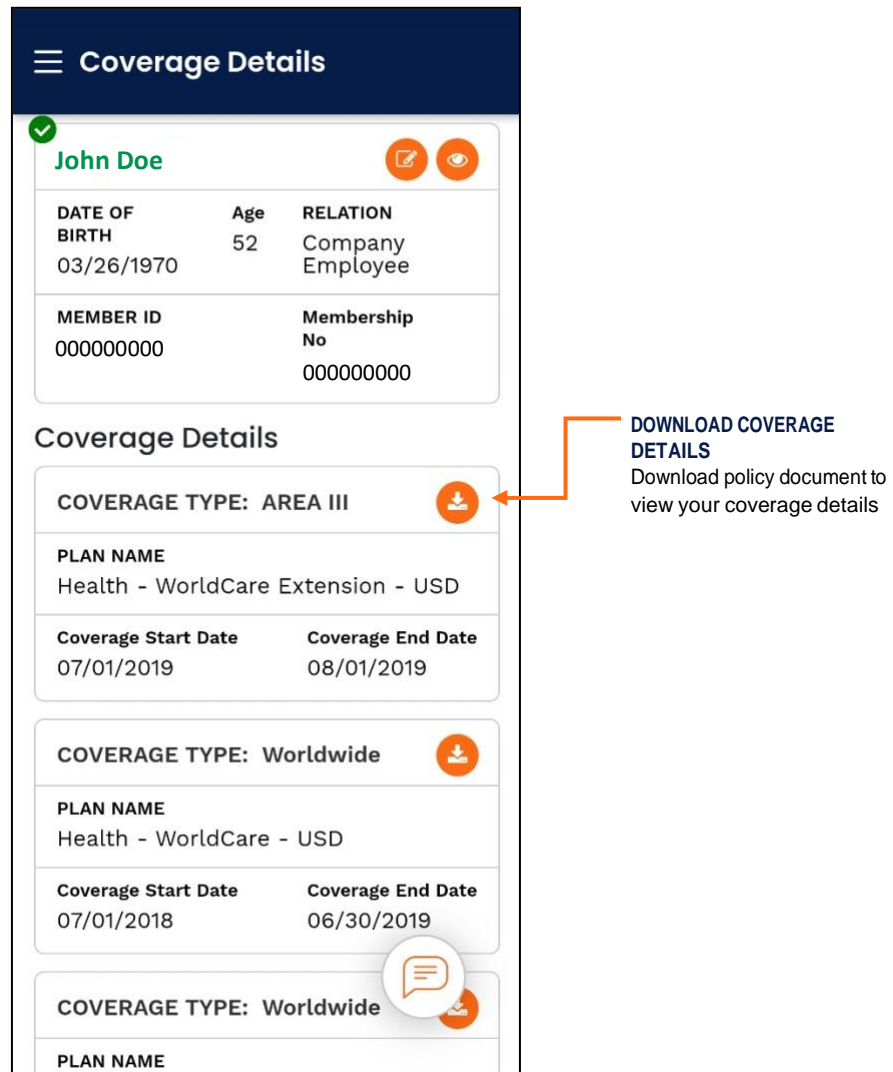
DOWNLOAD ID CARD
Download your ID card to your mobile device

Click arrow to view **BACK** of ID Card

Coverage Details

This screen will list all your policy documents in all policy coverage periods that you are enrolled in. If you have multiple coverage periods or multiple policies with GBG, this will also be displayed.


You can click on the **download** button to download and view the corresponding policy document





John Doe

DATE OF BIRTH	Age	RELATION
03/26/1970	52	Company Employee
MEMBER ID	Membership No	
000000000	000000000	

Coverage Details

COVERAGE TYPE: AREA III	
PLAN NAME Health - WorldCare Extension - USD	
Coverage Start Date	Coverage End Date
07/01/2019	08/01/2019

COVERAGE TYPE: Worldwide	
PLAN NAME Health - WorldCare - USD	
Coverage Start Date	Coverage End Date
07/01/2018	06/30/2019

COVERAGE TYPE: Worldwide	
PLAN NAME	


DOWNLOAD COVERAGE DETAILS
Download policy document to view your coverage details


Contact Us


Click on the **Contact Us** module to view all the Information on how to reach our customer service teams at GBG. Additionally, you can utilize the **live chat** feature to connect with a GBG Assist customer service representative.

☰ Contact Us


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