





Generali Member Portal

User Handbook



What is Member Portal

Enrollment of Dependents & Beneficiaries made accessible for members.



Self-Service Enrollment. Do it at your own pace & time.
All Transactions Are Digital-Based. No more paperworks.
Single Sign-On. Use your GenConnect credentials when logging In.

Available in www.generali.com.ph.
Go to Log In and choose Member Portal to access the site.

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01 How to Register your Account

1. To register, go to www.generali.com.ph and click Log In found at the upper right hand corner of the page. Choose Member Portal. Click the **Not yet registered? Sign up here** link.

You may also go directly to the portal by typing memberportal.generali.com.ph in the browser.

If you are already a GenConnect registered user, proceed with the Log In using your app credentials.



GENERALI

Email Address

Password

LOG IN

[Not yet registered? Sign up here.](#)

[Forgot Password? Click here.](#)

2. Fill up the **Birthdate** and **Certificate Number** first then **Validate**

Register new account

Fill up all details and click on validate to auto-populate your name.

FIRST NAME: MIDDLE NAME: LAST NAME:

Birthdate

Certificate Number

Email Address

Password

[Back](#) **VALIDATE** [SIGN UP](#)

- 3a. If the user is registered in the system, it is possible that you are already a GenConnect user. You may proceed with the Log In and use the GenConnect credentials. Otherwise, please contact Generali Technical Support at email address customer@generali.com.ph.

Register new account

Fill up all details and click on validate to auto-populate your name.

Certificate Number supplied is already registered in our system. Please check the information provided.

FIRST NAME:	MIDDLE NAME:	LAST NAME:
Birthdate		Email Address
01/01/1970		
Certificate Number		Password
000000-00		

[Back](#) **VALIDATE** **SIGN UP**

- 3b. If validation is successful, nominate an **Email Address** and **Password** and click **Sign Up**.

Register new account

Fill up all details and click on validate to auto-populate your name.

Validation Successful. Please complete the fields and register.

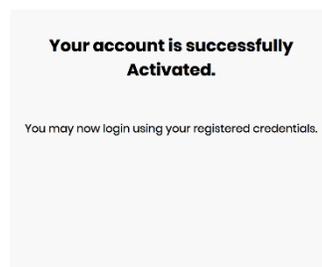
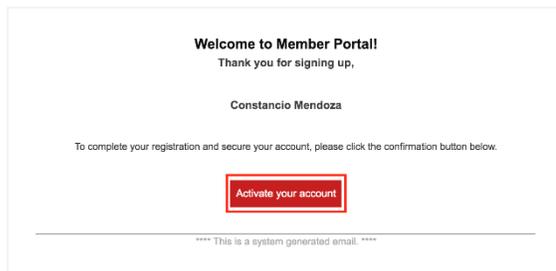
FIRST NAME: JUAN	MIDDLE NAME: C	LAST NAME: DELA CRUZ
Birthdate		Email Address
01/01/1970		sample@gmail.com
Certificate Number		Password
000000-00		*****

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4. After a successful registration, an email to your nominated email address will be sent for activation.

A screenshot of the GENERALI login page. At the top is the GENERALI logo, which features a winged lion holding a book. Below the logo is a dark red banner with the text "Registration successful. Please check your email and activate your account." Underneath the banner are two input fields: "Email Address" and "Password". The "Password" field has a red eye icon to its right. Below the input fields is a red "LOG IN" button. At the bottom of the page, there are two links: "Not yet registered? Sign up here." and "Forgot Password? Click here."

5. An email to your nominated email address will be sent. Then, click the **Activate your account**.



6. After a successful activation, users can now login on their accounts using the credentials they registered in the member portal.

02 How to Login once you are Registered

1. To login to the member portal, go to the homepage of the portal and fill up the fields with the registered **email address** and **password**.



GENERALI

Email Address
sample@gmail.com

Password
.....

LOG IN

[Not yet registered? Sign up here.](#)

[Forgot Password? Click here.](#)

2. Click **Log In** when done.

03 How to Reset your Password / Forgot Password

1. On the homepage of the portal, click the **Forgot Password? Click here** link.



GENERALI

Email Address

Password

LOG IN

[Not yet registered? Sign up here.](#)

[Forgot Password? Click here.](#)

2. Enter the registered **email address** and click **Reset Password**. You will be receiving an email.



GENERALI

Email Address

RESET PASSWORD

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3. After clicking the reset password, an email will be sent for changing the password.
4. On the email, click Confirm Reset Password button.

 **Service Account** <noreply@generali.com.ph>
to me ▾

2:18 PM (0 minutes ago) ☆ ↶ ⋮

Hi Juan C Dela Cruz,

Please click the reset button below to change your password.

Confirm Reset Password

You received this email because we received a request to reset your password for your account. If you didn't request to reset your password, you can safely delete this email.

5. Fill up the new password and confirm password fields and click Reset Password.

Change Your Password

Enter New Password

The password must be 8-20 characters, and must *not* contain spaces.

Confirm Password

To confirm, type the new password again.

Reset Password

6. Once successfully changed the password, proceed to member portal homepage to login.

04 How to Edit your Profile

1. On the dashboard, click **Edit Profile**.



The profile card displays the user's name, a green placeholder for a profile picture, and a red 'EDIT PROFILE' button. Personal details include birthdate (JAN 01 1970), email address (SAMPLE@GMAIL.COM), civil status (MARRIED), mobile number (09171234567), and certificate number (000000-00). A red box highlights the 'EDIT PROFILE' button. On the right, a red '30 days left' notification indicates the time remaining to enroll dependents.

DELA CRUZ, JUAN C

BIRTHDATE: JAN 01 1970 EMAIL ADDRESS: SAMPLE@GMAIL.COM

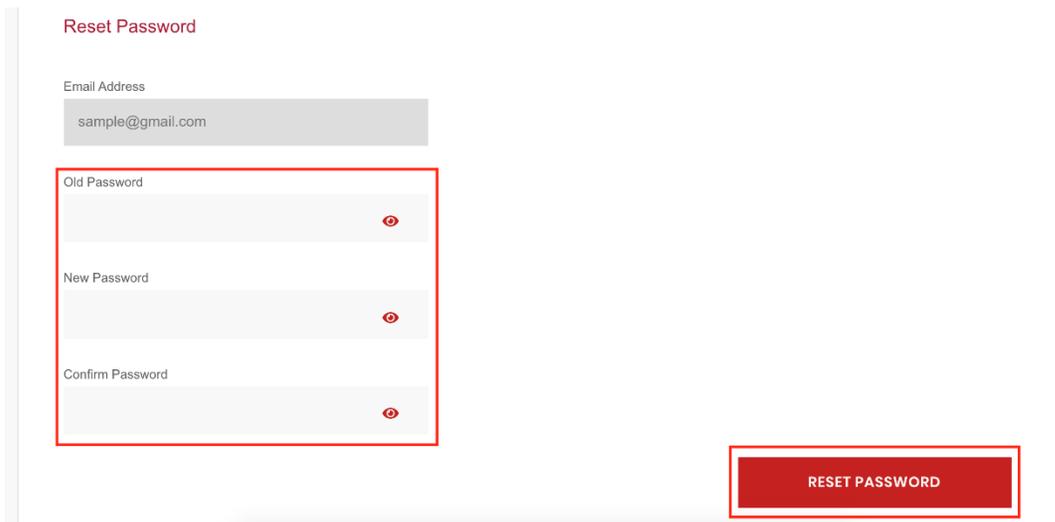
CIVIL STATUS: MARRIED MOBILE NUMBER: 09171234567

CERTIFICATE: 000000-00

30 days left
to enroll your dependents

EDIT PROFILE

2. To edit password, fill up the **old password**, **new password** and **confirm password** fields then click **Reset Password** button.



The 'Reset Password' form includes an 'Email Address' field with 'sample@gmail.com' entered. Below are three password fields: 'Old Password', 'New Password', and 'Confirm Password', each with a red eye icon for visibility. A red box highlights these three fields. A red 'RESET PASSWORD' button is located at the bottom right.

Reset Password

Email Address
sample@gmail.com

Old Password

New Password

Confirm Password

RESET PASSWORD

3. To update a new mobile phone, fill up the **New Mobile Number** field and click **Update Mobile Number** button.



The 'Update Mobile Number' form features a single 'New Mobile Number' input field, which is highlighted with a red box. A red 'UPDATE MOBILE NUMBER' button is positioned at the bottom right.

Update Mobile Number

New Mobile Number

UPDATE MOBILE NUMBER

4. To change profile picture, upload a new image in the **Upload Image** field and click **Update Profile Image** button.

Update Profile Image

Upload Image

Choose File No file chosen

UPDATE PROFILE IMAGE

05 How to Enroll your Dependents

Please complete your enrollment of Dependents within the given period of calendar days in your dashboard. Once the enrollment period is 0 days, you can no longer enroll any Dependents.

Kindly note, as well, that enrollment of dependents is subject to validation and approval. Dependent's enrollment is on the basis of your company's Group Policy plan and its corresponding guidelines.

DELA CRUZ, JUAN C

BIRTHDATE: JAN 01 1970 EMAIL ADDRESS: SAMPLE@GMAIL.COM

CIVIL STATUS: MARRIED MOBILE NUMBER: 09171234567

CERTIFICATE: 000000-00

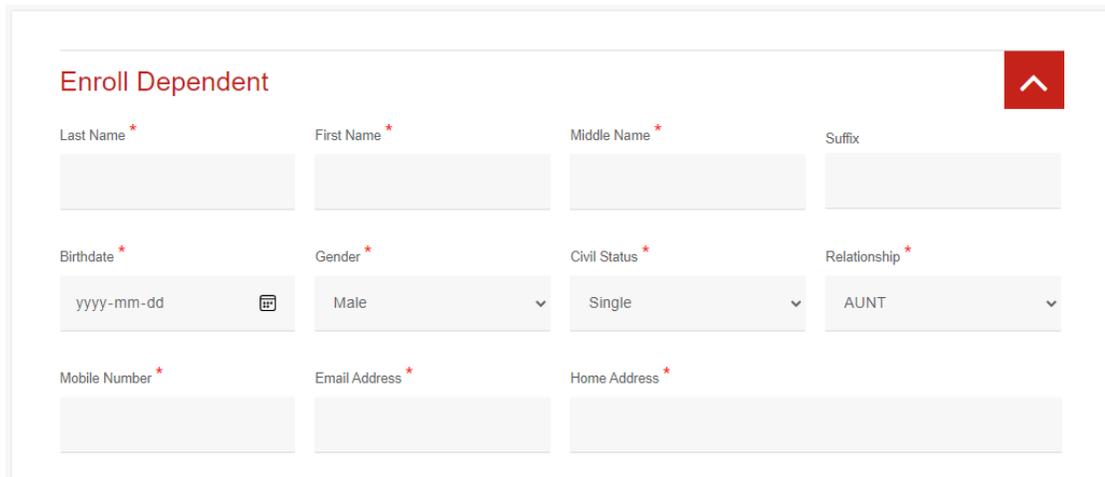
30
days left
to enroll your dependents

1. To enroll dependents, click **Dependents** tab and click **Enroll New Dependent** button.

Dependents Beneficiaries

ENROLL NEW DEPENDENT

2. Fill up the required fields.

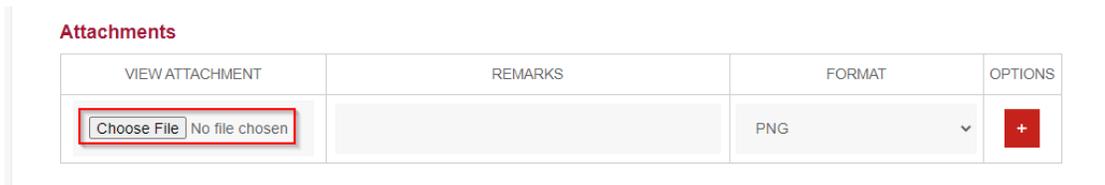


The image shows a form titled "Enroll Dependent" with a red upward arrow icon in the top right corner. The form contains several input fields, some of which are marked with a red asterisk to indicate they are required. The fields are arranged in three rows. The first row contains "Last Name", "First Name", "Middle Name", and "Suffix". The second row contains "Birthdate" (with a calendar icon), "Gender" (a dropdown menu showing "Male"), "Civil Status" (a dropdown menu showing "Single"), and "Relationship" (a dropdown menu showing "AUNT"). The third row contains "Mobile Number", "Email Address", and "Home Address".

3. Add attachments by clicking the **Choose File** button

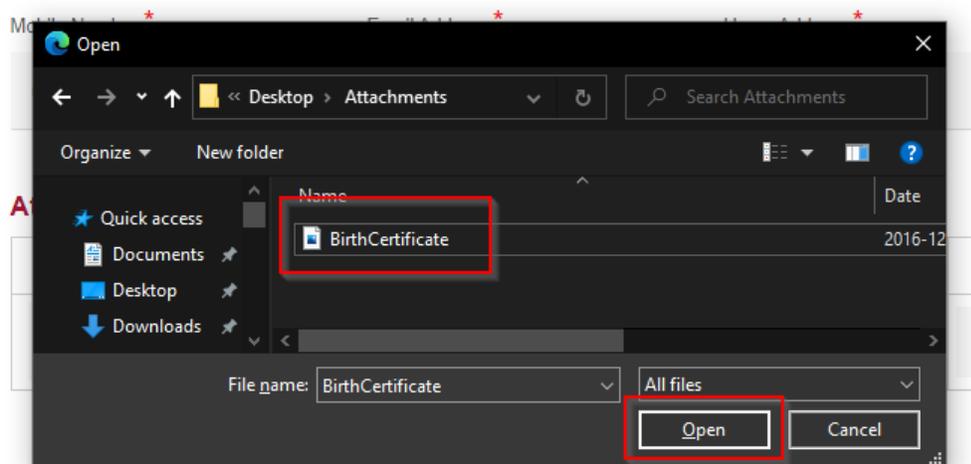
Notes:

- Attachment file types which are accepted is JPG, JPEG, PNG & PDF
- File size should be not greater than 4MB per attachment
- An overall total of 40MB is allowed per transaction of enrollment



The image shows a table titled "Attachments" with four columns: "VIEW ATTACHMENT", "REMARKS", "FORMAT", and "OPTIONS". The "VIEW ATTACHMENT" column contains a "Choose File" button and the text "No file chosen". The "FORMAT" column contains a dropdown menu showing "PNG". The "OPTIONS" column contains a red plus sign button.

4. Choose the attachment (Ex: Birthcertificate.jpg)



- Fill up the **Remarks** field with the corresponding information with the attachment. Choose the correct format and click the **Plus** button to add the attachment. Repeat step 3 to add another attachment. Otherwise, proceed to the next step.

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
<input type="button" value="Choose File"/> BirthC...ate.jpg	Birth Certificate	JPEG	<input style="background-color: red; color: white; border: 1px solid red;" type="button" value="+"/>

- Click the **Plus** button to add another dependent and repeat step 2. Otherwise, proceed to the next step.

Mobile Number *	Email Address *	Home Address *
<input type="text" value="09321654987"/>	<input type="text" value="christian@gmail.com"/>	<input type="text" value="PH"/>

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
<input type="button" value="Choose File"/> BirthC...ate.jpg	Birth Certificate	JPEG	<input style="background-color: red; color: white; border: 1px solid red;" type="button" value="+"/>

Enroll Dependent



Note: Allowable size per attachment is 4MB and total size limit for all attachments is 40MB per transaction.

- Tick the **checkbox** if you agree that your data will be collected by Generali.

agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

- Once all fields have been filled, added attachments and tick box has been checked, click on **Save Dependent** button.

MOBILE NUMBER: 09321654987 EMAIL ADDRESS: christian@gmail.com HOME ADDRESS: PH

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
ATTACHMENT 1	BIRTH CERTIFICATE	JPG	X
Choose File No file chosen		PNG	+

DELETE

Enroll Dependent +

Note: Allowable size per attachment is 4MB and total size limit for all attachments is 40MB per transaction.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

Back **SAVE DEPENDENT**

06 How to Edit your Dependents

- To Edit Dependents, click the **Dependents** tab on the dashboard to see which dependent you want to edit.
- Click on **View Dependent** beside the beneficiary you want to edit.

Dependents Beneficiaries

MENDOZA, DARYLL C. FOR APPROVAL

BIRTHDATE:	AUG 31 2007	MOBILE NUMBER:	06666445486	VIEW DEPENDENT
GENDER:	M	EMAIL ADDRESS:	DARYLL@MENDOZA.COM	
RELATIONSHIP:	CHILD	HOME ADDRESS:	PH	
CIVIL STATUS:	SINGLE			

3. To delete a dependent, click the **Remove Dependent** button at bottom of the page.

Dependent

MENDOZA, DARYLL C.

FOR APPROVAL

BIRTHDATE: AUG 31 2007 MOBILE NUMBER: 06666445486
GENDER: M EMAIL ADDRESS: DARYLL@MENDOZA.COM
RELATIONSHIP: CHILD HOME ADDRESS: PH
CIVIL STATUS: SINGLE

[Edit Profile](#)

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT
Attachment 1	birthcert	JPG

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REMOVE DEPENDENT

4. To Edit the details of a dependent, click the **Edit Profile** link.

Dependent

MENDOZA, DARYLL C.

FOR APPROVAL

BIRTHDATE: AUG 31 2007 MOBILE NUMBER: 06666445486
GENDER: M EMAIL ADDRESS: DARYLL@MENDOZA.COM
RELATIONSHIP: CHILD HOME ADDRESS: PH
CIVIL STATUS: SINGLE

[Edit Profile](#)

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT
Attachment 1	birthcert	JPG

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REMOVE DEPENDENT

5. Update the necessary fields that needs to be edited.

Dependent

Last Name *	First Name *	Middle Name *	Suffix
mendoza	daryll	c	
Birthdate *	Gender *	Civil Status *	Relationship *
2007-08-31	Male ▾	Single ▾	CHILD ▾
Mobile Number *	Email Address *	Home Address *	
06666445486	daryll@mendoza.com	PH	

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
Attachment 1	birthcert	JPG	
<input type="button" value="Choose File"/> No file chosen		PI ▾	

Note: Allowable size per attachment is 4MB and total size limit for all attachments is 40MB per transaction.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

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SAVE DEPENDENT

6. To add an attachment - click **Choose File** button

Notes:

- Attachment file types which are accepted is JPG, JPEG, PNG & PDF
- File size should be not greater than 4MB per attachment
- An overall total of 40MB is allowed per transaction of enrollment

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
Attachment 1	birthcert	JPG	
<input type="button" value="Choose File"/> No file chosen		PI ▾	

- Fill up the **Remarks** field with the corresponding information with the attachment. choose the correct format and click the **Plus** button to add the attachment. Repeat step 6 to add another attachment. Otherwise, proceed to the next step.

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
Attachment 1	birthcert	JPG	
<input type="button" value="Choose File"/> ValidId.jpg	<input type="text" value="Valid ID"/>	JPG 	

- To delete an attachment, click the **Remove** icon on the selected attachment to be deleted.

Attachments

VIEW ATTACHMENT	REMARKS	FORMAT	OPTIONS
Attachment 2	Valid ID	JPG	
Attachment 1	birthcert	JPG	
<input type="button" value="Choose File"/> No file chosen		PI 	

- Tick the **checkbox** if you agree that the data will be collected and click the **Save Dependent** when done.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

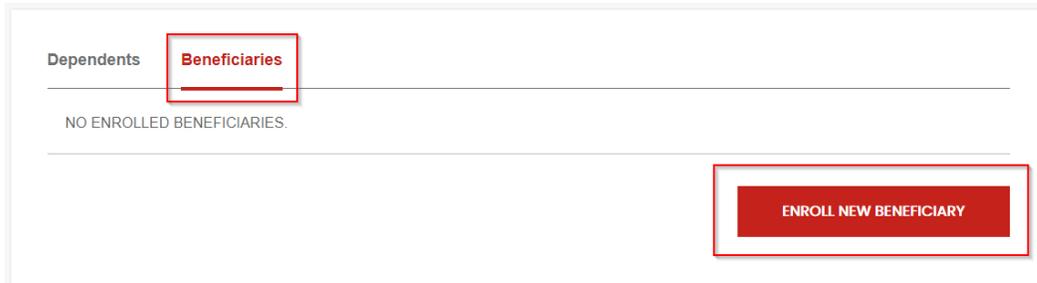
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SAVE DEPENDENT

07 How to Enroll your Beneficiaries

To complete your Beneficiary enrollment, all listed Beneficiaries should have a total of 100% complete distribution unless Equal Distribution has been chosen.

1. To Enroll Beneficiaries, click the **Beneficiaries** tab on the dashboard and click the **Enroll New Beneficiary** Button.

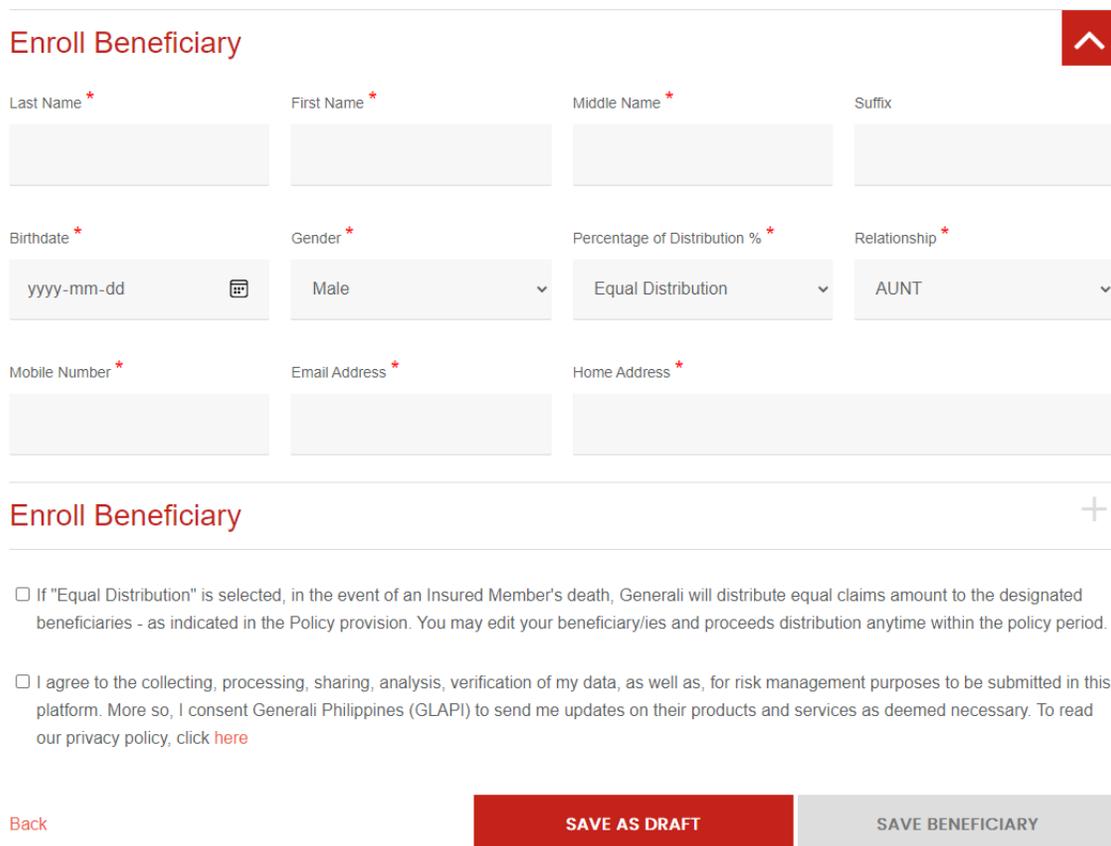


Dependents **Beneficiaries**

NO ENROLLED BENEFICIARIES.

ENROLL NEW BENEFICIARY

2. On the form, fill up all the fields needed.



Enroll Beneficiary 

Last Name * First Name * Middle Name * Suffix

Birthdate * Gender * Percentage of Distribution % * Relationship *

yyyy-mm-dd  Male  Equal Distribution  AUNT 

Mobile Number * Email Address * Home Address *

Enroll Beneficiary 

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

[Back](#) **SAVE AS DRAFT** **SAVE BENEFICIARY**

3. Click the **Plus** button to add another beneficiary and repeat step 2. Otherwise, proceed to the next step.

Birthdate	Gender	Percentage of Distribution %	Relationship
2018-12-19	Male	50	CHILD
Mobile Number *	Email Address *	Home Address *	
09898745654	juan@gmail.com	Manila Philippines	

Enroll Beneficiary +

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

4. Tick the **checkboxes** if you agree that your data will be collected by Generali and you understood the Equal Distribution terms.

Enroll Beneficiary

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

Back SAVE AS DRAFT SAVE BENEFICIARY

5. Once all fields have been filled and the tick box has been checked, click on **Save Beneficiaries** button. Click on **Save As Draft** if you are not yet decided on the enrollment.

Enroll Beneficiary

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

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08 How to Edit your Beneficiaries

1. To Edit Beneficiaries, click the **Beneficiaries** tab on the dashboard to see which beneficiary you want to edit.
2. Click on **Edit Beneficiary** beside the beneficiary you want to edit.

Dependents **Beneficiaries**

MENDOZA, JULIA C

BIRTHDATE:	OCT 16 2019	MOBILE NUMBER:	09487741263
GENDER:	F	EMAIL ADDRESS:	JULIA@GMAIL.COM
RELATIONSHIP:	CHILD	HOME ADDRESS:	PH
% DISTRIBUTION:	50		

[EDIT BENEFICIARY](#)

3. To remove a beneficiary, click the **Remove Beneficiary** button.

Beneficiary

MENDOZA, JULIA C

BIRTHDATE:	OCT 16 2019	MOBILE NUMBER:	09487741263
GENDER:	F	EMAIL ADDRESS:	JULIA@GMAIL.COM
RELATIONSHIP:	CHILD	HOME ADDRESS:	PH
% DISTRIBUTION:	50		

[Edit Profile](#)

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[REMOVE BENEFICIARY](#)

4. To edit beneficiary details, click **Edit Profile** link.

Beneficiary

MENDOZA, JULIA C

BIRTHDATE:	OCT 16 2019	MOBILE NUMBER:	09487741263
GENDER:	F	EMAIL ADDRESS:	JULIA@GMAIL.COM
RELATIONSHIP:	CHILD	HOME ADDRESS:	PH
% DISTRIBUTION:	50		

[Edit Profile](#)

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[REMOVE BENEFICIARY](#)

5. Update the necessary fields that needs to be edited.

MENDOZA, JUAN C 

Last Name *	First Name *	Middle Name *	Suffix
MENDOZA	JUAN	C	
Birthdate *	Gender *	Percentage of Distribution % *	Relationship *
2017-11-15 	Male 	50 	CHILD 
Mobile Number *	Email Address *	Home Address *	
09654847532	juan@gmail.com	ph	

6. Tick the **checkboxes** if you agree that the data will be collected by Generali and you understood the Equal Distribution terms. Click the **Save Beneficiary** when done.

Enroll Beneficiary

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

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SAVE BENEFICIARY

09 How to Save a Draft for Beneficiaries

1. To Enroll Beneficiaries, click the **Beneficiaries** tab on the dashboard and click the **Enroll New Beneficiary** Button.

Dependents **Beneficiaries**

NO ENROLLED BENEFICIARIES.

ENROLL NEW BENEFICIARY

2. On the form, fill up all the fields needed.

Enroll Beneficiary

Last Name *	First Name *	Middle Name *	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Birthdate *	Gender *	Percentage of Distribution % *	Relationship *
<input type="text" value="yyyy-mm-dd"/> 	<input type="text" value="Male"/> 	<input type="text" value="Equal Distribution"/> 	<input type="text" value="AUNT"/> 
Mobile Number *	Email Address *	Home Address *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Enroll Beneficiary

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

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3. Tick the **checkboxes** if you agree that your data will be collected by Generali and you understood the Equal Distribution terms.

Enroll Beneficiary

If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.

I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

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4. Click **Save Draft** when done.

Enter Beneficiary

- If "Equal Distribution" is selected, in the event of an Insured Member's death, Generali will distribute equal claims amount to the designated beneficiaries - as indicated in the Policy provision. You may edit your beneficiary/ies and proceeds distribution anytime within the policy period.
- I agree to the collecting, processing, sharing, analysis, verification of my data, as well as, for risk management purposes to be submitted in this platform. More so, I consent Generali Philippines (GLAPI) to send me updates on their products and services as deemed necessary. To read our privacy policy, click [here](#)

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SAVE AS DRAFT

SAVE BENEFICIARY

10 How to Logout

1. To logout, click the **Account Settings** dropdown on the upper right and click **Logout**.

