



MediExpress Mobile Application FAQs

Question	Answer
How do I download and install the app on my device	You can download and install the app from the App Store or Google Play. Simply search for the app by name(MediExpress) and click the download or install button
I'm an existing user, and this is my first time logging in on version 25 (on/after December 2025). What should I do?	<p>Log in using your current username and password. After logging in, you'll be guided to register a new account. You'll need to provide the following details: IC Number, new password, phone number, and email address.</p> <p>For added security, a One-Time Password (OTP) will be sent to both your email and phone number for verification. This process helps us strengthen account security as part of our future enhancements.</p>
How do I create an account on the app?	<p>To register for an account, please ensure you have the following mandatory details ready:</p> <ul style="list-style-type: none"> • IC Number • Username • Password • Phone Number • Email Address <p>Note: An OTP will be sent to your email and phone for verification during registration.</p>
After registration, I was redirected to the “Add Policy” page. What should I do?	As a new user, you'll be asked to enter your Policy Number/Member Number and IC Number. If you've forgotten these details or encounter any issue on this screen, please contact our support team for assistance.
I forgot my password. What should I do?	<p>If you've forgotten your password:</p> <ol style="list-style-type: none"> 1. Go to the Login Page 2. Click on “Forgot Password/Username?” 3. Enter your registered email address and your username <ol style="list-style-type: none"> a. You'll receive an email with a link to reset your password b. Once received, click on the link. It will prompt you to the Mobile Web Application c. Mobile Web Application will prompt to insert new password and confirm new password

	<p>d. Once completed, it will direct to the Home Page</p> <p>4. Enter your registered phone number and your username</p> <ol style="list-style-type: none"> You'll receive OTP to your phone. Once received, insert the OTP in the mobile application. Mobile Application will prompt to insert new password and confirm new password <p>Note: Please check your inbox (and spam folder) for the reset email. Follow the instructions given to set a new password.</p>
I forgot my username. What should I do?	<p>If you've forgotten your password:</p> <ol style="list-style-type: none"> Go to the Login Page Click on "Forgot Password/Username?" Click on "Forgot your username?" MediExpress Application will pop up a browser route to MediExpress Web Application. Enter your registered email address with your IC/ID/Passport Identification Number <ol style="list-style-type: none"> You'll receive your username via email Enter your registered phone number with your IC/ID/Passport Identification Number <ol style="list-style-type: none"> You'll receive your username via phone number <p>Note: Please check your inbox (and spam folder) for the reset email. Follow the instructions given to set a new password.</p>
How do I update my personal information on the app?	<p>To update your personal details:</p> <ol style="list-style-type: none"> Open the app and go to Account Settings Tap on Profile Select the Secondary Options menu (usually the 3 dots or gear icon) Choose Edit Make your changes and save
How do I find my claims history?	<p>To view your past claims:</p> <ol style="list-style-type: none"> Go to the Dashboard Tap on Claims Your claims history will be displayed, including statuses and details

	<p>Note: You can tap on any claim to view more information.</p>
How do I contact customer support if I have an issue with the app?	<p>If you encounter any issues with the app, you can reach out to our customer support team by:</p> <ol style="list-style-type: none"> 1. Go to the Dashboard 2. Select Contact Us 3. Or email us at csu@medix.com.my <p>Alternatively, you can find our support email address on our official website and send us an email directly.</p>
How do I access the app's features and functions?	<p>To access the app's features and functions, simply navigate through the app using the menu or buttons on the screen. Each feature or function should be clearly labeled and easy to find.</p>
Can I use the app on multiple devices?	<p>Yes, you can use the app on multiple devices as long as you are logged in with the same account.</p>
How do I sign out of my account on the app?	<p>To sign out of your account:</p> <ol style="list-style-type: none"> 1. Go to Profile 2. Tap Logout button <p>You will be securely signed out of the app.</p>
How do I clear my app cache and data?	<p>Clearing the app cache is handled at the device level, and the steps vary depending on your device type:</p> <p>For Android:</p> <ol style="list-style-type: none"> 1. Go to Settings 2. Tap on Apps or Application Manager 3. Find and select our app 4. Tap Storage, then select Clear Cache <p>For iPhone (iOS):</p> <p>iOS does not allow clearing cache for individual apps directly. To refresh the app, you can:</p> <ul style="list-style-type: none"> • Force close and reopen the app • Restart your device • If needed, delete and reinstall the app to fully reset the cache

How do I check for app updates?	<p>To check for the latest updates:</p> <p>For Android:</p> <ol style="list-style-type: none"> 1. Open the Google Play Store 2. Search for our app 3. If an update is available, tap Update <p>For iPhone:</p> <ol style="list-style-type: none"> 1. Open the App Store 2. Go to your Profile icon on the top right 3. Scroll to see pending updates 4. If our app appears in the list, tap Update
How do I see the app's terms and condition?	<p>To view the Terms and Conditions:</p> <ol style="list-style-type: none"> 1. Go to the Dashboard 2. Select Terms and Conditions <p>You'll be able to read the latest version directly within the app</p>
How do I report a bug or issue with the app?	<p>If you encounter a bug or issue:</p> <ol style="list-style-type: none"> 1. Go to the Dashboard 2. Select Contact Us in the app, or 3. Email us via support address on our website 4. Or email us at csu@medix.com.my <p>Providing details and screenshots (if possible) will help us resolve the issue faster.</p>
How do I share the app with my friends?	<p>You can share it by:</p> <ul style="list-style-type: none"> • Sending your friends the App Store or Google Play link manually • Sharing the link through WhatsApp, SMS, email, or any messaging platform you prefer
How do I give feedback or suggest a new feature for the app	<p>We'd love to hear from you! Share your feedback and ideas by:</p> <ol style="list-style-type: none"> 1. Go to the Dashboard 2. Select Contact Us in the app, or 3. Email us via support address on our website <p>Your input helps us improve the app experience!</p>
How do I view my claims balance?	<p>To view your current claims balance:</p> <ol style="list-style-type: none"> 1. Go to the Dashboard

	<p>2. Select Utilisation</p> <p>You'll be able to see your latest usage details and remaining balance.</p>
<p>How do I track my claims progress?</p>	<p>To view your claim history and track the progress:</p> <ol style="list-style-type: none"> 1. Go to the Dashboard 2. Select Claims <p>You'll be able to see the list of your submitted claims, their current status, and any available tracking or updates.</p>
<p>How do I customize my app settings?</p>	<p>To customize your app settings:</p> <ol style="list-style-type: none"> 1. Go to your Account Settings 2. Click on the Settings tab <p>From there, you can customize various features and functions of the app.</p>
<p>How do I reset my password?</p>	<p>To reset your password:</p> <ol style="list-style-type: none"> 1. Go to the login page 2. Click on Forgot Password? 3. Enter your registered email address 4. You will receive an email with a link to reset your password 5. Follow the instructions in the email to create a new password <p>Be sure to check your spam or junk folder if you don't see the email in your inbox. As well as ensure your email inbox is not full.</p>
<p>How do I leave a review for the app?</p>	<p>To leave a review for the app:</p> <ol style="list-style-type: none"> 1. Go to the app's page on the App Store or Google Play Store 2. Leave a rating and review <p>Your feedback is important to us and helps us improve the app.</p>
<p>How do I contact customer support?</p>	<p>To contact customer support:</p> <ol style="list-style-type: none"> 1. Click on the Contact Us, or 2. Send an email to our support email address. 3. Our support team will get back to you as soon as possible <p>Email: csu@medix.com.my</p>

How do I find the app's version number?	The app version number is displayed at the bottom of the screen right before you log in.
How do I enable location services for the app?	<p>To enable location services, follow the steps based on your device:</p> <p>For Android:</p> <ol style="list-style-type: none"> 1. Open your device's Settings 2. Go to Apps or App Management 3. Select our app 4. Tap on Permissions 5. Choose Location and set it to "Allow only while using the app" or your preferred option <p>For iPhone (iOS):</p> <ol style="list-style-type: none"> 1. Open your device's Settings 2. Scroll down and select our app 3. Tap on Location 4. Choose "While Using the App" or "Always" depending on your preference <p>Enabling location helps the app deliver more accurate and relevant features based on your area.</p>
What is the minimum OS requirement?	<ul style="list-style-type: none"> • Apple devices: iOS 17 and above • Android devices: Android 13 and above
Where can I download the app?	<ul style="list-style-type: none"> • Apple users: App Store • Android users: Google Play Store
What is the latest app version?	<p>To update:</p> <ol style="list-style-type: none"> 1. Go to App Store or Google Play Store 2. Search MediExpress 3. Tap Update if available
If my mobile device does not support the app, how can I access it?	You can access it through our web app at m.mediexpress.com.my using Google Chrome, Microsoft Edge, or Apple Safari