



User Manual Document for CX App
Customer Portal – Phase 1
Version 1.0

17.04.2026

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1. Initial Navigation

Click this URL for Android Device: <https://play.google.com/apps/internaltest/4701529571383531380>
Navigate to the initial screen of the CX App.

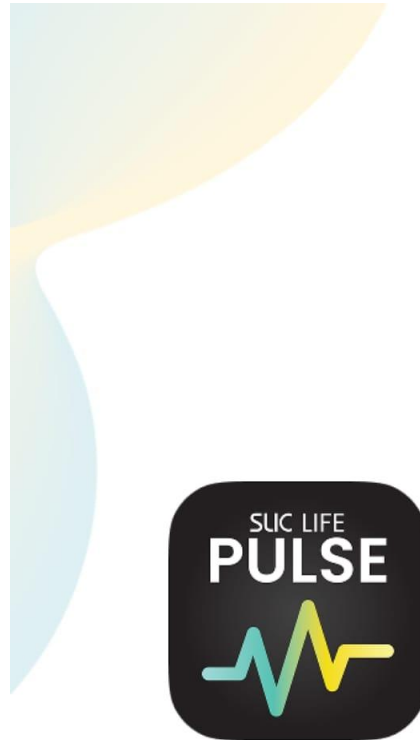


Figure 1.1

2. Registration Process

Navigate to the login page. If the user has not previously registered for the CX App, they must complete the registration process by selecting the Sign Up option. Upon selecting Sign Up, the user is required to enter their NIC or passport number and complete the verification process.

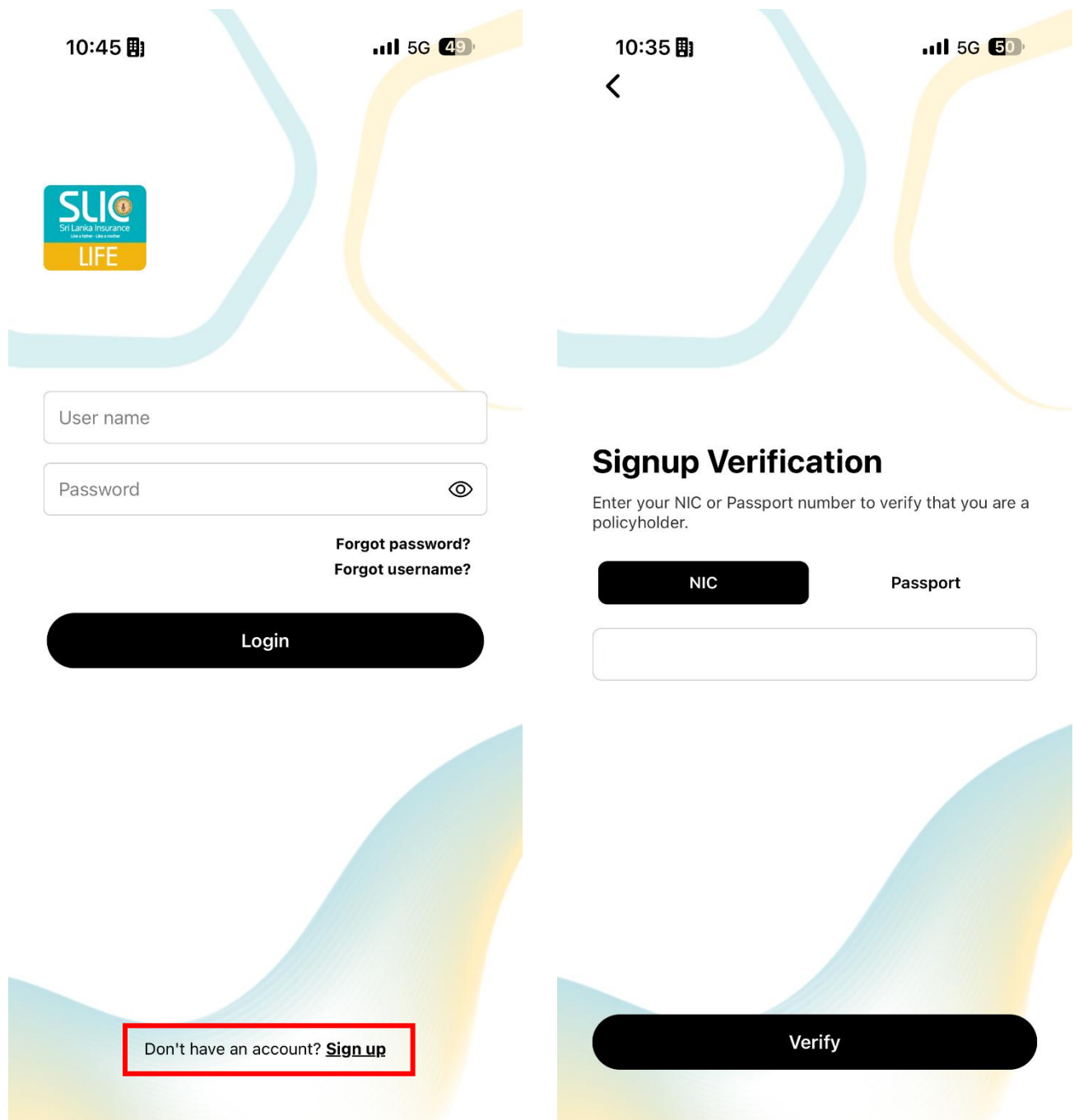


Figure 2.1

Then select an available email address and phone number to receive the OTP required for registration.

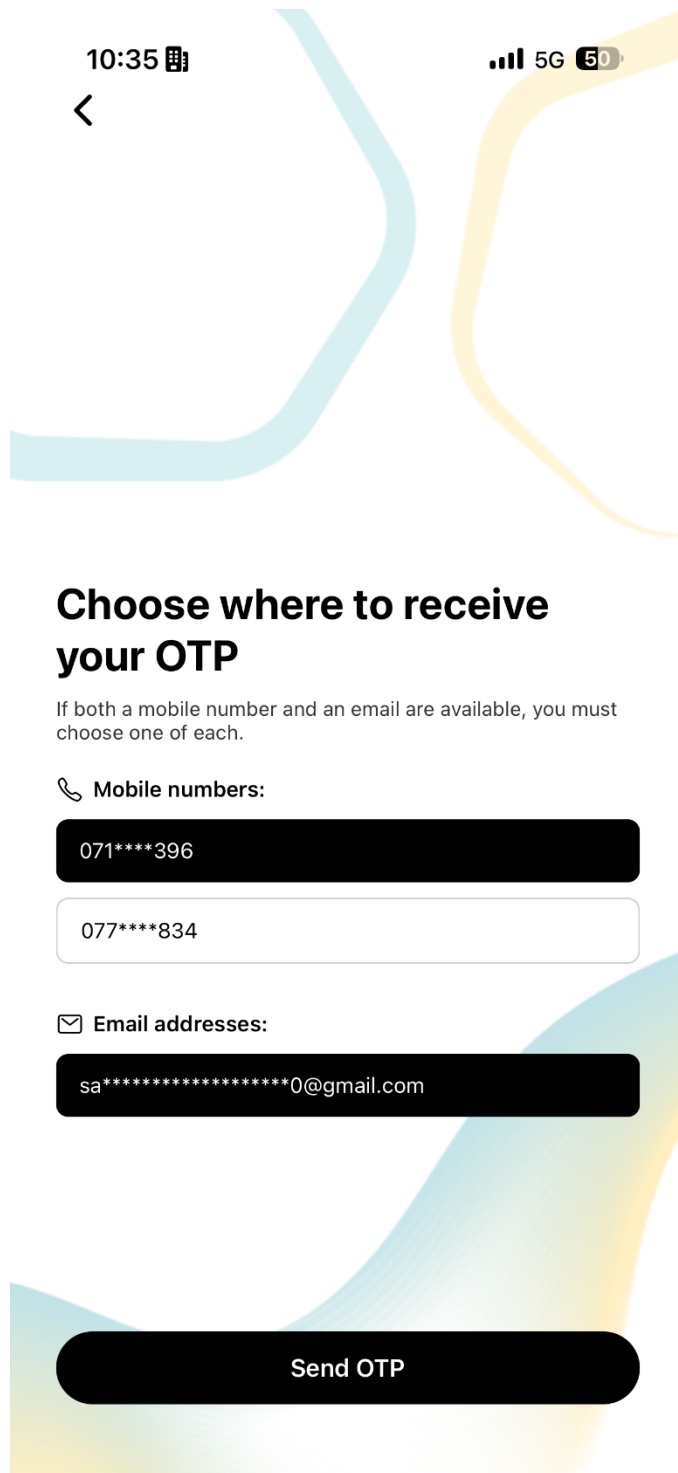


Figure 2.2

After clicking the Send OTP button, an OTP will be sent to the selected email address and mobile number. Once the user enters the received OTP and verification is successful, the User Details and User Credentials screen will be displayed. The user must then enter the required personal information along with the desired username and password for the app.

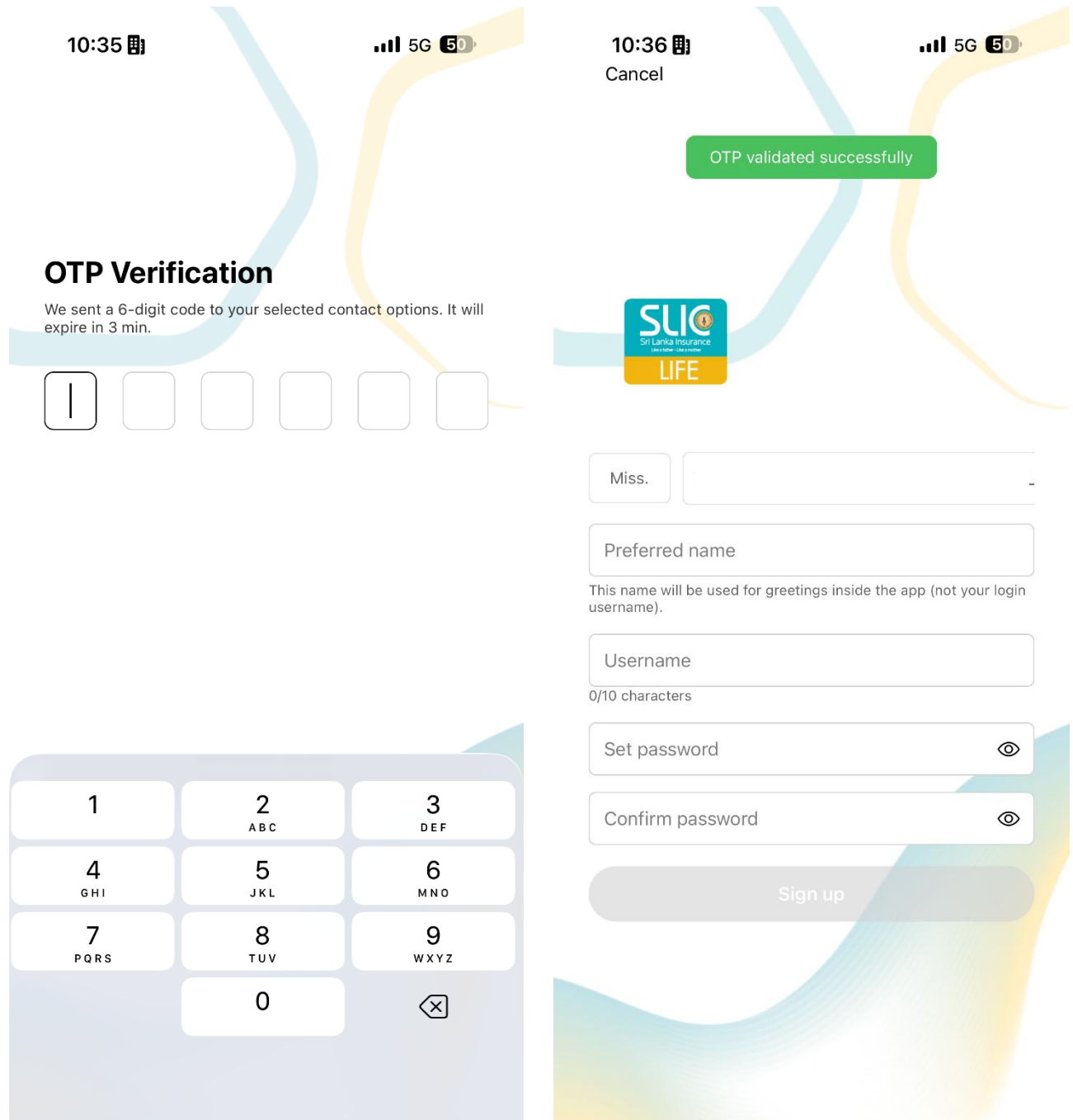


Figure 2.3

3. Login Process

A registered user can access the CX App by entering their login credentials, after which they will be redirected to the Home page.

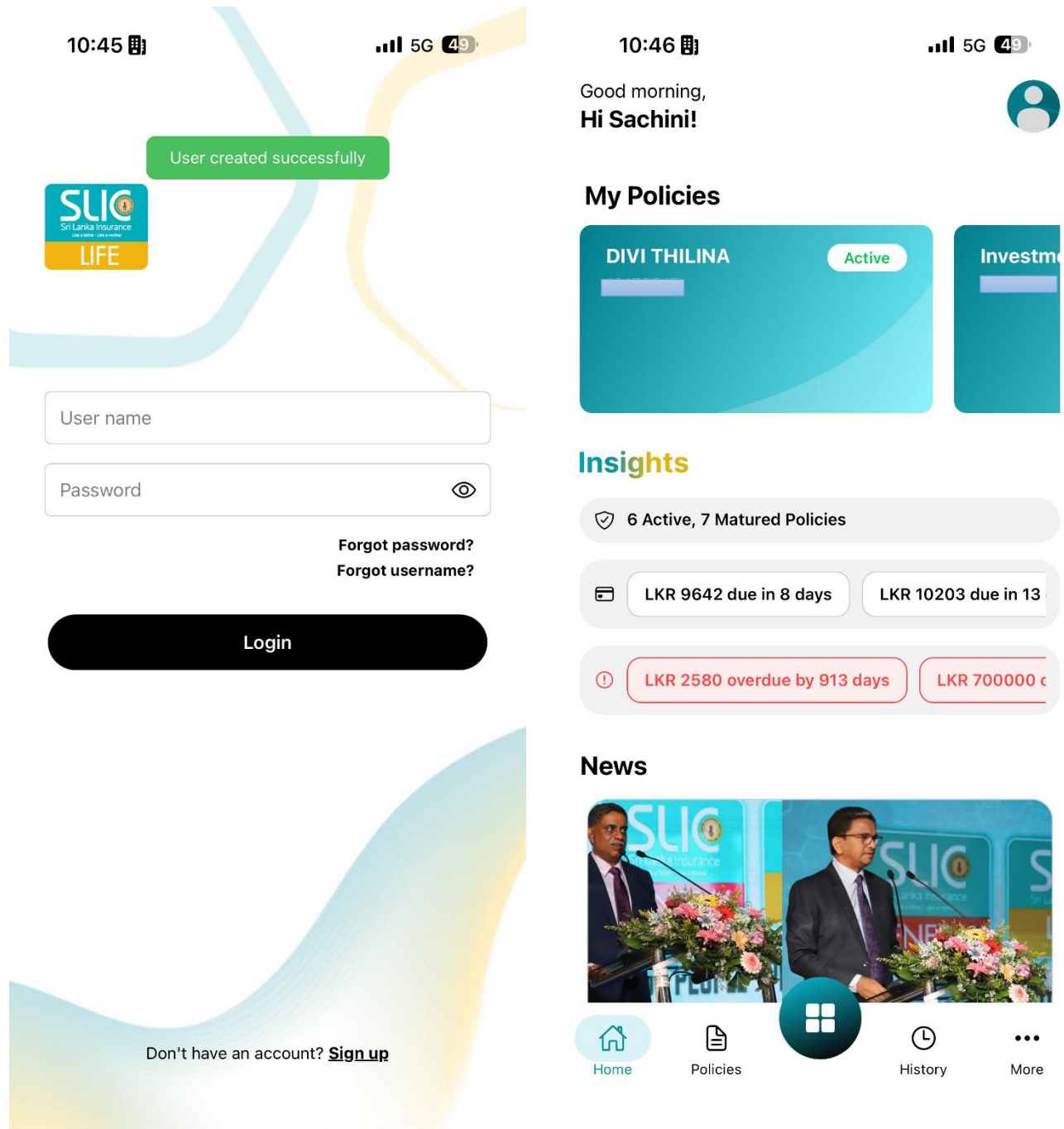


Figure 3.1

4. Edit User Profile

To edit profile details, the user should select the User Profile icon located at the top of the Home page. From there, navigate to the Settings page, where the user can update personal information, manage security settings (Change Password), adjust appearance preferences, delete the account, and information about the application and the company.

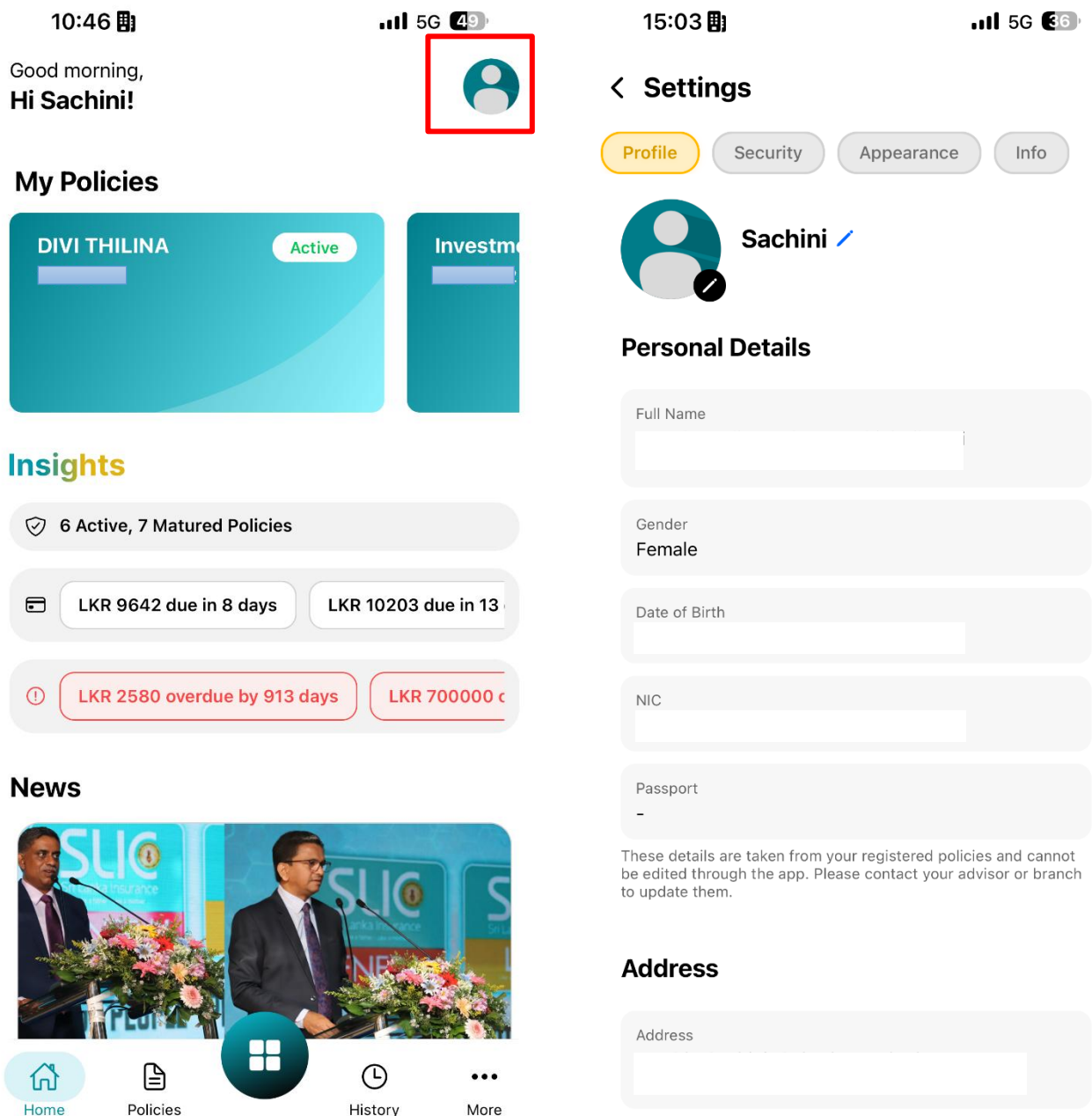


Figure 4.1

5. Home

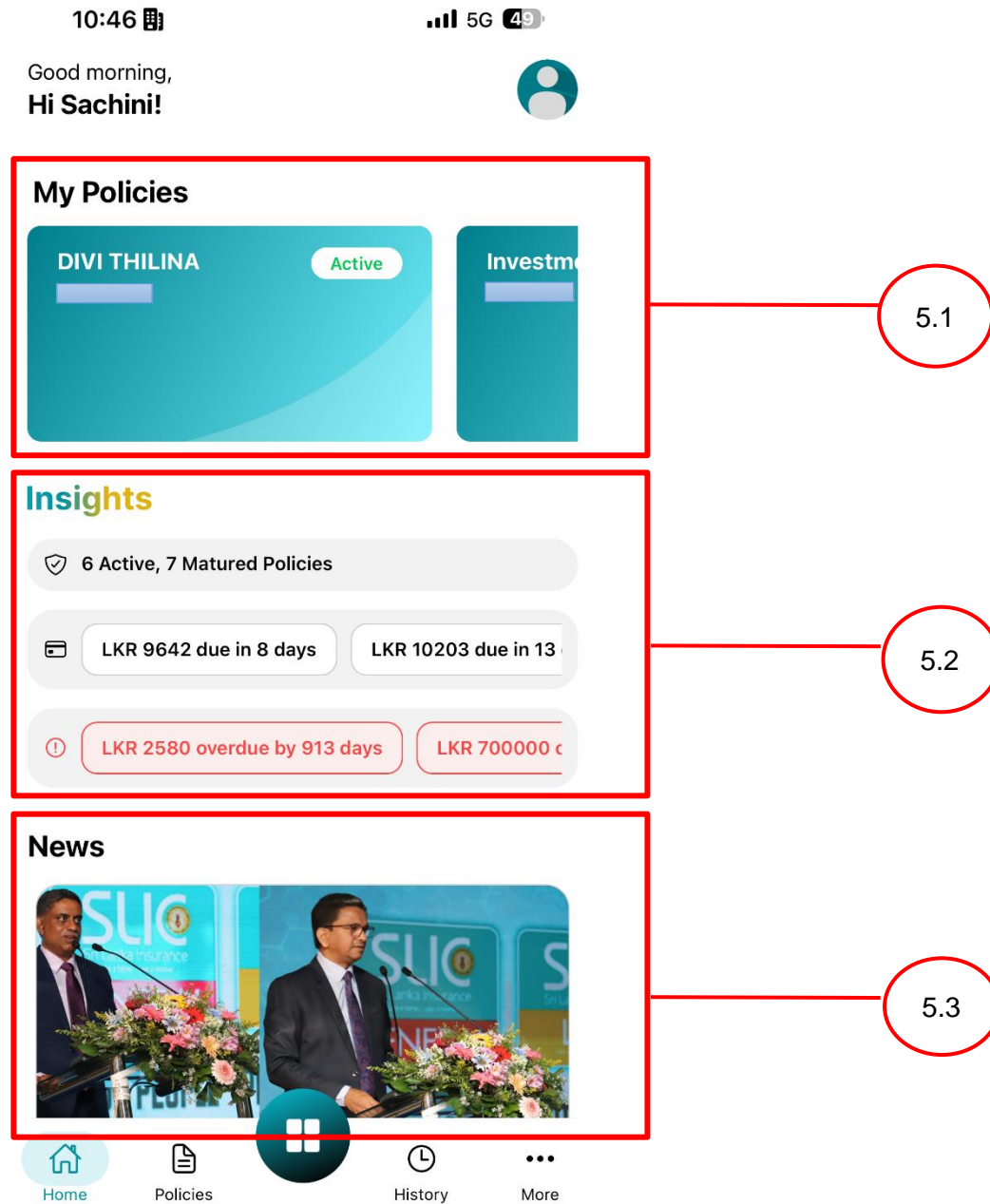


Figure 5.1

- 5.1 My Policies: Displays the user's all policies.
- 5.2 Insights: Provides a summary of the user's policies and payment details.
- 5.3 News: Displays company news and promotional banners.

6. Policies

When the user selects the Policy button, bottom of the page, a complete list of all policies associated with the account is displayed.

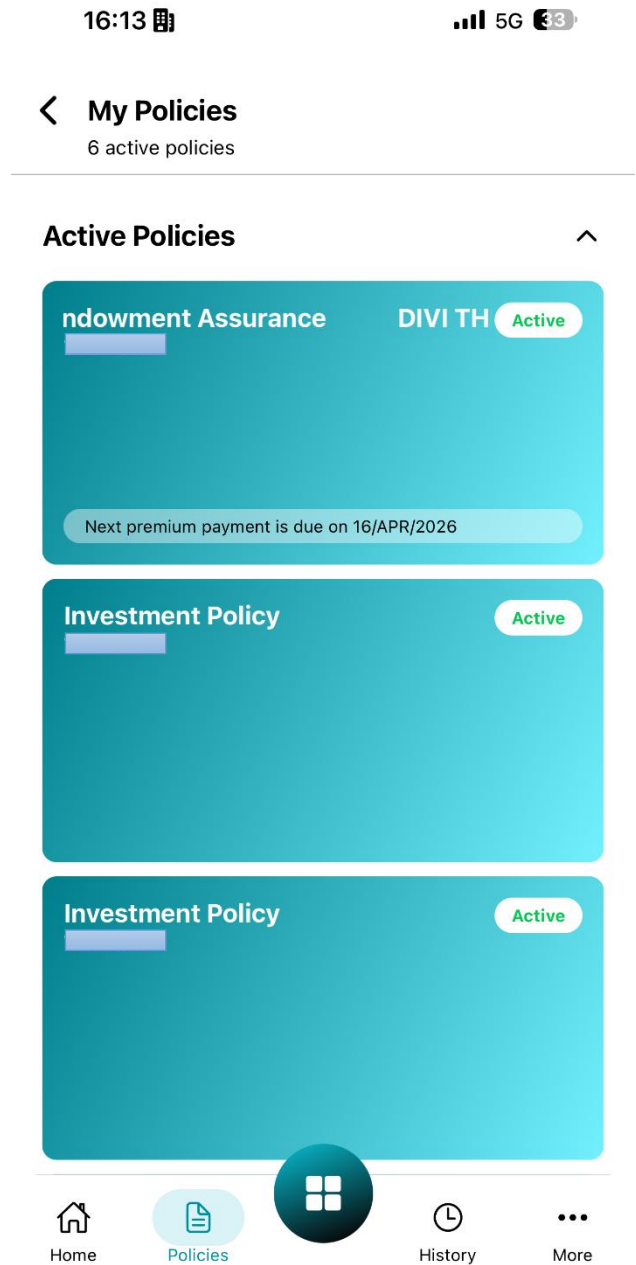
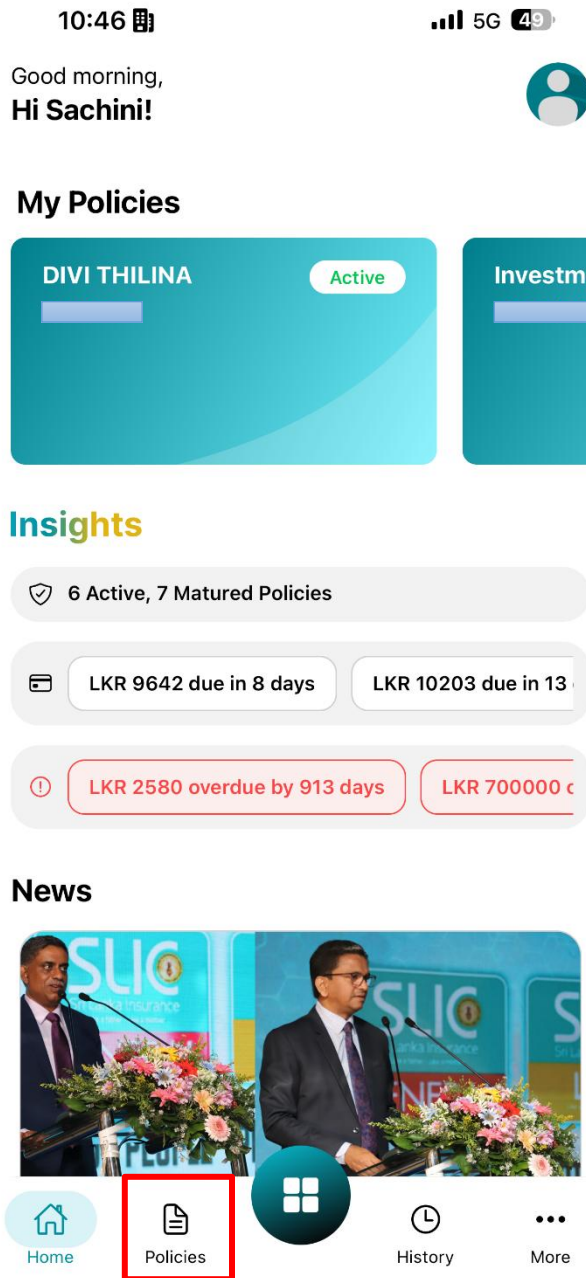


Figure 6.1

When the user selects a specific policy, the details of the selected policy are displayed.

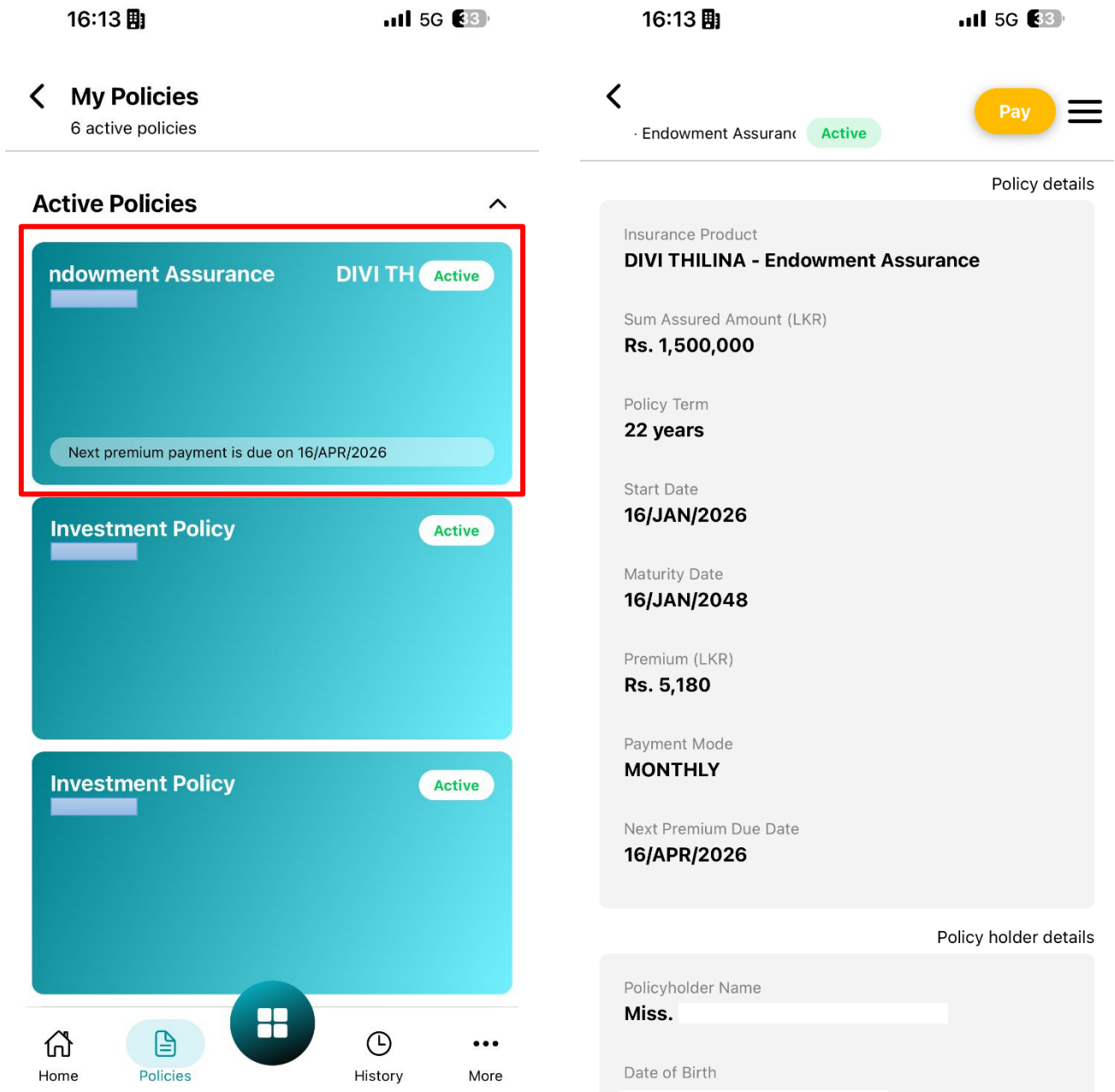


Figure 6.2

When the user selects the menu icon top of the page, they can access certificates, letters, records, and history related to the selected policy.

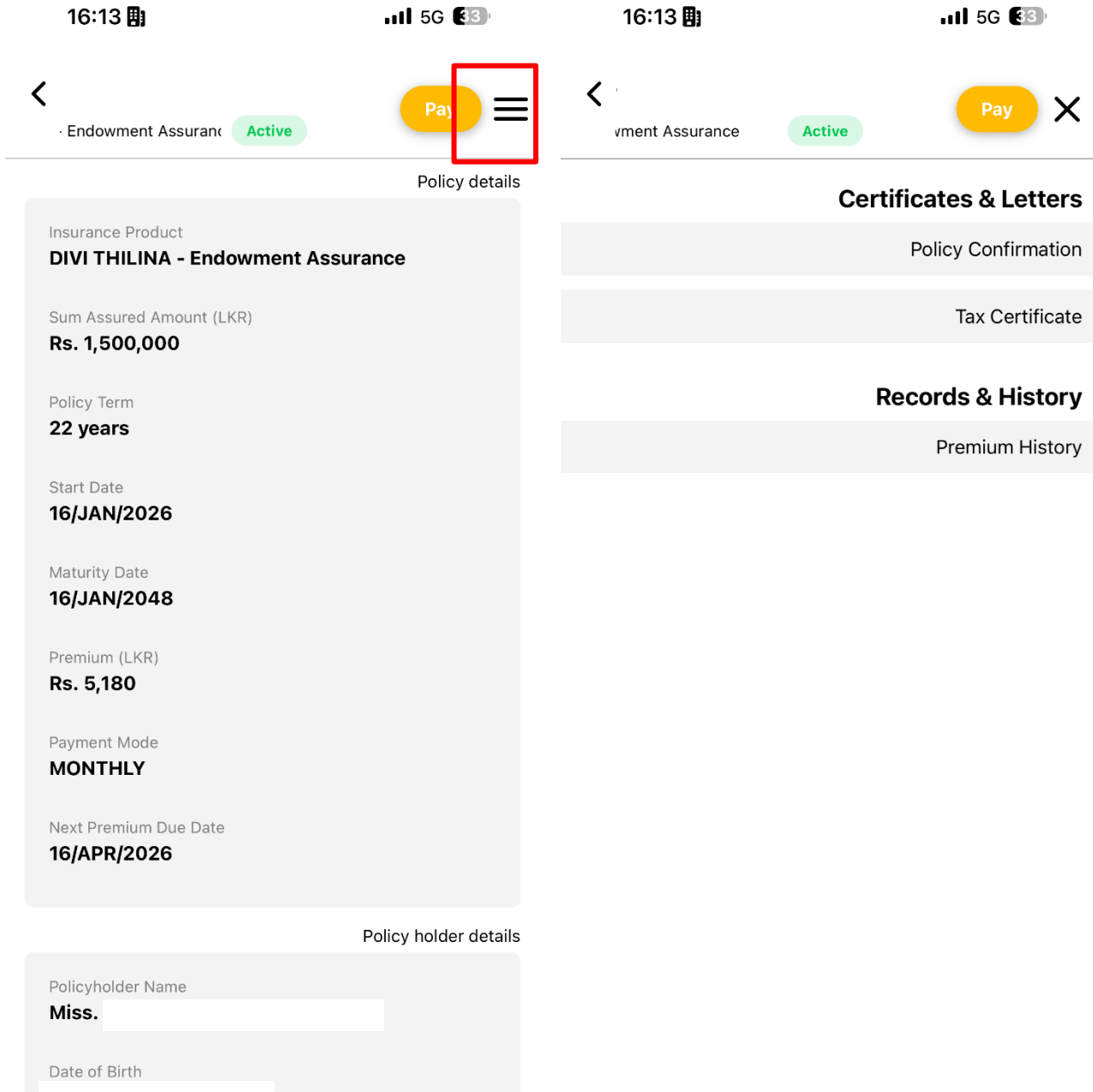


Figure 6.3

7. Quick Actions

When the user selects the Payment option from the Quick Actions menu, the most recent payment details are displayed.

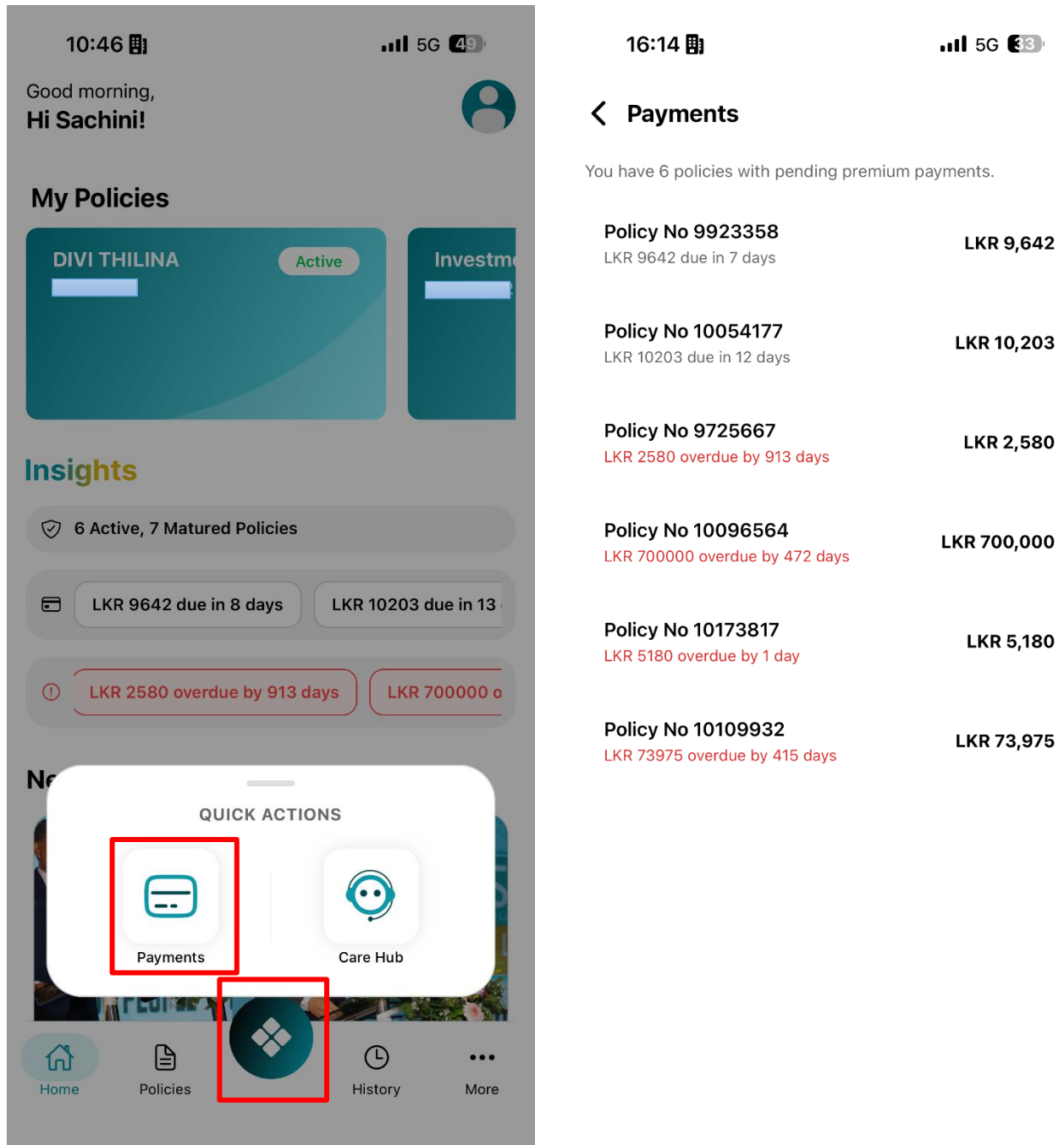
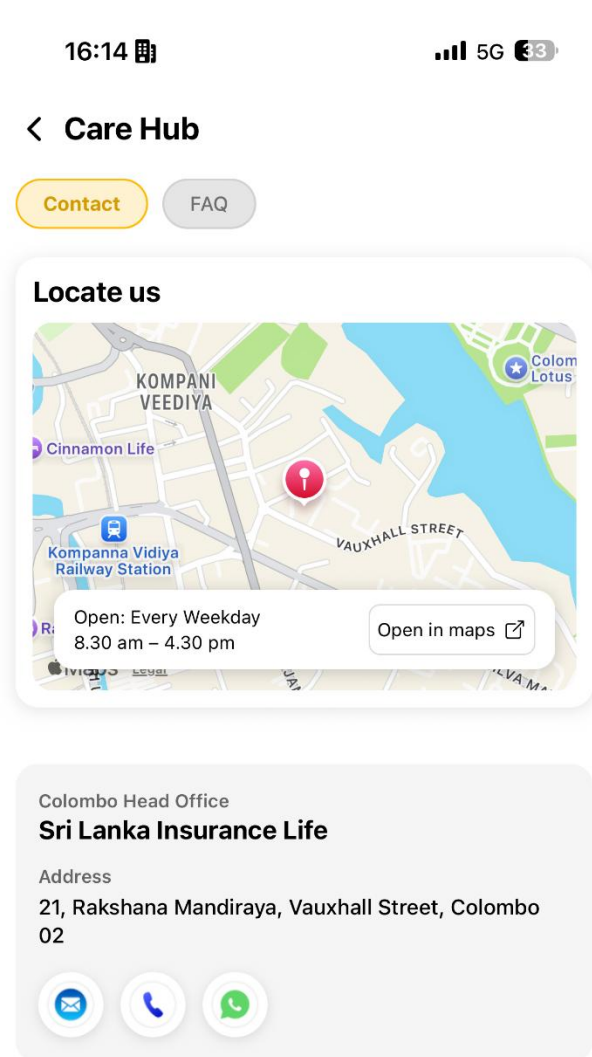
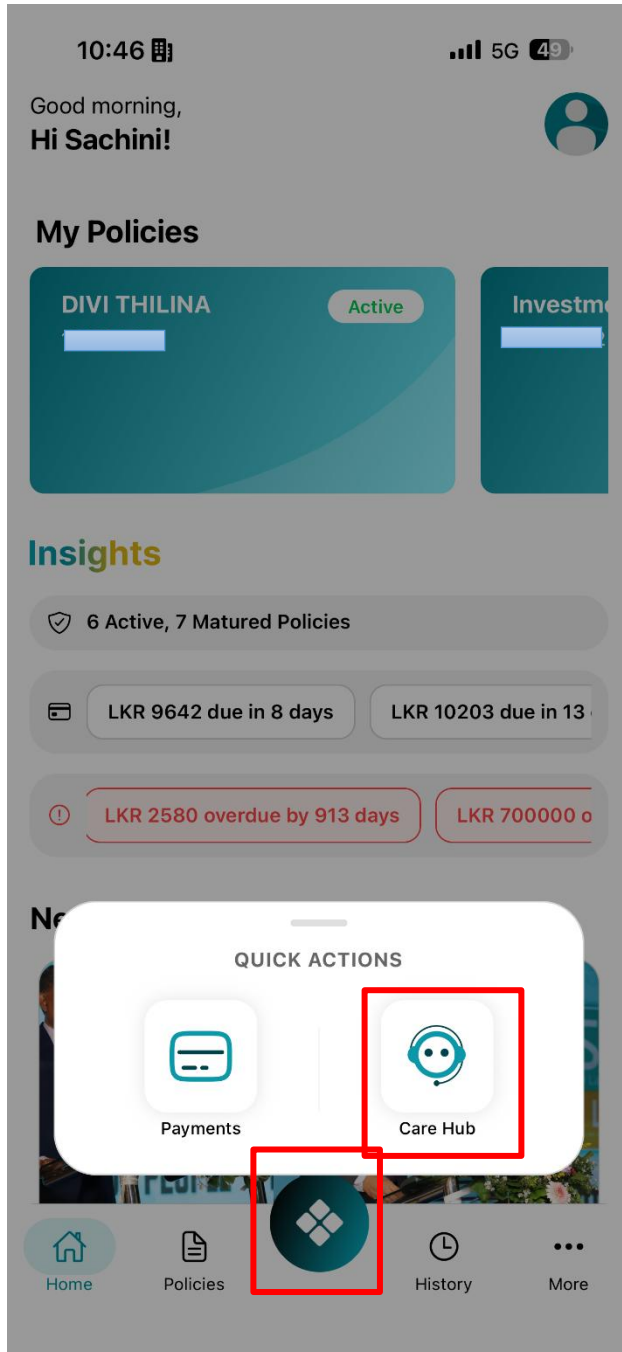


Figure 7.1

When the user selects the Care Hub option from the Quick Actions menu, contact details of the company are displayed.



8. History

When the user selects the History button, bottom of the page, all the payment details history and premium history details are displayed.

