



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

17.04.2026

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# 1. Initial Navigation

Click this URL: <https://www.sliclife.net/> and navigate to the home screen of the CX portal.



Figure 1.1

## 2. Registration Process

On the home page, click the Login/Register button located at the top of the page.

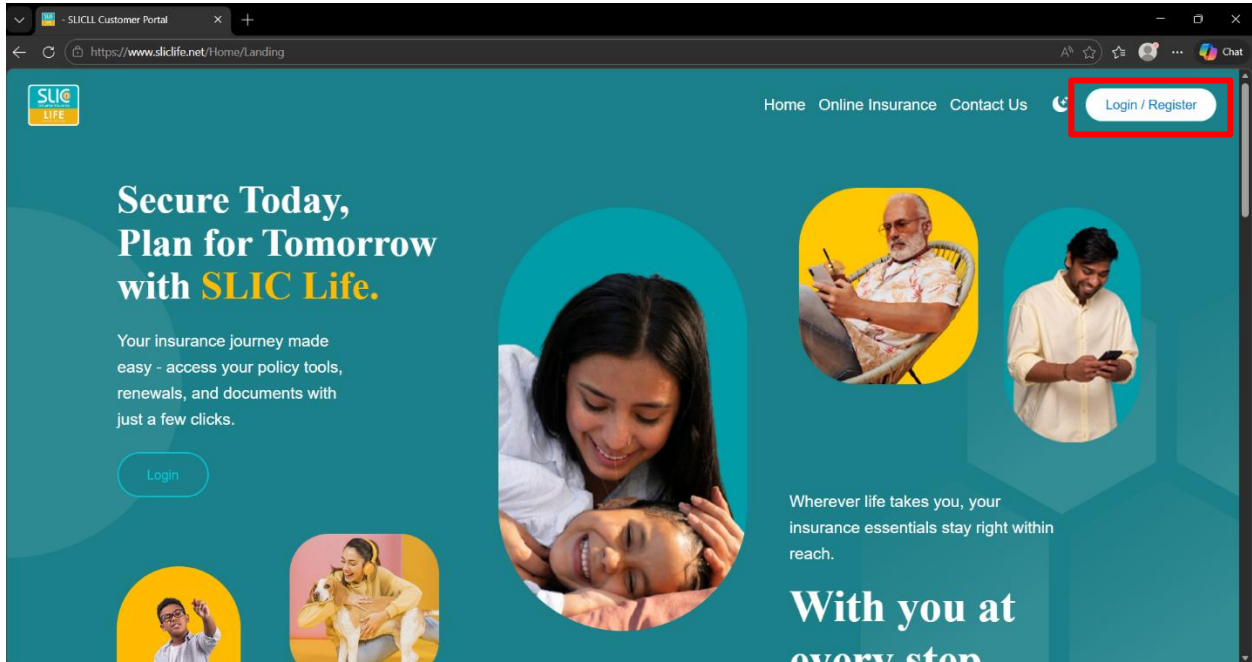


Figure 2.1

Navigate to the login page. If the user has not previously registered for the CX portal application, they must first complete the registration process by clicking the Sign Up link.

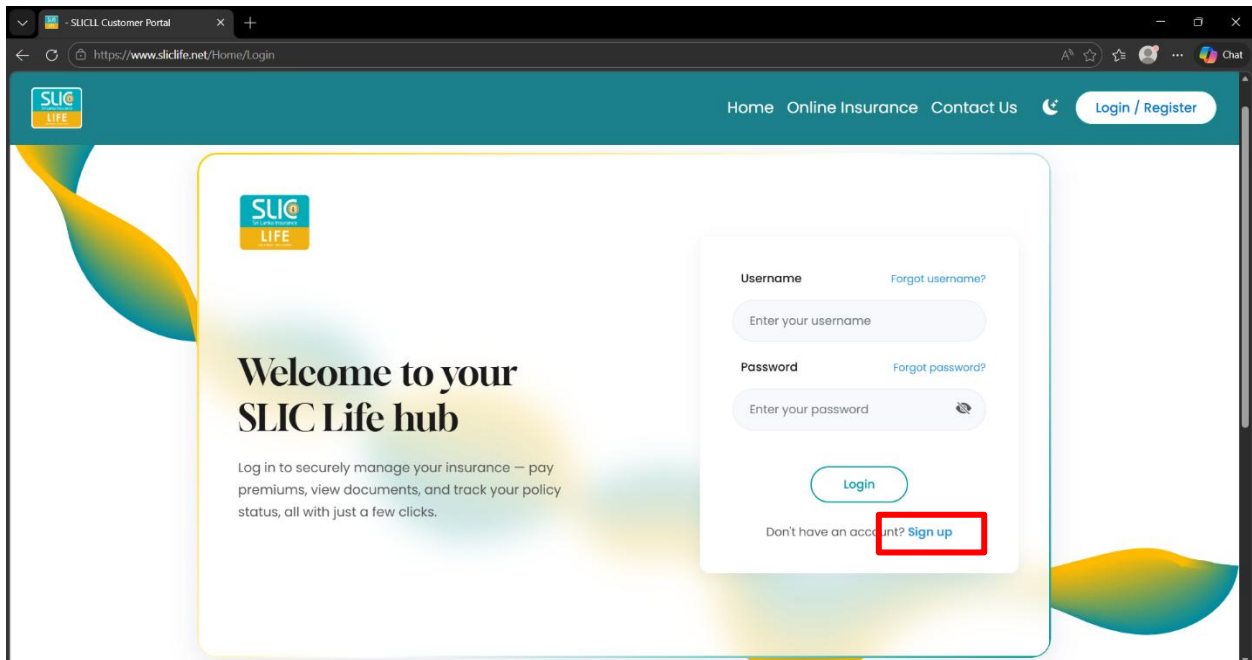


Figure 2.2

Navigate to the Registration page. Then, enter the NIC or Passport Number and click the Verify button to validate the entered information.

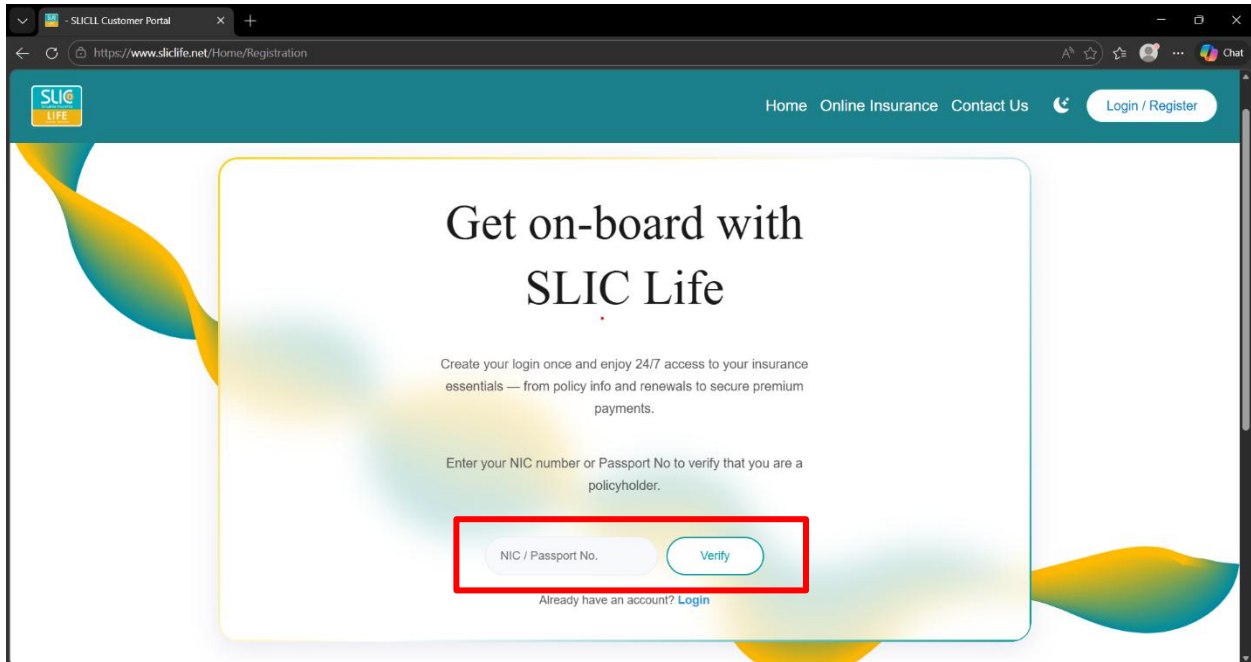


Figure 2.3

After successful verification, the user's registered mobile numbers and email addresses will be displayed. Select the preferred mobile number and email address from the respective dropdown menus. All OTPs related to this application will be sent to the selected mobile number and email address.

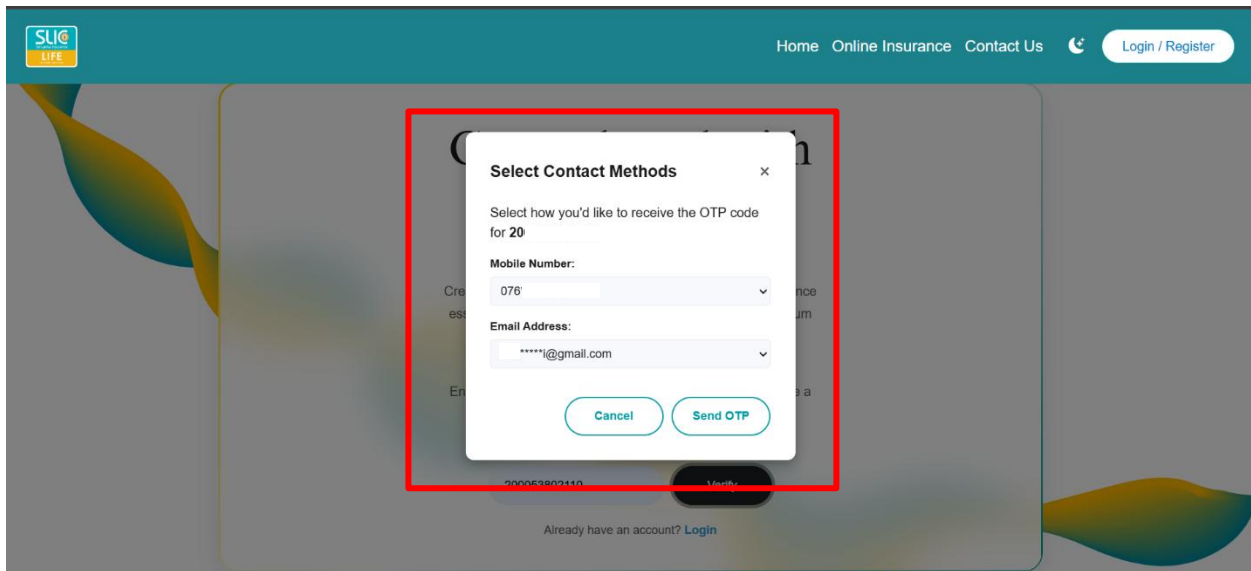


Figure 2.4

After clicking the Send OTP button, the Enter OTP screen will be displayed.

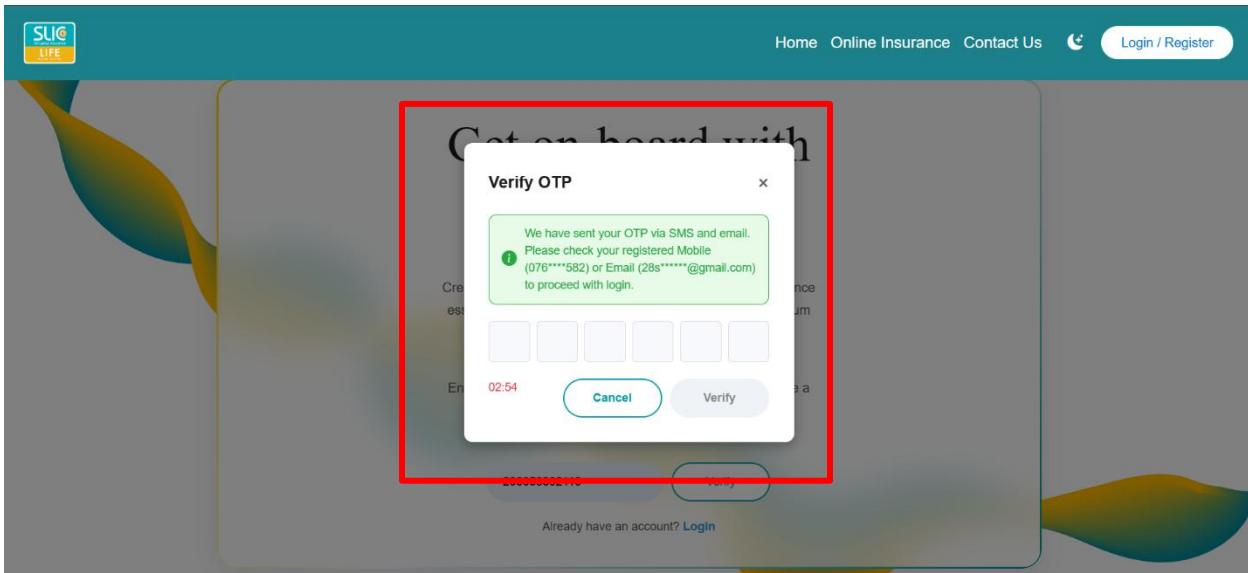


Figure 2.5

After OTP verification, the User Details and User Credentials screen will be displayed. Enter the required user information along with the desired username and password for the application.

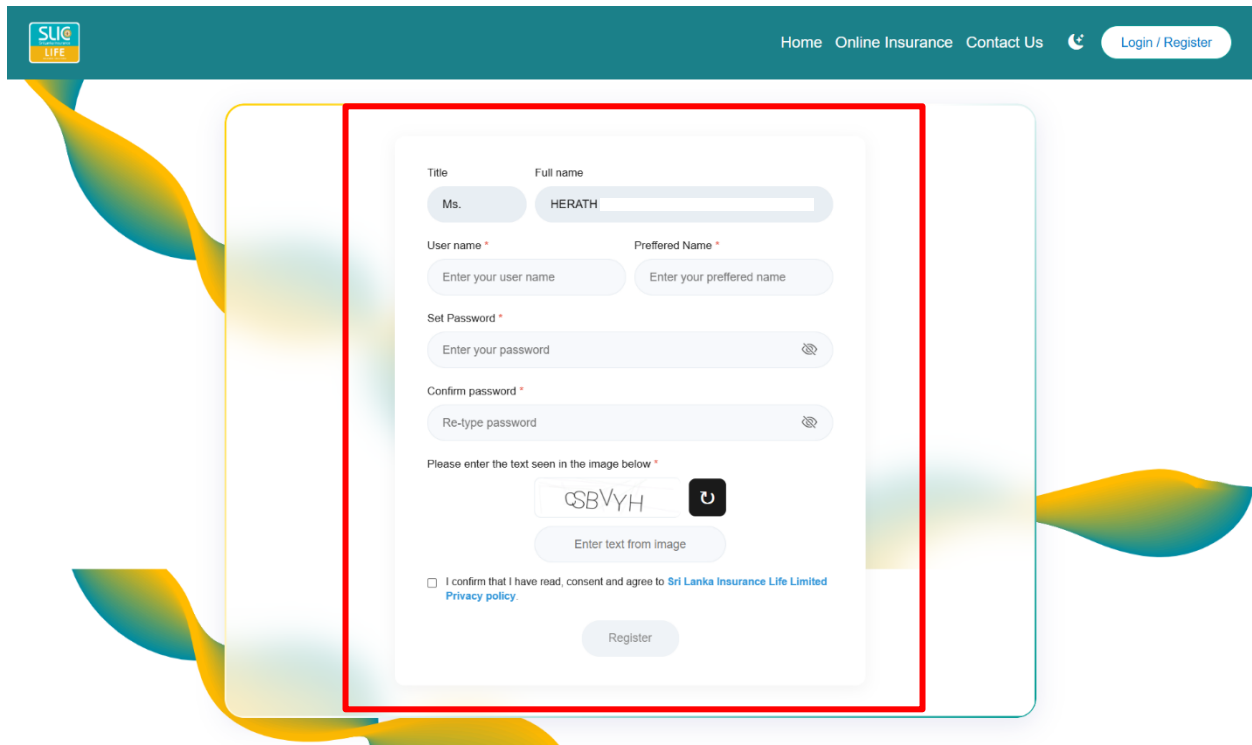


Figure 2.6

### 3. Login Process

A registered user can log in to the CX portal by providing their login credentials.

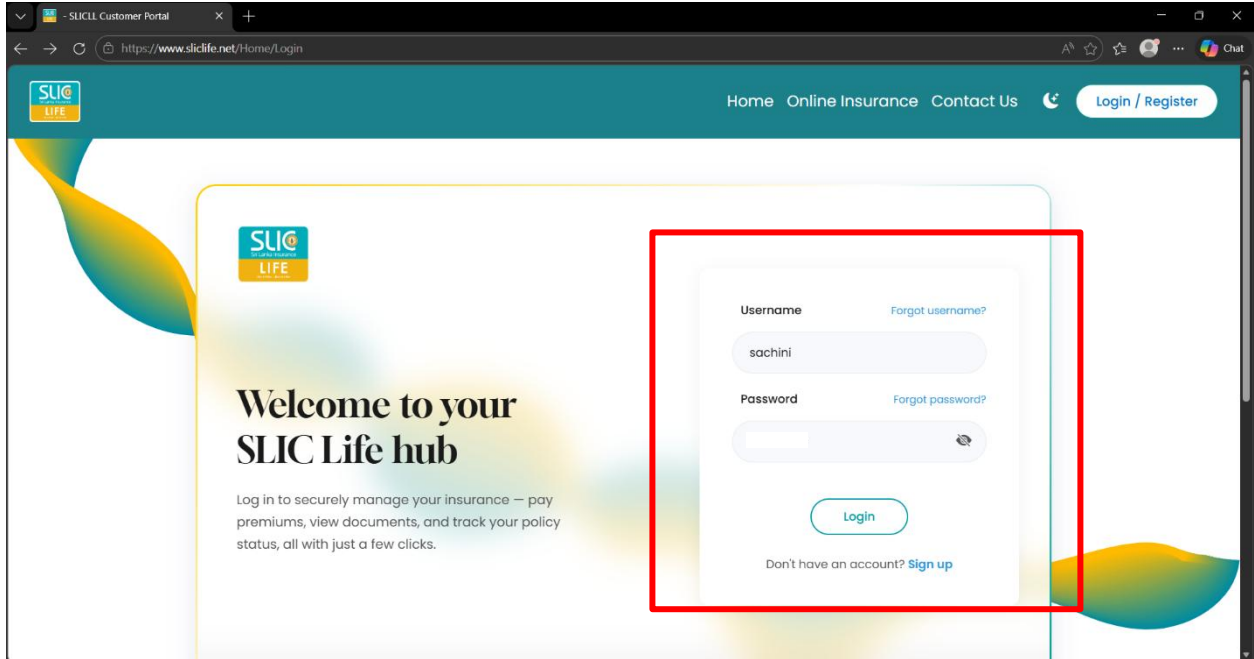


Figure 3.1

Navigate to the Login Home page.

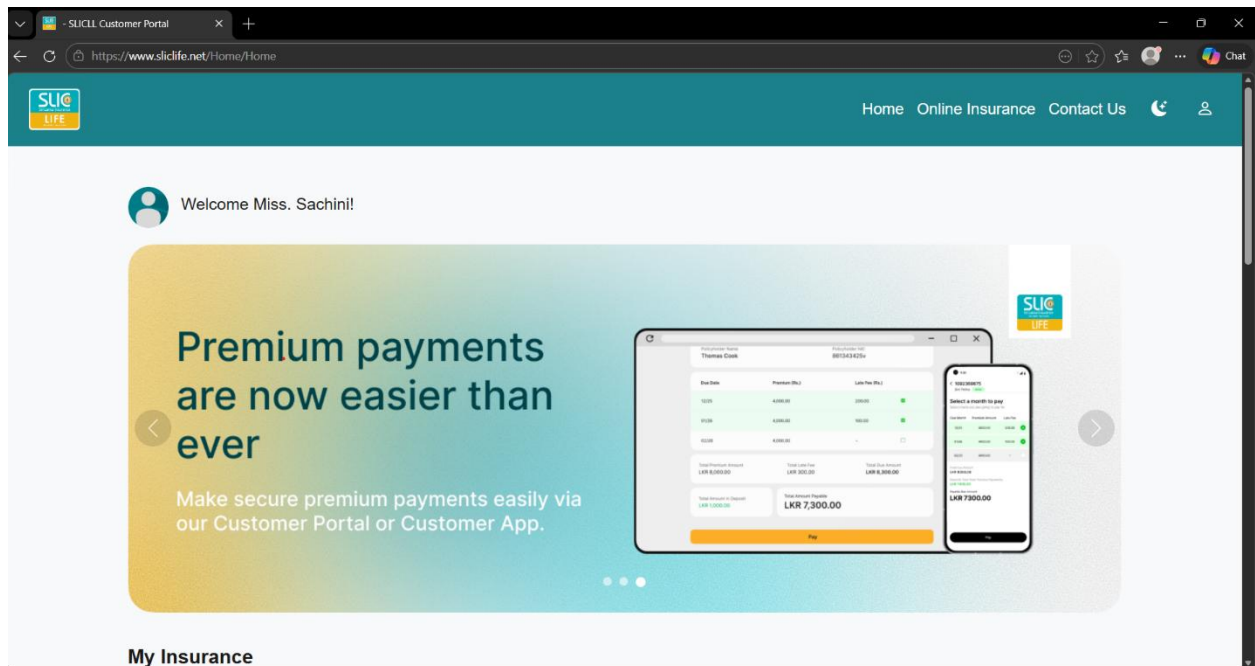


Figure 3.2

## 4. Edit User Profile

If user need to edit the profile, then click this my profile button

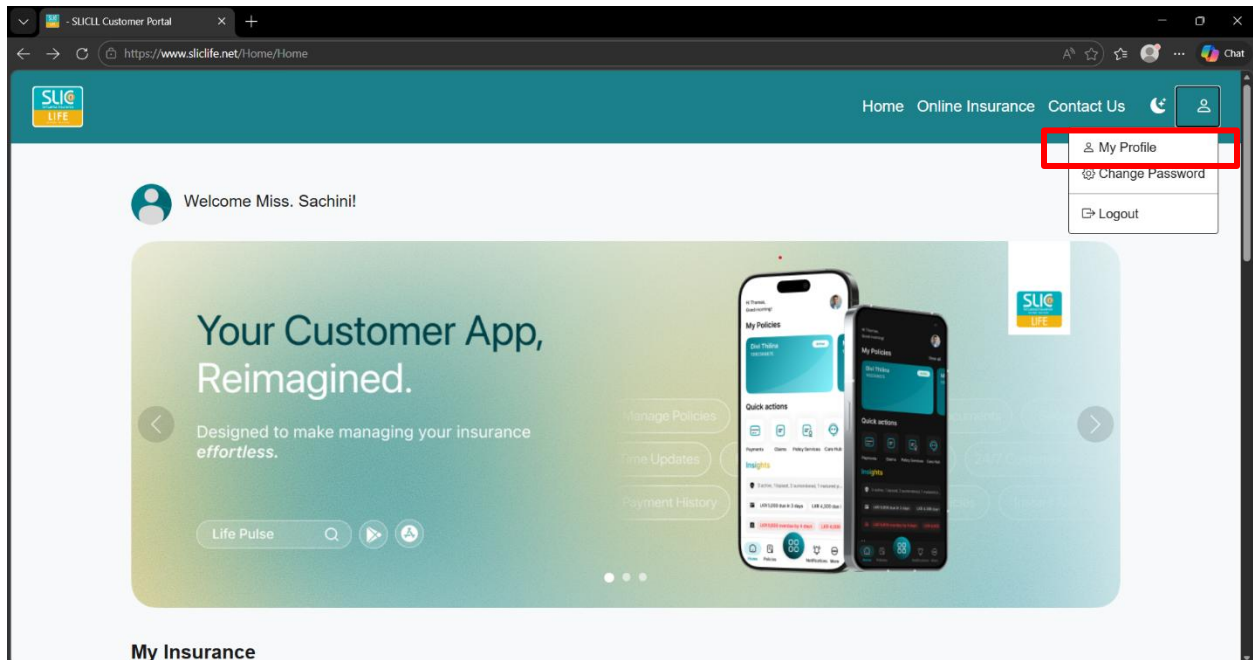


Figure 4.1

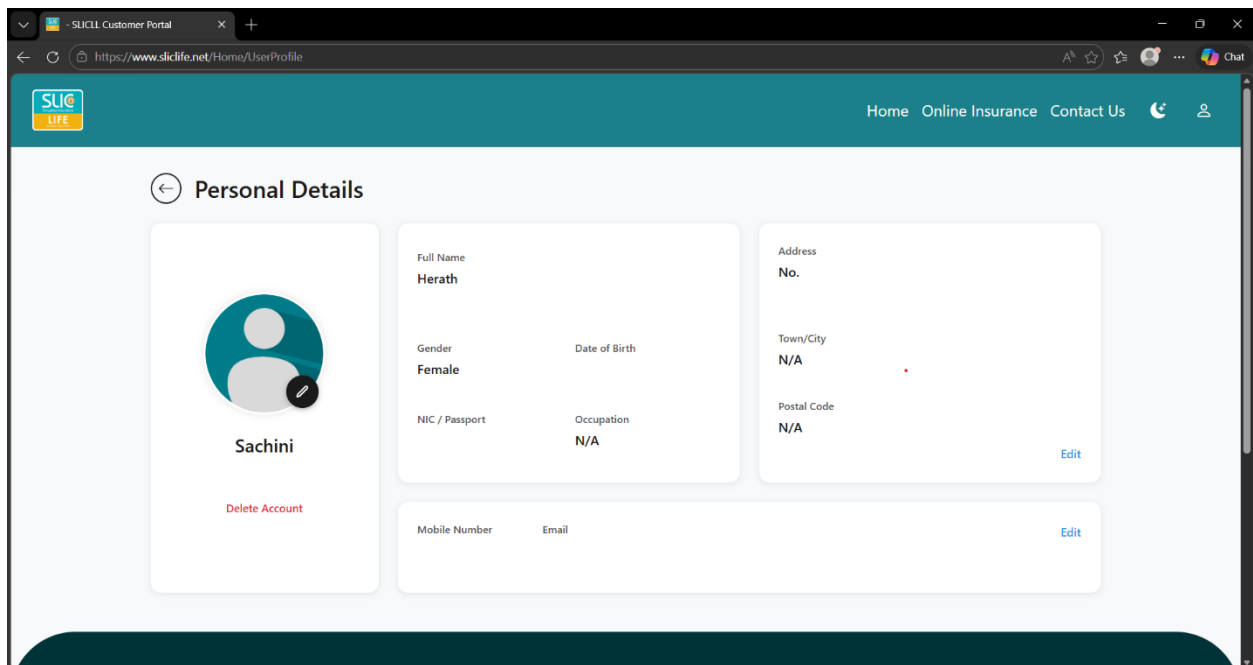


Figure 4.2

## 5. Change Password

If user need to change the password, then click this change password button

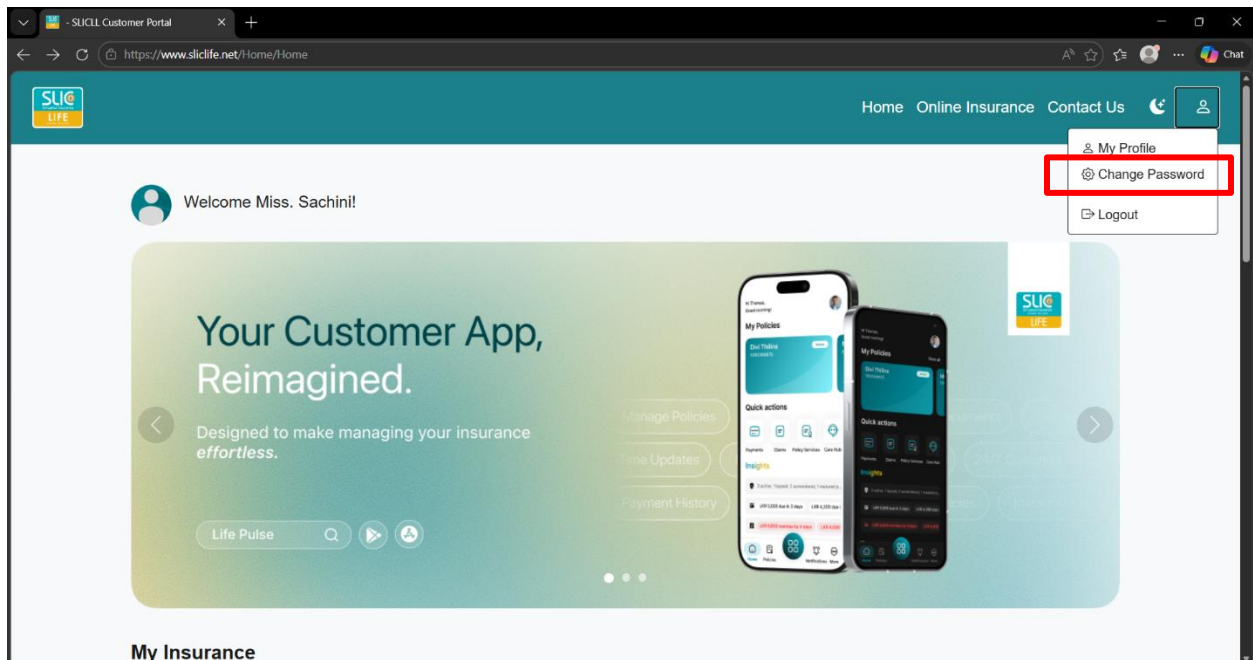


Figure 5.1

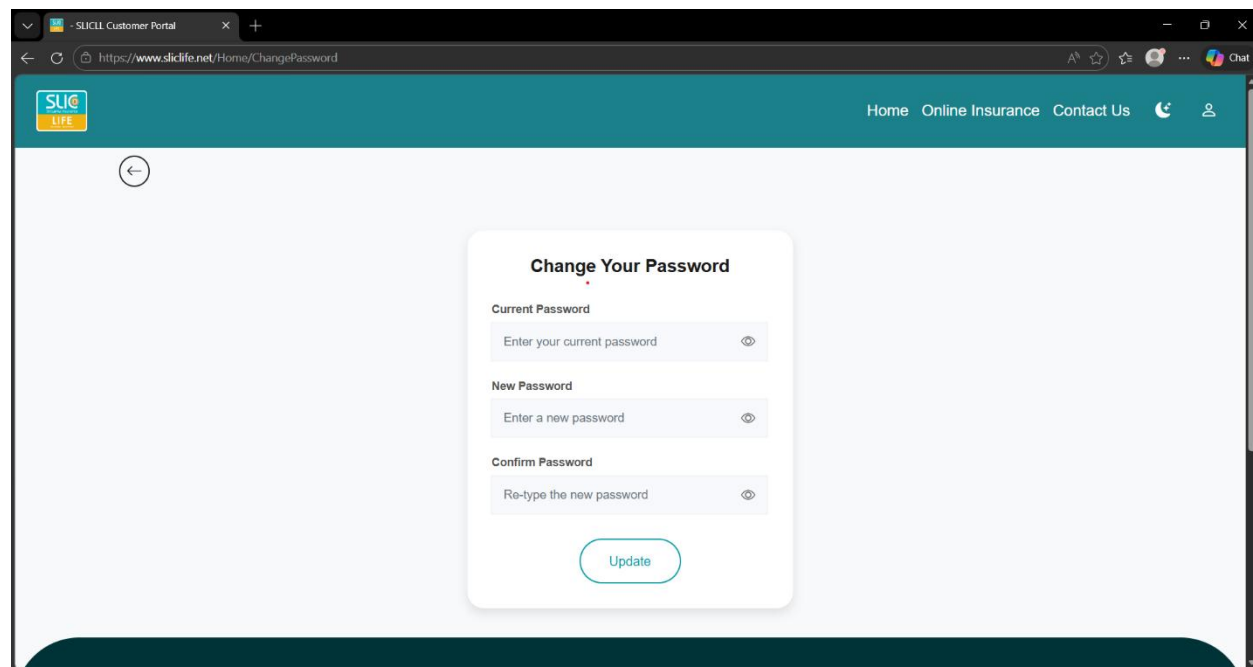


Figure 5.2

## 6. View More Details

If a user wishes to view more details about a specific policy, they should navigate to the home screen, expand the desired policy within the My Insurance section, and click the View More Details link.

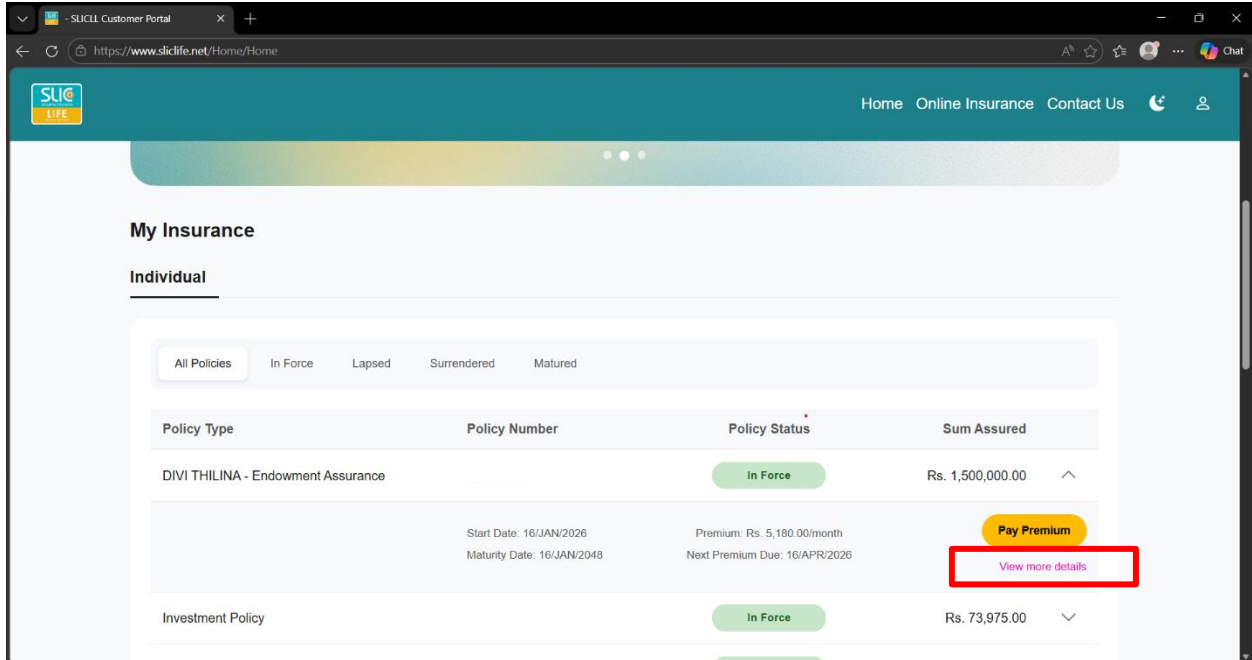


Figure 6.1

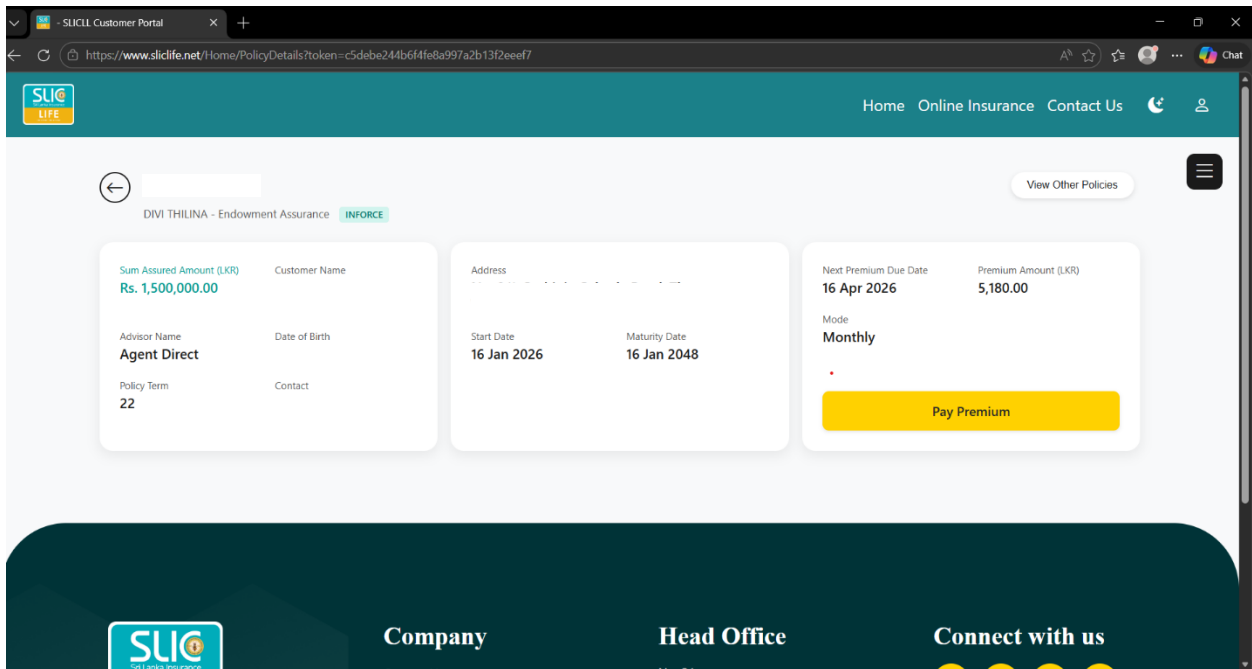


Figure 6.2

If a user wants to access records, history, certificates, letters, or service requests they should click the menu icon located at the top of the page.

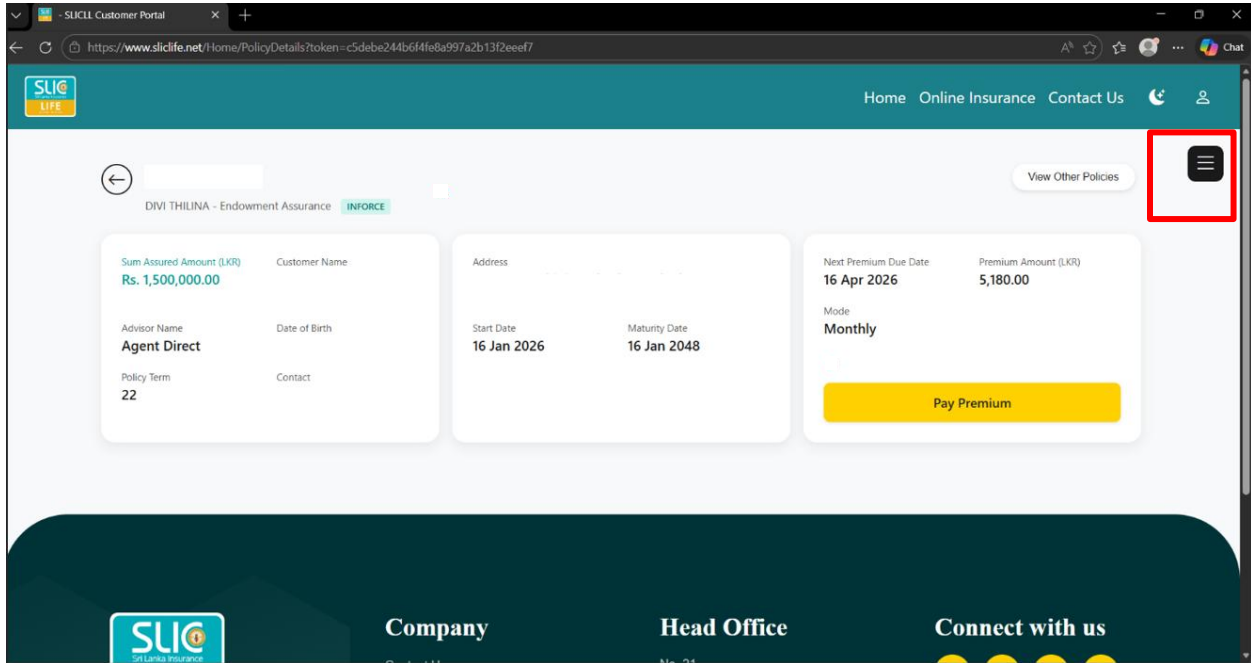


Figure 6.3

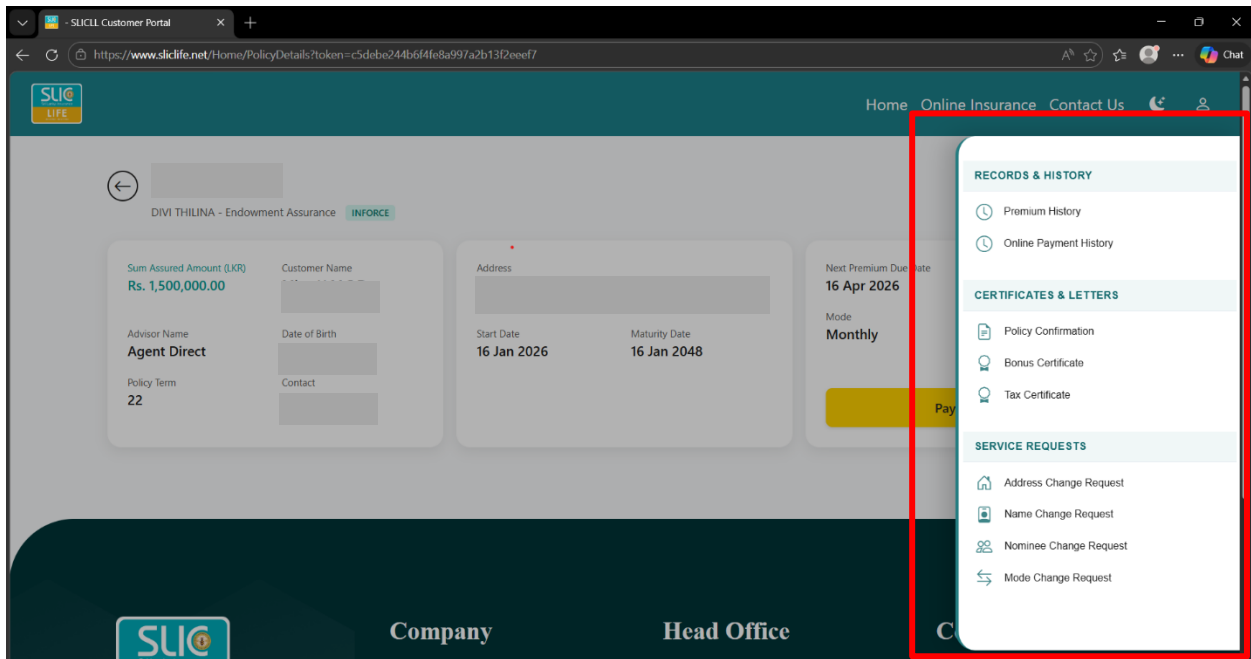


Figure 6.4