



User Guide

Minimum System Requirement

iOS 13.0
or
Android 10.0

Turn on Notification

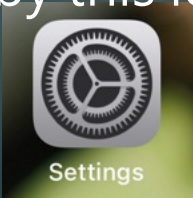
Qclub requires to turn on notification. Otherwise, there will be system error message or failed to login.

It can be switched on by the following procedures.

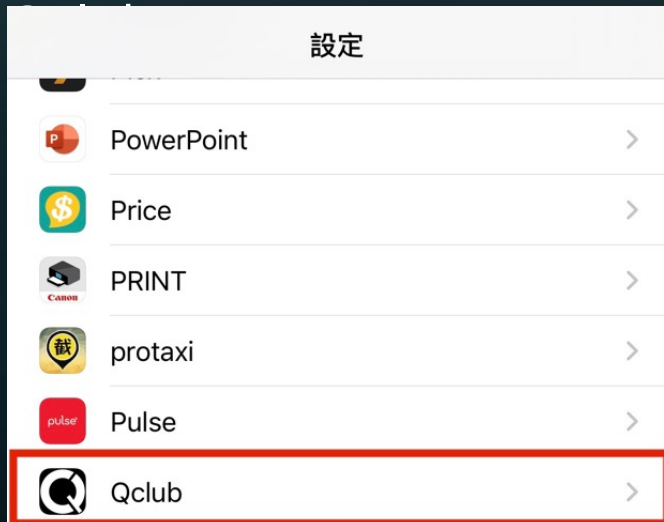


Notification setting

First close the app completely, and go to Settings by this icon.



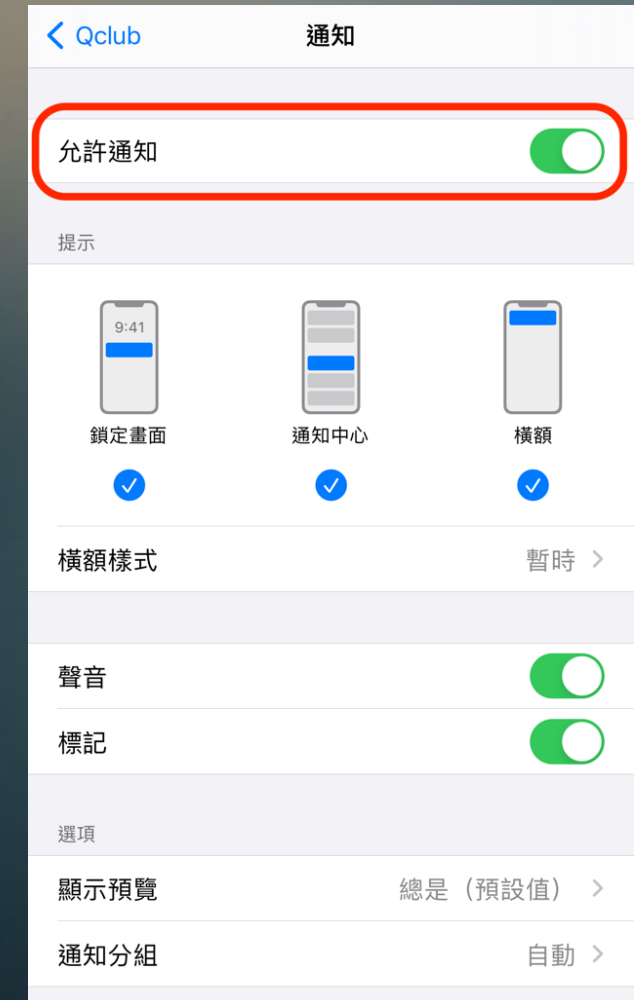
Then scroll down to find



Next find the settings in Notification



Finally turn on the notification for the app



Login

Password is the first 5 characters of HKID. If the HKID is A123456(7) Password will be A1234



Login name is the 6 digits Manulife Agent Code e.g. 345678

Show password

Turn on biometric login

If the phone support biometric authentication (FaceID/TouchID), it can be chosen to use for login.



Biometric authentication

Biometric fast login can be used after turning on.

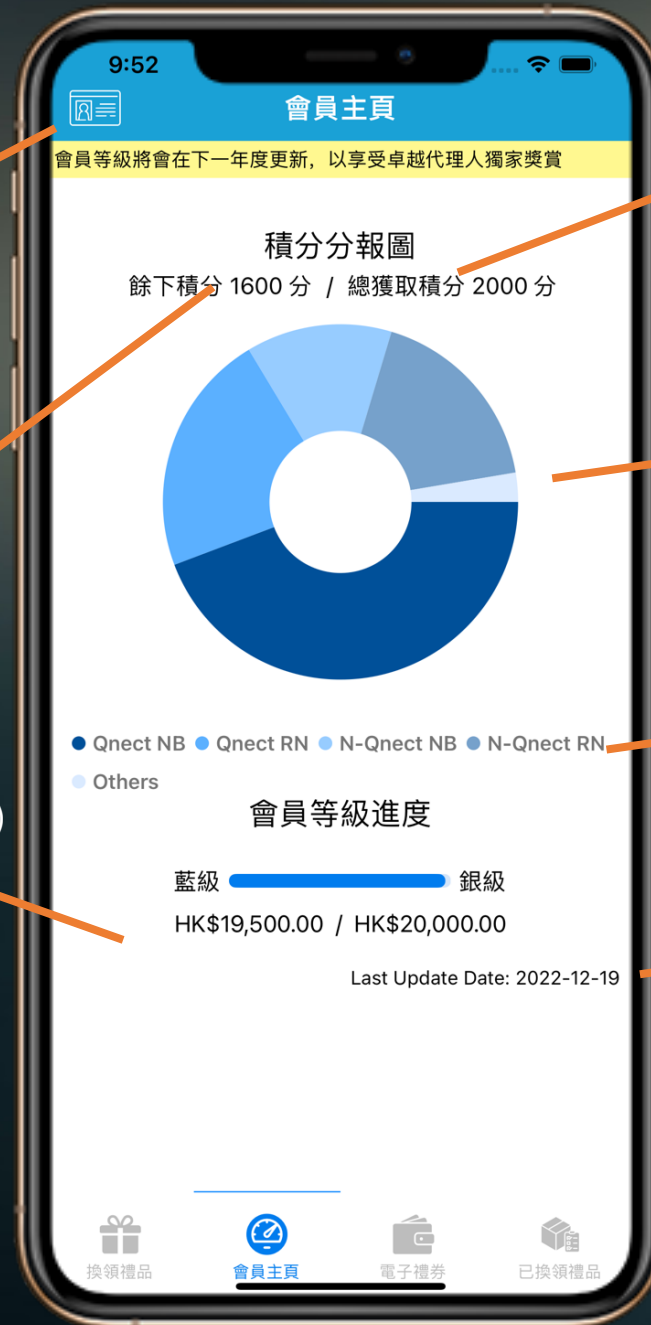


Member Page

Display QBE contact details

Available Points for redemption

Member progress bar
(Next year's level depends on the GWP this year)
Less than HK\$20,000 Blue Level
HK\$20,000 to HK\$150,000 Silver Level
More than HK\$150,000 Diamond Level



Total points

Points distribution chart

Points Source
(tap to toggle the Points hide / display)

Last points update date



Pull to refresh

Redemption

Redemption
Item list



Select
Quantity



Swipe to right



Final
Confirmation



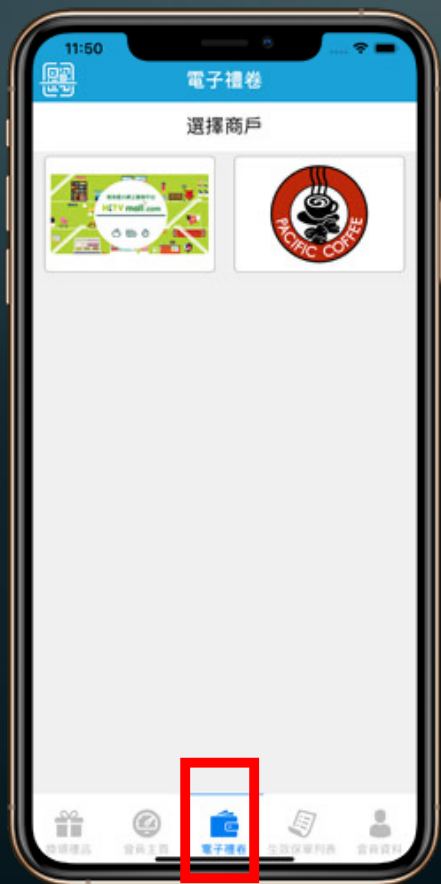
Successfully
redeemed



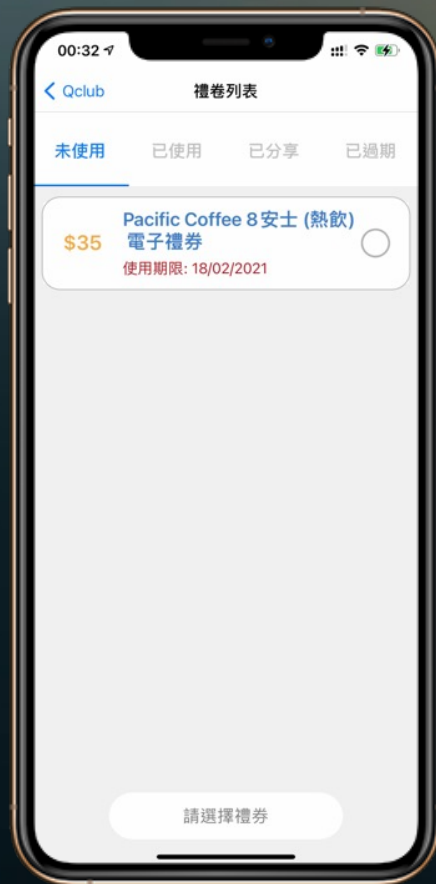
Confirmation email will be sent to the registered email address

E-Voucher

Choose Merchant



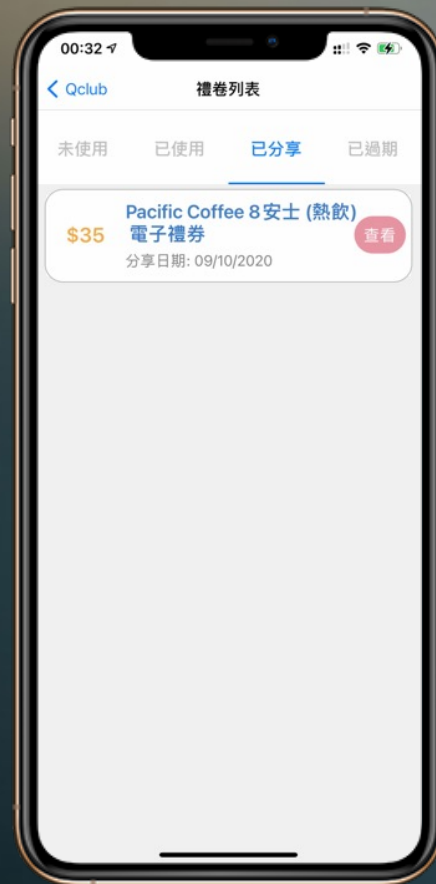
Unused vouchers



Used vouchers



Shared vouchers



Expired vouchers



Use e-voucher



1) Choose voucher to be used
(Can select more than one)

3) Confirm

2) Tap Use

4) Final Confirmation



5) Can shown to Merchant to scan after confirmation

6) Can choose Previous or Next if more than one were selected



The voucher will not be displayed or marked as used if Cancel is chosen in step 4



Redisplay the used e-voucher (HKTVMall)

1) Choose the used voucher



2) Display



How to use



Share e-Vouchers

Choose e-voucher to share



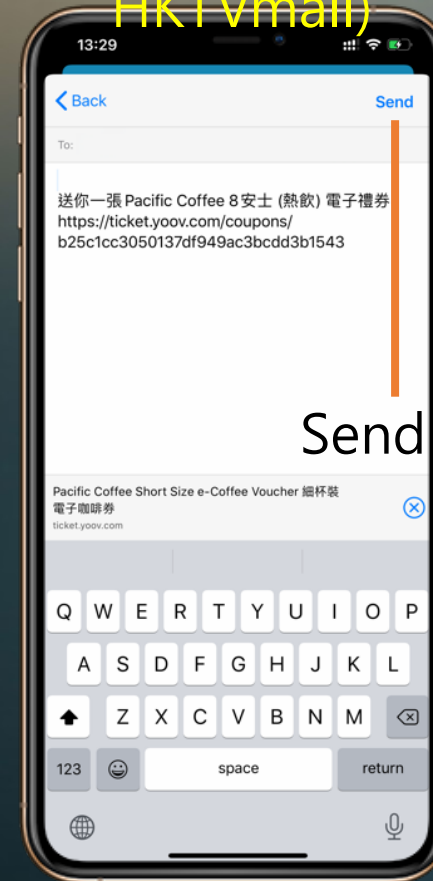
Confirmation



Choose the Apps to share



Edit sharing message
(eVouchers
except
HKTVmall)



Edit sharing message
(HKTVmall
eVouchers)



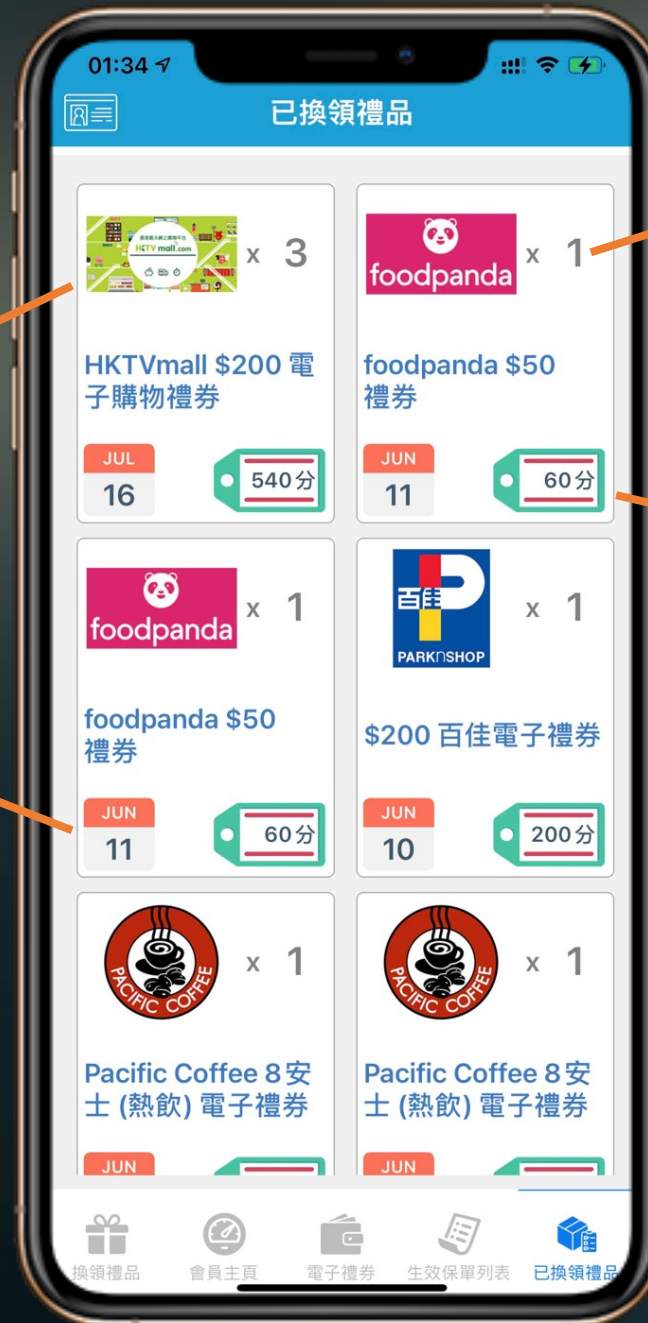
Redeemed item

Images of redeemed items

Redemption date

Redemption quantity

Points used



Member Info.

Membership Level

Write email to RM

Dial RM mobile number

This user guide

Total earned Qclub points (Before redemption)

Dial RM desk number

Dial QBE Customer Service number

Open WhatsApp to check with QBE

Technical support and general enquiries
enquiry@ascitus.com

