

MYHEALTH APP

If you are a Chinese resident and have an international health policy with Allianz China General Insurance Company Ltd or with Allianz Care, you can now download the Allianz MyHealth app via our website.

To install the app on an **Android device** from inside China please follow the steps below:

Please note that you may want to revert these settings once installation of this app is complete to ensure your phone is protected from other unknown sources.

These instructions are for reference only. Due to the different brands and models of Android phones, some of the steps may be slightly different from what is described here. Please refer to your mobile phone manual or consult your mobile phone manufacturer for specific questions.

If you encounter issues please contact our [Customer Advocacy Team](#).

PART 1 CHANGE YOUR SETTINGS TO ALLOW INSTALLATION OF APP FROM OUR WEBSITE (NOT GOOGLEPLAY)

With no access to Google Play, you can securely download (or “sideload”) the MyHealth App directly from our website onto your Android device.

To do this you’ll need to change your settings to allow installation from “Unknown sources”.

Step 1: Open your device’s “Settings” app.

Step 2: Scroll down and tap Security. It’s in the “Personal” section of the menu. Slide “Unknown Sources” to “On”.

Step 3: Tap OK. You can now install apps from sources outside the Google Play Store.

PART 2 DOWNLOAD AND INSTALL THE MYHEALTH APP

The MyHealth installation file (APK) is available on our website. Normally the Google Play Store provides this.

Step 1: On your device;

- If your policy is with Allianz China General Insurance Company Ltd., [click here](#) to download the file.
- If your policy is with Allianz Care (purchased outside of China), [click here](#) to download the file.

You may receive a warning that this file could harm your device as the file is not recognised as an app, tap OK. It is safe to do so from our secure website links above.

Step 2: Open your Apps Tray. It’s usually an icon that looks like a grid of dots at the bottom centre of your screen. Alternatively, you can usually tap the “Download complete” notification in the Notification Bar and install it from there.

Step 3: Tap File Manager. Then the download(s) folder. Locate the “myhealth-china.apk” or “myhealth-release.apk” file and tap it.

Step 4: Tap Install in the lower-right and allow any permissions required. The installation file (APK) you downloaded will be installed on your device.

Step 5: Once installed, please open the app and follow the onscreen instructions to register or login to our app.

PART 3
UNINSTALLING THE ALLIANZ
MYHEALTH (CN) APP

Locate the “Allianz MyHealth CN” app on your device. Tap and hold on the icon. A menu will appear. Tap uninstall. The app is now uninstalled.

PART 4
UPDATING THE ALLIANZ MYHEALTH
APP

As this app is not connected to the Google Play Store it will not automatically update. However we will email you letting you know there is an update available. To update your device you need to uninstall the app then download and install the new version by using the steps above.