



AIA Vitality

MEMBER PORTAL TUTORIAL

1

AIA Vitality Member Portal

1.1 New Member Activation

1.1.1 Email Activation

- > For New AIA @MyService Member

- > For Existing AIA @MyService Member

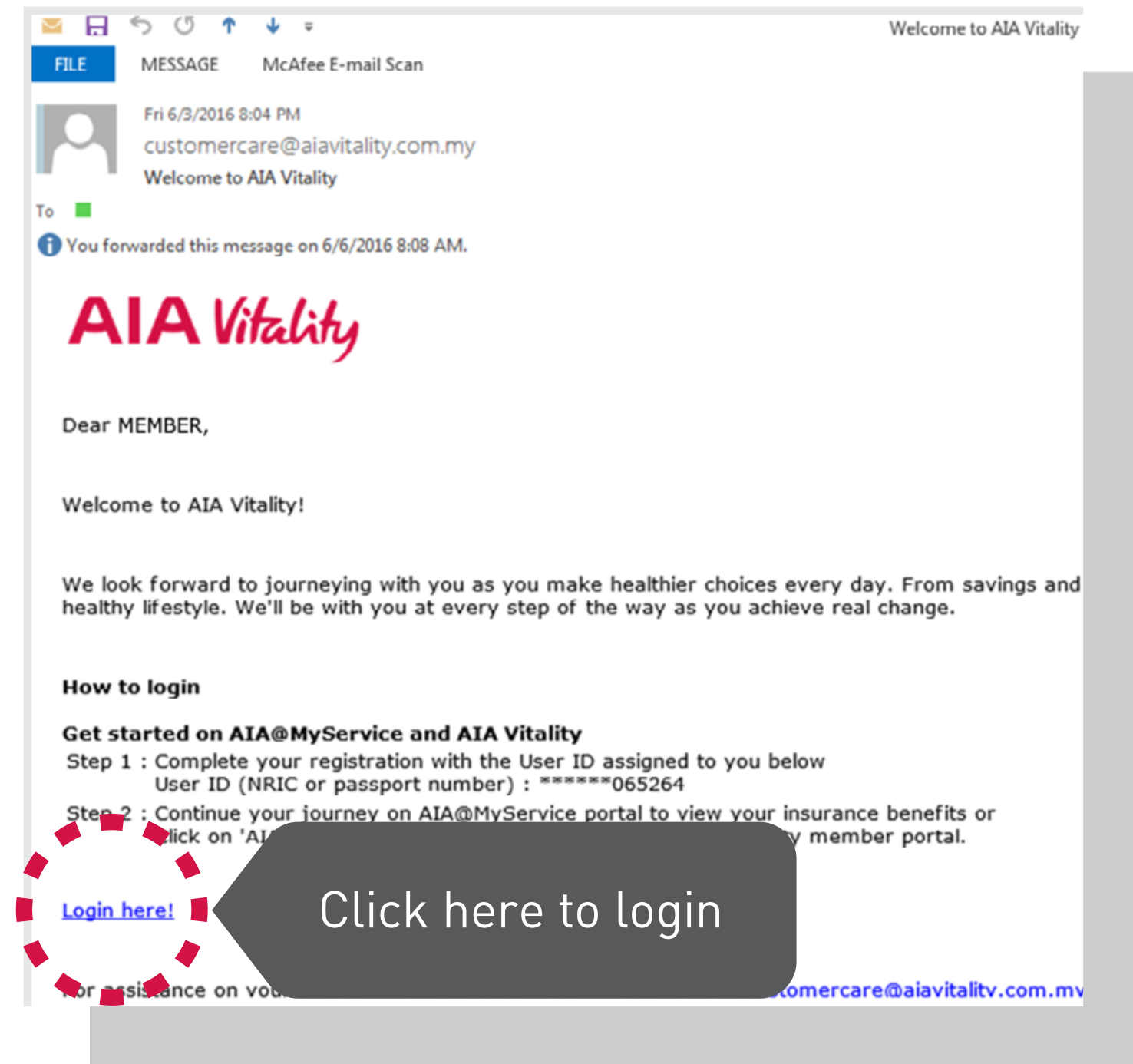
1.1.2 Manual Activation

1.2 Forgot Username and/or Password

1.3 A Brief Overview

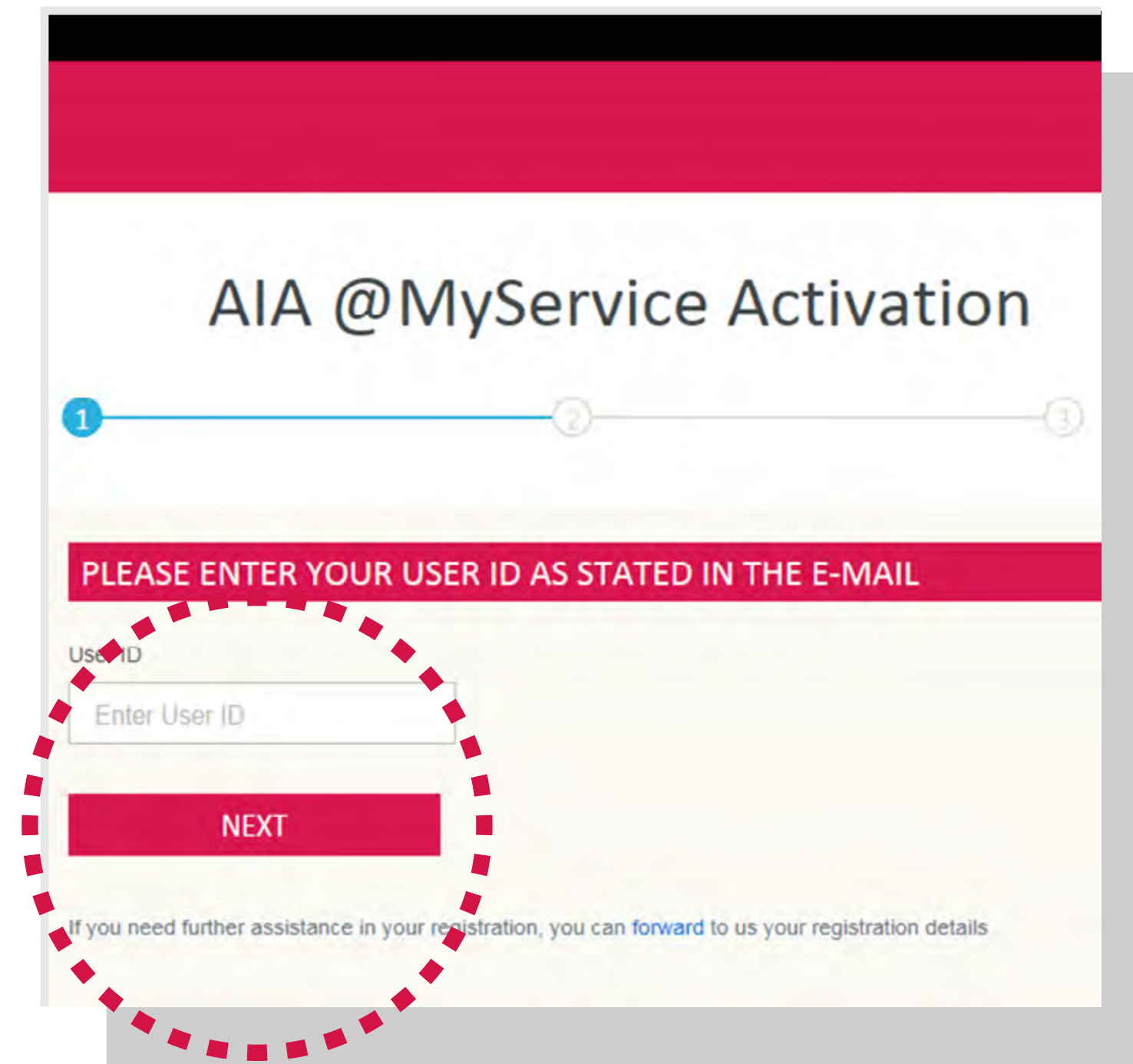
New Member Activation

Email Activation For New AIA @MyService Member



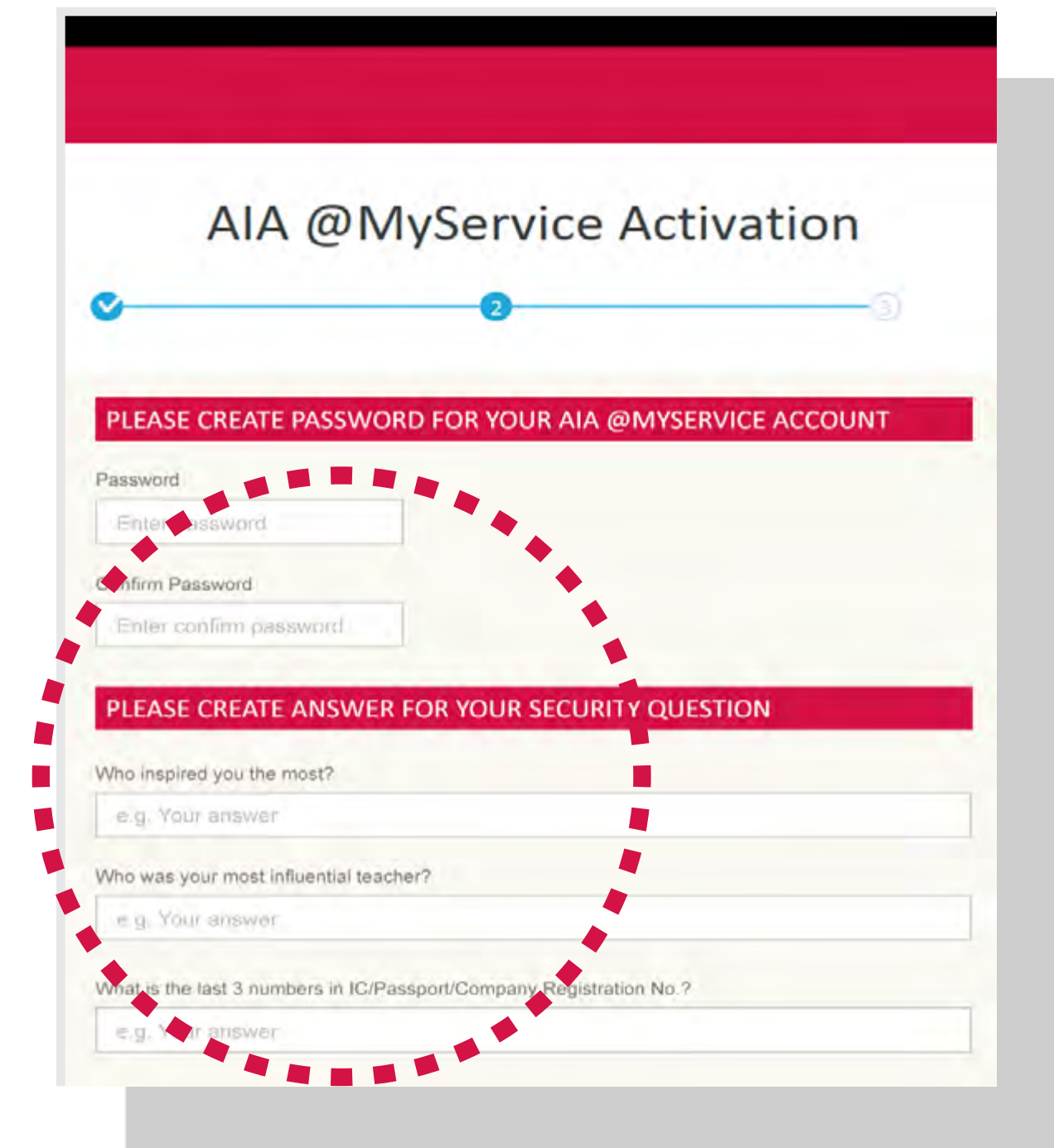
1 Log in to AIA @MyService

Click the '[Login here!](#)' link in the Welcome Email from AIA Vitality Malaysia.



2 Enter Your User ID

(Your **NRIC/passport number** is your User ID)
Example: NRIC – 890813 99 9135
(Exclude '-' when you input the User ID)

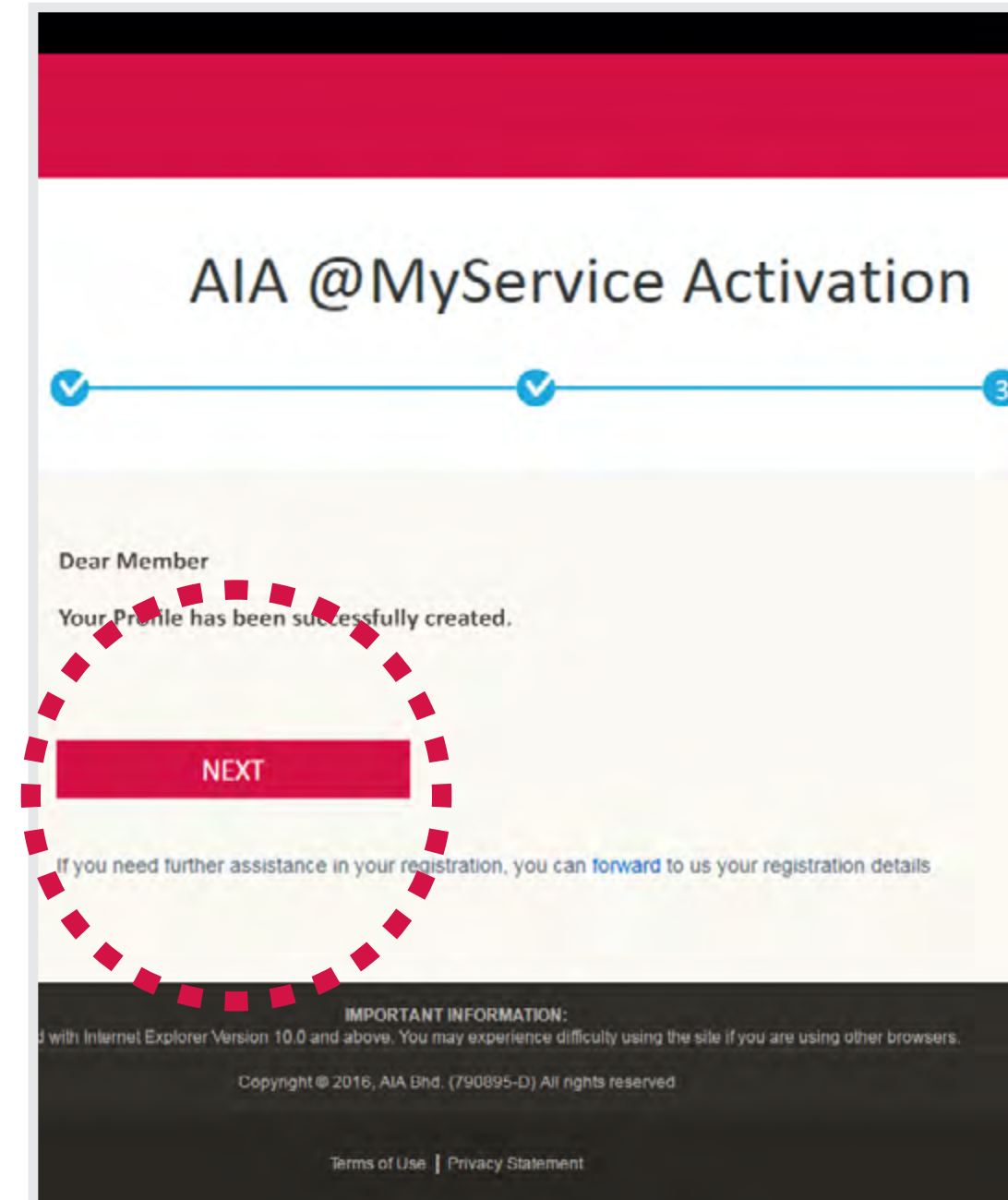


3 Create Your Password

and answer 3 security questions.

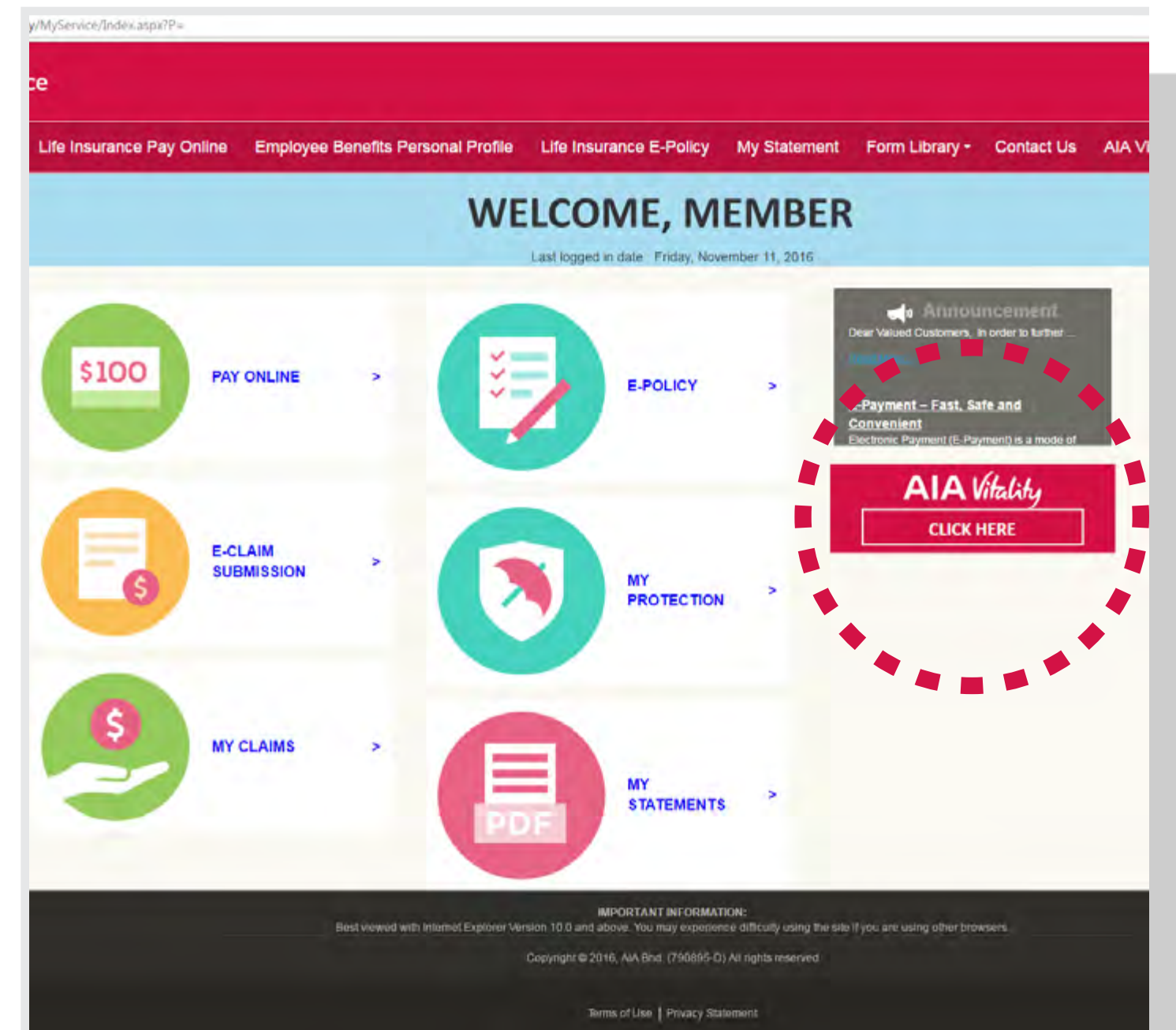
New Member Activation

Email Activation For New AIA @MyService Member



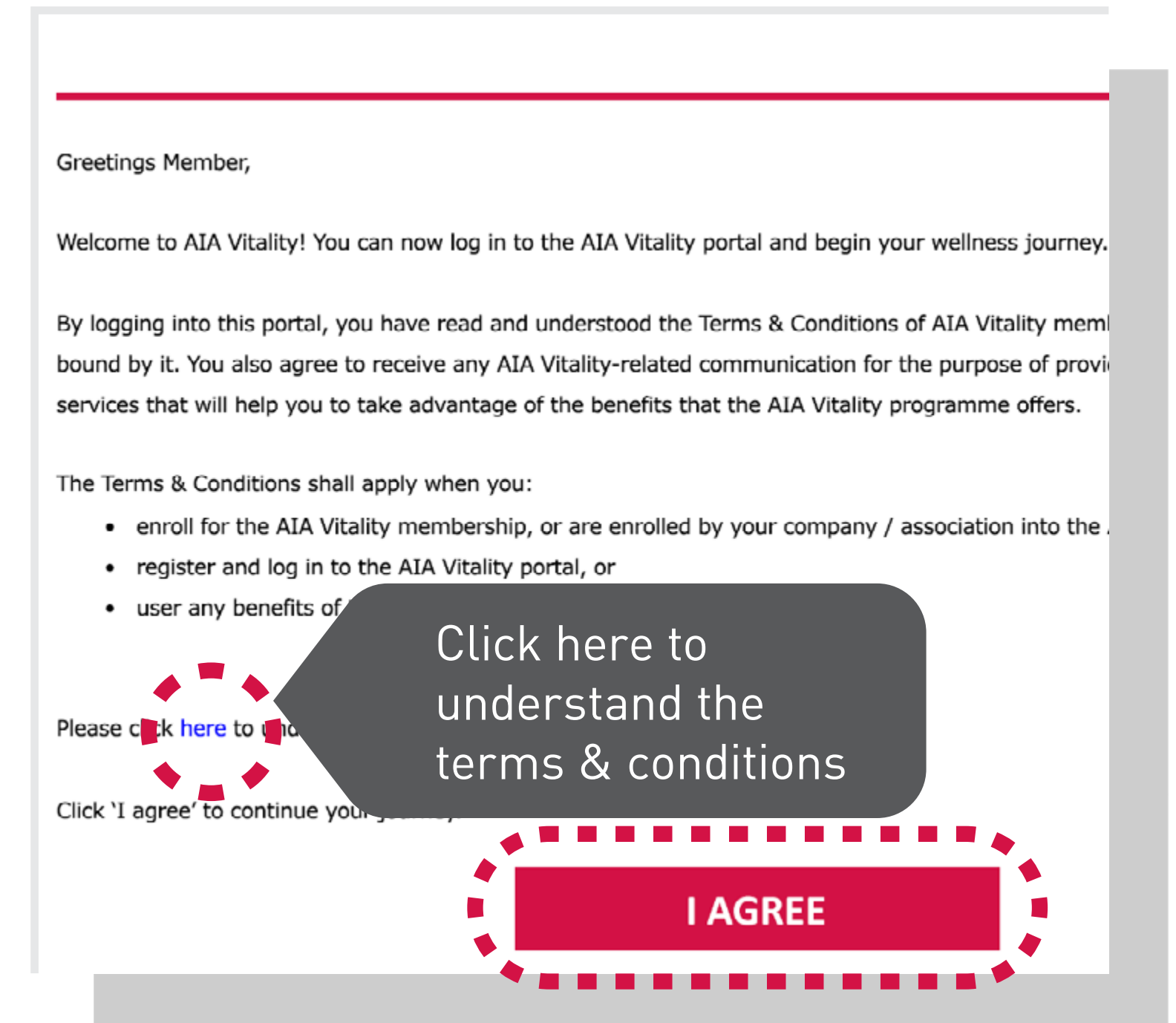
4 Pre-Registration is Successful !

Click **NEXT**.



5 Enter the AIA Vitality Member Portal

Click on the **AIA Vitality** button.



6 Agree to the Terms & Conditions

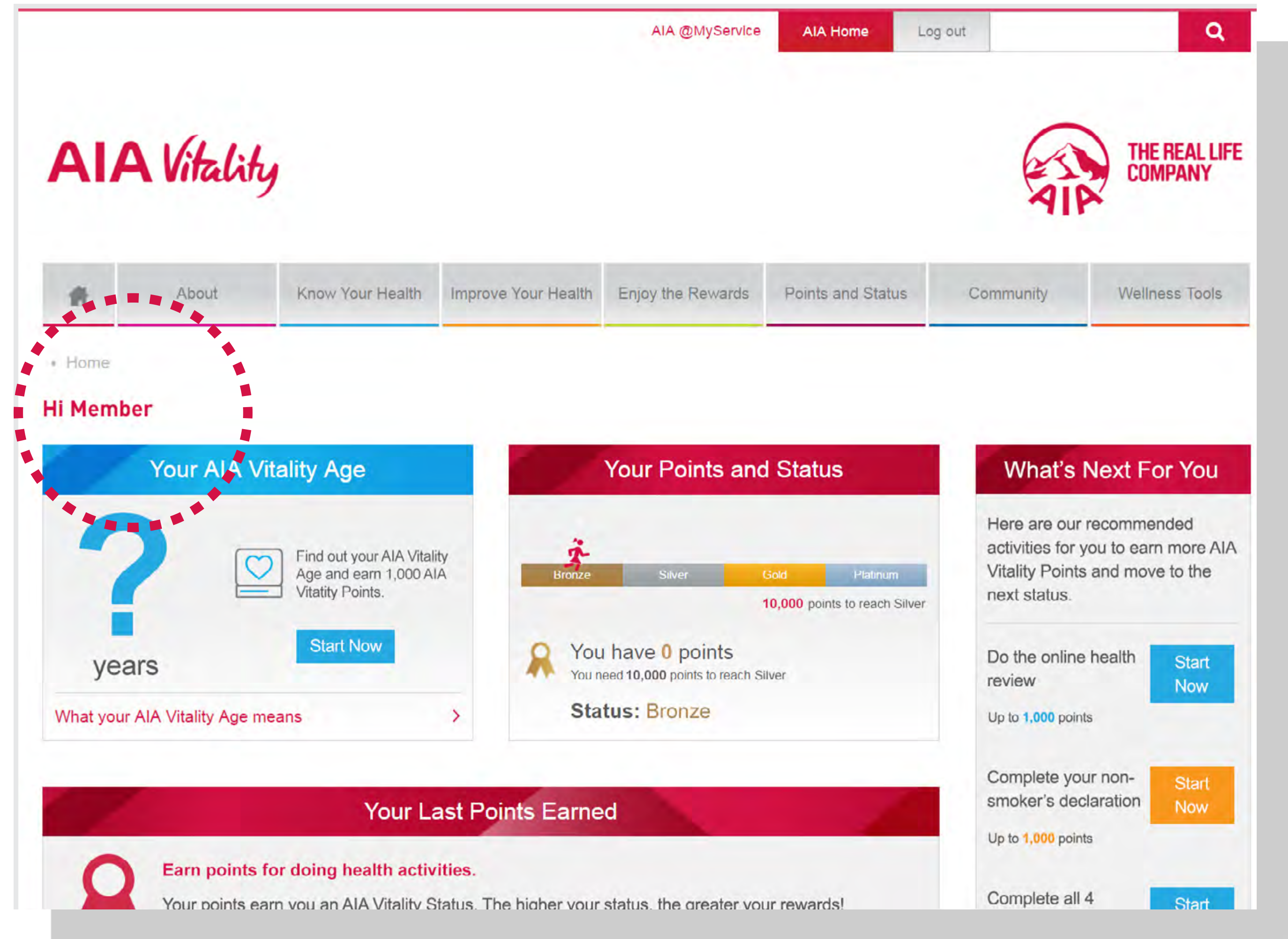
Only for first time log in to the AIA Vitality Member Portal.



New Member Activation

Email Activation
For New AIA @MyService Member

 [Back to Contents](#)



The screenshot shows the AIA Vitality Member Portal interface. At the top, there is a navigation bar with 'AIA @MyService', 'AIA Home', and 'Log out' links, along with a search icon. Below this is the AIA Vitality logo and 'THE REAL LIFE COMPANY' logo. A horizontal menu contains tabs for 'Home', 'About', 'Know Your Health', 'Improve Your Health', 'Enjoy the Rewards', 'Points and Status', 'Community', and 'Wellness Tools'. The main content area features a 'Hi Member' greeting. Three primary cards are displayed: 'Your AIA Vitality Age' (with a question mark icon and a 'Start Now' button), 'Your Points and Status' (showing a progress bar from Bronze to Platinum and 'You have 0 points'), and 'What's Next For You' (listing recommended activities like 'Do the online health review' and 'Complete your non-smoker's declaration' with 'Start Now' buttons). A footer section titled 'Your Last Points Earned' includes a red ribbon icon and the text 'Earn points for doing health activities.'

7

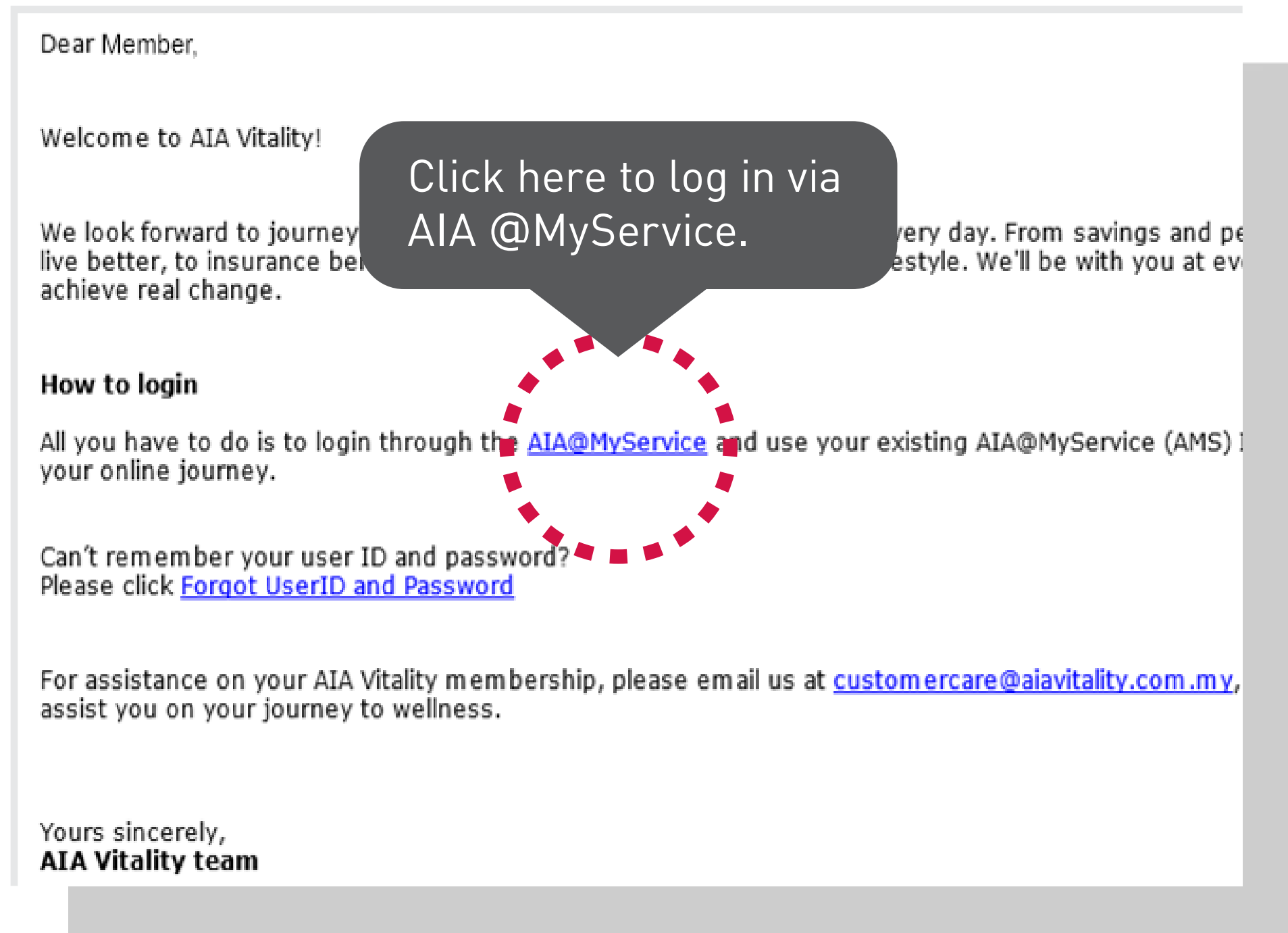
AIA Vitality Member Portal

You've successfully logged onto the 'AIA Vitality Member Portal'!

For repeat visits, you may log in via www.aiavitality.com.my

New Member Activation

Email Activation For Existing AIA @MyService Member



1 Log in to AIA @MyService

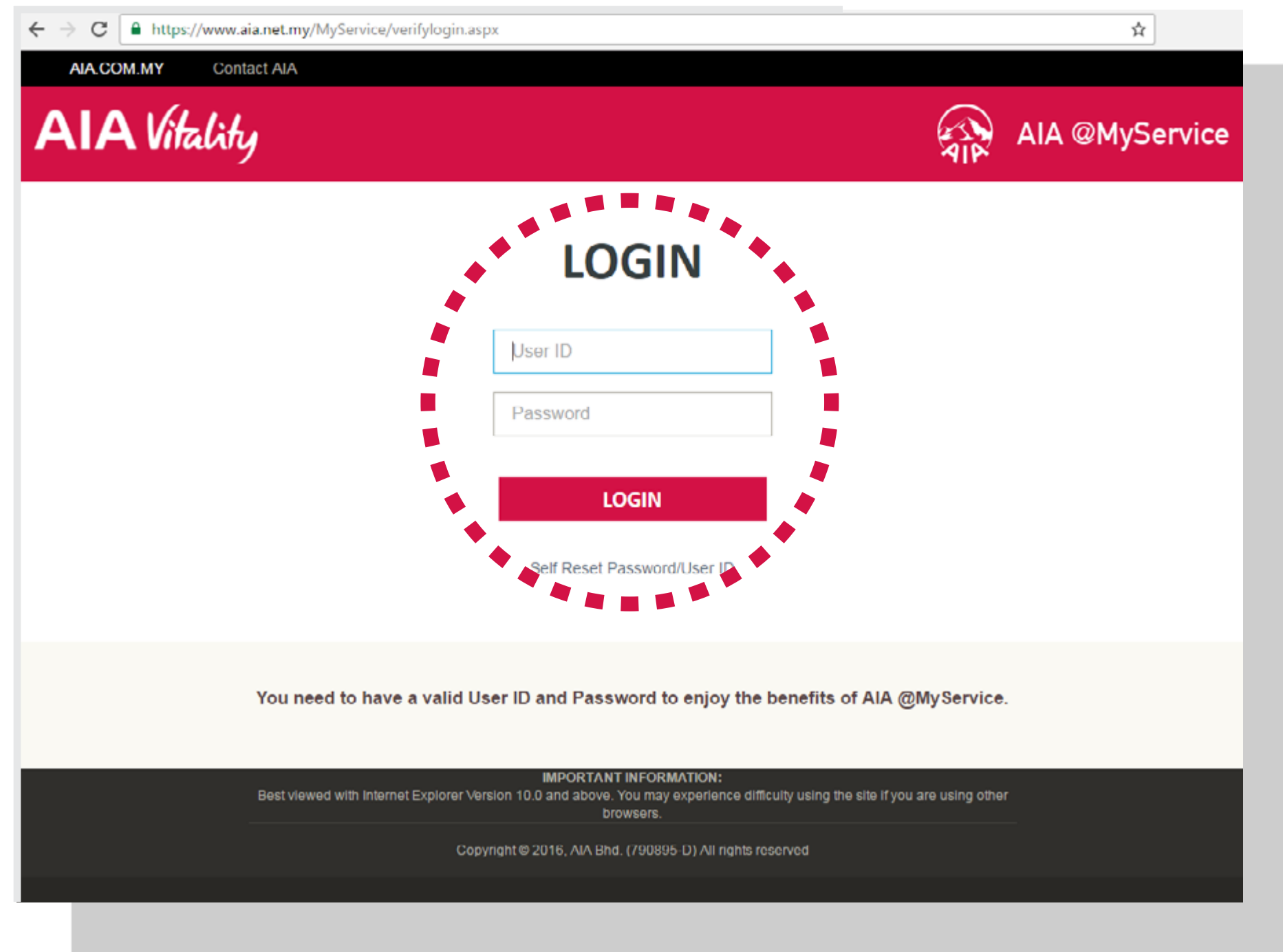
Alternatively,

you may go to www.aiavitality.com.my
Then click **Log in** .



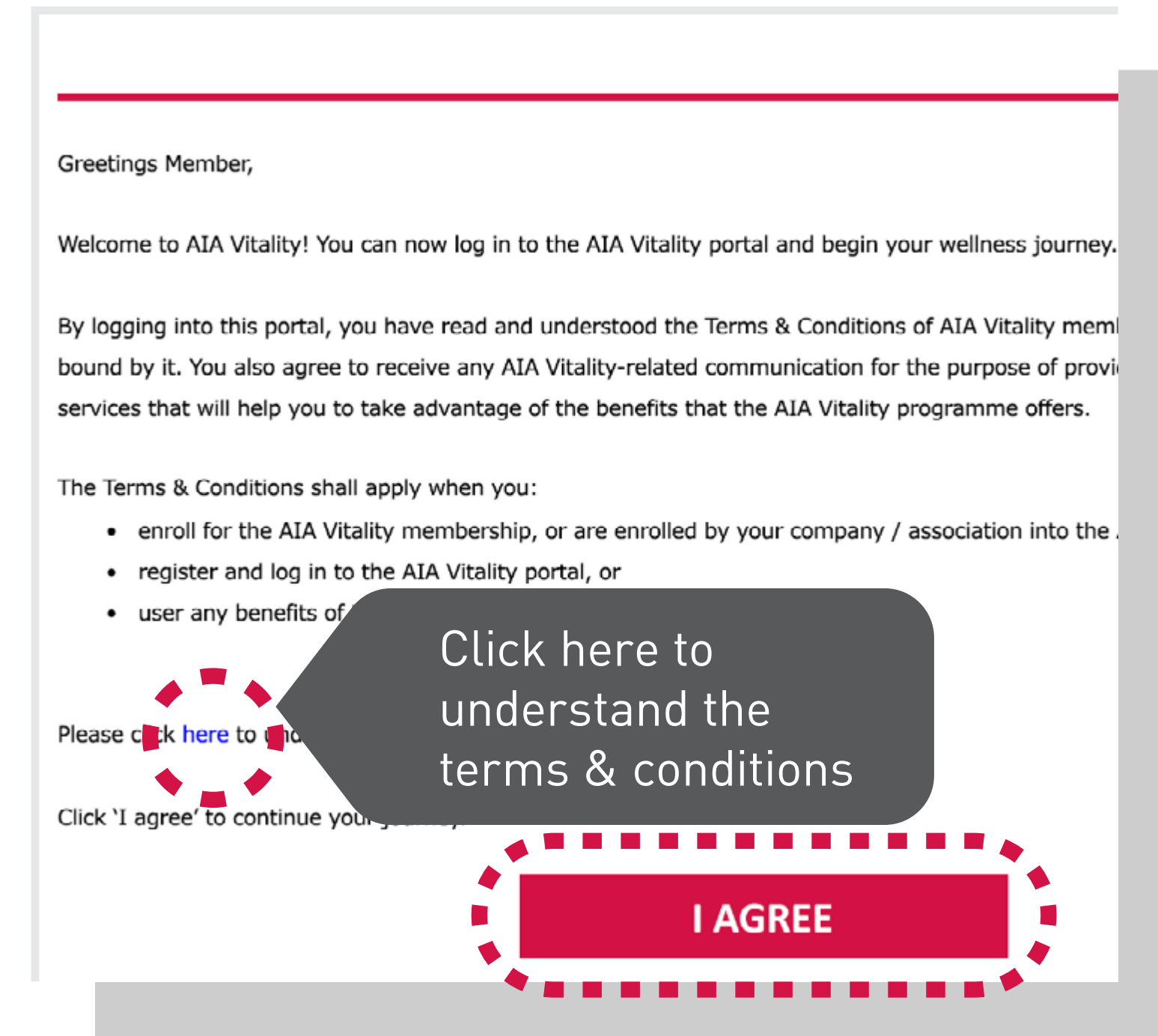
New Member Activation

Email Activation For Existing AIA @MyService Member



2 Key in Your Username & Password

Then click **LOGIN**.



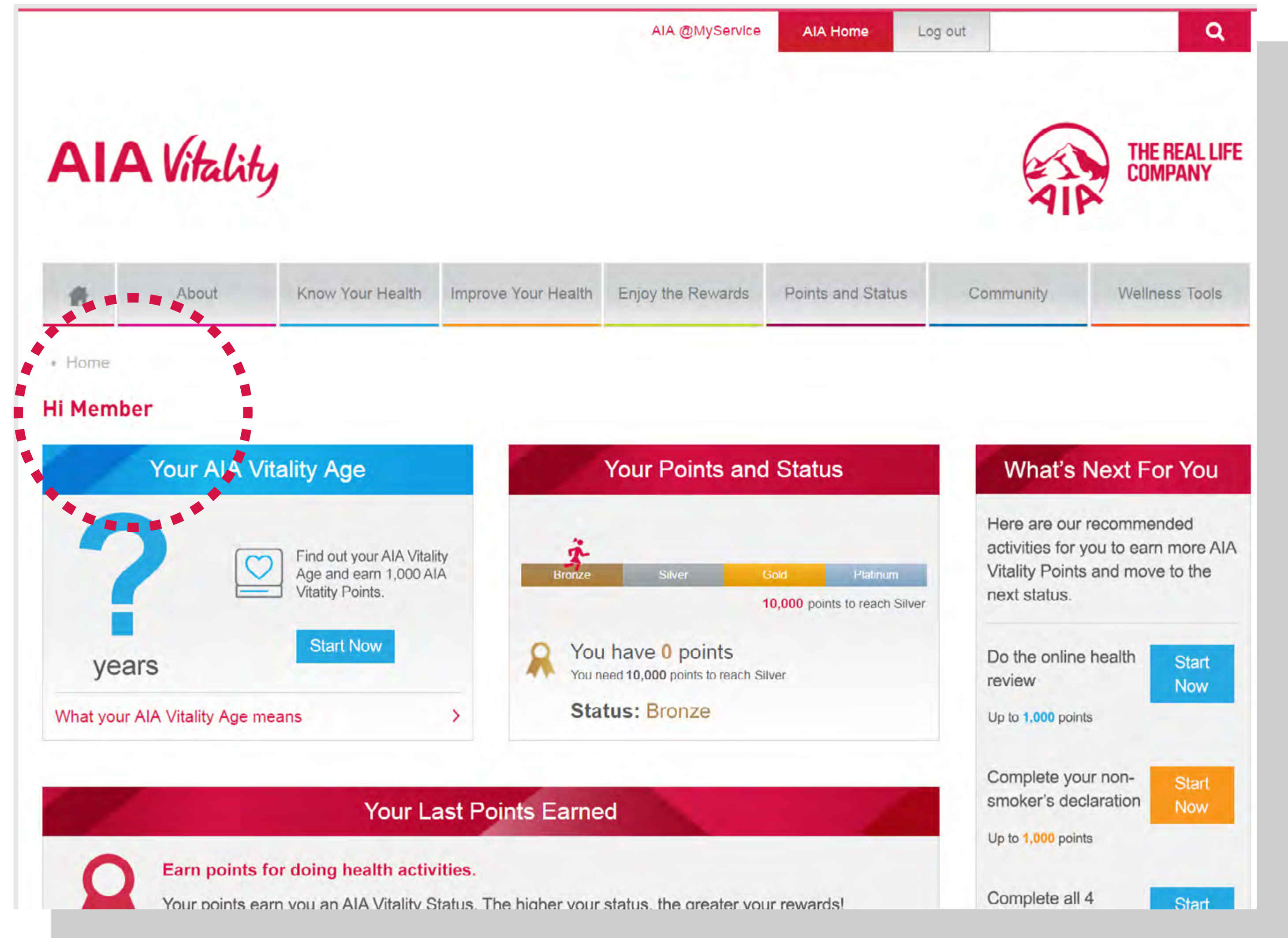
3 Agree to the Terms & Conditions

Only for first time log in to the AIA Vitality Member Portal.

New Member Activation

Email Activation For Existing AIA @MyService Member

 [Back to Contents](#)



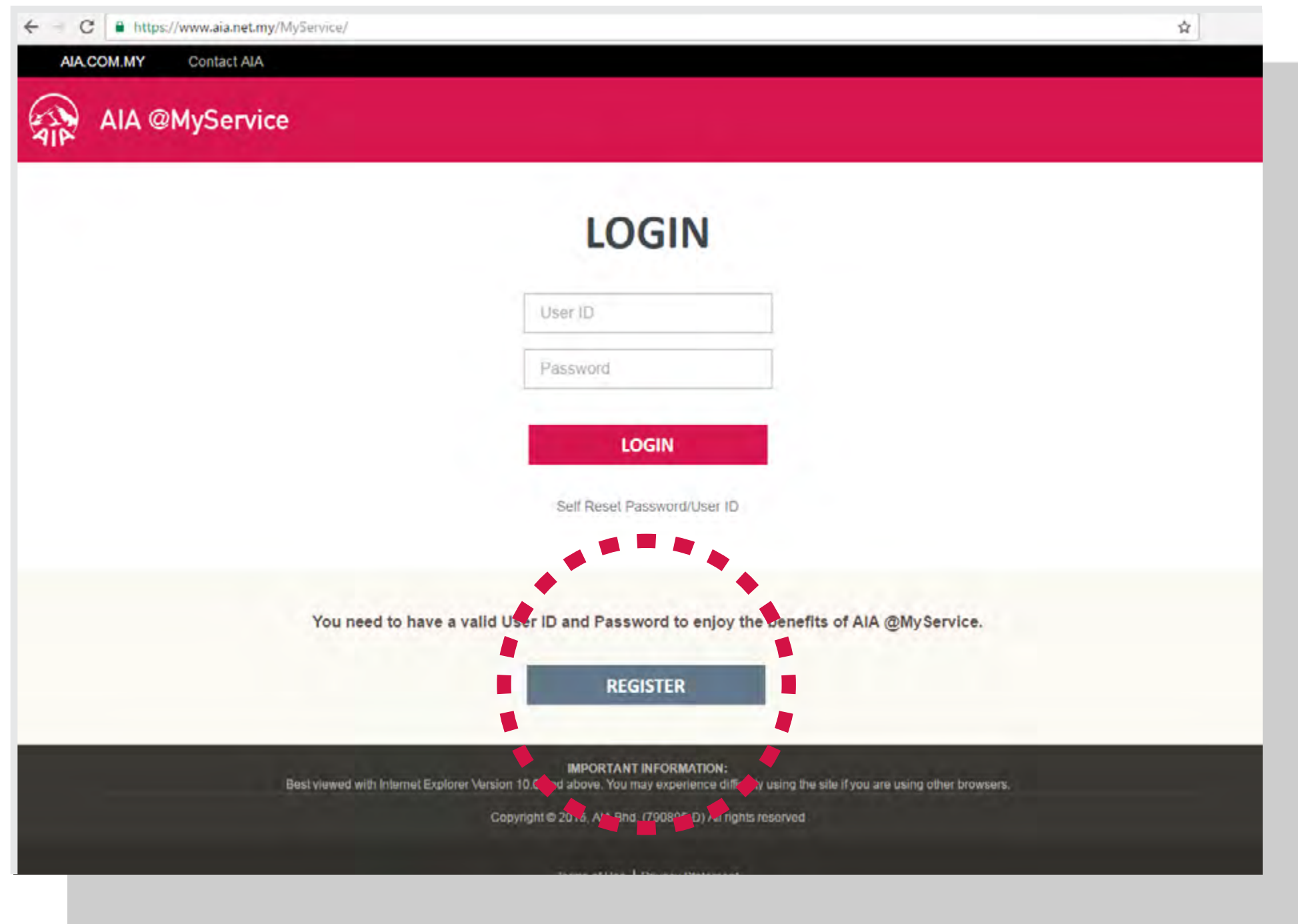
The screenshot shows the AIA Vitality Member Portal interface. At the top right, there are links for 'AIA @MyService', 'AIA Home', and 'Log out', along with a search icon. The main header features the 'AIA Vitality' logo and 'THE REAL LIFE COMPANY' logo. Below the header is a navigation bar with tabs: Home, About, Know Your Health, Improve Your Health, Enjoy the Rewards, Points and Status, Community, and Wellness Tools. The 'Home' tab is selected and circled in red. The main content area starts with a greeting 'Hi Member'. There are three primary cards: 1. 'Your AIA Vitality Age' card with a large question mark and a 'Start Now' button. 2. 'Your Points and Status' card showing a progress bar from Bronze to Platinum, with 'You have 0 points' and 'Status: Bronze'. 3. 'What's Next For You' card with two recommended activities: 'Do the online health review' and 'Complete your non-smoker's declaration', both with 'Start Now' buttons. At the bottom, there is a 'Your Last Points Earned' section with a red ribbon icon and text: 'Earn points for doing health activities. Your points earn you an AIA Vitality Status. The higher your status, the greater your rewards!'.

4

AIA Vitality Member Portal

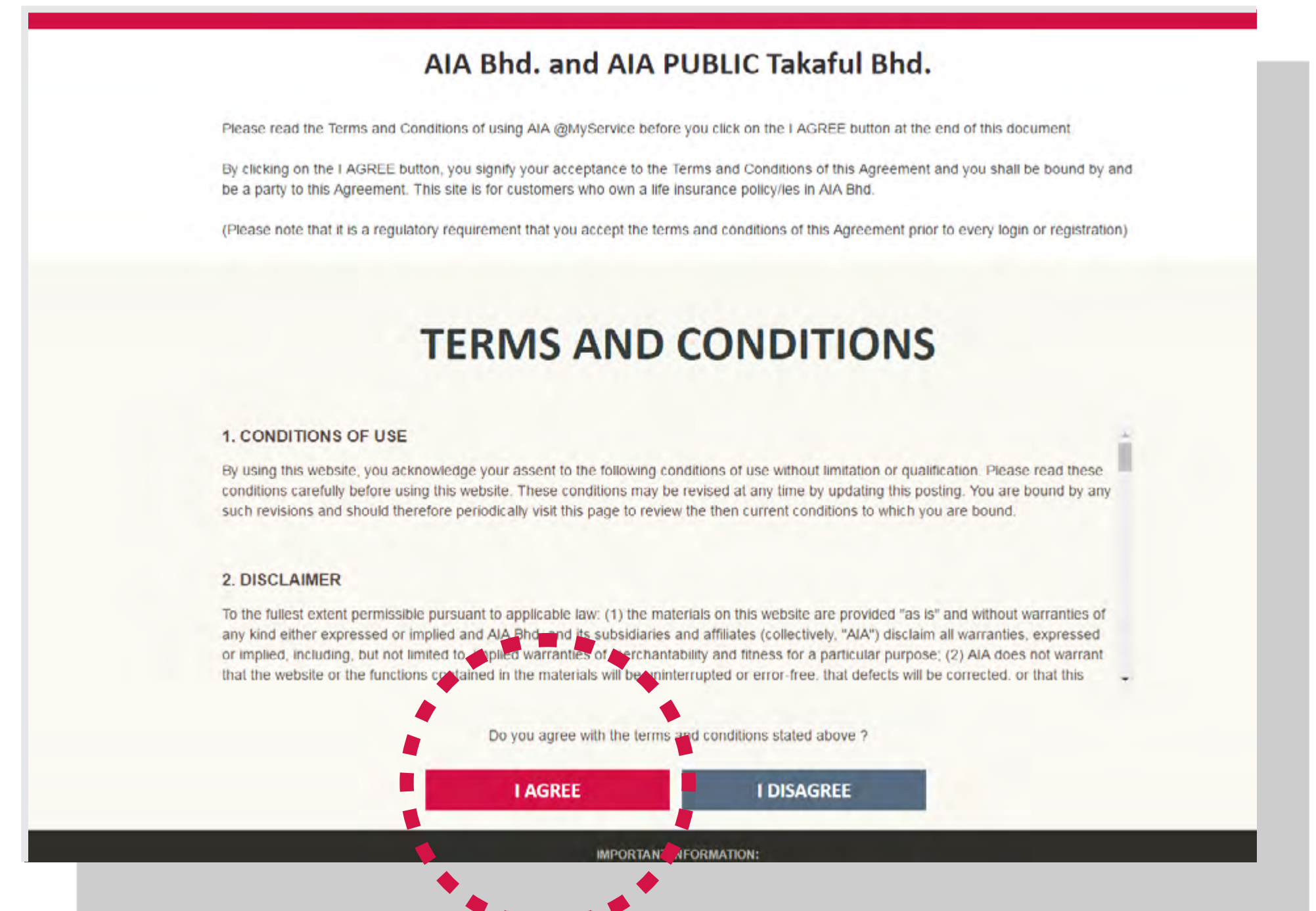
You've successfully logged onto the 'AIA Vitality Member Portal'!

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1 Log in to AIA @MyService

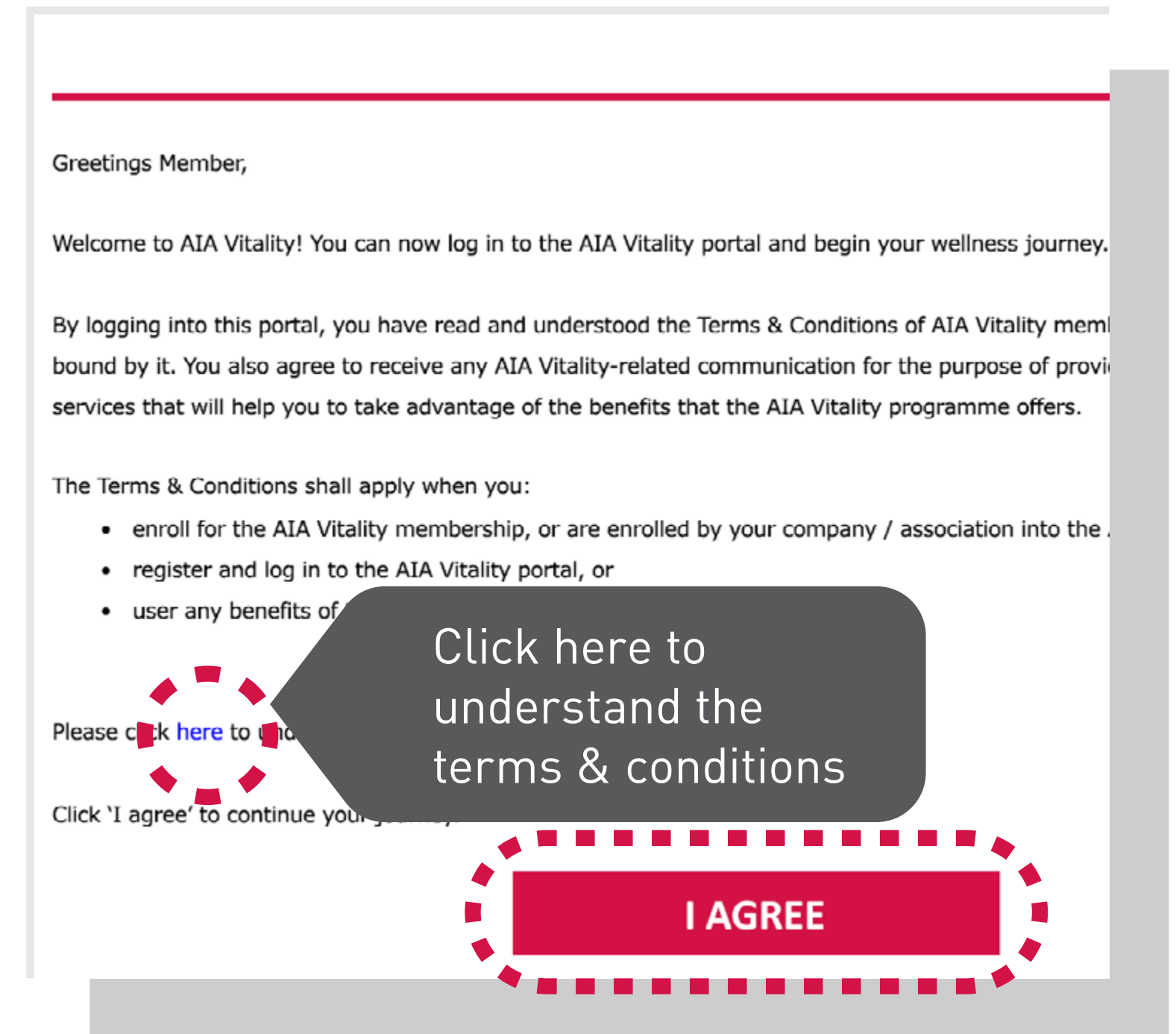
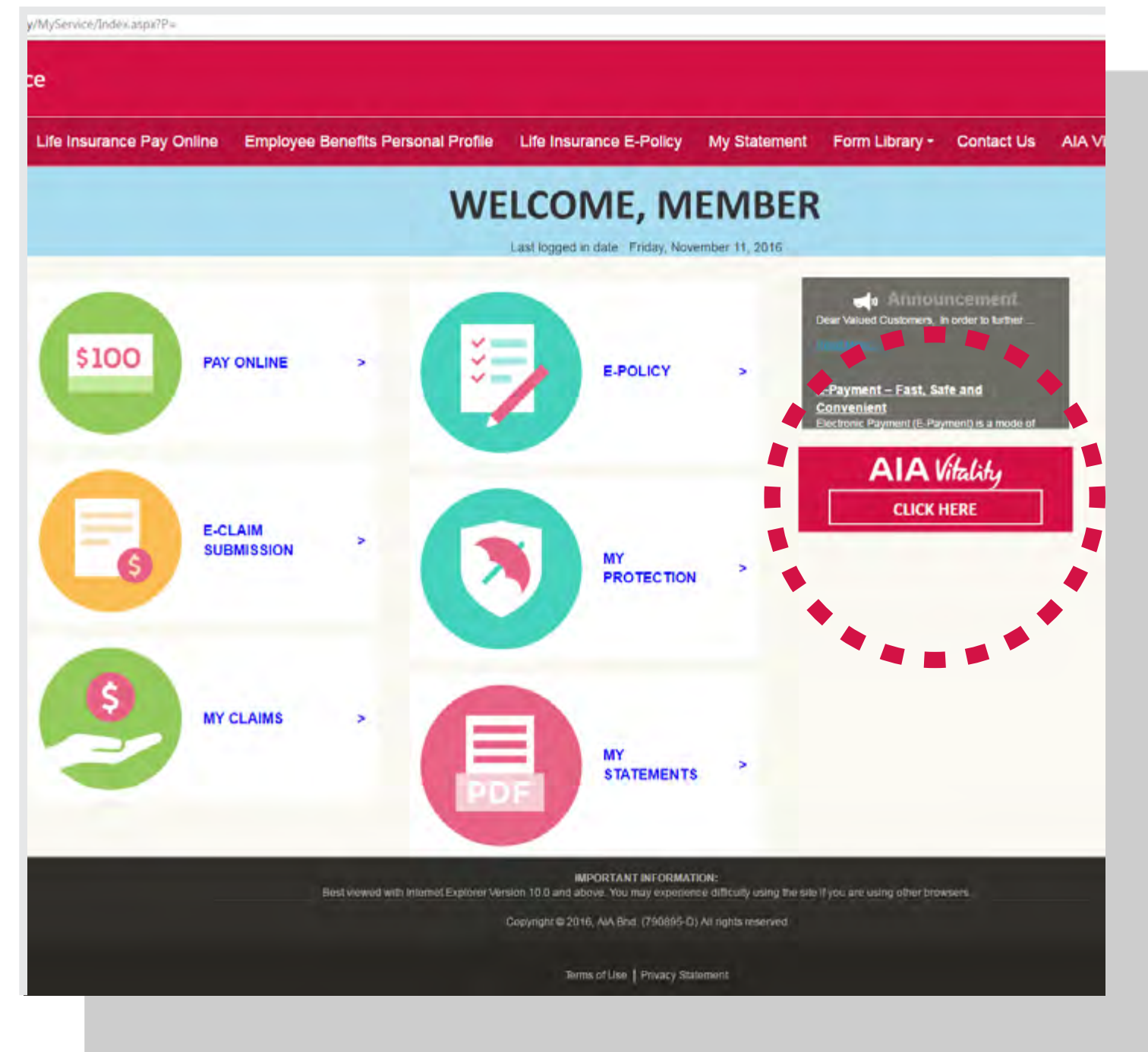
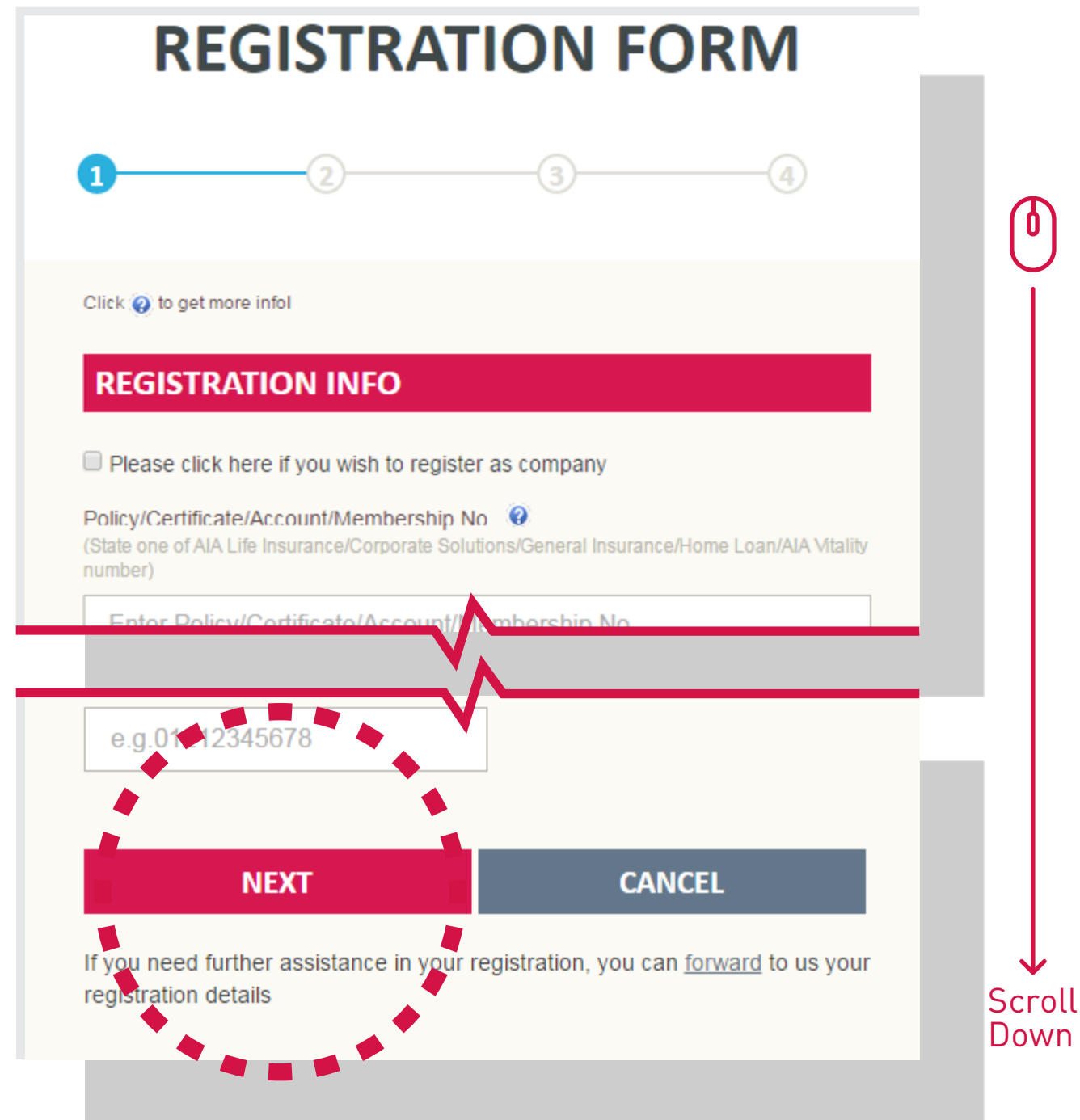
via www.aia.net.my/MyService
Then click **REGISTER**.



2 Agree to the Terms & Conditions

Click **I AGREE** to proceed to the registration form.

Manual Activation



3 Complete Registration Form

Fill in the your details, then click **NEXT**.

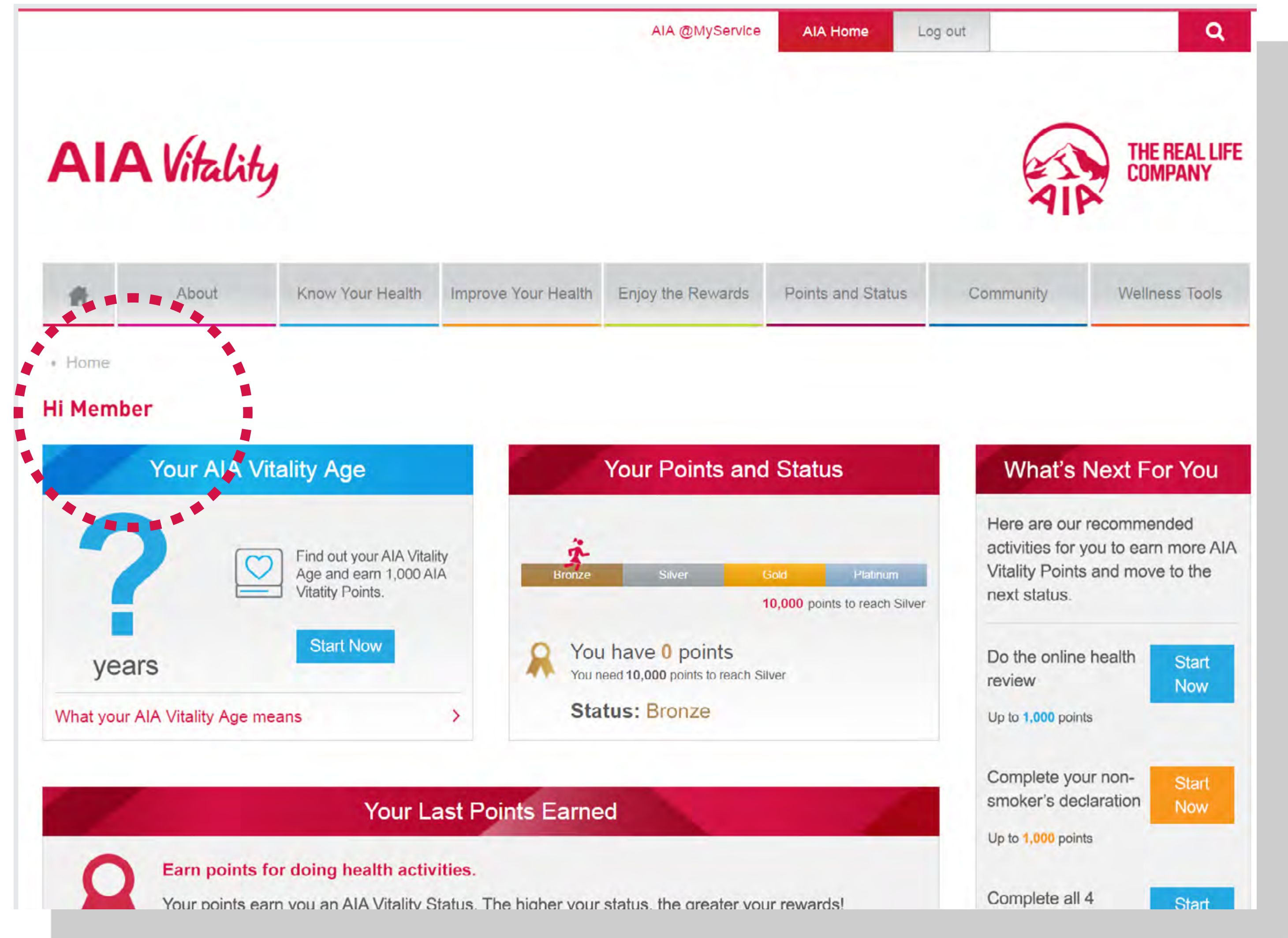
4 Enter the AIA Vitality Member Portal

Click on the **AIA Vitality** button.

5 Agree to the Terms & Conditions

Only for first time log in to the AIA Vitality Member Portal.

Manual Activation



The screenshot shows the AIA Vitality Member Portal dashboard. At the top, there is a navigation bar with links for 'AIA @MyService', 'AIA Home', and 'Log out', along with a search icon. Below this is the AIA Vitality logo and 'THE REAL LIFE COMPANY' logo. A horizontal menu contains several categories: 'Home', 'About', 'Know Your Health', 'Improve Your Health', 'Enjoy the Rewards', 'Points and Status', 'Community', and 'Wellness Tools'. The main content area features three primary cards: 'Your AIA Vitality Age' (highlighted with a red dashed circle), 'Your Points and Status', and 'What's Next For You'. The 'Your AIA Vitality Age' card shows a large question mark and a 'Start Now' button. The 'Your Points and Status' card shows a progress bar for Bronze, Silver, Gold, and Platinum, with the user currently at 0 points and 10,000 points needed to reach Silver. The 'What's Next For You' card lists recommended activities like 'Do the online health review' and 'Complete your non-smoker's declaration', each with a 'Start Now' button. At the bottom, there is a section for 'Your Last Points Earned' with a red ribbon and text: 'Earn points for doing health activities. Your points earn you an AIA Vitality Status. The higher your status, the greater your rewards!'.

6

AIA Vitality Member Portal

You've successfully logged onto the 'AIA Vitality Member Portal'!

For repeat visits, you may log in via www.aiavitality.com.my


Forgot Username and/or Password

1 Log in to AIA @MyService

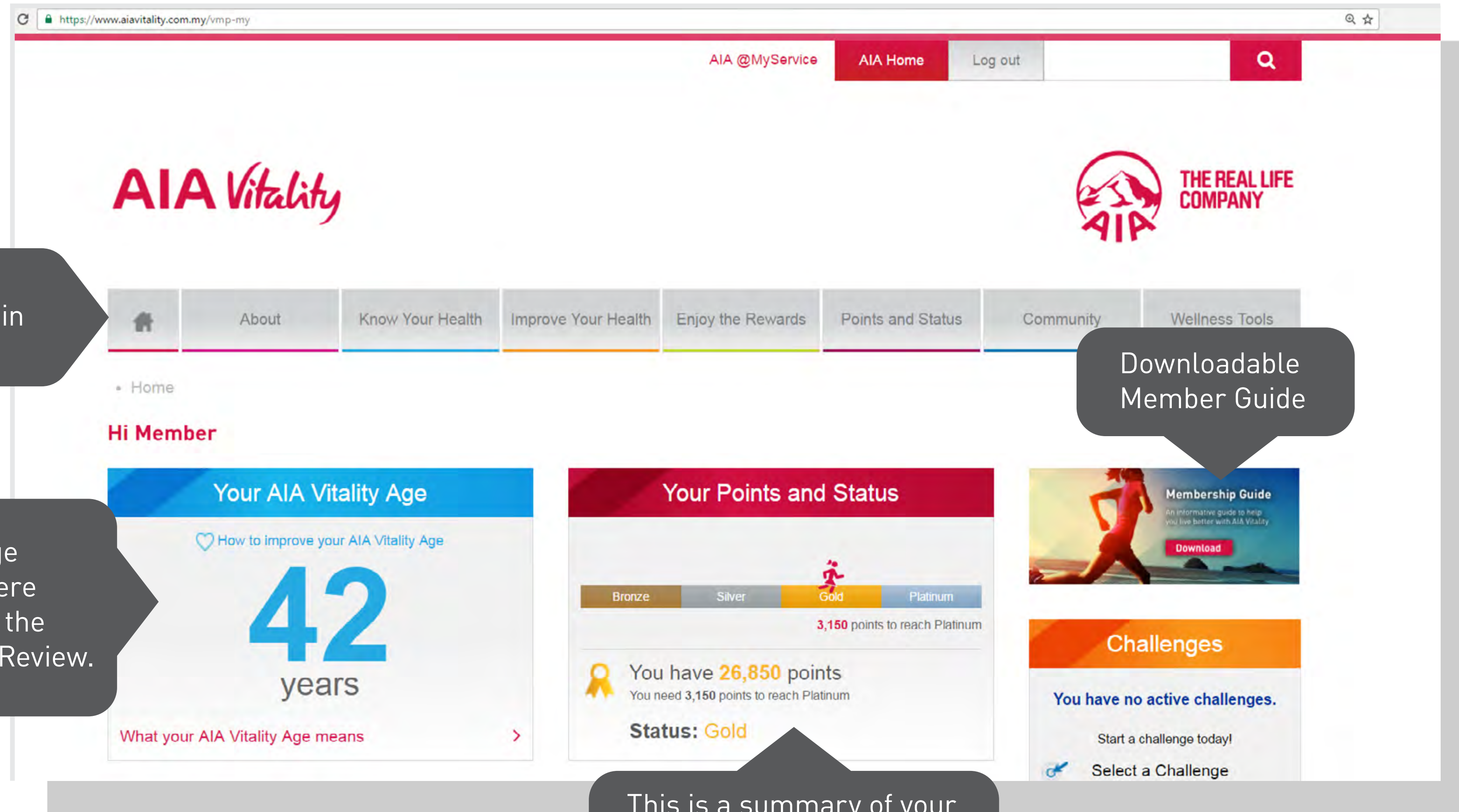
via www.aia.net.my/MyService
Then click 'Self Reset Password/User ID'

2 Customer Verification

Complete the customer verification questions.
Then click **NEXT**.

 A temporary password will be sent to your email. Log in again at www.aia.net.my/MyService with your user ID and temporary password to complete the process.

A Brief Overview



You can access the respective content in this bar.

Your AIA Vitality Age will be displayed here after you complete the AIA Vitality Health Review.

Downloadable Member Guide

This is a summary of your AIA Vitality points and AIA Vitality status.


Member Portal Page Navigator

Scroll Down



A Brief Overview

A brief view of your points statement.


Your Last Points Earned		
7,500 - 12,499 steps	50 points	06 Nov 2016
7,500 - 12,499 steps	50 points	05 Nov 2016
 12,500+ steps	100 points	04 Nov 2016


[View my Points Statement](#) [How to earn more AIA Vitality Points >](#)

Personal Health Goals are recommended after you complete the AIA Vitality Health Review.


Health Goals

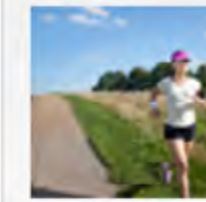
We recommend these activities to help you improve your health and earn AIA Vitality Points. Your recommended goals are based on the answers you gave in your AIA Vitality Health Review and measures from your health checks.


 **Increase your physical activity**
Up to 1,000 points [Set This Goal](#)



Aim for the stars!
Be the healthiest you can be, and set yourself a goal today


 **Run or walk 5km**
Ends in 52 days
Earn 50 points

 **Run or walk 10km**
Ends in 52 days
Earn 50 points


 **On the right track**
Ends in 52 days
Earn 50 points

[View all challenges >](#)

Your Key Measures

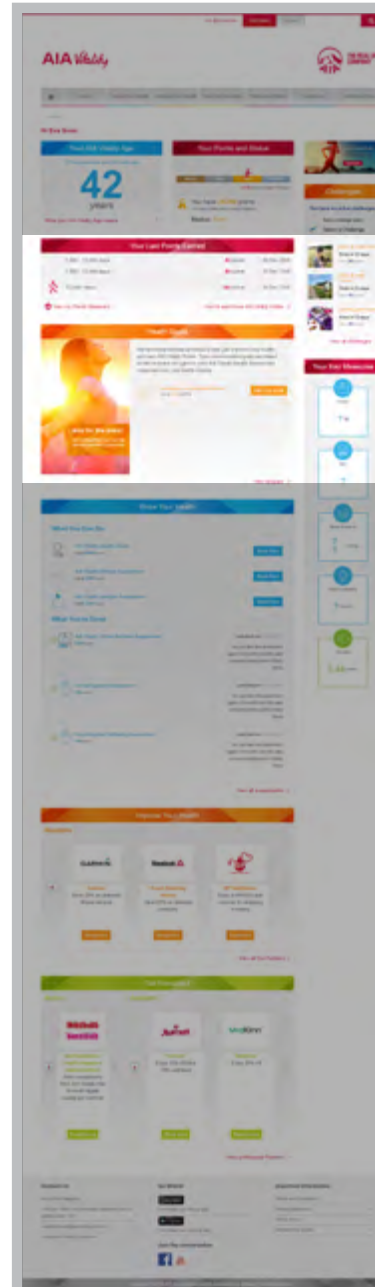


Weight
? Kg



BMI
?

Member Portal
Page Navigator



A Brief Overview

Get recommendations here on activities you can do to earn points.

This is a snapshot of activities you have completed. Take note of activities which you can repeat within the same year to earn additional points.

Member Portal
Page Navigator



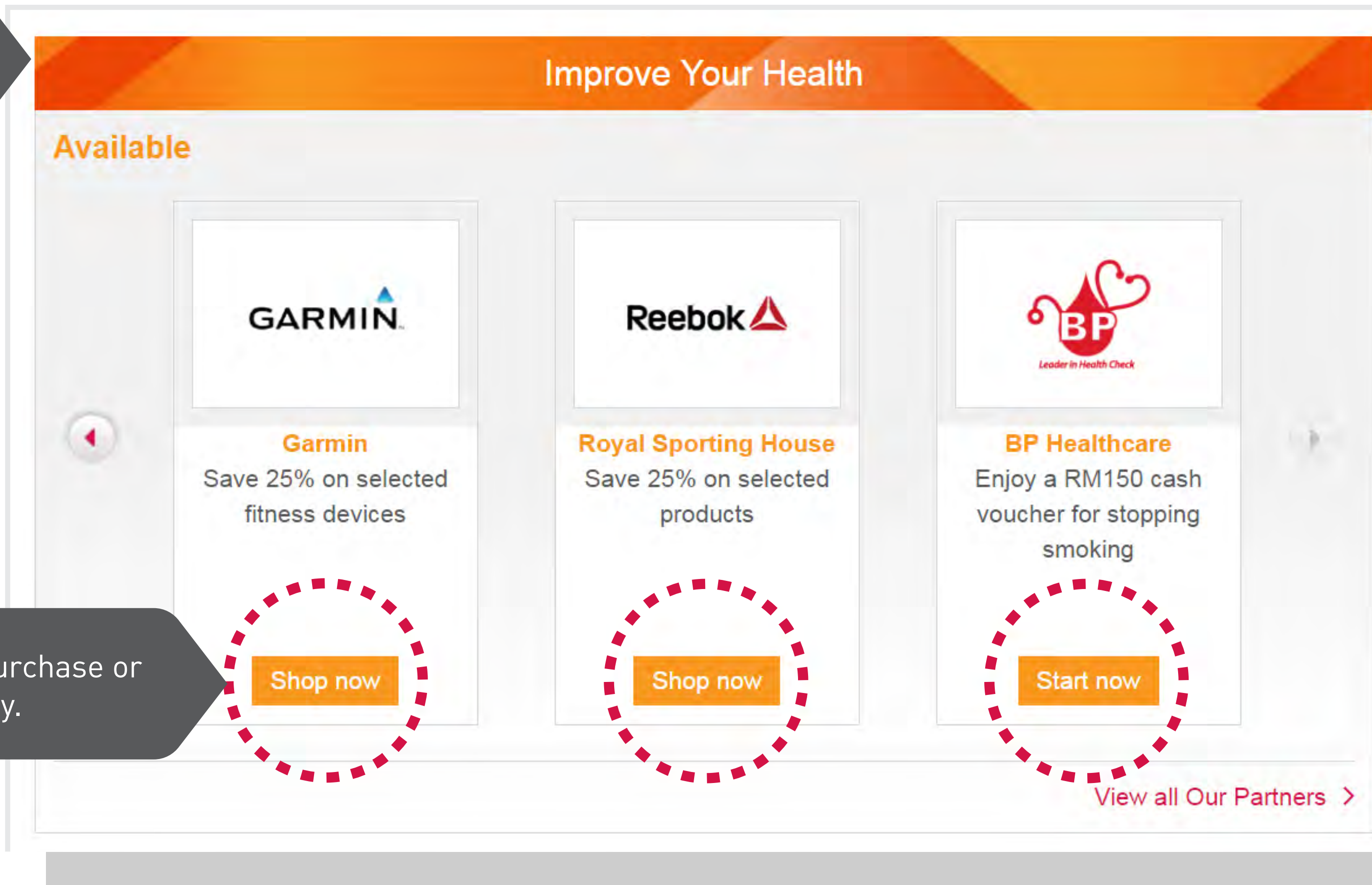
Scroll
Down



A Brief Overview

 [Back to Contents](#)

Get to know which AIA Vitality partner is able to help you on your health journey.



Improve Your Health

Available

- GARMIN**
Garmin
Save 25% on selected fitness devices
[Shop now](#)
- Reebok**
Royal Sporting House
Save 25% on selected products
[Shop now](#)
- BP Healthcare**
BP Healthcare
Enjoy a RM150 cash voucher for stopping smoking
[Start now](#)

[View all Our Partners >](#)

Click here to purchase or to make enquiry.

Member Portal
Page Navigator



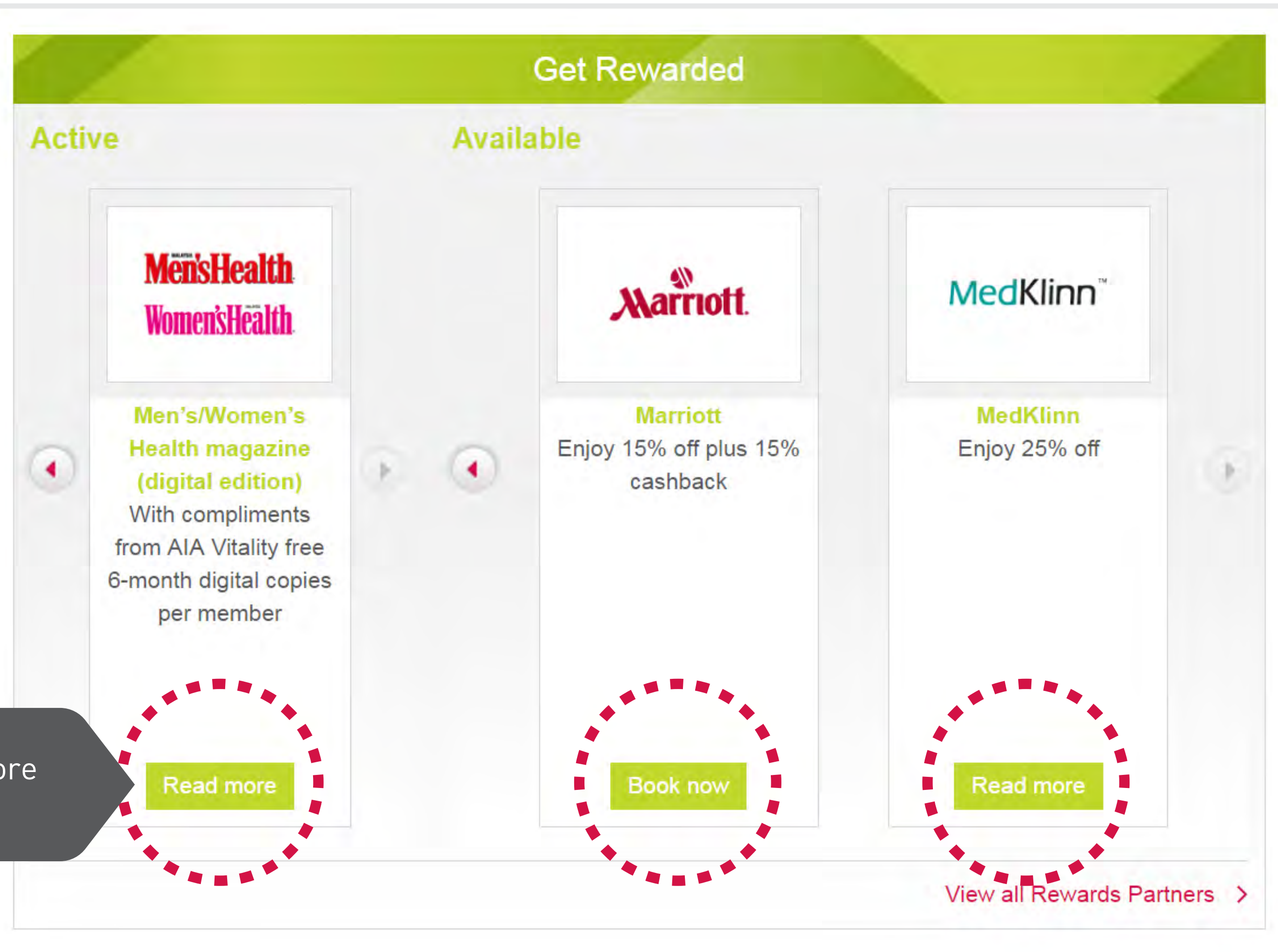
Scroll
Down



A Brief Overview

 [Back to Contents](#)

Get to know your member benefits here.



Get Rewarded

Active

Men's/Women's Health magazine (digital edition)
With compliments from AIA Vitality free 6-month digital copies per member

[Read more](#)

Available

Marriott
Enjoy 15% off plus 15% cashback

[Book now](#)

MedKlinn
Enjoy 25% off

[Read more](#)

[View all Rewards Partners >](#)

Click here to know more or make a purchase.

Member Portal Page Navigator



Scroll Down



A Brief Overview

 [Back to Contents](#)



Download the AIA Vitality Malaysia mobile app to access your AIA Vitality account wherever you go.

You may contact us for help and enquiries.

Contact Us

- [About AIA Malaysia](#) >
- [1 300 88 1899. For overseas customers call us at 603-2056 1111](#) >
- customercare@aiavitality.com.my >
- [Frequently Asked Questions](#) >

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-  [Download our iPhone app](#) >
-  [Download our Android app](#) >

Join the conversation



Important Information

- [Terms and Conditions](#) >
- [Privacy Statement](#) >
- [Terms of Use](#) >
- [Membership Guide](#) >

Member Portal
Page Navigator

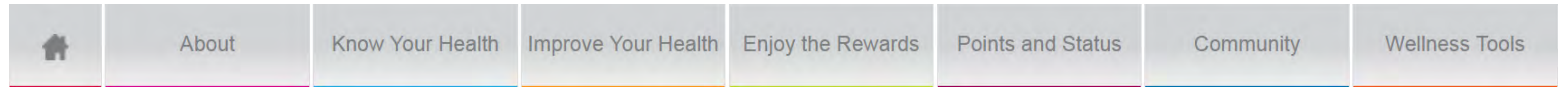


Scroll
Down



A Brief Overview

Main navigation bar & dropdown menus



Dropdown Menu

Item	Dropdown Menu Items	Description
About	Overview, How AIA Vitality Works, How to Join, Our Partners, Latest News, Testimonials, Frequently Asked Questions, Contact Us	Get official information about the programme.
Know Your Health	Overview, Health Review, Health Results, Health Check, Mental Wellbeing Assessments, Screening and Prevention, Nutrition Assessment, Fitness Assessment	Access tools and information about activities which can help you know your health.
Improve Your Health	Overview, Goals, Gym and Fitness, Fitness Devices, Organised Fitness Events, Healthy Gear, Healthy Eating, Stop Smoking	Access tools and information about activities which can help you improve your health.
Enjoy the Rewards	Overview, AIA Vitality Insurance Benefits, AirAsia, Berjaya, BP Healthcare, Emirates, Marriott, MedKlinn, Men's Health/Women's Health, Movie Benefits	Get details about and access your member rewards.
Points and Status	Overview, How to Earn Points, Points Statement, How to Get to Platinum, Claim Points, Your Cashback	View and manage your AIA Vitality points and status.
Community	Overview, Challenges, Friends, Newsfeed, Messages	Engage in challenges to earn additional AIA Vitality points. Add friends to challenge each other.
Wellness Tools	Overview, BMI Calculator, Calories Burned Calculator, Diabetes Tracker, Fitness Devices, Weight Tracker, Workout Tracker	Access free wellness tools to help you in your journey to better health.