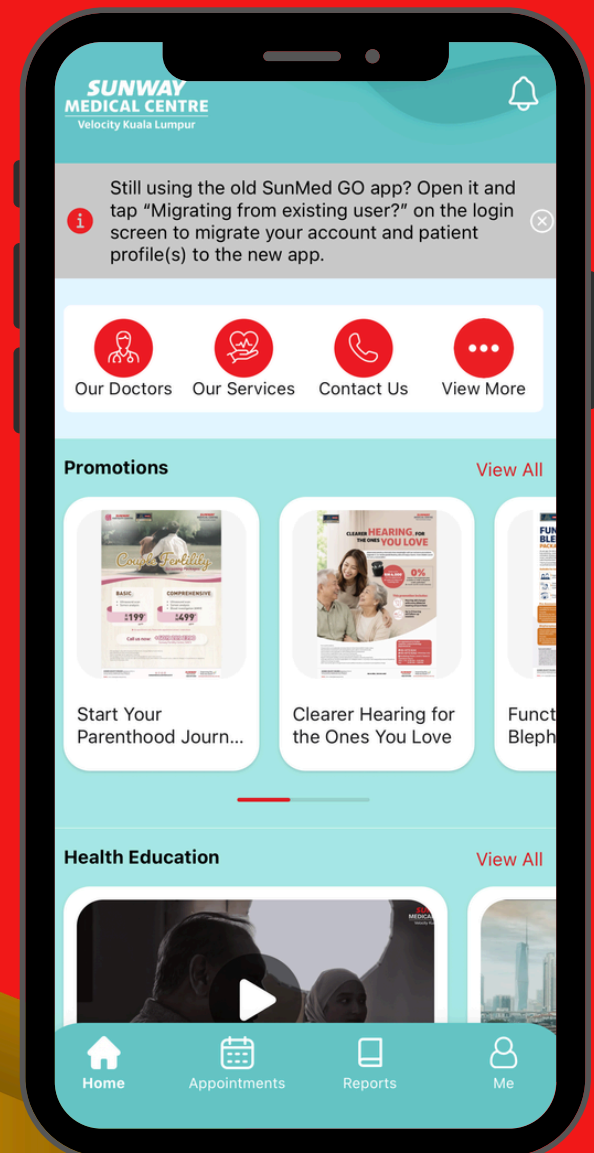




SUNWAY
MEDICAL CENTRE
Velocity Kuala Lumpur

SMC VELOCITY APP

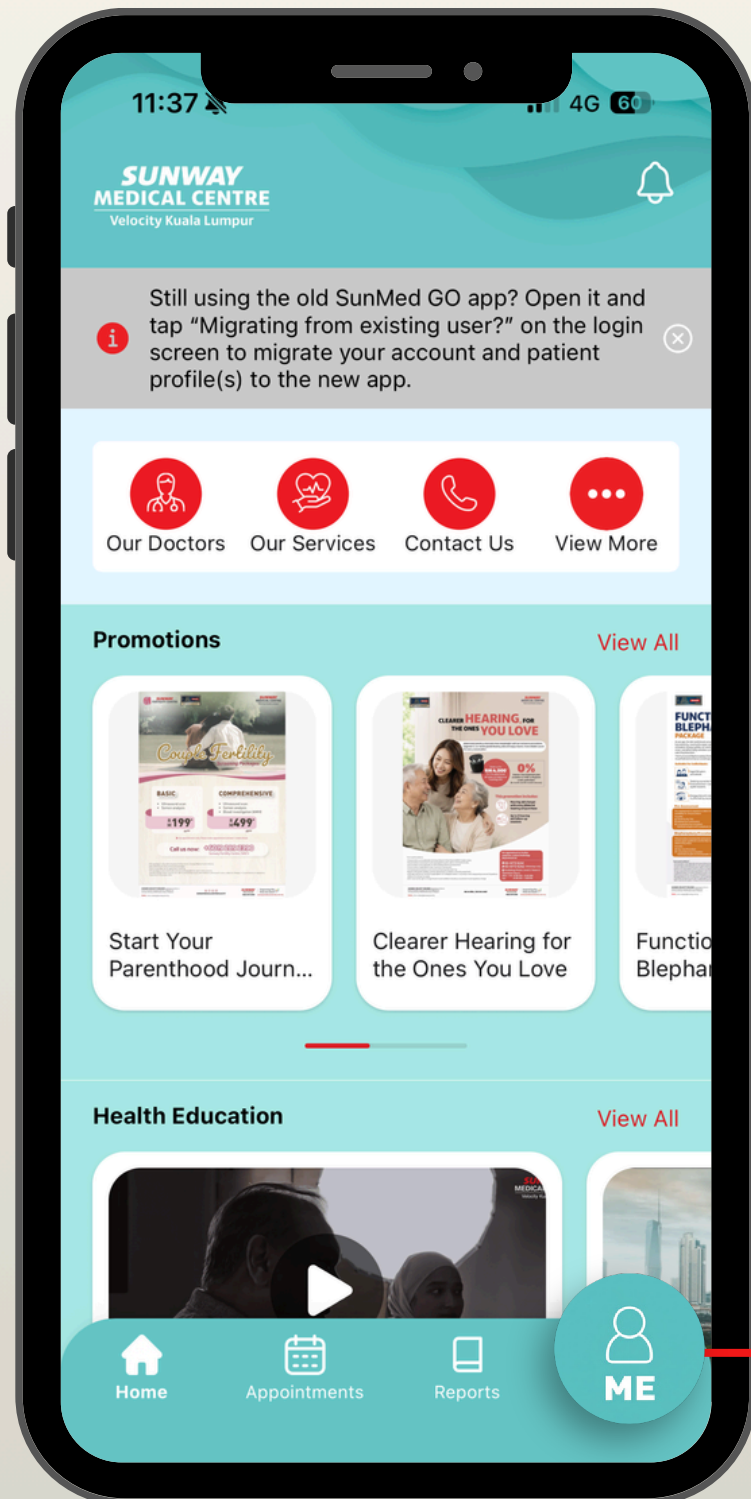
User Guide



Create an Account

STEP 1

Set Up Your Account

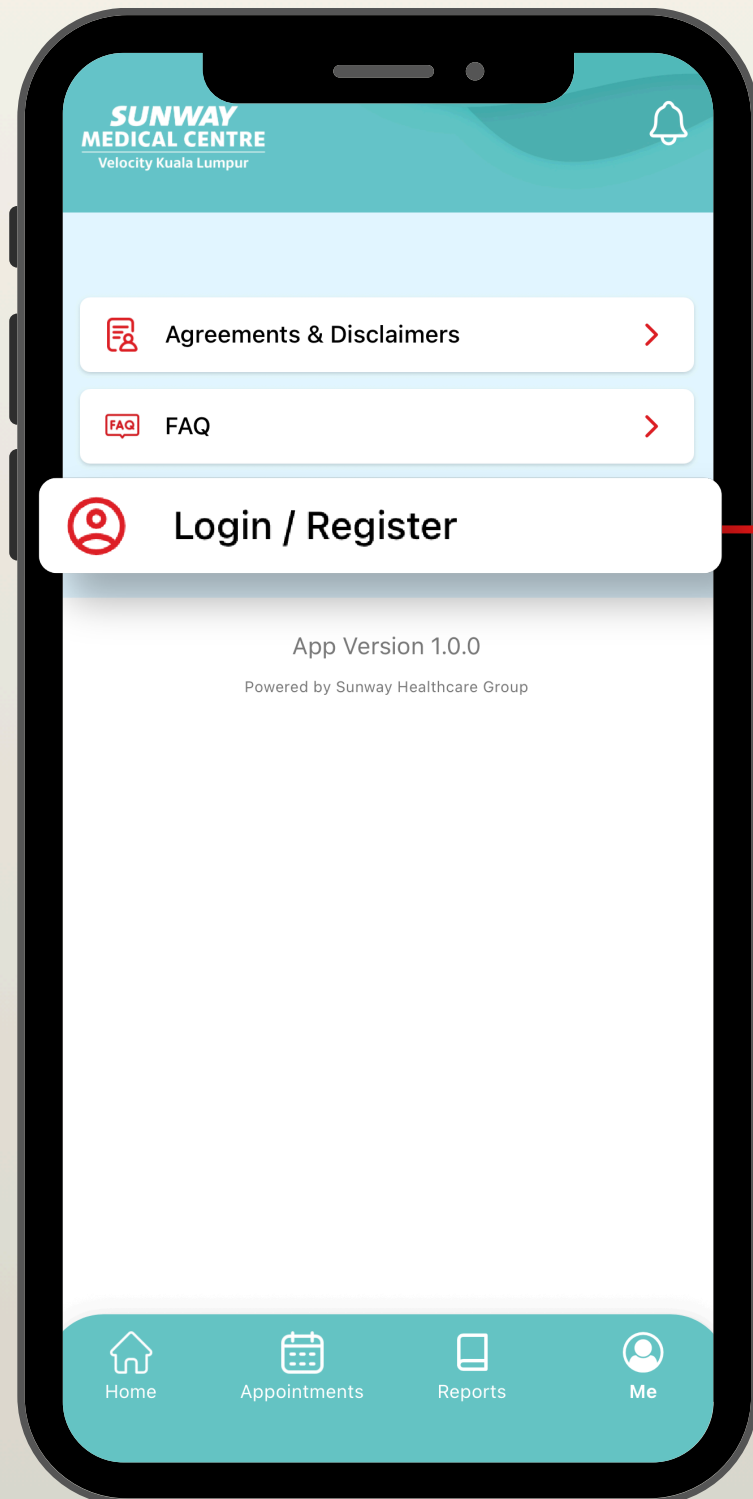


Click on the **ME** tab

Create an Account

STEP 2

Set Up Your Account

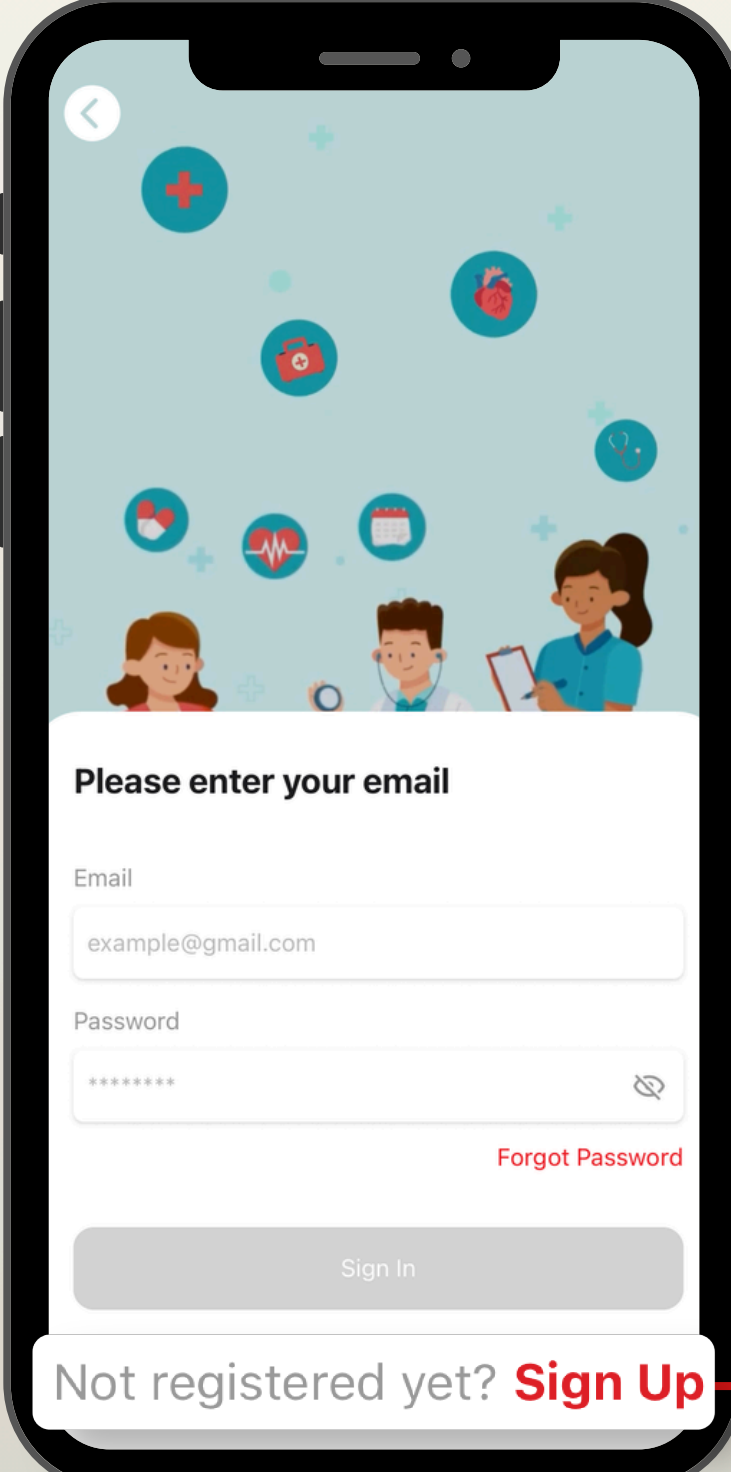


Click
LOGIN / REGISTER

Create an Account

STEP 3

Set Up Your Account



Please enter your email

Email

example@gmail.com

Password

[Forgot Password](#)

Sign In

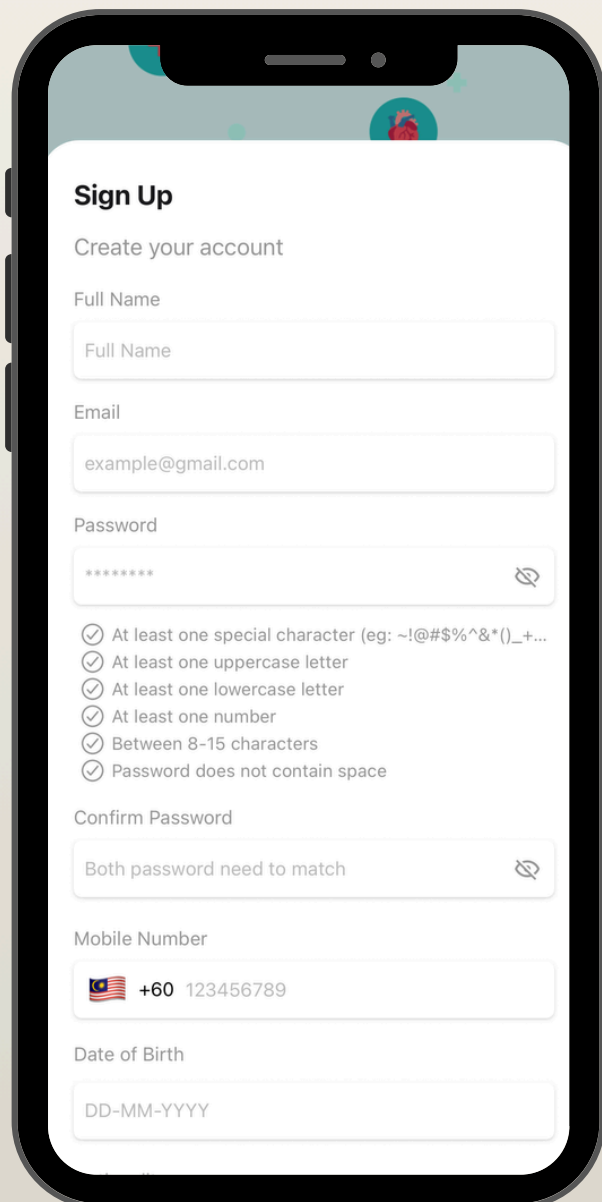
Not registered yet? **Sign Up**

Click **SIGN UP**

Create an Account

STEP 4

Fill in your details,
then click **SIGN UP**



Sign Up

Create your account

Full Name

Full Name

Email

example@gmail.com

Password

- ✓ At least one special character (eg: ~!@#\$\$%^&*()_+...
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ Between 8-15 characters
- ✓ Password does not contain space

Confirm Password

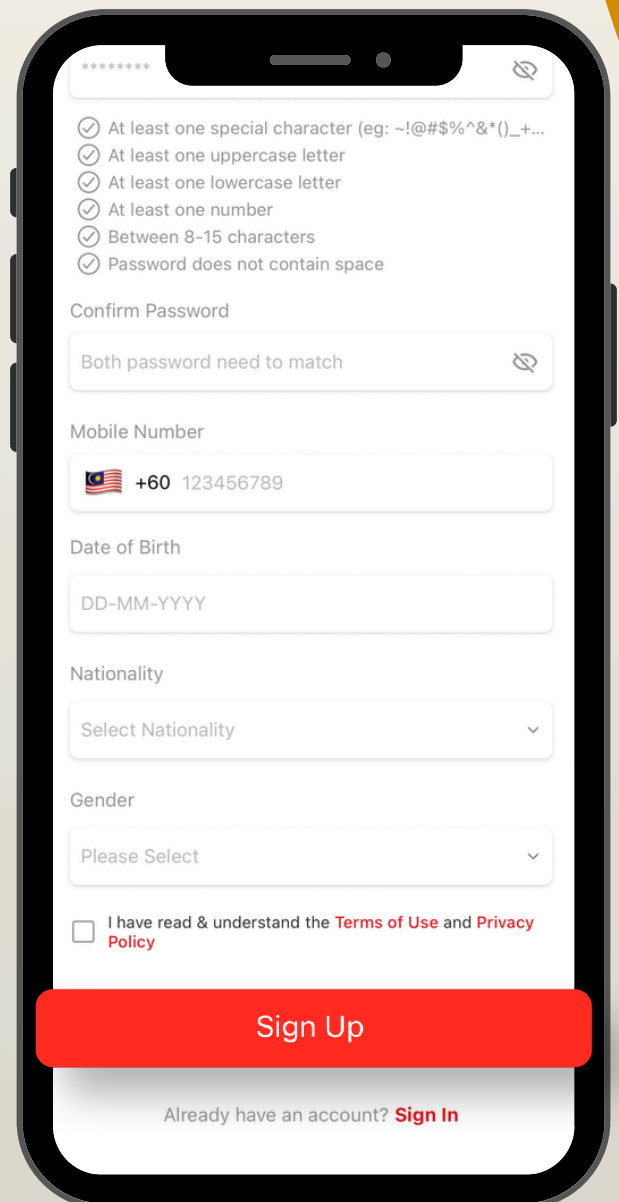
Both password need to match

Mobile Number

 +60 123456789

Date of Birth

DD-MM-YYYY



- ✓ At least one special character (eg: ~!@#\$\$%^&*()_+...
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ Between 8-15 characters
- ✓ Password does not contain space

Confirm Password

Both password need to match

Mobile Number

 +60 123456789

Date of Birth

DD-MM-YYYY

Nationality

Select Nationality

Gender

Please Select

☐ I have read & understand the [Terms of Use](#) and [Privacy Policy](#)

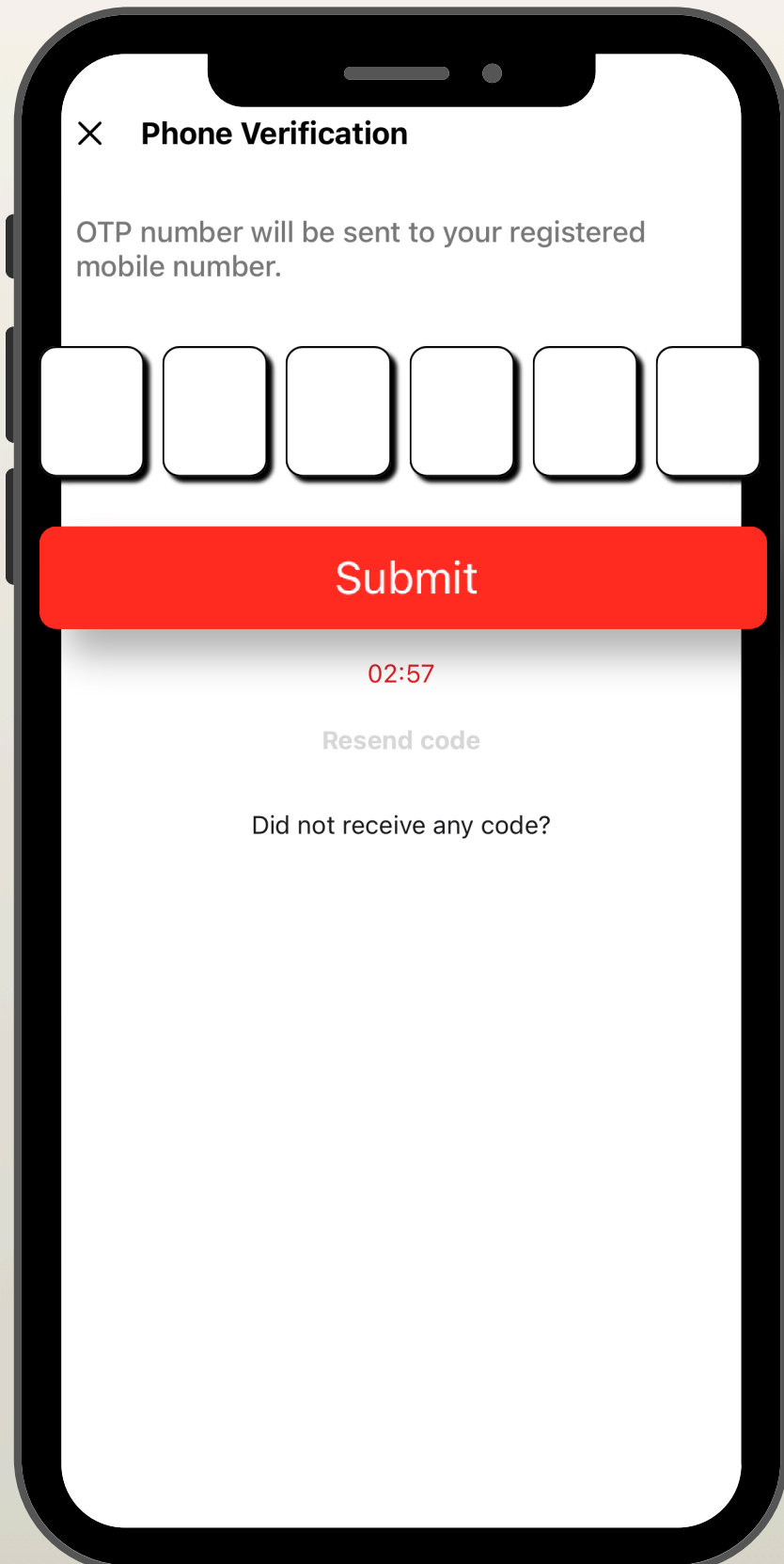
Sign Up

Already have an account? [Sign In](#)

Create an Account

STEP 5

Verify Your Account



✕ Phone Verification

OTP number will be sent to your registered mobile number.

Submit

02:57

Resend code

Did not receive any code?

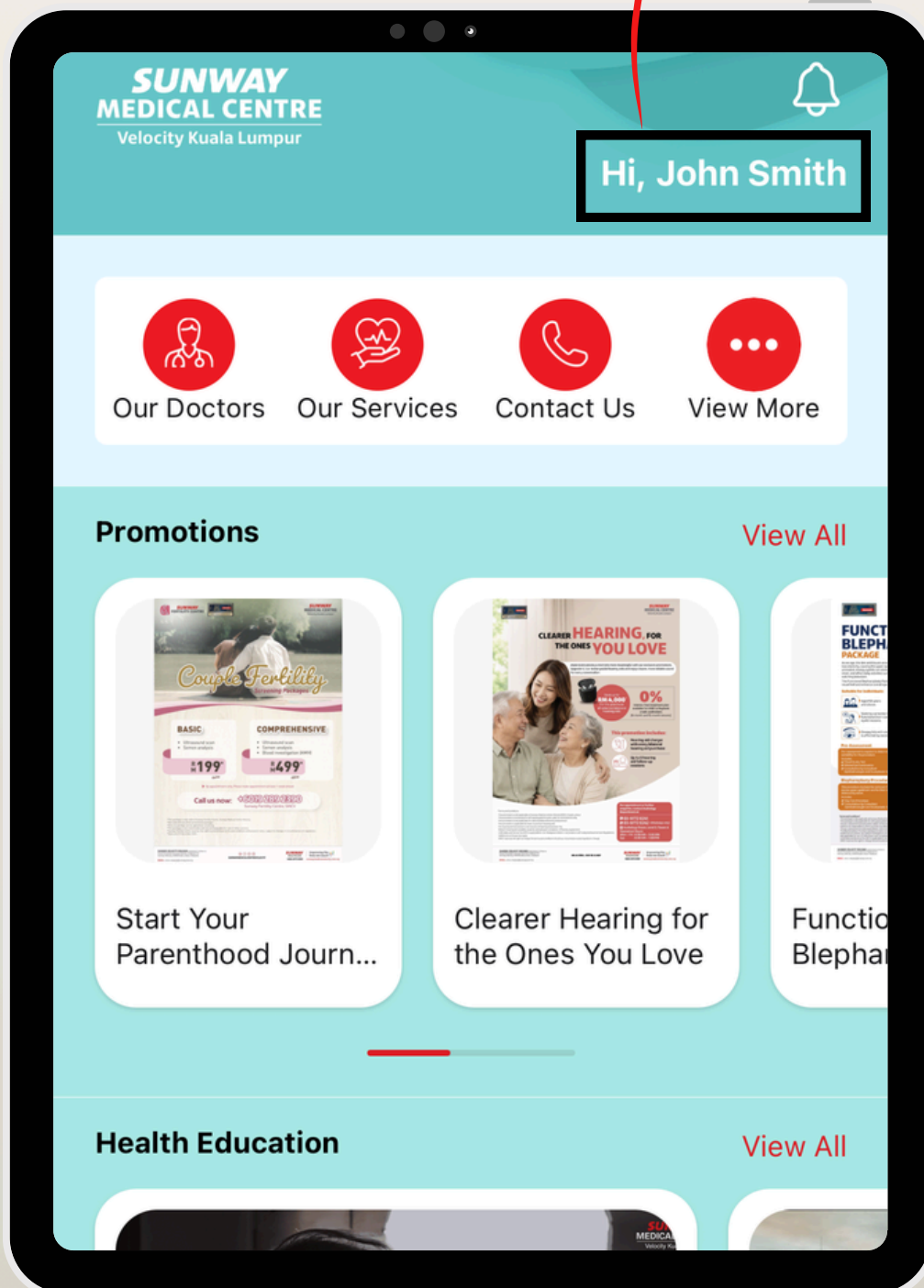
Enter the **OTP**
sent to your
phone & click
SUBMIT

Create an Account

See your name?

That means registration
is successful!

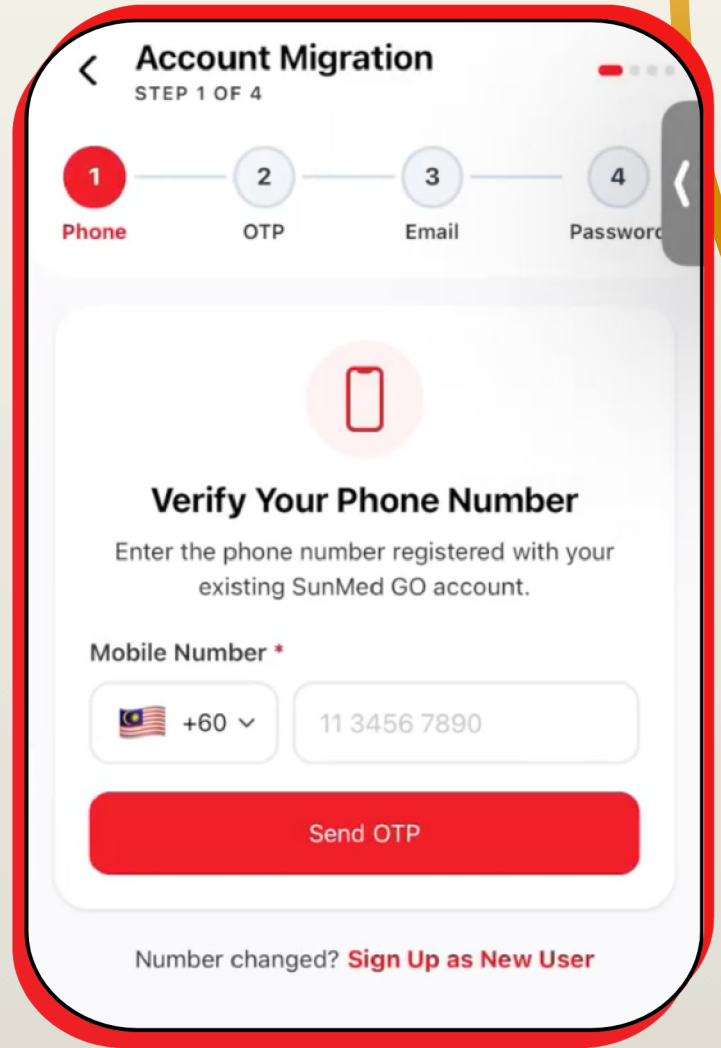
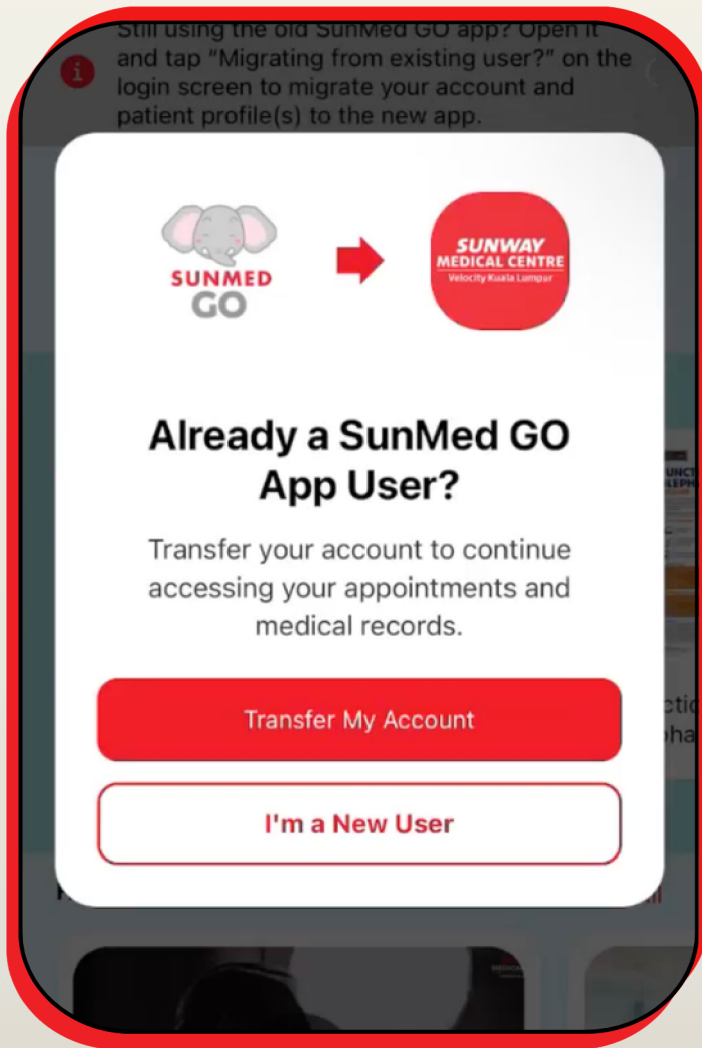
Hi, John Smith



Transfer an Account

STEP 1

Account Migration



Click on **Transfer My Account** and enter your registered phone number with SunMed GO

Transfer an Account

STEP 2

Account Migration

Account Migration
STEP 2 OF 4

Phone **2** OTP Email Password

How do you want your OTP?
We'll send a one-time code to
+60 11 * 7113**

SMS WhatsApp

Send OTP

Account Migration
STEP 2 OF 4

Phone **2** OTP Email Password

Enter 6-digit code
Sent via SMS to +60 11 *** 7113

Resend in 01:55 **Resend**

Didn't receive the code? Check your SMS or select WhatsApp on the previous screen.

From Messages
083406

Select a method to receive OTP and enter the 6-digit code received

Transfer an Account

STEP 3

Account Migration

Account Migration
STEP 3 OF 4

Progress: Phone (✓) — OTP (✓) — **Email (3)** — Password (4)



Confirm Your Email

Update or confirm your email for this new app account.

Current Email Address * Pre-filled

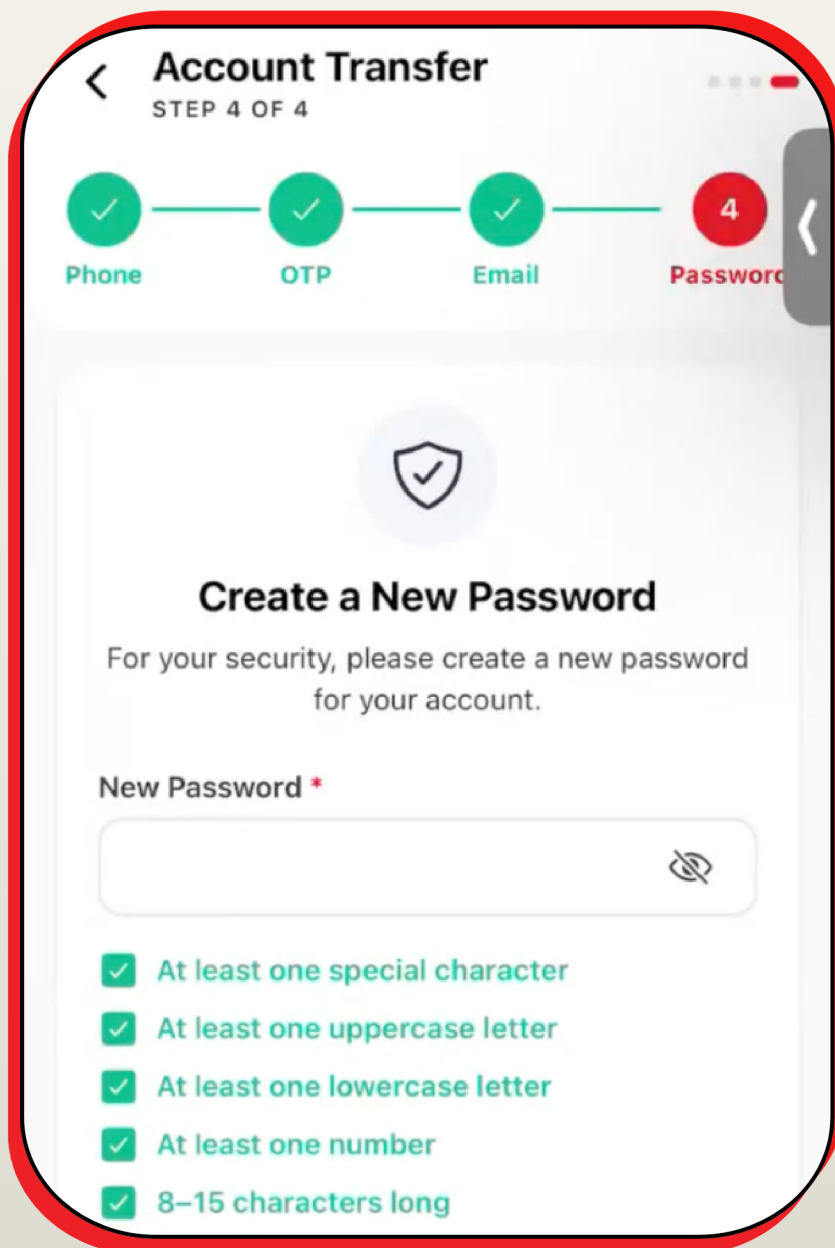
Confirm Email Address *

Enter and
confirm your
email address

Transfer an Account

STEP 4

Account Migration

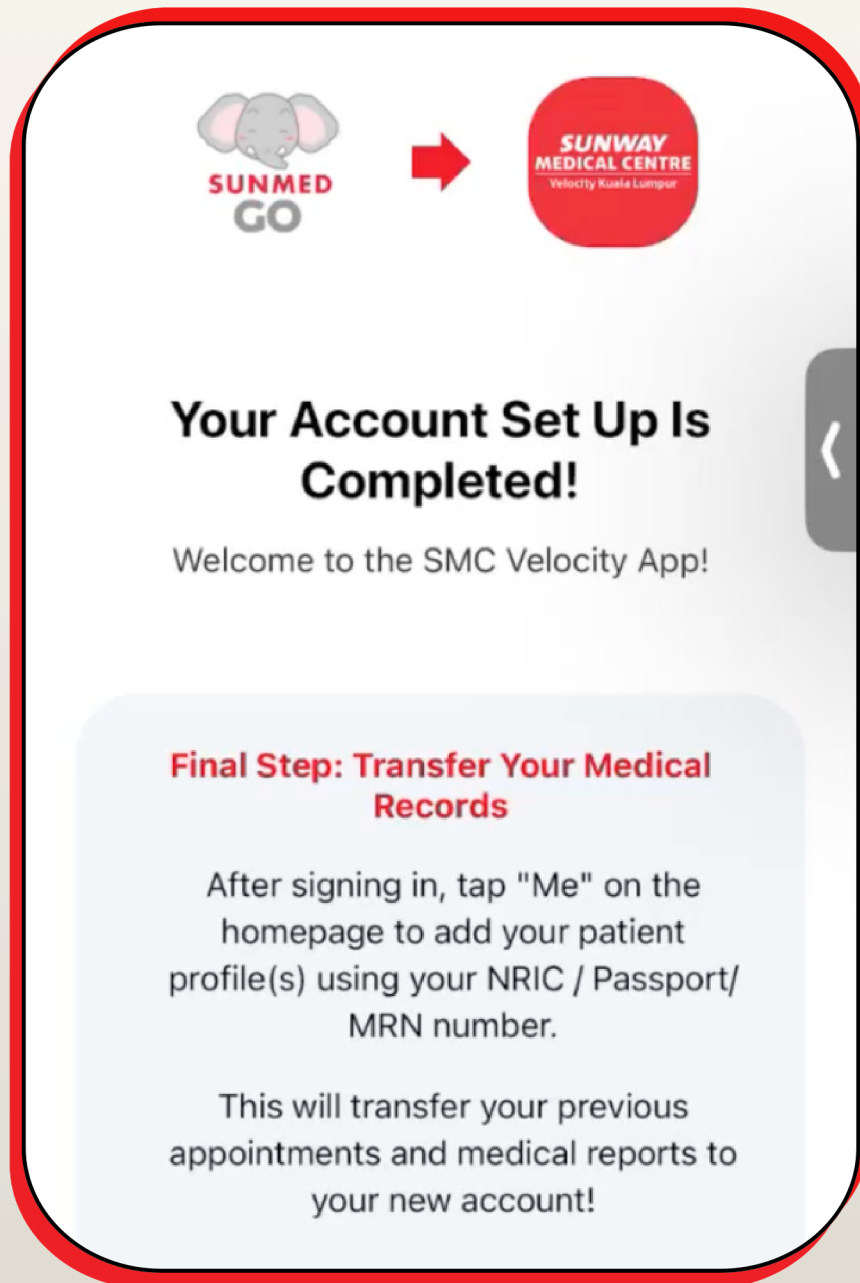


The screenshot shows the 'Account Transfer' screen, specifically 'STEP 4 OF 4'. At the top, there is a progress bar with four steps: 'Phone', 'OTP', 'Email', and 'Password'. The first three steps are marked with green checkmarks, and the 'Password' step is marked with a red circle containing the number '4'. Below the progress bar, there is a shield icon with a checkmark inside. The main heading is 'Create a New Password'. Below this, a message states: 'For your security, please create a new password for your account.' There is a text input field labeled 'New Password *' with a toggle icon on the right. Below the input field, there are five checkboxes, all of which are checked:

- At least one special character
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- 8–15 characters long

Create a new
password for
SMC Velocity
app

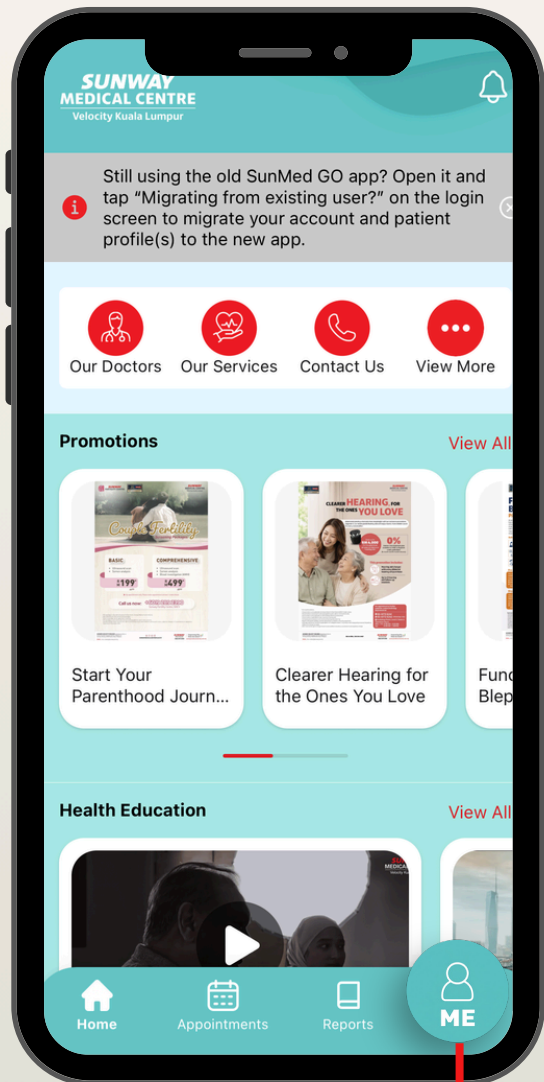
Transfer an Account



Your account transfer is now complete!

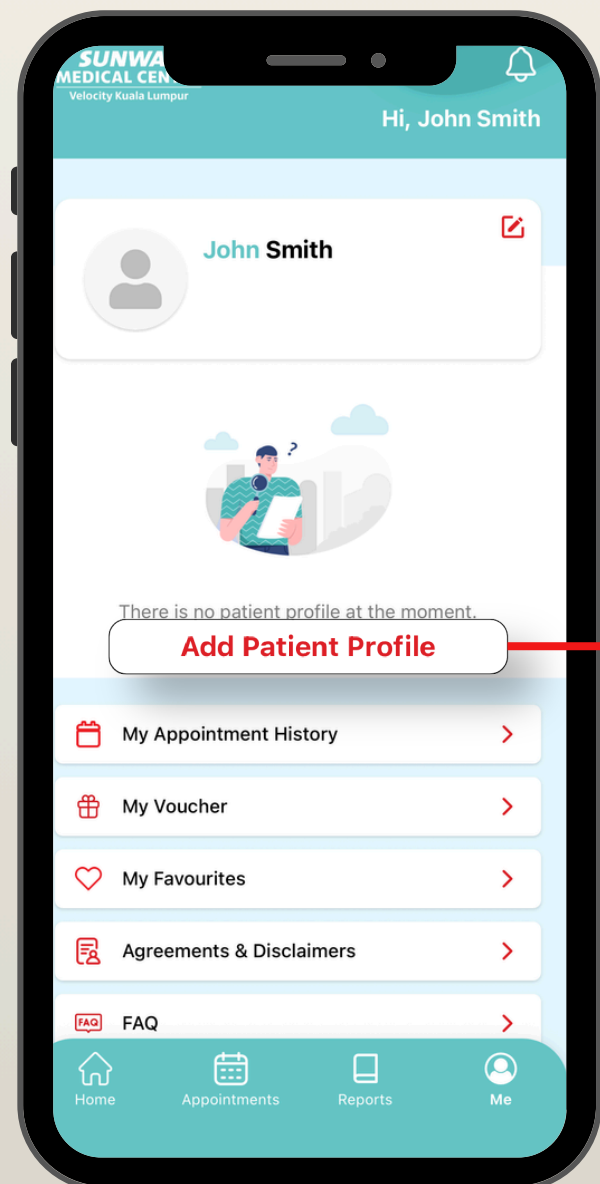
Patient Registration

STEP 1



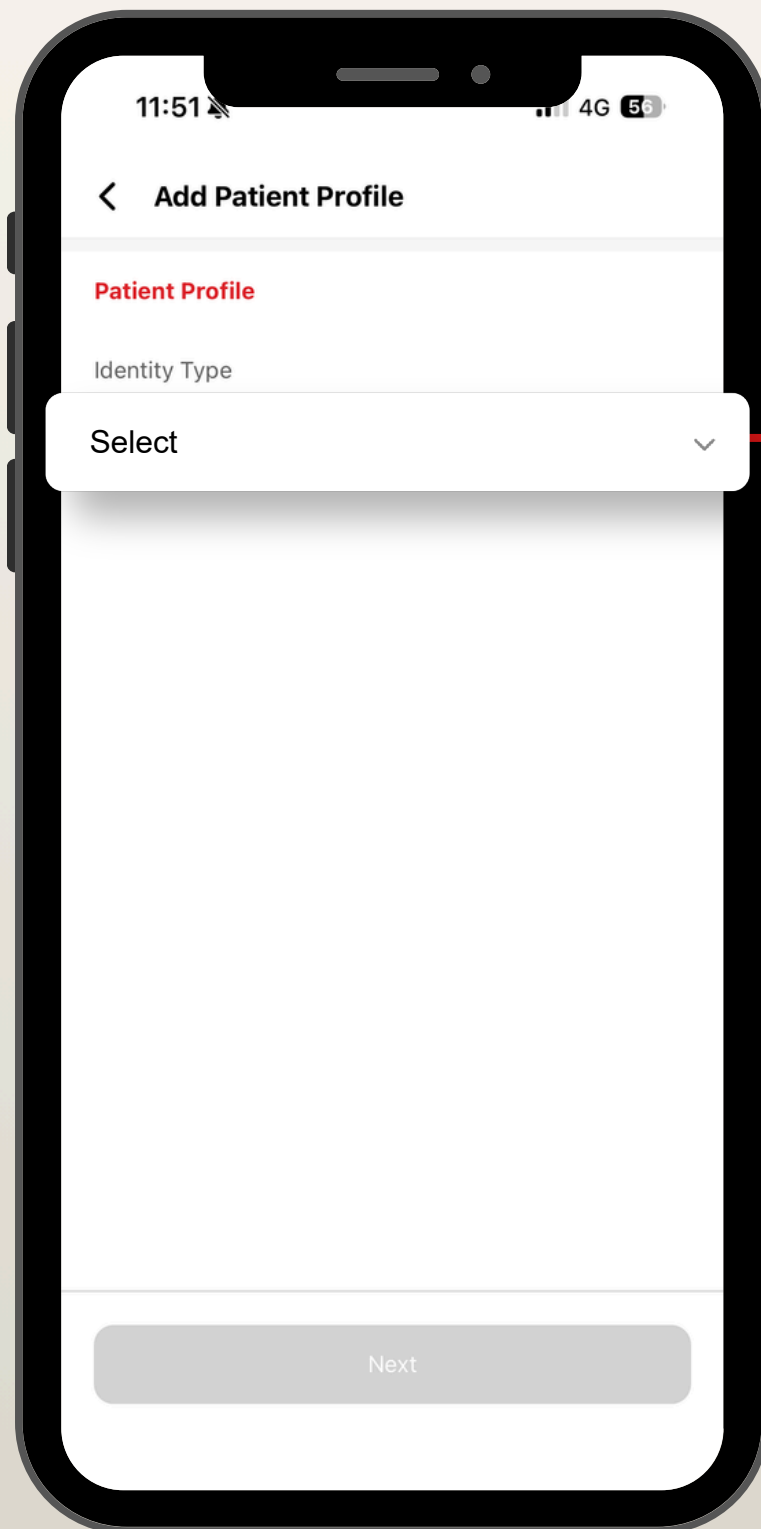
Click on the **ME** tab

Select **ADD**
PATIENT PROFILE



Patient Registration

STEP 2



The image shows a smartphone screen with a black bezel. The screen displays a mobile application interface for adding a patient profile. At the top, the status bar shows the time 11:51, signal strength, 4G, and 56% battery. Below the status bar is a back arrow and the title 'Add Patient Profile'. A red header 'Patient Profile' is followed by the label 'Identity Type'. A white dropdown menu is open, showing the word 'Select' and a downward arrow. A red line connects the dropdown menu to a red callout box on the right. At the bottom of the screen is a grey button labeled 'Next'.

11:51 4G 56

< Add Patient Profile

Patient Profile

Identity Type

Select

Next

Click **SELECT** & choose the option you would like to register with

Patient Registration

STEP 3

Fill in according to your selected option

The screenshot shows a mobile app interface for adding a patient profile. At the top, there is a back arrow and the title "Add Patient Profile". Below this, the section "Patient Profile" is visible. Under "Identity Type", a dropdown menu shows "NRIC" selected. Below the dropdown, the text "Insert your NRIC" is displayed. A modal is open in the center of the screen, titled "Select". It contains two options: "NRIC" (highlighted with a grey background) and "Passport Number" (with a red "Select" button below it). At the bottom of the screen, a "Next" button is visible.

The screenshot shows the same mobile app interface. The "Identity Type" dropdown now shows "NRIC". Below it, the text "Insert your IC" is displayed and highlighted with a red border. At the bottom of the screen, a "Next" button is visible.

Patient Registration

STEP 4

Click **YES**

Verify Patient Profile

Identity Type

NRIC

945454848545

It seems like you have not signed up as a patient yet.

Would you like to create a profile now?

YES NO

Next

STEP 5

Fill in your details
& click **NEXT**

Add Patient Profile

Identity Type

NRIC

Full Name

Enter your full name

Email

Enter your e-mail

Mobile Number

+60 123456789

Gender

Select

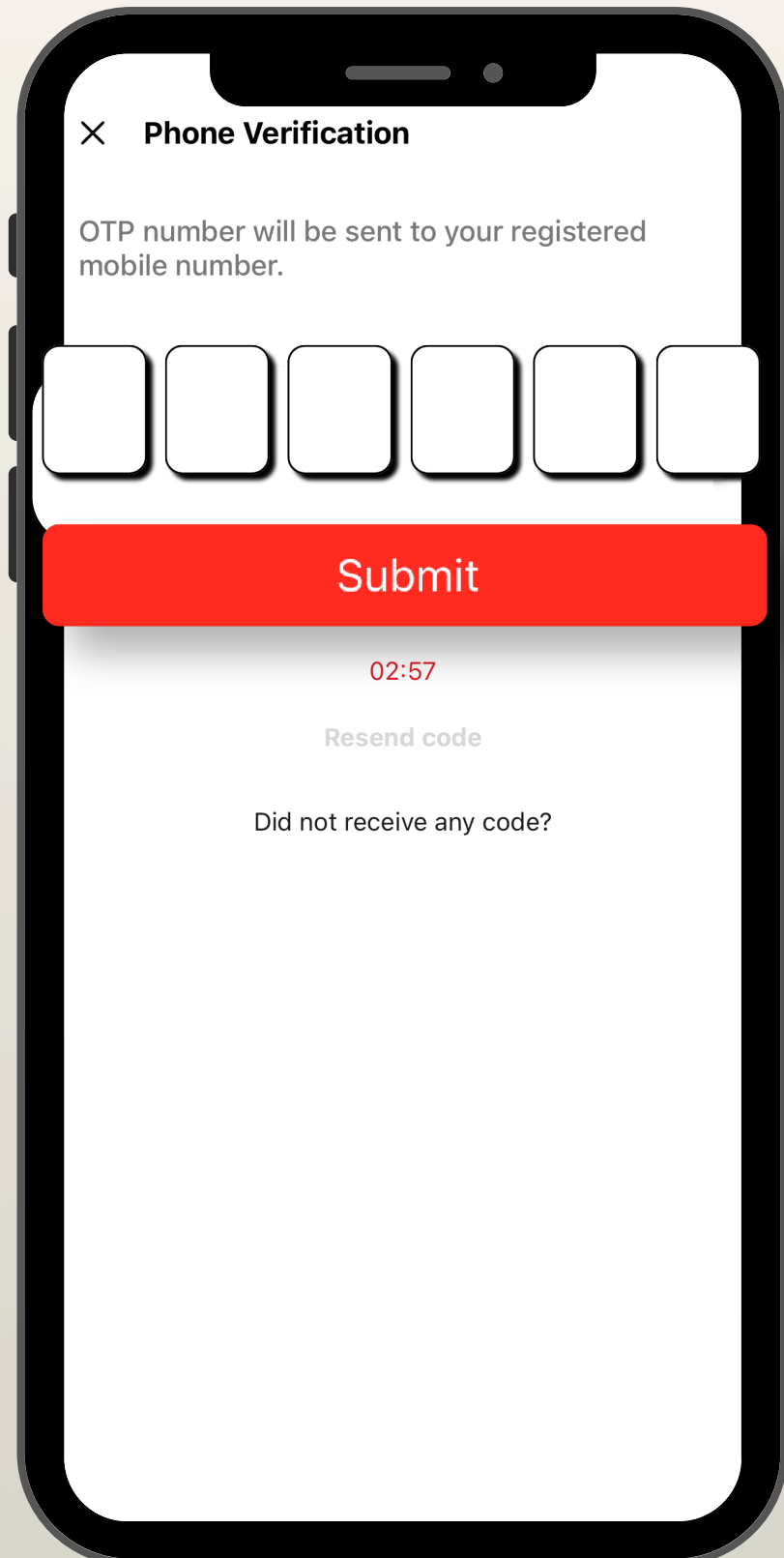
Date of Birth

Next

Patient Registration

STEP 6

Verify Your Account



✕ Phone Verification

OTP number will be sent to your registered mobile number.

Input field for OTP code (6 digits)

Submit

02:57

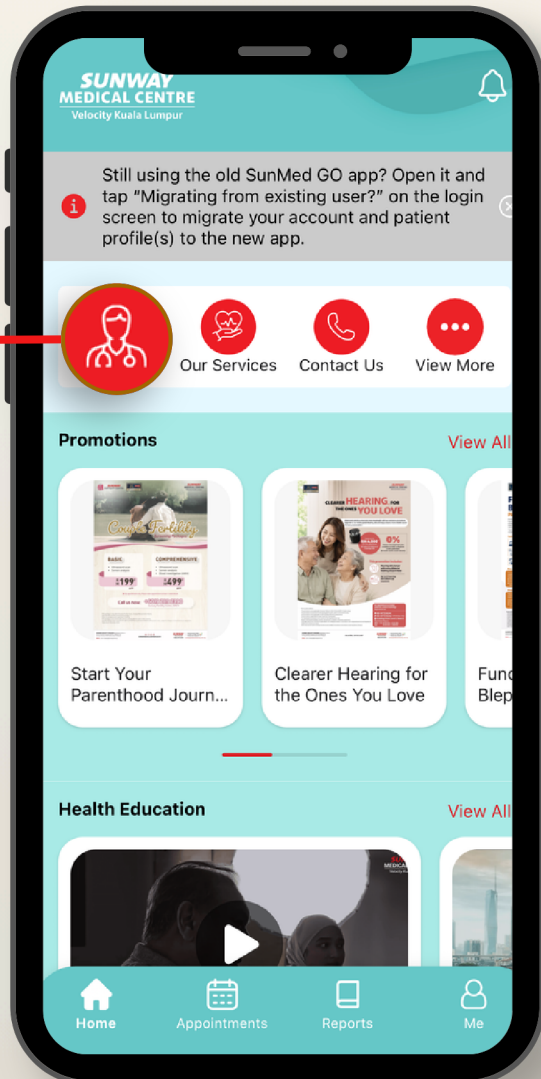
Resend code

Did not receive any code?

Enter the **OTP**
sent to your
phone & click
SUBMIT

Book an Appointment

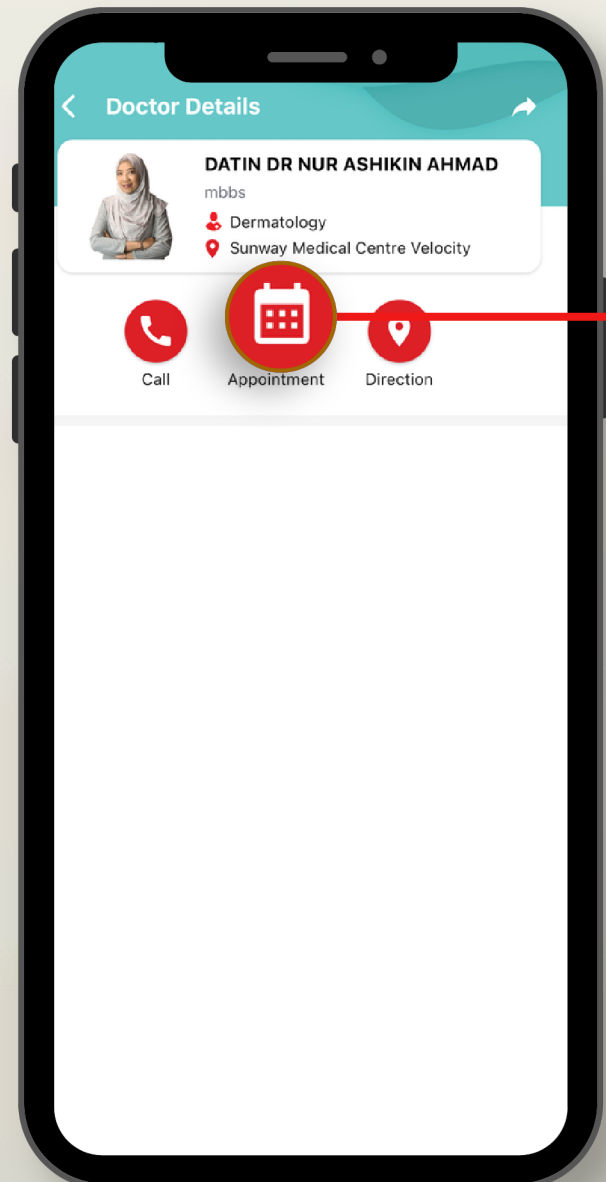
STEP 1



Click on
OUR DOCTORS

STEP 2

After selecting a doctor,
click on **APPOINTMENT**



Book an Appointment

STEP 3

2:26 4G 33%

< Appointment

Billing Type

Self Pay Guarantee Letter / Insurance

Select a date and time

Available Public Holiday

< September 2026 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
	21	22	23	24	25	26
	28	29	30			

09:00 AM	09:30 AM	10:00 AM	10:30 AM
11:00 AM	11:30 AM	12:00 PM	02:00 PM
02:30 PM	03:00 PM	03:30 PM	

Book an Appointment

Choose
your date

Select your
preferred time

Click on **Book an
Appointment**

Book an Appointment

STEP 4

< Appointment

Confirmation Details

i The reservation is on a first-come, first-served basis; kindly confirm below:



DATIN DR NUR ASHIKIN AHMAD
mbbs
Dermatology
✓ In Person · New · Self Pay

Appointment Date 10 Sep 2026	Appointment Time 09:30 AM
--	-------------------------------------

Patient Details 

MRN: 9700202917
PATIENT-204534

Visit Details
26086997
_BCC@SUNWAY.COM.MY

i Please provide the reasons for your doctor's visit
E.g. knee pain for more than one week, Right ear pain for the past few days

Confirm Appointment

Fill in the reason
for your visit

Check details and
click **CONFIRM
APPOINTMENT**

Online Report

STEP 1

Go to **REPORTS**

Promotions

View All



Start Your
Parenthood Journ...



Clearer Hearing for
the Ones You Love

Fur
Ble

Health Education

View All



Home



Appointments



Reports



Me

Online Report

STEP 2

Select a
PATIENT PROFILE

The interface shows the Sunway Medical Centre logo and name at the top left, and a notification bell icon at the top right. Below the header, the user is greeted with "Hi, John Smith". A white card displays the patient information: "PATIENT-204534" and "MRN: 9700202917". The rest of the screen is a large white area for selecting a patient profile.

SUNWAY
MEDICAL CENTRE
Velocity Kuala Lumpur

Hi, John Smith

PATIENT-204534
MRN: 9700202917

The interface shows the patient information at the top: "PATIENT-204534" and "MRN: 9700202917". Below this, a white card contains the instruction "Please key in your D.O.B (e.g. 01Jan1980)". There is a text input field labeled "Date of Birth" and a red "Enter" button. At the bottom, a note states: "Note: Your report(s) will be available for 90 days from the date of examination."

PATIENT-204534
MRN: 9700202917

Please key in your D.O.B
(e.g. 01Jan1980)

Date of Birth

Enter

Note: Your report(s) will be available for 90 days from the date of examination.

STEP 3

Enter the D.O.B as a
password

Online Report

STEP 4

To **DOWNLOAD**
the **REPORTS** :
Click on the **EMAIL**
icon and **CONFIRM**



Email Confirmation

Reports will be sent to this Email address:
johnsmith@email.com

Okay



Successful

Your reports have been sent to your Email. Please
check your Inbox.

Okay

STEP 5

Check your
registered mail box

IT IS THAT EASY!

Download the app & sign up now :

