

Momentum App FAQs

Q Where can I get the Momentum App?

A The Momentum App is available from the App Store, Google Play or the AppGallery.



Q How do I register on the Momentum App?

- A — Select “Register”
- On the next page select “SA citizen” if you are a South African citizen, or “Non-SA citizen” if you are not a South African citizen
 - Complete the required fields
 - You will receive an OTP via text or email
 - Insert the OTP
 - Insert the password
 - You will be provided with a username. Please use the password you created to log in.

Q I do not have an email address, can I register on the Momentum App?

A To register, you will be asked for your name, surname, ID number, cellphone number and email address. If you do not have an email address, you can create a Gmail address by clicking [here](#).

Q I have forgotten my login details, what do I do next?

A On the login page, select “Forgot your login details?” and follow the prompts.

Q I am a financial adviser and a member of Momentum Medical Scheme but I can't register on the Momentum App, what must I do?

A If you are registered on the broker portal, VIA, use your VIA login details to log in to the Momentum App. If you are registered as a client on the Momentum website, use your web login details.

Q I'm the main member and my dependants want to use the Momentum App, is this allowed?

A You can only log in to the Momentum App using the main member's login details. If you have shared your login details with any of your dependants, they can use these to log in.

Q I did not get my OTP, what should I do?

A Contact app support on app@momentum.co.za. You will be asked for your membership number and other verification details, such as your full names, surname, date of birth, ID number, cellphone number and email address. If you do not receive a response from the app support team, call **0860 99 99 32**.

Q I cannot log in, I keep being redirected back to the login page.

Contact the Momentum Medical Scheme member call centre on **0860 11 78 59**.

Q I keep getting an “invalid email address” error message, how do I rectify this?

A Contact app support on app@momentum.co.za. You will be asked for your membership number and other verification details, such as your full names, surname, date of birth, ID number, cellphone number and email address. If you do not receive a response from the app support team, call **0860 99 99 32**.

Q I keep getting an “invalid identification number” error message, how do I rectify this?

A Contact app support on app@momentum.co.za. You will be asked for your membership number and other verification details, such as your full names, surname, date of birth, ID number, cellphone number and email address. If you do not receive a response from the app support team, call **0860 99 99 32**.

Q I have downloaded the app but it does not open or it opens and then closes itself; how can I fix this?

A Contact app support on app@momentum.co.za. You will be asked for your membership number and other verification details, such as your full names, surname, date of birth, ID number, cellphone number and email address. If you do not receive a response from the app support team, call **0860 99 99 32**.

Q I am getting an “unexpected error” message, how do I rectify this?

A Contact app support on app@momentum.co.za. You will be asked for your membership number and other verification details, such as your full names, surname, date of birth, ID number, cellphone number and email address. If you do not receive a response from the app support team, call **0860 99 99 32**.

