

Frequently Asked Questions on eGSISMO

1. What is eGSISMO?

eGSISMO stands for Electronic GSIS Member Online. A web-based system, eGSISMO allows you as a member to view electronically any time and any where your member profile and record of loans and claims.

2. How can I access eGSISMO?

eGSISMO may be accessed 24/7 using your personal computer or tablet with Internet.

Just type the link <http://egsismo.gsis.gov.ph/>.

3. Do I need to register first in eGSISMO to access the facility?

Yes, you must register in eGSISMO before you can log in. You will need, however, your GSIS Business Partner (BP) Number in eGSISMO registration.

4. Where can I get my *GSIS BP Number*?

You may request your GSIS BP Number from your office's agency authorized officer (AAO) or electronic remittance file (ERF) handler. You may also get it from the GSIS Contact Center (847-4747) or the Members Assistance Unit of the nearest GSIS office.

5. How do I register in eGSISMO?

To register:

- a. Go to <http://egsismo.gsis.gov.ph/>.
- b. Click **Sign Up**.
- c. Enter your BP Number and Date of Birth. Then, click **Confirm**.
- d. Select two security questions and provide answers in the text box.
- e. On the same page, check if the email address that appears is indeed ***your own*** and is ***still valid***, because GSIS will send eGSISMO information, including a ***default password***, to that email address.

(If the email is *not your own* or is *invalid*, follow the instructions in changing passwords in **Question No. 7**.)

- f. Click **Confirm** if you are done. (Click **Reset** if you wish to change your answers to the security questions.)

This message will then appear: *“You have successfully registered in eGSISMO! Your password has been sent to your email address. Please check your email to activate your account.”* Click **OK**.

6. Now that I have registered, how do I log in to eGSISMO?

To log in:

- a. Go to <http://egsismo.gsis.gov.ph/>.
- b. Retrieve your default password that GSIS sent to your email.
- c. Log in to eGSISMO using your BP Number and pasting the exact default password you retrieved from your email on the **Password** field.
- d. Change the password issued by the system with your (new) desired password. Make sure it has 8 to 15 characters, with at least one letter and one number, and has no special characters.

This message will then appear: *“Your password has been successfully changed.”*

In your subsequent logins:

- a. Go to <http://egsismo.gsis.gov.ph/>.
- b. Enter your BP Number and your new password. Click **Login**.

7. Am I allowed to change my *email address* if the one indicated in eGSISMO is not mine or is invalid, or if I forgot it?

Yes, you may change your email address in the eGSISMO in the GSIS Wireless Automated Processing System (GWAPS) kiosk using your electronic card (eCard) or unified multipurpose identification (UMID) card.

GWAPS kiosks are located in all GSIS branch and extension offices nationwide; provincial capitols; city halls; selected municipal offices; large government agencies such as the Department of Education; Robinsons Malls; and selected SM City branches in North EDSA, Manila, Pampanga, Cebu, and SM Aura in Taguig City.

The new email address will be reflected in your eGSISMO account the following Monday from the date you changed it in the kiosk.

You may also request your AAO to email GSIS to change your email address.

Changing your email address in your GSIS record may actually be done before or after your registration in eGSISMO.

8. If there is *no email address* indicated in the Sign Up page, can I still register?

You will not be able to register in eGSISMO. Make sure that you have an existing email account and follow instructions in No. 5.

9. What vital information are found in my Member Profile menu?

It contains the following:

- Service record (total length of service, periods with paid premiums, and leave without pay)
- Insurance policy (compulsory and optional)
- Preneed plan [College Education Assurance Plan (CEAP), EduChild, Hospitalization Insurance Plan (HIP), Memorial]

10. What vital information are found in my Loan Record menu?

It contains the following:

- All active loan accounts
- Statement of account
- Payment details

11. What vital information are found in my Claim Record menu?

It contains the benefits you received under:

- Life insurance
- Retirement
- Employees' Compensation (EC)
- Dividend
- Preneed (CEAP, EduChild, HIP, Memorial)
- Refund

12. Can I *edit or change the details* of my eGSISMO account?

No, the contents of your eGSISMO cannot be edited. You may only view them.

13. Can I *apply for a loan* through eGSISMO?

No, eGSISMO is not designed to accept applications for various GSIS loans.

Applying for loans is done in the GWAPS kiosks.

14. What should I do when I *encounter problems* using eGSISMO?

Click **Help**.

15. What will happen if I exceeded three attempts in entering my eGSISMO password correctly?

Your account will be locked.

16. How do I *unlock* my eGSISMO account?

To unlock my eGSISMO account:

- a. Click **Unlock** in <http://egsismo.gsis.gov.ph/>.
- b. Enter your BP Number on the **Forgot Password Form**. Then, click **Confirm**.
- c. Follow the BOXED STEPS below:

- Answer **all** security questions on the text box.
- On the same page, check if the recorded email address is ***still valid***.

(If you wish to change your email address, follow the instructions in changing passwords in **Question No. 7**.)

- Click **Confirm** if you are done. (Click **Reset** if you wish to change your answers to the security questions.)

This message will then appear: "*Transaction is successful!
Your new password has been sent to your email address.*"

- d. Retrieve your default password that GSIS sent to your email.
- e. Log in to eGSISMO using your BP Number and pasting on the **Password** field the ***exact default password*** that you retrieved from your email.
- f. Change the password issued by the system with your (new) desired password. Make sure it has 8 to 15 characters, with at least one letter and one number, and has no special characters.

This message will then appear: "*Your password has been successfully changed.*"

- g. Use this new password in logging in.

17. What if I forgot the *answers to security questions*?

Call the GSIS Contact Center at 847-4747 to request the answers to your security questions. The answers will be emailed to your default email address within the day.

If you forgot your default email address, follow the instructions in **Question No. 7**.

18. What should I do if I forgot my eGSISMO *password*?

If you forgot your eGSISMO password, do the following:

- a. Click **Forgot Password** in <http://egsismo.gsis.gov.ph/>.
- b. Enter your BP Number. Then, click **Confirm**.
- c. Follow the BOXED STEPS in **Question No. 16**.

19. Can I change my eGSISMO *password*?

Yes.

To change your eGSISMO password:

- a. Log in to <http://egsismo.gsis.gov.ph/>.
- b. Select **Change Password** from the menu found on the **left side** of the home page.
- c. Enter your BP Number, current password, and (new) desired password. Make sure it has 8 to 15 characters, with at least one letter and one number, and has no special characters. Then, click **Confirm**.

This message will then appear: *“Your password has been successfully changed.”*

- d. Click **OK**.

20. What will happen to my eGSISMO account if I have not accessed it for 90 calendar days?

If you have not accessed your eGSISMO account for 90 calendar days, it will be considered dormant. When you log in, this message will appear: *“Your account has been deactivated. Click link to activate your account.”*

21. How do I reactivate my dormant eGSISMO account?

To reactivate your dormant eGSISMO account:

- a. Click **Activate** in <http://egsismo.gsis.gov.ph/>.
- b. Enter your BP Number. Then, click **Confirm**.
- c. Follow the BOXED STEPS in **Question No. 16**.
- d. Retrieve your default password that GSIS sent to your email.
- e. Log in to eGSISMO using your BP Number and pasting on the **Password** field the ***exact default password*** that you retrieved from your email.
- f. Change the password issued by the system with your (new) desired password. Make sure it has 8 to 15 characters, with at least one letter and one number, and has no special characters.

This message will then appear: *“Your password has been successfully changed.”*