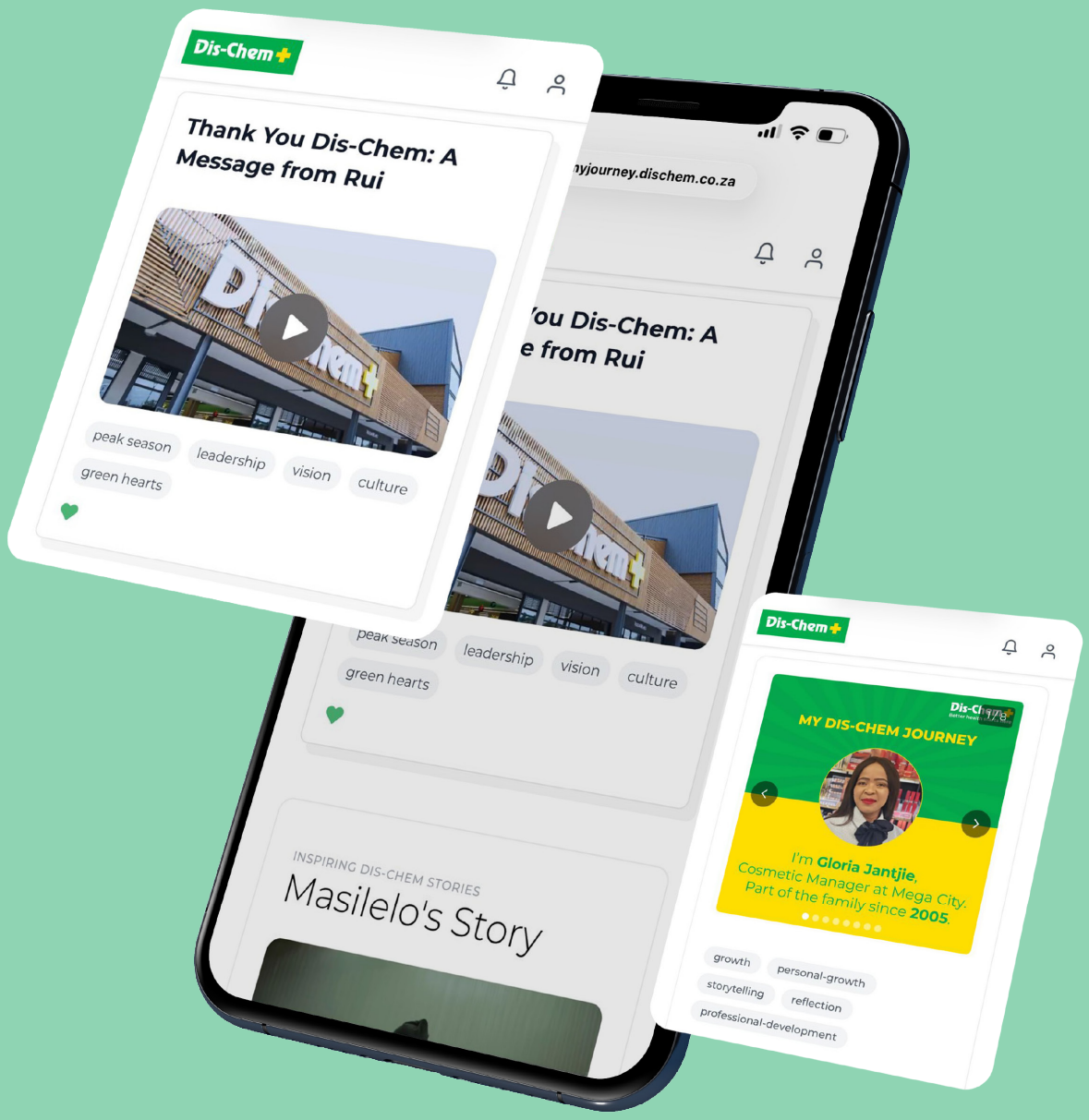


Introducing the Priority Customer Hub App

Dis-Chem

Better health starts here

Introducing the Priority Customer Hub App

Welcome to the **Priority Customer Hub App**,
the future of employee experience at Dis-Chem!

What is the Priority Customer Hub App?

The **Priority Customer Hub App** is Dis-Chem's new digital employee experience platform, powered by Wellpoint™. It brings together learning, communication, engagement, and operational support into one connected, easy-to-use space.

Accessible on your mobile or desktop device via **MyConnect**, the **Priority Customer Hub App** makes it easier than ever for employees to:

- Access learning and development
- Stay informed through company communication
- Engage with Dis-Chem culture and initiatives
- Complete workflows and tasks
- Receive operational support
- Grow and develop throughout their career journey

Designed to support employees across every area of the business, the **Priority Customer Hub App** delivers learning journeys, information, and resources you need to thrive at work. **All in one connected experience.**

- Browse company news, announcements, recognition, learning content, and business updates
- Dive into personalised learning journeys, onboarding programmes, leaders' channels, role-specific training, and development pathways
- Engage with trending content and topics from Our Kinda People across the Dis-Chem business
- Ask questions, find answers, and access the right information at the right time
- Stay up to date with communication, reminders, and new journeys, so you never miss an update



Learn. Connect. Grow. This is the future of employee experience at Dis-Chem!



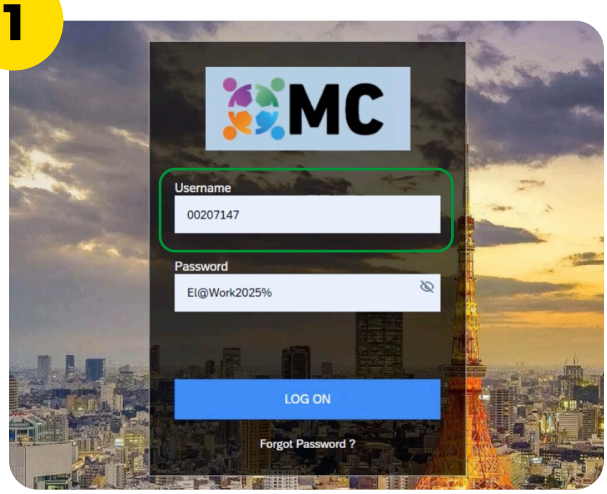
How to access the Priority Customer Hub App

Getting started is quick and easy! Simply log in to MyConnect using your existing employee credentials to access the **Priority Customer Hub App.**

Step 1: Log in to MyConnect

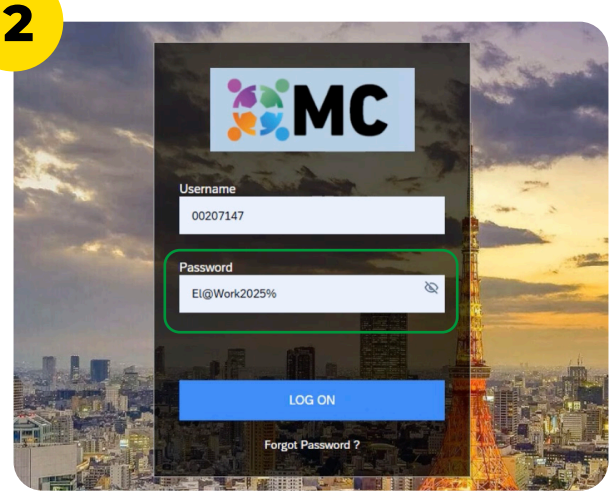
Access the MyConnect portal and sign in using:

1



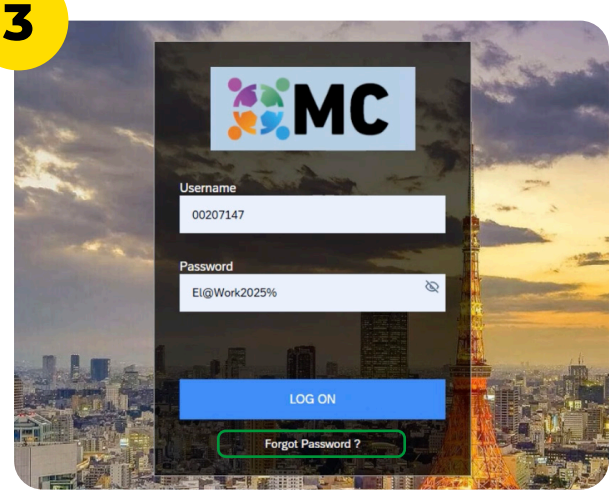
Enter your employee number (including the leading double zeros, for example: 00202305) under Username.

2



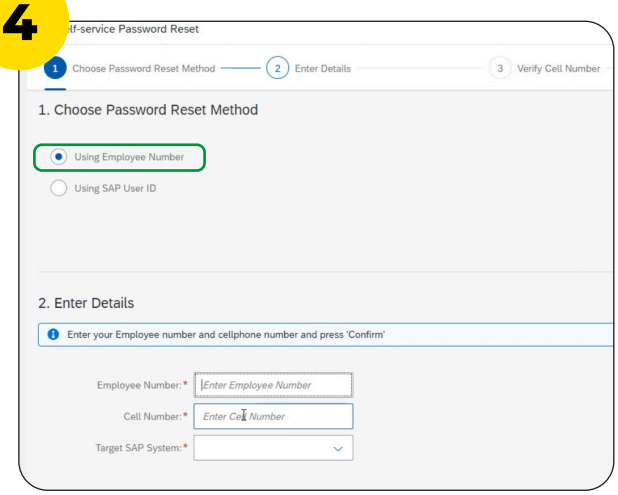
Enter your MyConnect password in the Password section.

3



If you are a new employee or have forgotten your password, simply select **Forgot Password?** and follow the prompts to create or reset your password.

4

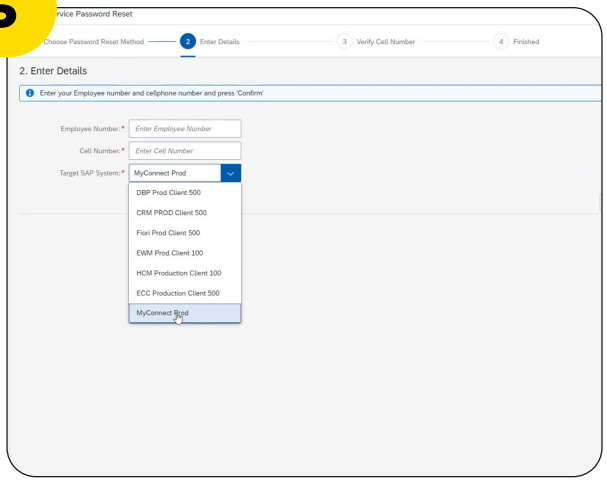


You'll then be taken to a new page where you'll see **1. Choose Password Reset Method**. Here, select **Using Employee Number.**

Step 1: Log in to MyConnect (Continued)

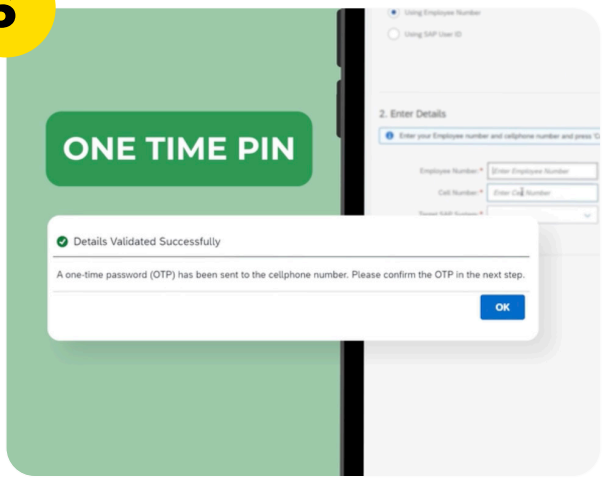
Access the MyConnect portal and sign in using:

5



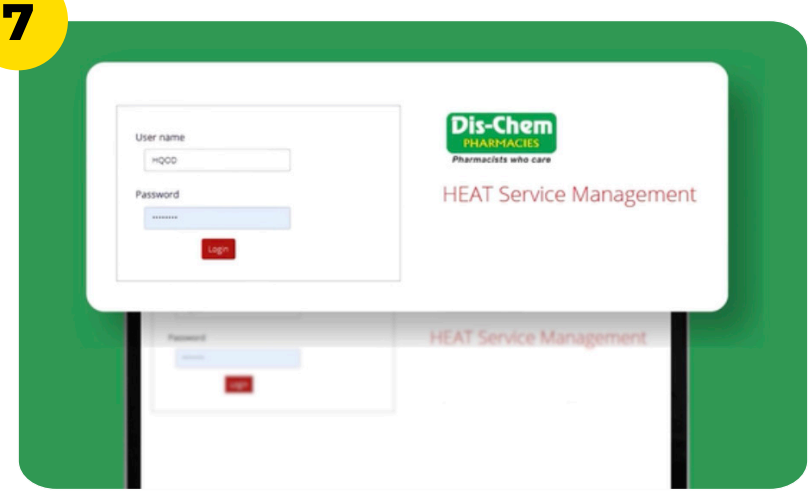
Next, under **2. Enter Details**, enter your **Employee Number** and **Cellphone Number** in the respective fields. From the **Target SAP Systems** drop-down list, select **MyConnect Prod**, then click **Confirm** to complete.

6



A one-time-pin (OTP) will be sent to you via SMS. Click OK and then enter the OTP sent to you in the relevant field. Your new password will then be sent to you via SMS, which completes the password reset process. Return to point 1 in this step to gain access to MyConnect.

7

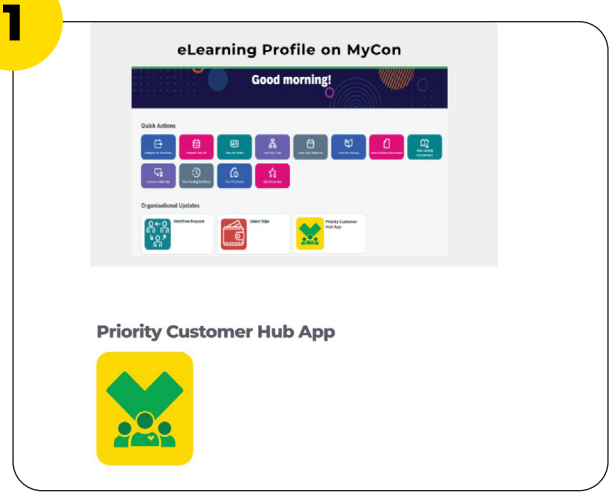


If you are still unable to reset your password, please log a **HEAT** call for further support. You can do this using the HEAT desktop icon on your laptop or by requesting assistance from your Line Manager.
If your issue requires immediate attention, please contact IT directly.

Step 2: Open the Priority Customer Hub App

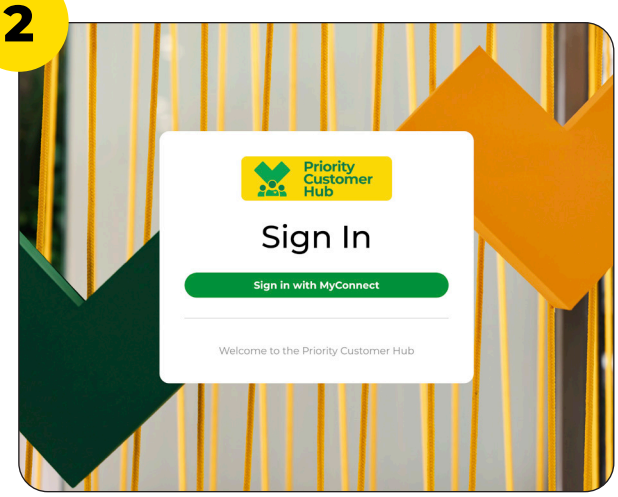
Once you have successfully logged into MyConnect:

1



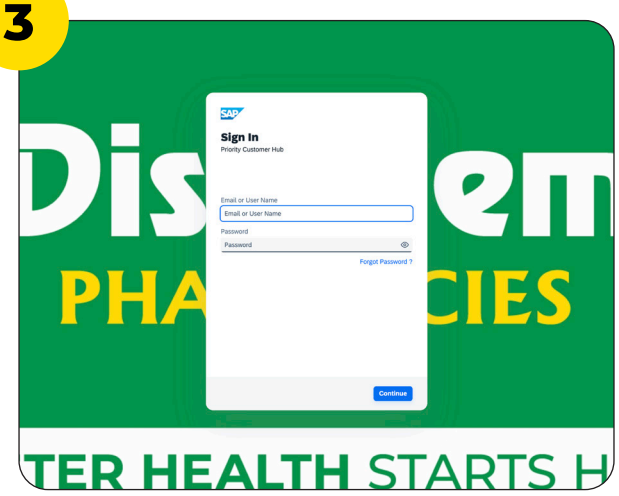
Once you've logged in, select the **Priority Customer Hub App** tile from your MyConnect homepage.

2



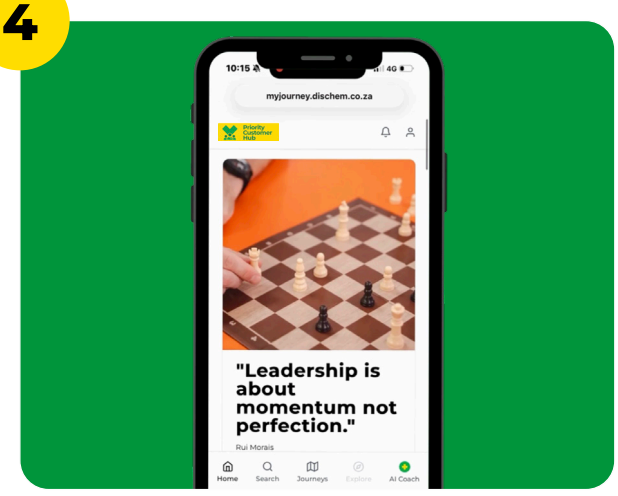
Select **Sign in with MyConnect** when prompted.

3



If prompted, enter your employee number and MyConnect password to authenticate.

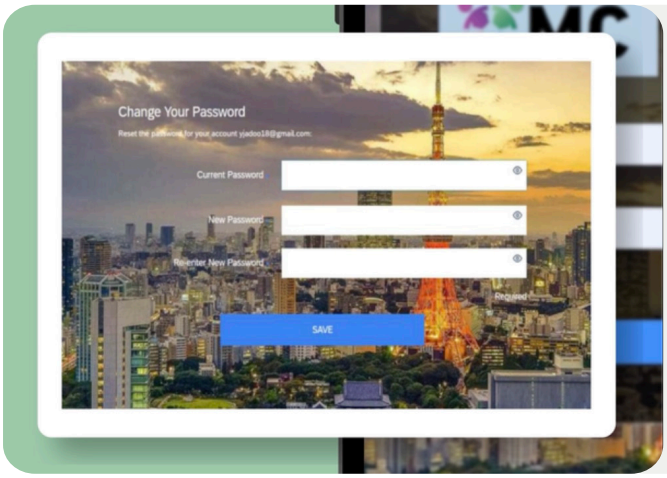
4



You'll then be automatically signed in and ready to start exploring the **Priority Customer Hub App**, the future of employee experience at Dis-Chem!

Need Help?

If you experience any issues gaining access to the Priority Customer Hub App, help is available.

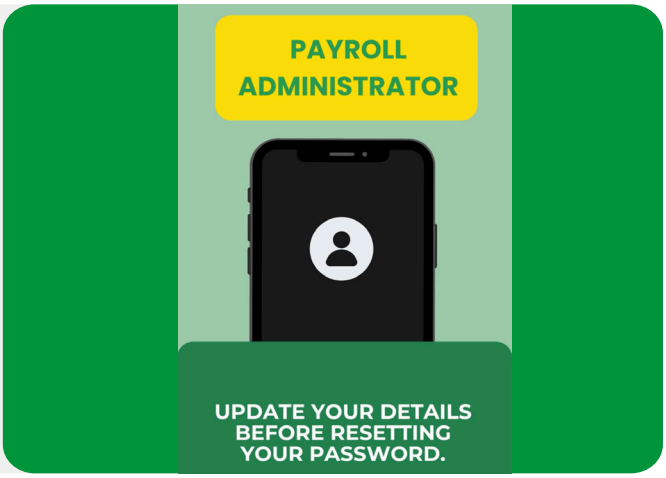


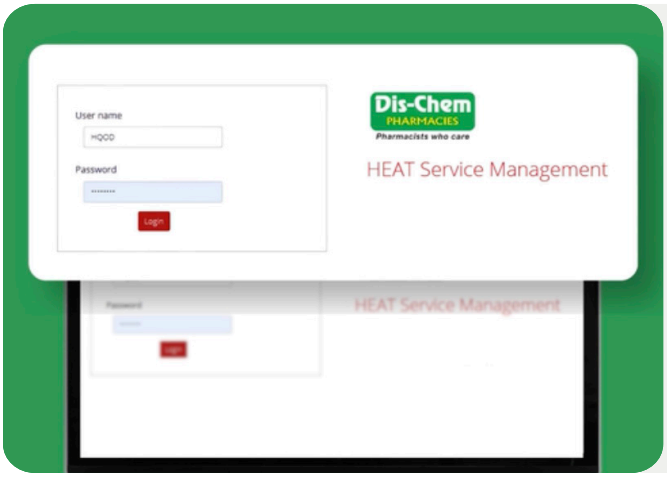
Forgotten Your Password?

Select **Forgot Password?** on the MyConnect login page and follow the password reset process.

Need to Update Your Mobile Number?

If your registered cellphone number is incorrect, contact your Payroll Administrator to update your details before resetting your password.





Need Further Assistance?

If you're unable to access your account after completing the password reset, submit a HEAT call using the desktop icon on your laptop or ask your Line Manager to log one on your behalf. For urgent issues, please contact IT directly for immediate assistance.