The Gardens Club "TGC" Mobile App

The Gardens Club "TGC" Mobile App is an application that can be downloaded from the App Store and Google Play on your iOS and Android mobile devices. You will need this app to perform actions relating to the membership programme, such as submitting receipts to collect spending on all of your purchases, checking transaction history on the go, and redeeming your gifts and parking privileges you are entitled to as a TGC member.

How do I get the TGC mobile app for my phone?

Simply search for "The Gardens Club" on the App Store or Google Play. If you can't find the app, it is likely possible that your device's OS version is not supported. For iOS, please ensure that your OS version is version 12. For Android, your OS will need to be version 5.0 and above.

I have multiple mobile numbers, which one do I use?

You should register the mobile number that is on the phone you are using to download the application as a one-time password will be sent to your mobile device as part of the verification process.

How can I access the TGC mobile app if I have not registered my mobile number?

You can register your mobile number via the TGC mobile app or visit our customer service desks for assistance.

What does the TGC mobile app do for me?

The purpose of the TGC app is to allow users to perform actions relating to the membership programme as it is part of the process of maintaining your membership rewards, such as submitting receipts to collect spending on all of your purchases. You will also be able to see your spending progress, and membership expiry date, as well as redeeming your gifts and parking privileges you are entitled to as a TGC member.

What does my TGC virtual card in the mobile app do?

It gives you on-the-go convenience for all rewards redemptions and access to shopping and dining privileges at selected retailers in The Gardens Mall.

Will my spending and rewards be deleted when I update the TGC app?

All your existing information and rewards earned will remain the same.

I can't sign up or log in, what should I do?

Reasons why you may not be able to log in to your Mobile App:

- Please check that you are connected to the internet and that there is a good signal. You can try to log in again when the signal is strong.
- Please check that you have keyed in the correct password. If you forgot your password and need to reset it, tap on "Forget Password?" on the login screen. This will lead you through an authentication process before letting you choose a new password. To do this, you will need your registered mobile number and/or email address, depending on which your registered mobile is. You will be able to log in to the app straight away after the password reset process.
- Please check that you have downloaded the latest version of the TGC app from the App Store or Google

If you are still experiencing an issue with the app, you can contact us at tgc-cs@midvalleygardens.com.my for technical support.

I forgot my password, how do I reset it?

Tap on *"Forgot Password?"* on the Login screen to reset your password. This will lead you through an authentication process before letting you choose a new password. To do this, you will need your registered mobile number and/or email address, depending on which your registered mobile is. You will be able to log in to the app straight away after the password reset process.

I requested an OTP (One-Time Password) by SMS but did not receive it. What should I do?

If you did not receive your OTP within 2 minutes, select *"Resend OTP"* to request a new OTP. Note that there may be a lag time in receiving OTP via SMS if the mobile connection is weak. Please check that you have the correct country code selected before requesting an OTP.

If you are still experiencing an issue with the app, you can contact us at tgc-cs@midvalleygardens.com.my for technical support.

My app is not loading or is loading very slowly. What should I do?

Our app has undergone rigorous tests and our app loads average within 3 sec when you access your home screen after logging in. If you're experiencing slow loading, please check that you are connected to the internet and that you have a good connection strength. You can try to log in again when the signal is strong.

What should I do if the TGC mobile app is not loading any information?

You can refresh the mobile app by updating it to the latest version through Google Play or the Apple Store depending on the mobile device you use.

I can't scan or upload receipts. The camera is not showing/ the app hangs. What should I do?

Please take note that ONLY the Club tier and the Emerald tier members will have the upload receipt function. If you are experiencing an issue with submitting the receipt through the TGC app, you can contact us at tgc-cs@midvalleygardens.com.my for technical support.

Is the TGC mobile app secure?

Yes! All critical information is encrypted, and no personal information is stored on your mobile device.

However, mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account.

How do I log out from the TGC mobile app?

Under account, tap on the Profile icon at the top right corner, followed by *"logout"* to log out of the Mobile App.

I need assistance with my mobile app access. What should I do?

If you are experiencing an issue with the app, you can send a diagnostic log/comment to the app developer through the mobile app (under the "more" screen). Otherwise, please contact us at tgc-cs@midvalleygardens.com.my for technical support or proceed to our TGC concierge desk at Level 5 (Isetan side) at The Gardens Mall for assistance.