

No Card? No Problem!

Introducing Smart Access,
the new way to access healthcare.



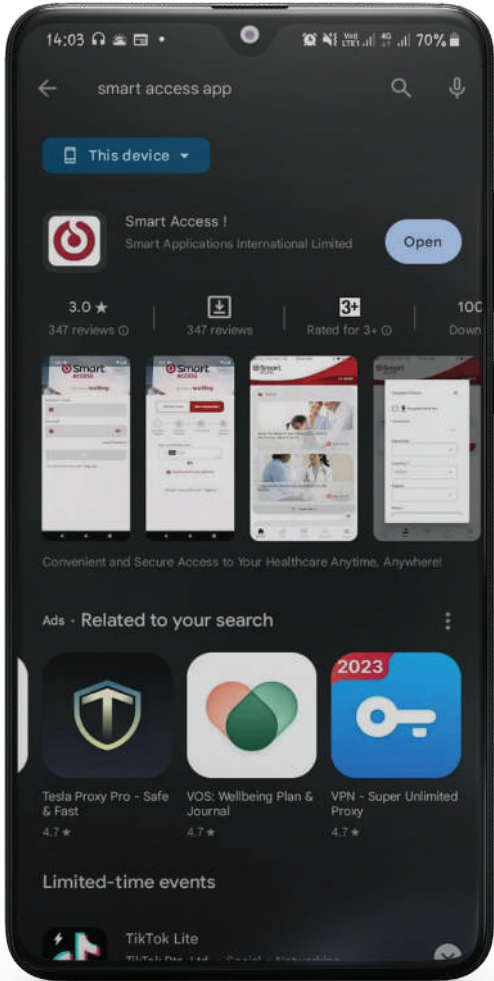
Available on Play Store & App Store



***891#** Available on;
Safaricom, Airtel and Telkom

STEP ONE

APP DOWNLOAD

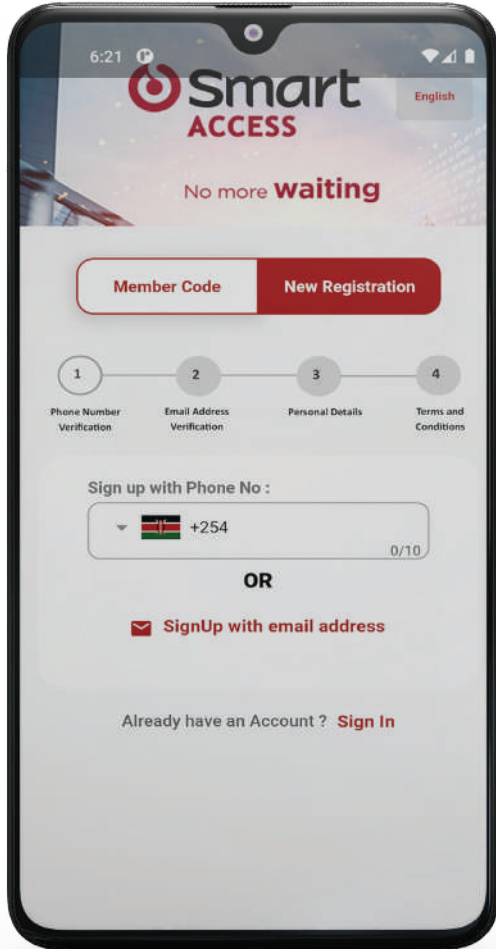


1. Go to Google Play or App Store
2. Search for Smart Access
3. Download and install the app on your device.



STEP TWO (A)

SELF-REGISTRATION



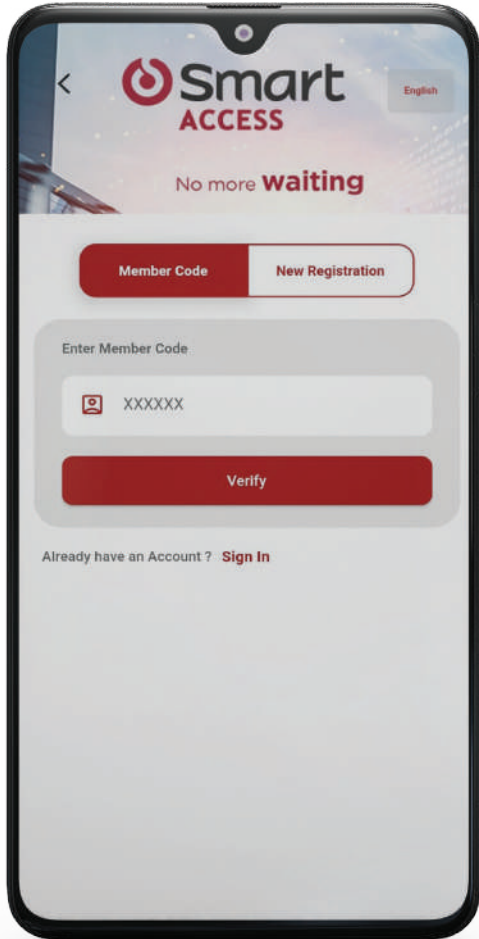
The image shows a smartphone screen displaying the 'Smart ACCESS' app registration interface. At the top, the time is 6:21 and the language is set to English. The app logo 'Smart ACCESS' is prominent, with the tagline 'No more waiting' below it. There are two main buttons: 'Member Code' and 'New Registration'. Below these is a progress indicator with four steps: 1. Phone Number Verification, 2. Email Address Verification, 3. Personal Details, and 4. Terms and Conditions. The current step is 'Sign up with Phone No :', which includes a dropdown menu for the country code (currently showing +254) and a text input field for the phone number (0/10). Below this is an 'OR' separator and a button for 'SignUp with email address'. At the bottom, there is a link for 'Already have an Account ? Sign In'.

Self Initiated Process, where a member fills in their details to register on the app.

1. Register using your phone number or email
2. You will receive an OTP on SMS and email
3. Use the OTP to register
4. Fill in your password
5. Fill in your personal details.

STEP TWO (B)

MEMBER CODE REGISTRATION

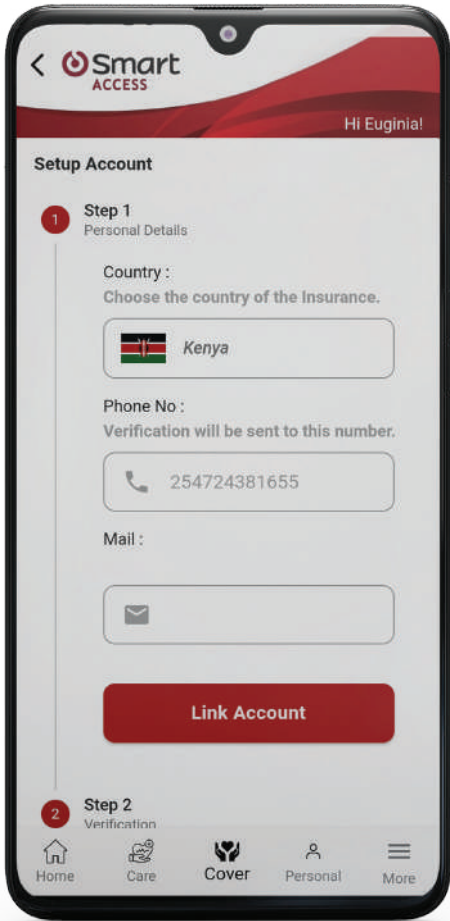


Insurer Initiated Process, whereby a member receives a Member Code that is used to register on the app.

1. You will receive a code message for registrations from Smart Access if you are already a card holder.
2. Use the code to register
3. You will receive an OTP both on SMS and email
4. Enter your password
5. Your details will auto-populate
6. Agree on the terms and conditions to activate registration of Account and access the app.

STEP THREE

HOW TO LINK COVER ACCOUNT



1. Accounts registered with the member code will automatically get linked on the App landing page.
2. For accounts using self-registration the setup is as follows:

SELF-REGISTRATION

1. Fill in your country of residence, phonenumber, ID number, email and press the link account.
2. Fill in your country, insurer, member number, ID number and click 'request' and you are ready to use.

HOSPITAL VISIT ACTIVATION

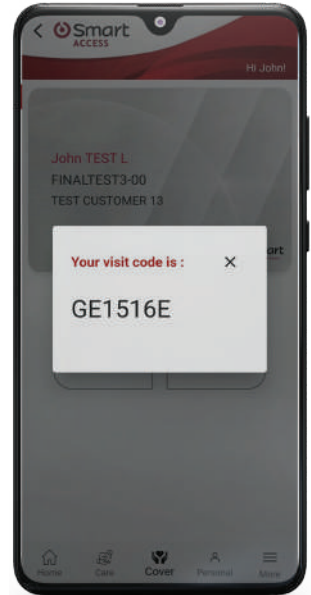
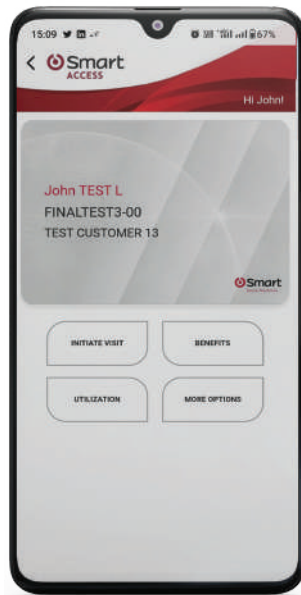
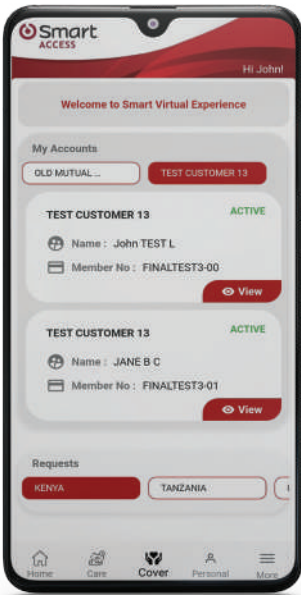
1

SELECT COVER

2

CLICK ON INITIATE VISIT

3



1. Click on **Initiate Visit** on the Smart Access App, a **Visit Code** is displayed on the screen and as well sent on **SMS** or **Email**.
2. Biller or hospital attendant inputs the code to get member details on the Smart System.
3. For a new member, the Smart System prompts for the member to register fingerprints upon which 2 fingers are captured.
4. The Smart Systems opens the member benefits and the billing processes is done seamlessly. Authentication is by use of fingerprint.