Home

**PSPF USSD, MOBILE AND WEB APP RECAP TRAINING**

**INTRODUCTION**

A mobile app, USSD and web app have been designed and developed to interface with PSPF’s main system and provide easy accessibility of services to members.

**REQUIREMENTS FOR THE RECAP TRAINING**

1. WEB APP: A Computer with Internet access.

<http://41.60.195.109:49152/pspf-webApp/>

username: [test@pspf.co.zm](mailto:test@pspf.co.zm)

password: 12345

1. MOBILE APP: A Smartphone with Internet access.
2. USSD: A mobile phone with at least Zamtel, MTN or Airtel network SIM Connection.
3. USSD: Access to USSD Code \*3434#

**OBJECTIVES FOR THE RECAP TRAINING**

* To ensure Users have an understanding of how the Administration Web back-end app, Mobile app and USSD works and how they will be used by members.

**FREQUENTLY ASKED QUESTIONS (FAQ)**

1. I can’t access my loan statement because I forgot my pin. What should I do?
2. How can I access my monthly contribution statement?
3. How do I verify my account on USSD and Mobile App?
4. Can I register with two different numbers?
5. How do I retrieve my social security number?
6. How can I view responses to my complaints?
7. Is it mandatory to pre-register my account?
8. Can I access the USSD application on any network?
9. What are the requirements needed for me to register?

**Todays Recap Approach**

|  |  |  |
| --- | --- | --- |
| **USSD** | **MOBILE APP** | **WEB APP** |
| Pre registration, registration and verification | Pre registration, registration and verification | Aproving or denying Pre-registrations |
| Submit And View Complaints | Submit And View Complaints | View,Escalate, Close and Respond to complaints, Check Email Notifications. |
| Rate Services | Rate Services | Add, Edit services and View Ratings |
| Submit Suggestions | Submit Suggestions | View Suggestions |
| Initiate Loans | Initiate Loans | View loan Initiations and Add Comments |
|  | Receive Push Notifications | Send Push Notifications |

**ADDITIONAL MODULES TO BE REVISED.**

**MOBILE APP AND USSD**

1. Contributing member Menus.
   * Retrieving a Social Security number.
   * Viewing contributions statements.
   * Loans options i.e., loan statements, and viewing loan requirements.
2. Pensioner Menus.
   * Retrieving a Social Security number
   * Checking the status of a file.
   * Viewing monthly pension statements.
   * Viewing and checking the validity of a life certificate.
3. Branches, viewing the different branch locations for PSPF.
4. Reset your password.
5. Deceased cases menu.

**Training Done by (CHESCO TECH):**

**Position:**

**Sign:**

**Date:**

**PSPF Member Name in attendance:**

**Position:**

**Sign:**