

# SMART VIRTUAL ACCESS CUSTOMER PROCEDURAL MANUAL





## 1. Customer Experience

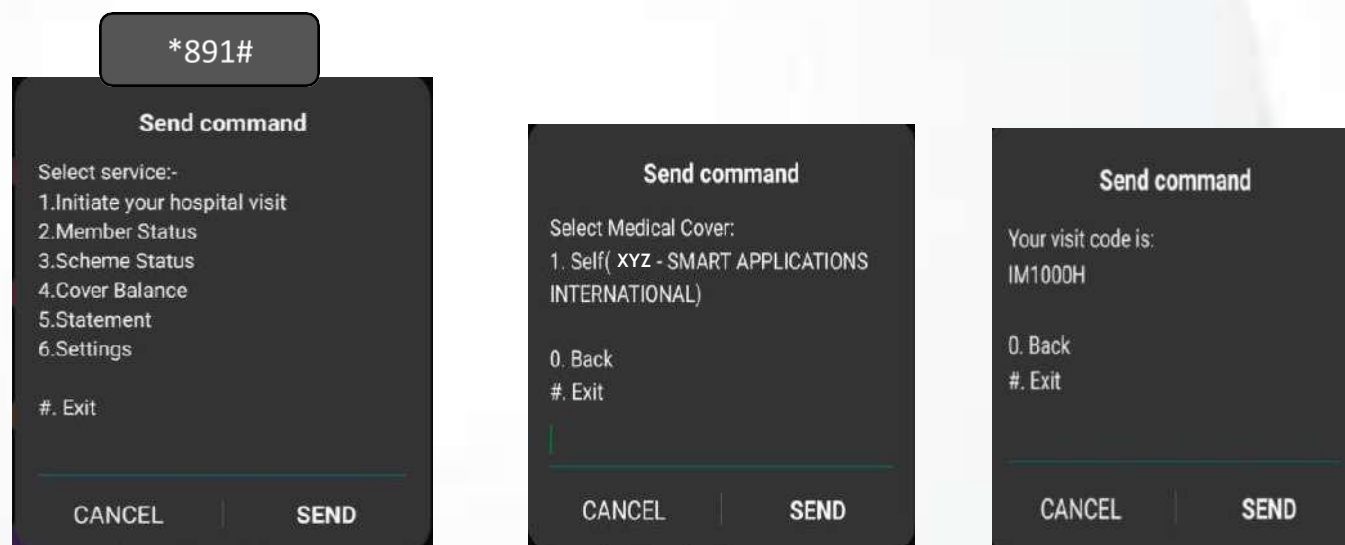
### Member

All members onboarded on Virtual access will have received notification on text & email and related communication from their scheme administrator. The below step by step procedures detailed below to access services using Smart virtual access.

#### I. Virtual Access Using USSD

Using the USSD code \*891#, register to create your PIN credentials for use while using virtual Access USSD. Users should be advised that credit is required to use the code.

<p>Welcome to Smart Medical Services Choose Language:</p> <ol style="list-style-type: none"> <li>1. English</li> <li>2. French</li> <li>3. Swahili</li> </ol> <hr/> <p>Cancel   Send</p>	<p>Welcome! To register, please enter your preferred 4-digit pin</p> <hr/> <p>Cancel   Send</p>	<p>Select Security Question:</p> <ol style="list-style-type: none"> <li>1. What city were you born in?</li> <li>2. What is the name of your first pet?</li> </ol> <p>0. Back #. Exit</p> <hr/> <p>Cancel   Send</p>
<p>Accept terms and conditions <a href="https://smartapplicationsgroup.com/kenya/privacy">https://smartapplicationsgroup.com/kenya/privacy</a></p> <ol style="list-style-type: none"> <li>1. Accept</li> <li>2. Decline</li> </ol> <hr/> <p>Cancel   Send</p>	<p>Thank You LILIAN. You have been successfully registered</p> <ol style="list-style-type: none"> <li>1. Main Menu</li> <li>2. Exit</li> </ol> <hr/> <p>Cancel   Send</p>	

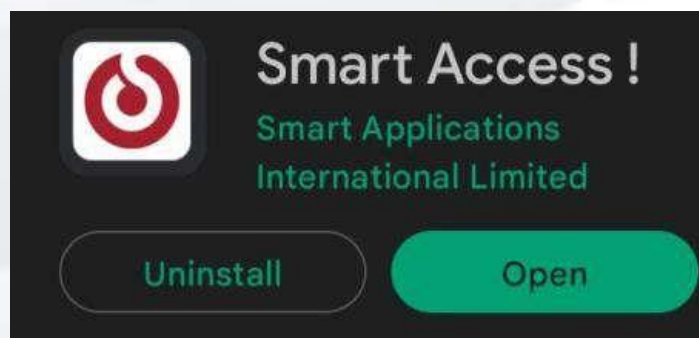


## II. Virtual Access Using APP

Using the below illustrated steps, the Smart Access APP can be used for virtual access visit initiation. Internet bundles are required.

### a. Download APP

The Smart Access APP can be found both on playstore for Android users and Appstore for IOS users.





b. Sign up using Mobile Number/email address OR both

**Member Code** **New Registration**

1 Phone Number Verification 2 Email Address Verification 3 Personal Details 4 Terms and Conditions

Sign up with Phone No :

+254 702 031 9/10

**Request OTP**

Enter OTP

Resend Code in **46**

**Member Code** **New Registration**

1 Phone Number Verification 2 Email Address Verification 3 Personal Details 4 Terms and Conditions

**Email Option.**

Your phone number was verified successfully.  
Don't have an email address?  
Skip to proceed with registration.

☐ Add Email Address if available

**Skip**

Already have an Account ? **Sign In**

**Success**

An OTP message will be sent to your email @gmail.com

**Ok**

**Success**

An OTP message will be sent to your email @gmail.com

**Ok**

c. Sign up using Member code

This options links you directly to your virtual scheme cover details i.e. your email address & mobile phone number. You can then proceed to creation of password for login credentials, profile set up and reading terms & conditions.

- Member code are sent once a member is activated for Virtual access by scheme administrator and can use the code to register on the APP.

Dear EUNICE  
OTHER Welcome  
on Board. Smart  
Access is your App for  
healthcare services  
on the Go! Download  
the App on <http://tinyurl.com/yjwjdkbz>  
and Use member  
code EI1088 to  
register.

**Member Code** **New Registration**

Enter Member Code

XXXXXX

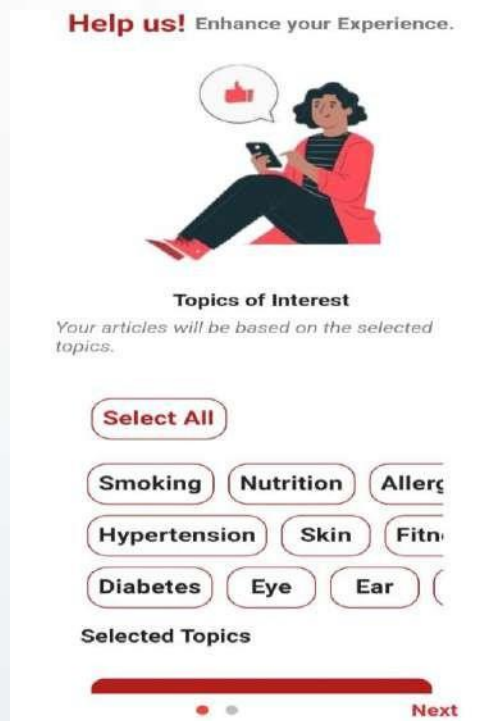
**Verify**

Already have an Account ? **Sign In**



#### d. Article Preference selection

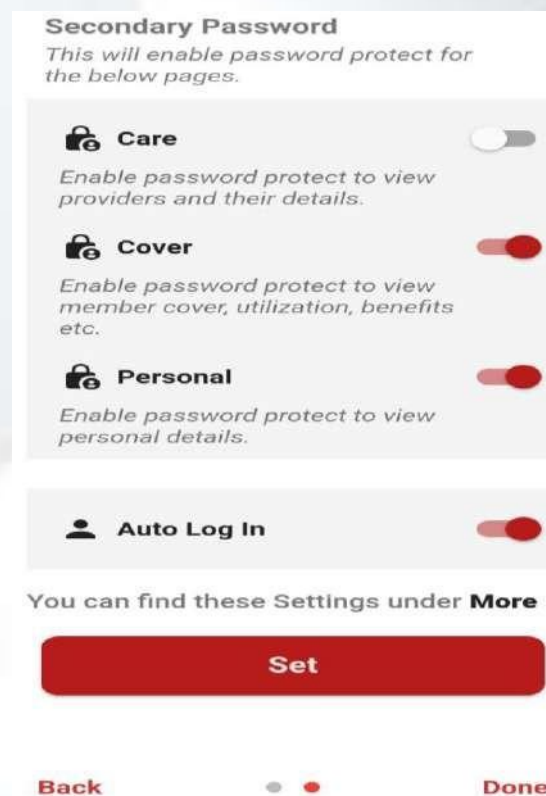
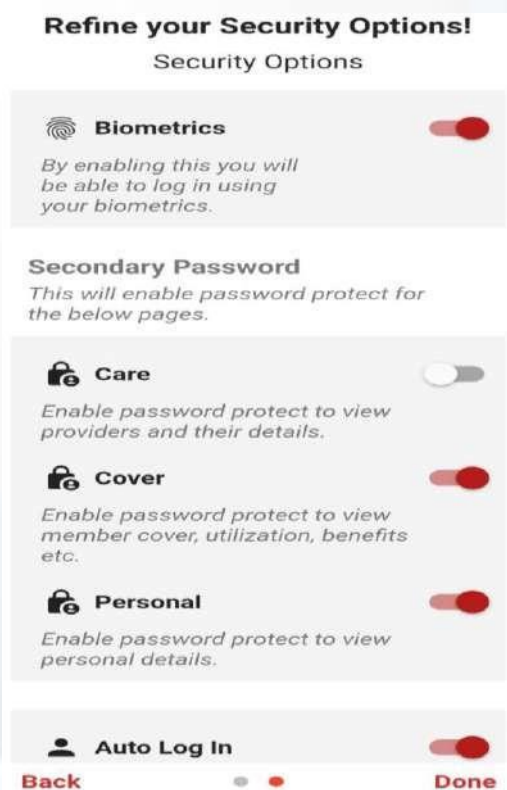
The Smart virtual access APP comes with added benefits for health related tips and news on related Topics as selected/preferred by member.



#### e. Security settings

The APP enables member to set up the below security measure that will ensure their medical information on the App is secured.

- Biometric - to secure App biometrically
- Password protect on all other page navigation on the App as shown below.







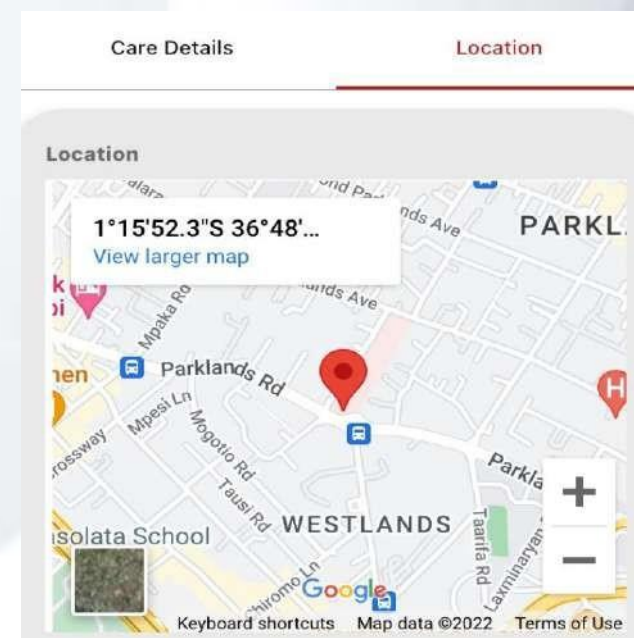
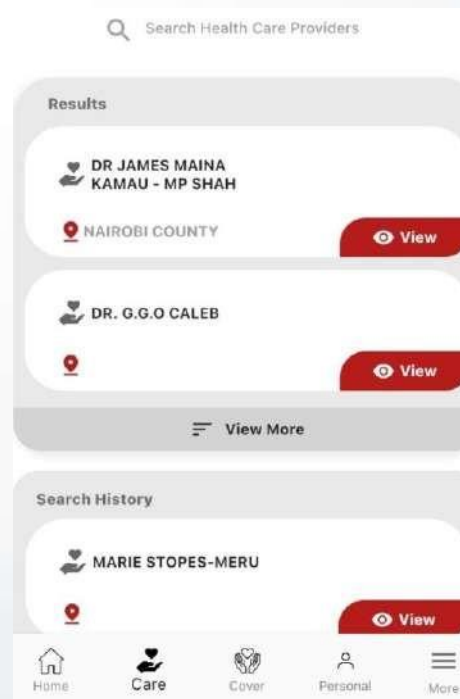
#### f. Home Page

This page gives you view for Health related articles as per your preference selection.



#### g. Medical provider to visit

The App provides full list of all medical providers serving Smart patients with their Geo locations. This will be enhanced over time to give more information such as services being rendered,

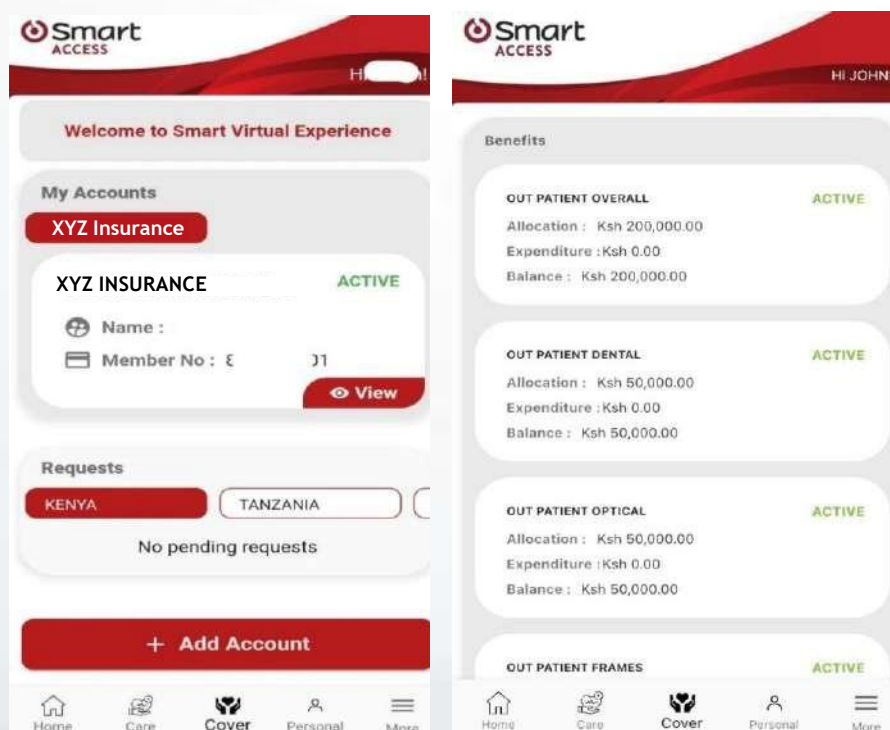




#### h. Medical Cover

The application gives member full visibility to the principal and dependants benefit details and cover status.

Spouses can access the cover by also accessing VA through App or USSD with their individual login credentials.



#### a. Personal page

Enables one to change password, reset topics.



## I. Access at Hospital

### a. Visit code

To access services using VA, each member will need to initiate the visit code using the Smart VA APP or USSD. This requires on to have installed the App and will also require airtime.

The visit code generate will be used to search for the member on SL virtual access.

The screenshot displays the 'Virtual Card' application window. At the top, a menu bar includes 'File', 'Actions', 'Fingerprints', 'Issuer Permissions', 'Doctor Capture', and 'Help'. The main interface features a search bar labeled 'Enter Member Visit Code' with the text 'SU1325P' entered. Below the search bar is a table with three columns: 'Member Name', 'Insurer / Corporate', and 'Policy Name / Scheme Name'. The table area is currently empty. At the bottom of the window, there are three buttons: 'Extra Search Options', 'Search By Fingerprint', and 'Cancel'. The background of the application shows a blurred hospital reception area. In the bottom right corner, there is a 'Smart ACCESS' logo and two download buttons for 'Google play' and 'App Store'. A footer bar at the very bottom contains the text: 'HELP DESK: 020 320 6000, 0718 222 000, 0709 326 000, 0730 906 000 Email: supportteam@smartapplicationsgroup.com, providersadmin@smartapplicationsgroup.com'. The bottom status bar includes buttons for 'Present Card', 'Reader On', 'Online', 'Log Off', and 'User: None'.

Member Name	Insurer / Corporate	Policy Name / Scheme Name
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HELP DESK: 020 320 6000, 0718 222 000, 0709 326 000, 0730 906 000 Email: supportteam@smartapplicationsgroup.com, providersadmin@smartapplicationsgroup.com

Present Card Reader On Online Log Off User: None



## b. OTP

For first time visits, cashier will initiate OTP using the details displayed from the search i.e. Mobile number & email Address. Member should receive OTP and relay it back to the cashier to proceed with billing.

- OTP will not be required for members who have used their Smart virtual card before.

The screenshot displays the Smart ACCESS Virtual Card interface. At the top, there is a menu bar with options: File, Actions, Fingerprints, Issuer Permissions, Doctor Capture, and Help. Below this, a search bar labeled 'Enter Member Visit Code' contains the text 'SU1325P'. A 'Virtual Card' window is open, showing a table with columns for 'Select', 'Member Name', and 'ISA'. An 'OTP Request' dialog box is overlaid on the table, stating 'OTP Will be sent to either or one of the below options'. The dialog box contains fields for 'Member Phone Number' (254715027983) and 'Email Address' (01muchiri@gmail.com), along with 'Request OTP' and 'Cancel' buttons. Below the table, there are buttons for 'Extra Search Options', 'Search By Fingerprint', and a red 'Cancel' button. At the bottom of the interface, there is a footer with contact information: 'HELP DESK: 020 320 6000, 0718 222 000, 0709 326 000, 0730 906 000 Email: supportteam@smartapplicationsgroup.com, providersadmin@smartapplicationsgroup.com'. The bottom status bar includes buttons for 'Present Card', 'Reader On', 'Online', 'Log Off', and 'User: None'.

The above processes will open benefit details for the member's virtual card and billing should proceed as usual.

- OTP might be required where fingerprints cannot be used to authenticate the bill, which will be similar process as cardless.



# FREQUENTLY ASKED QUESTIONS (FAQs)

## What is SmartAccess?

This is a new digital APP by Smart Applications International that allows you to access healthcare services on the go! Access healthcare articles, initiate a hospital visit, geo-locate hospitals near you, and so much more!

## What happens to members that have Biometric Smart cards?

Members already with biometric smart cards will continue to access healthcare services using the cards seamlessly.

## What happens to member additions for card-based schemes?

All new member additions after the go-live of the virtual card will access the service on Smart Access.

## When and how is fingerprint registration done?

The process of fingerprint registration has not changed. This remains as has been where fingerprints are registered at the first point of accessing service.

With Smart Access !, there will be a One Time Pin (OTP) validation that has been added to provide extra security as two-factor authentication.

## Where can I download the SmartAccess App?

The SmartAccess App is available on the Play Store and App Store.  
Upon searching with the name “Smart Access !” the app icon will appear as



## Can I use the App to check my utilization?

Yes. You can use the App to check your utilization balance. This is available under the cover category on the app.

## What if the patient comes without their phone? How will the off-smart be done?

The phone is not mandatory for access as there is an alternate search criterion provisioned. However, the phone is highly encouraged for easier searches.

## What if I lose my phone? Will I access services until replacement?

Yes, alternative search criterion has been factored in and the hospitals made aware of this.  
The below details will be required to be provided in place in order to access the service.  
Member Number OR Name OR Mobile number OR ID number.

## How should someone in a different country initiate a visit for a family member in another country?

The visit initiation will be done as normal in-country access. However, the one initiating the visit will need to have a way of communicating the visit code to the one at the hospital, Else the other provided alternative search criteria on the Smart system can be used for the access.

## What happens to dependents who do not have a phone?

For dependants who have no phone, the main principal will initiate the visit on behalf of their dependants using their phones. Further, the main member can nominate spouse to initiate the visit on their behalf where deemed necessary.  
In both cases, the SmartAccess code MUST be provided in order for the dependants to access service .





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