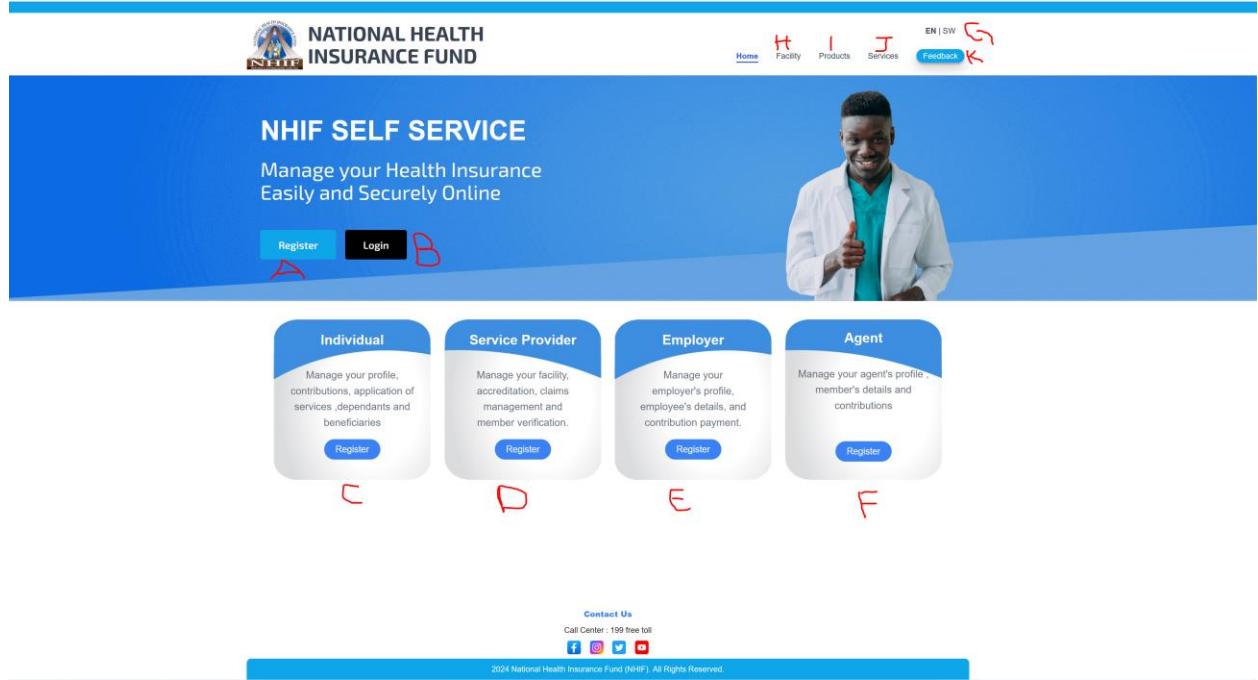


USER MANUAL

A. Member with Employee and employer relation (Employees/councilors/Wabunge)

1. Accessing the application

Open the web browser and type the following address on the web address (selfservice.nhif.or.tz). The following page will display with the following features



- a. To register as an individual click on icon labeled letter A or C (Register)
 - b. To register as an Service Provider click on icon labeled letter A or D (Register)
 - c. To register as an Employer focal person/signatory click on icon labeled letter A or E (Register)
 - d. To register as an agent focal person/signatory click on icon labeled letter A or F (Register)
 - e. If you have already registered, click on icon labeled B (Login) to login.
 - f. To change language, use icon labeled letter G (EN | SW)
 - g. To view list of certified facilities, use icon labeled letter H (Facility)
 - h. To view list of NHIF products, use icon labeled letter I (products)
 - i. To view list of services, use icon labeled letter J (Services)
 - j. To provide feedback, click icon labeled K (feedback)
2. To register as employee/councilors/bunge, enter details as shown in the figure below

NATIONAL HEALTH INSURANCE FUND

Create Account

Setup Your Account Details

Individual Account

Employee

678000000

+255 768900000

test@yahoo.com

Password strength: Good password

I accept the [Terms and Conditions](#)

→ Save and Continue

3. Validate OTP

Once the count has been created, the system will generate one time password (OTP) and send to the provided phone number, also system will open the page to enter and validate OTP as figure below

NATIONAL HEALTH INSURANCE FUND

Welcome
Welcome to Member Registration! This first step will guide you through setting up your account

Create Account
Set up your account details by providing essential information, such as your membership number, phone number, email, and password. This will help us create a secure and personalized account for you

OTP Verification
To secure your account, verify your identity by entering the OTP code sent to your email or phone. This ensures your account remains safe

Finish
You're on the brink of completing your setup! Once it's done, your account will be ready to use. Welcome aboard!

Success

User created successfully. OTP has been sent to you through SMS and email to complete registration

Enter OTP Verification Code

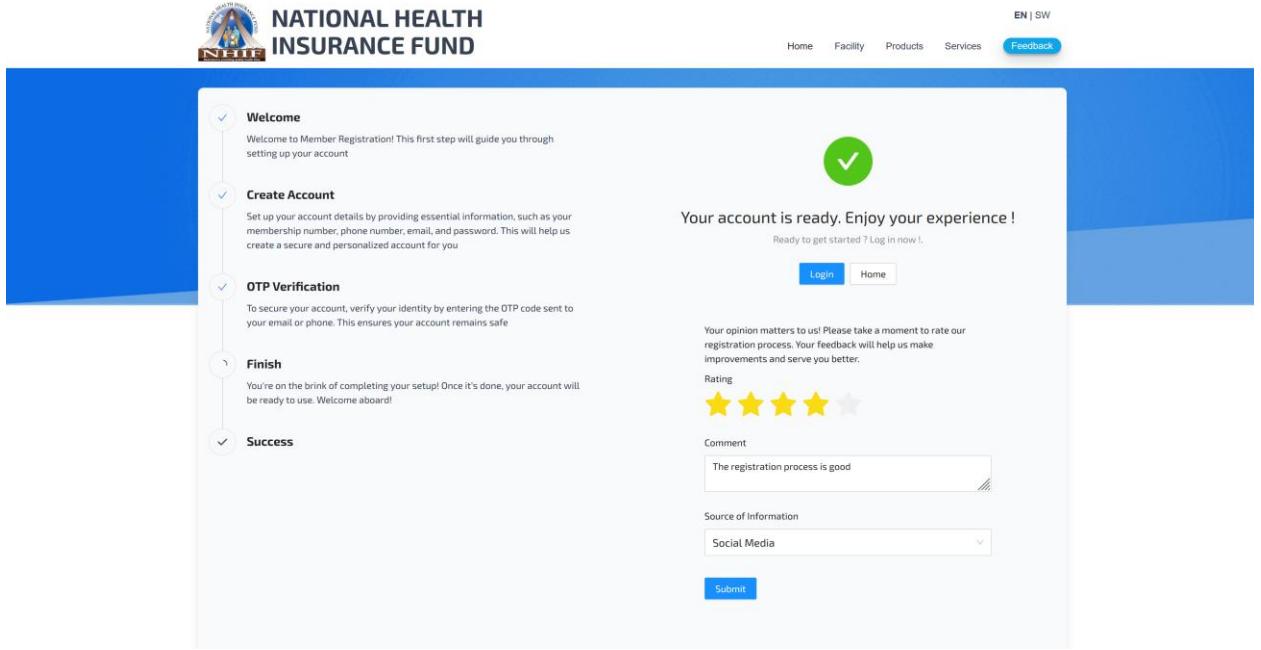
7 7 8 8 9 9

The code will be expired in 8:25 minutes

Validate

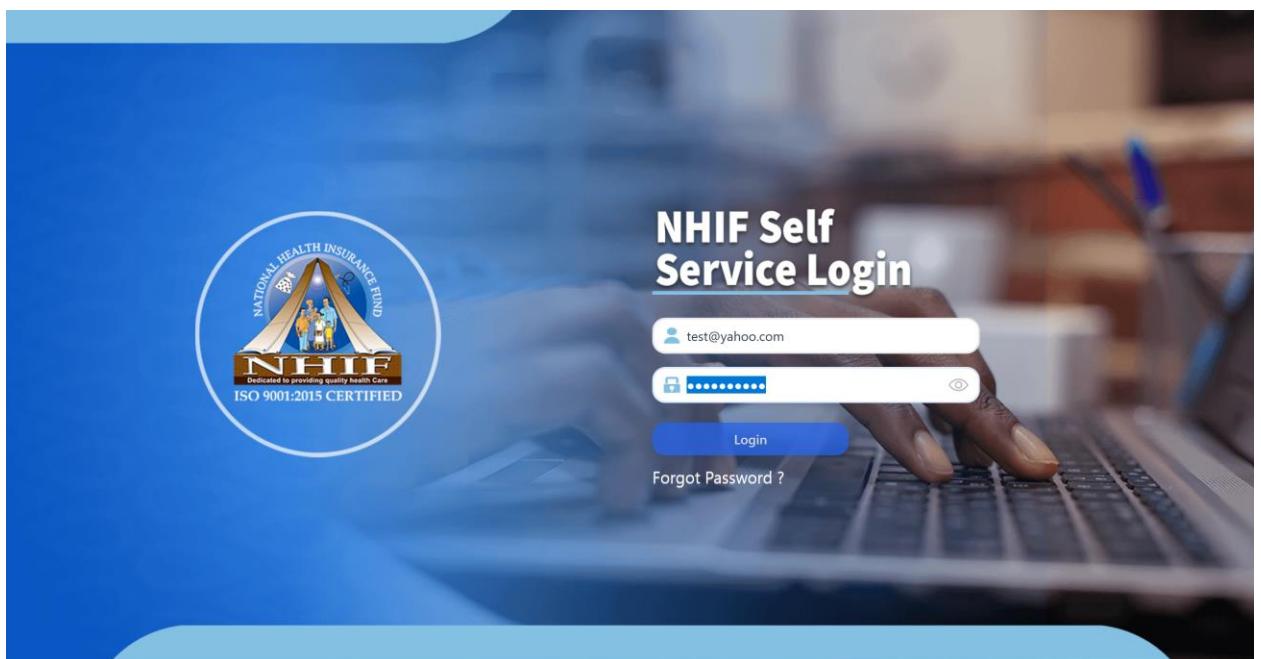
Didn't get the code [Resend](#)

4. Rating



5. Login

- Login: click Login menu on the home page, and system will open the login page and enter username and password then click login



NB: Username can be email address or membership number

6. Update NIDA number : Update NIDA: Enter NIDA number and click search, where NIN will be verified at NIDA using security questions

The screenshot shows a user interface for updating a profile. On the left, there is a vertical sidebar menu with the following items:

- Employee
 - Dashboard
 - Profile
 - Dependant
 - Beneficiaries
 - Contributions
 - Services
 - Feedback

The main content area displays a message: "Profile Update Required" with a note: "Before proceeding with any further actions, please ensure that your profile is up to date. Having accurate and complete information in your profile is essential for smooth operations and communication." Below this, there is a text input field labeled "National Identification No." containing the value "1983100209999990023" and a "Search" button.

7. Update user profile

The screenshot shows a user interface for updating a user profile. On the left, there is a vertical sidebar menu with the following items:

- Employee
 - Dashboard
 - Profile
 - Dependant
 - Beneficiaries
 - Contributions
 - Services
 - Feedback

The main content area displays a form for updating personal details. The fields include:

Membership No.	First Name	Last Name
	FirstName	LastName

Date of Birth	Birth Certificate No.	Nationality
1969-12-02	678987656123	Tanzanian

Marital Status	Email	Mobile
Married	mmmm@yahoo.com	+255 747125643

Region	District	Ward
Dodoma	CHAMWINO	Fufu

Street	House No.	National ID.
Fufu	88888	000327

A "Submit" button is located at the bottom of the form.

8. View dashboard: click on “Dashboard menu” to view basic informations like number of dependants,

The screenshot shows the NHIF SELF SERVICE dashboard. On the left, a sidebar menu for 'Employee' includes links for Dashboard, Profile, Dependant, Beneficiaries, Contributions, Services, and Feedback. The main content area displays four summary cards: 'Total dependants' (blue icon), 'Active Beneficiaries' (green icon), 'Total Visits' (orange icon), and 'Latest Contribution' (red icon with a dollar sign). Below these is a section titled 'Last 10 Visited Facilities' with a table header for Attendance Date, Card Number, Name, Facility Name, and Visit Type. A message at the bottom indicates 'No Data'.

9. View dependents : click on Dependant to view list of dependents

The screenshot shows the 'Dependants' list page. The sidebar menu for 'Employee' is identical to the previous dashboard. The main content area features a table titled 'Dependants' with columns for Dependents Number, Full Name, Gender, Date of Birth, Relationship, Status, and Action. The table lists seven dependents, each with a row of icons for viewing, editing, and deleting. A blue button labeled '(+) Add Dependant' is located at the top left of the table area. A note above the table defines 'Dependant' as a member of a family who is wholly or in part dependent upon the member's earnings, covering spouse and dependents who have met specific criteria.

Dependant Number	Full Name	Gender	Date of Birth	Relationship	Status	Action
+ [REDACTED]	[REDACTED]	Female	30-[REDACTED]	Child	Active	(@) (+)
+ [REDACTED]45401	[REDACTED]	Female	19-[REDACTED]	Spouse	Active	(@) (+)
+ [REDACTED]5404	[REDACTED]	Male	20-[REDACTED]	Child	Active	(@) (+)
+ [REDACTED]45405	[REDACTED]	Female	01-[REDACTED]	Child	Active	(@) (+)
+ [REDACTED]5403	[REDACTED]	Male	02-[REDACTED]	Child	Active	(@) (+)
+ [REDACTED]45414	Teresa Scott Jeremy	Male	[REDACTED]	Child	Active	(@) (+)
+ [REDACTED]45410	Emily Crystal Jeff	Female	02-[REDACTED]	Child	Active	(@) (+)

The screenshot shows the 'Dependant Details!' page. On the left, there's a sidebar with a user icon and the word 'Employee'. The main area has a title 'Dependant Details!' with a close button. It features a placeholder profile picture (a red and blue abstract shape) and a form with the following data:

Dependant No.	██████████
Date of Birth	03 June 2007
Relationship	Child
Full Name	Emily Crystal Jeff
Gender	Female
Status	Active

10. Add dependents: To add a dependant, on list of dependant click “Add dependant” menu
- Select dependant category
 - Enter certificates numbers required for each dependant category
 - Save dependant
 - System will verify the provided information to required authority and add dependant to the dependant list

The screenshot shows the 'Add Dependant' page for 'Spouse' relationship type. The sidebar shows the 'Dependant' menu is selected. The main form includes fields for:

- Select Relationship Type:** Spouse
- * Birth Certificate No. (First Spouse):** 333333333333
- * Marriage Certificate No. (Principal):** 222222222222
- Save Dependant** button

The screenshot shows the 'Add Dependant' page for 'Biological Child' relationship type. The sidebar shows the 'Dependant' menu is selected. The main form includes fields for:

- Select Relationship Type:** Biological Child
- Prem Number (optional):** 333333
- * Birth Certificate No. (Biological Child):** 222222222222
- Save Dependant** button

11. Make dependent as beneficiary: to add dependant to beneficiary:

- a. Click dependant menu to open list of dependants
- b. Scroll to the dependant you want to add to beneficiary, if not available, follow step 11 above to add the dependant
- c. Click “Add dependant to beneficiary” + icon
- d. System will validate the dependant and add to the beneficiary list

12. View beneficiary: click “Beneficiary ” to view list of beneficiaries:

- a. Click on “Active” to view list of active beneficiaries

The screenshot shows the Employee application's sidebar with options like Dashboard, Profile, Dependant, Beneficiaries (which is selected), Contributions, Services, and Feedback. The main content area has a title 'Beneficiary Information' with a definition of what a beneficiary is. Below it is a table with tabs for 'Active' and 'Inactive'. The 'Active' tab is selected, showing four rows of data. Each row contains a name, full name, relationship (Child), status (Active), and two action buttons: a red 'Deactivate' button and a blue 'Edit' button.

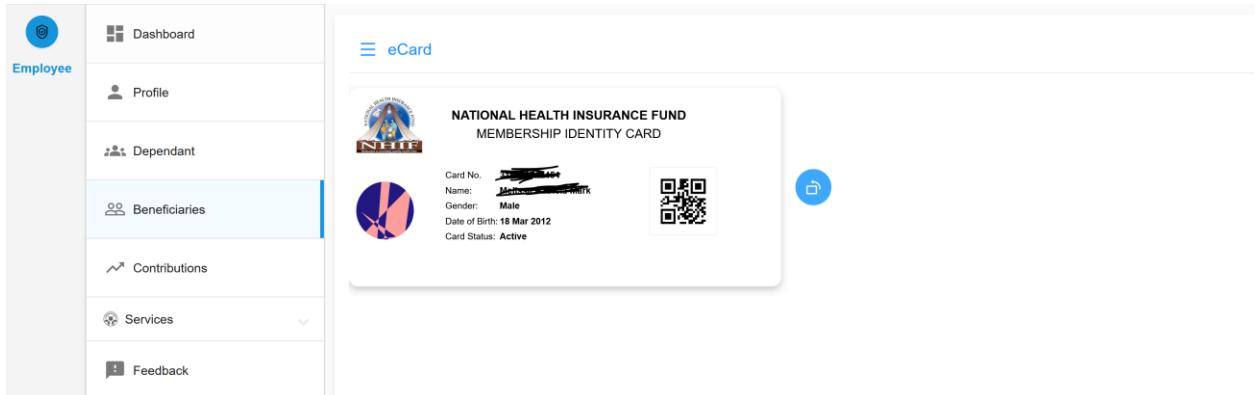
Name	Full Name	Relationship	Status	Action
[REDACTED]	[REDACTED] Mark	Child	Active	Deactivate Edit
[REDACTED]	[REDACTED]	Child	Active	Deactivate Edit
[REDACTED]	[REDACTED]	Child	Active	Deactivate Edit
[REDACTED]	[REDACTED]	Child	Active	Deactivate Edit

- b. Click on “In Active” to view list of In active beneficiaries

The screenshot shows the same Employee application interface. The 'Beneficiaries' option is selected in the sidebar. The main content area has a title 'Beneficiary Information' with a definition of what a beneficiary is. Below it is a table with tabs for 'Active' and 'Inactive'. The 'Inactive' tab is selected, showing a single row with a placeholder icon and the text 'No Data'.

Name	Full Name	Relationship	Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

- c. Click on “View eCard” to view beneficiary card as bellow



13. Deactivate beneficiary: to deactivate beneficiary,

- Navigate to beneficiary list
- Scroll the list of beneficiary to the beneficiary you want to deactivate
- Click "deactivate" to open deactivation form

Name	Full Name	Relationship	Status	Action
[REDACTED]	M. S. M. M. K.	Child	Active	<button>Deactivate</button> <button>Edit</button>
[REDACTED]	[REDACTED]	Child	Active	<button>Deactivate</button> <button>Edit</button>
[REDACTED]	[REDACTED]	Child	Active	<button>Deactivate</button> <button>Edit</button>
[REDACTED]	[REDACTED]	Child	Active	<button>Deactivate</button> <button>Edit</button>

- Select deactivation reason

- Enter required certificate
- System will verify the deactivation reason and provided information
- If they are relevant, system will deactivate the beneficiary

14. V

The screenshot shows the 'Contributions' section of the NHIF Employee portal. On the left sidebar, under 'Employee', the 'Contributions' option is selected. The main content area displays a table of contribution records:

Membership No.	Employer Name	Contribution Month	Contribution Year	Basic Salary (TZS)	Amount Contributed (TZS)
[Redacted]	National Health Insurance Fund	January	2024	[Redacted]	[Redacted]
[Redacted]	National Health Insurance Fund	February	2024	[Redacted]	[Redacted]
[Redacted]	National Health Insurance Fund	March	2024	[Redacted]	[Redacted]

15. View facilities: click “Services”

- a. Click on “facilities” to view list of facilities visited:

The screenshot shows the 'Services' section of the NHIF Employee portal. Under 'Employee', the 'Services' option is selected. The main content area shows a table titled 'Visited Facilities' with one entry: 'No Data'.

- i. Click on services to view list of services obtained per visit

- b. Click on “Facilities” to view list of all NHIF facilities certified. Also you can filter or search

The screenshot shows the 'Services' section of the NHIF Employee portal. Under 'Employee', the 'Services' option is selected. The main content area shows a table titled 'Accredited Facilities' with the following data:

Facility Name	Facility Level	Region	District	Ward	Status
Lutheran Same Dispensary	Dispensary	Kilimanjaro	Same	Same	Active
BUNDA PRISON	Dispensary	Mara	Bunda	BUNDA	Active
BUNG'WANGOKO DISPENSARY	Dispensary	Geita	Geita District	Geita	ACTIVE
ELCT MISSENYE DISPENSARY	Dispensary	Kagera	Misenye	KAKUNYU	ACTIVE
Holy Cross Dispensary	Dispensary	Morogoro	Kilosa	Malolo	Active

- c. Click on “Services” to view list of services offered by NHIF, also you can filter and search

The screenshot shows the 'Services' section of the NHIF Employee portal. Under 'Employee', the 'Services' option is selected. The main content area shows a table titled 'Eligible Services' with the following data:

Item Code	Item Name	Type Name
60000	25-OH Vitamin D	Diagnostic Examinations
11217	5-Fluorouracil	Medicine and Consumables
60370	5-Fluorouracil	Medicine and Consumables
11219	5-Fluorouracil	Medicine and Consumables
11218	5-Fluorouracil	Medicine and Consumables
363303	5 -Fluoro Uracil	Medicine and Consumables
70096	AA07 NEURO BURR HOLE	Procedural Charges
70095	AA14 Spine Burr Hole 14BA 40	Procedural Charges

16. View Approval services: click “Services” then “Approval services” to view list of approval services requested and their status.

17. Provide feedback:

- click on feedback to open a list of feedback

- Click on New feedback to open a page to enter feedback, enter the feedback and click submit

