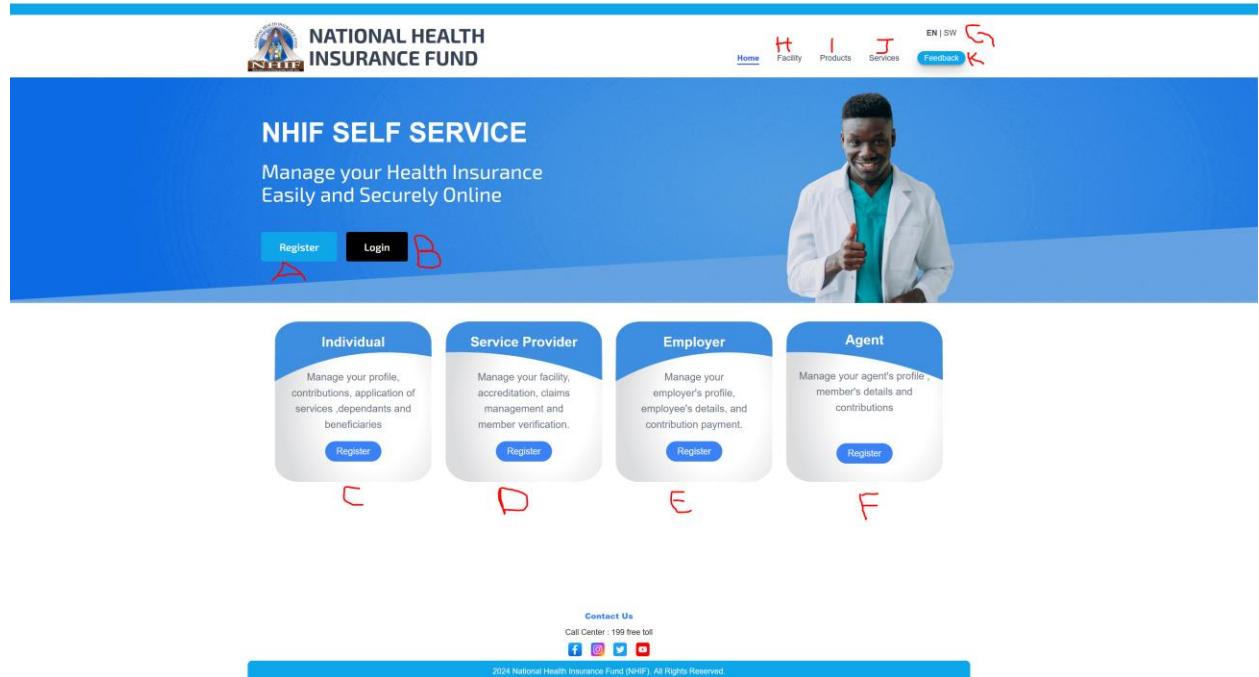


USER MANUAL


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



- To register as an individual click on icon labeled letter A or C (Register)
 - To register as an Service Provider click on icon labeled letter A or D (Register)
 - To register as an Employer focal person/signatory click on icon labeled letter A or E (Register)
 - To register as an agent focal person/signatory click on icon labeled letter A or F (Register)
 - If you have already registered, click on icon labeled B (Login) to login.
 - To change language, use icon labeled letter G (EN|SW)
 - To view list of certified facilities, use icon labeled letter H (Facility)
 - To view list of NHIF products, use icon labeled letter I (products)
 - To view list of services, use icon labeled letter J (Services)
 - 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**

HomeFacilityProductsServicesFeedback

EN | SW

✓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

3OTP 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

4Finish

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

✓Success

Create Account

Setup Your Account Details

Individual Account

Employee

678000000

+255768900000

test@yahoo.com


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**

HomeFacilityProductsServicesFeedback

EN | SW

✓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

4Finish

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

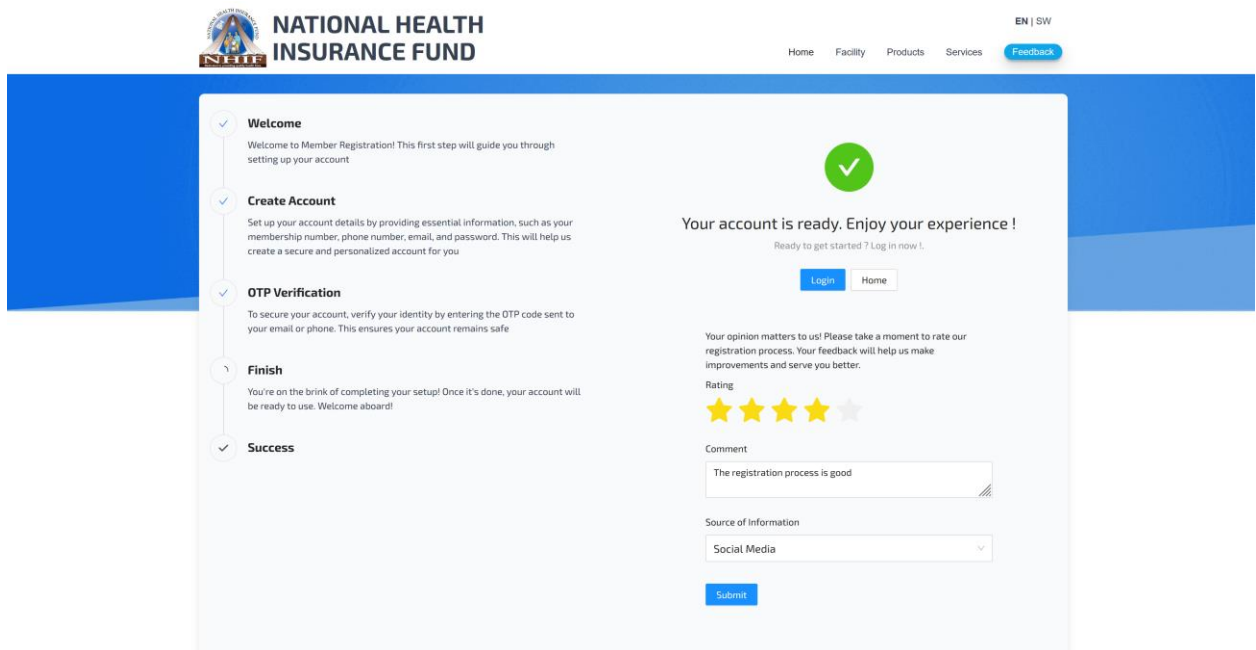
778899

The code will be expired in 8:25 minutes

Validate

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

4. Rating



NATIONAL HEALTH INSURANCE FUND

Home Facility Products Services [Feedback](#)

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

Your account is ready. Enjoy your experience !
Ready to get started ? Log in now !

[Login](#) [Home](#)

Your opinion matters to us! Please take a moment to rate our registration process. Your feedback will help us make improvements and serve you better.

Rating
★★★★★

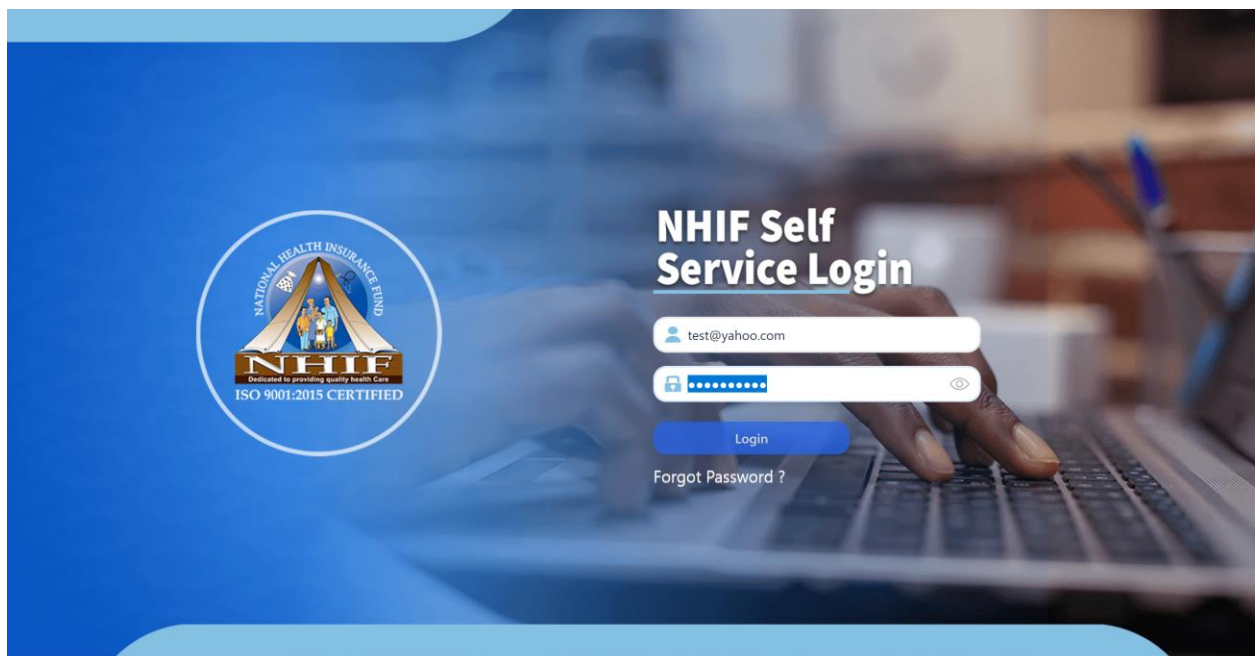
Comment
The registration process is good

Source of Information
Social Media


[Submit](#)

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



NHIF Self Service Login

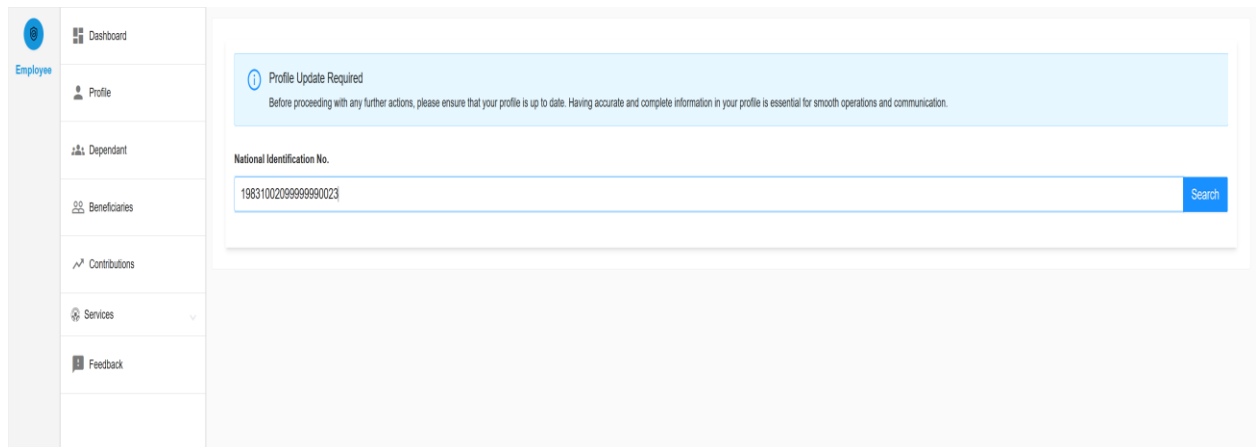
 **NHIF**
Dedicated to providing quality health care
ISO 9001:2015 CERTIFIED

[Login](#)

[Forgot Password ?](#)

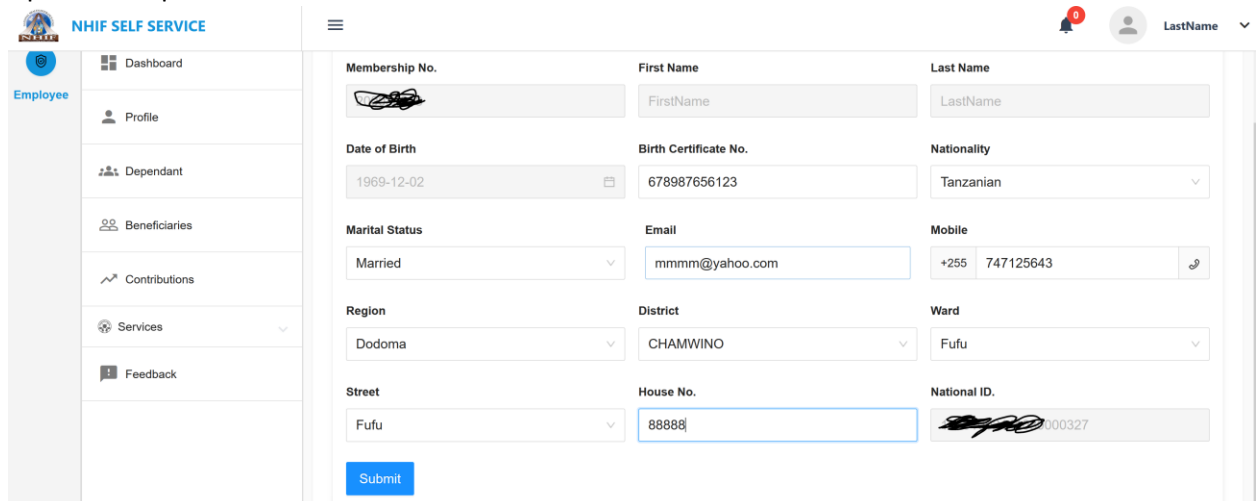
NB: Username can be email address or membership number

- 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 web interface for updating a profile. On the left is a sidebar with a menu: Dashboard, Profile, Dependant, Beneficiaries, Contributions, Services, and Feedback. The main content area has a light blue header with an information icon and the text "Profile Update Required". Below this, a message states: "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." A search box is labeled "National Identification No." and contains the text "1983100209999990023". A blue "Search" button is to the right of the input field.

- Update user profile




The screenshot shows the "NHIF SELF SERVICE" user profile update form. The sidebar on the left is identical to the previous screenshot. The main form area has a header with a hamburger menu icon, a notification bell icon, and a user profile icon labeled "LastName". The form fields are organized into three columns:

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	mmm@yahoo.com	+255 747125643

Region	District	Ward
Dodoma	CHAMWINO	Fufu

Street	House No.	National ID.
Fufu	88888	 000327

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

- View dashboard: click on "Dashboard menu" to view basic informations like number of dependants,

NHIF SELF SERVICE

Employee

Dashboard

Profile

Dependant

Beneficiaries

Contributions

Services

Feedback

Total dependants

Active Beneficiaries

Total Visits

Latest Contribution null

Last 10 Visited Facilities

Attendance Date	Card Number	Name	Facility Name	Visit Type
No Data				

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

Employee

Dashboard

Profile

Dependant

Beneficiaries

Contributions

Services

Feedback

Add Dependant

Dependent means a member of a family who is wholly or in part dependent of upon the member's earnings. The Fund covers spouse and dependents who have met the following criteria. Child (Biological, Adopted, and/or Step under the Age of Twenty-One Years (21), Biological Parents, Parents in Law and Siblings (Biological Brother and Sister below the Age of 21 Years).

Dependants

Pending Dependant Applications

	Dependant Number	Full Name	Gender	Date of Birth	Relationship	Status	Action
+			Female	30	Child	Active	
+	45401		Female	19	Spouse	Active	
+	45404		Male	20	Child	Active	
+	45405		Female	05	Child	Active	
+	45403		Male	0	Child	Active	
+	45414	Teresa Scott Jeremy	Male		Child	Active	
+	45410	Emily Crystal Jeff	Female	03	Child	Active	

Employee

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

Dependant Details

Dependant No.	Full Name
[REDACTED]	Emily Crystal Jeff
Date of Birth	Gender
03 June 2007	Female
Relationship	Status
Child	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

Employee

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

Add Dependant

Select Relationship Type

Spouse

• Birth Certificate No. (First Spouse)

333333333333

• Marriage Certificate No. (Principal)

222222222222

Save Dependant

Employee

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

Add Dependant

Select Relationship Type

Biological Child

Prem Number (optional)

333333

• Birth Certificate No. (Biological Child)

222222222222

Save Dependant

11. Make dependent as beneficiary: to add dependant to beneficiary:
- Click dependant menu to open list of dependants
 - Scroll to the dependant you want to add to beneficiary, if not available, follow step 11 above to add the dependant
 - Click “Add dependant to beneficiary” + icon
 - System will validate the dependant and add to the beneficiary list
12. View beneficiary: click “Beneficiary ” to view list of beneficiaries:
- Click on “Active” to view list of active beneficiaries

The screenshot shows the 'Employee' portal interface. On the left is a sidebar with a menu: Dashboard, Profile, Dependant, Beneficiaries (selected), Contributions, Services, and Feedback. The main content area is titled 'Beneficiary Information' and includes a definition of a beneficiary. Below this, there are two tabs: 'Active' (selected) and 'Inactive'. A table displays the list of active beneficiaries with columns for Name, Full Name, Relationship, Status, and Action. The table contains four rows of data, each with a red 'Deactivate' button and a blue icon.

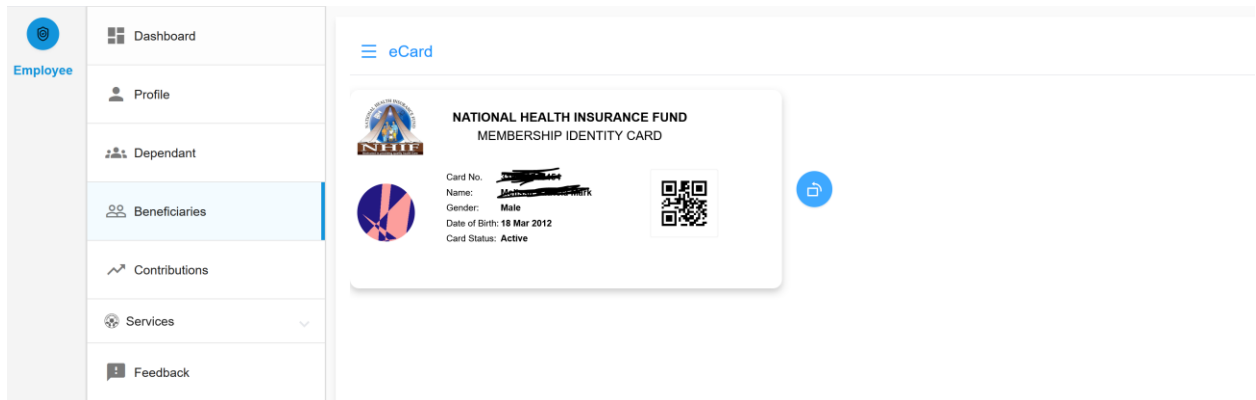
Name	Full Name	Relationship	Status	Action
[Redacted]	[Redacted]	Child	Active	[Deactivate] [Icon]
[Redacted]	[Redacted]	Child	Active	[Deactivate] [Icon]
[Redacted]	[Redacted]	Child	Active	[Deactivate] [Icon]
[Redacted]	[Redacted]	Child	Active	[Deactivate] [Icon]

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

The screenshot shows the 'Employee' portal interface with the 'Inactive' tab selected. The table area is empty, displaying a 'No Data' message with a folder icon.

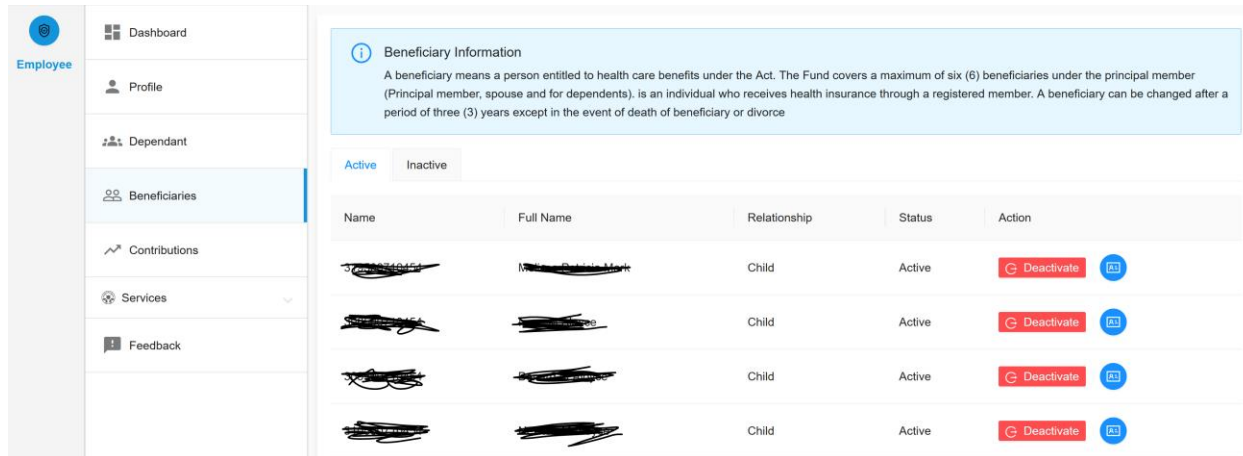
Name	Full Name	Relationship	Status
No Data			

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

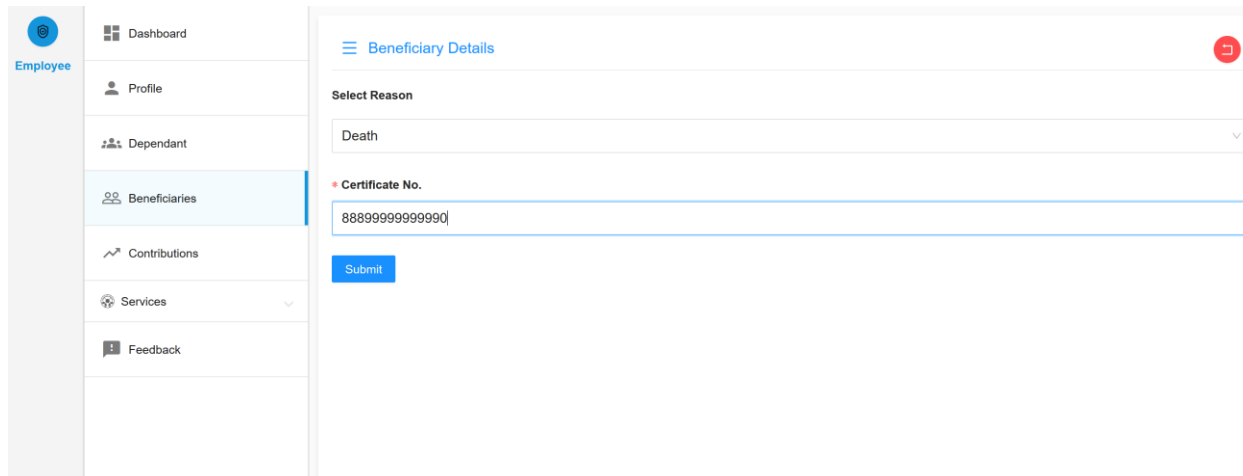


13. Deactivate beneficiary: to deactivate beneficiary,

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



d. 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

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

15. View facilities: click “Services ”

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

Attendance Date	Card Number	Name	Facility Name	Visit Type	Action
No Data					

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

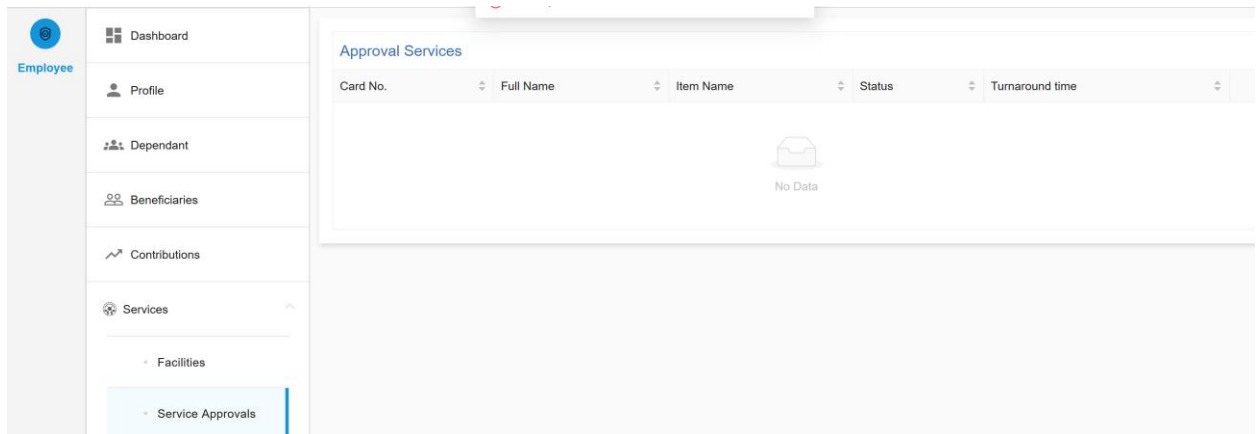
b. Click on “Facilities” to view list of all NHIF facilities certified. Also you can filter or search

Facility Name	Facility Level	Region	District	Ward	Status
Lutheran Same Dispensary	Dispensary	Kilimanjaro	Same	Same	Active
BUNDA PRISON	Dispensary	Mara	Bunda	BUNDA	Active
BUNGWANGOKO 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

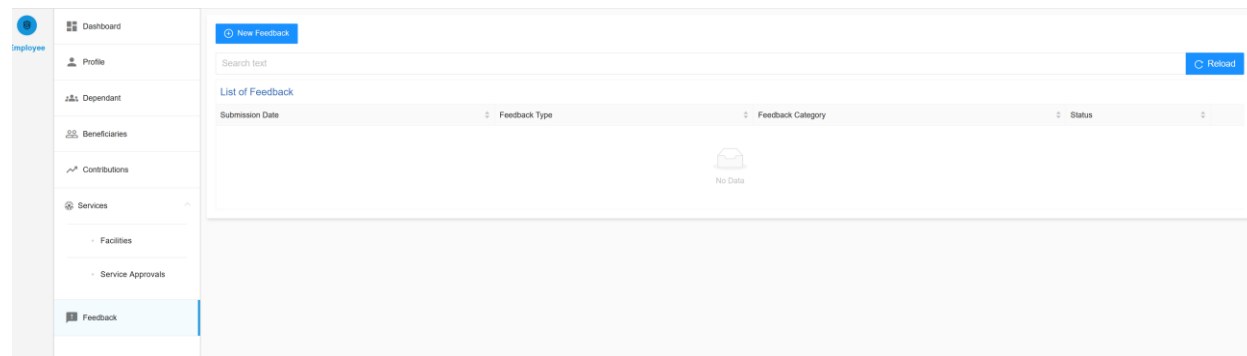
Item Code	Item Name	Type Name
60000	25-OH Vitamin D	Diagnostic Examinations
11217	5-Fluorouracil	Medicine and Consumables
60370	5-Fluorouracil	Medicine and Consumables
11219	5-Fluorouracil	Medicine and Consumables
11218	5-Fluorouracil	Medicine and Consumables
363303	5 -Fluoro Uracil	Medicine and Consumables
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

