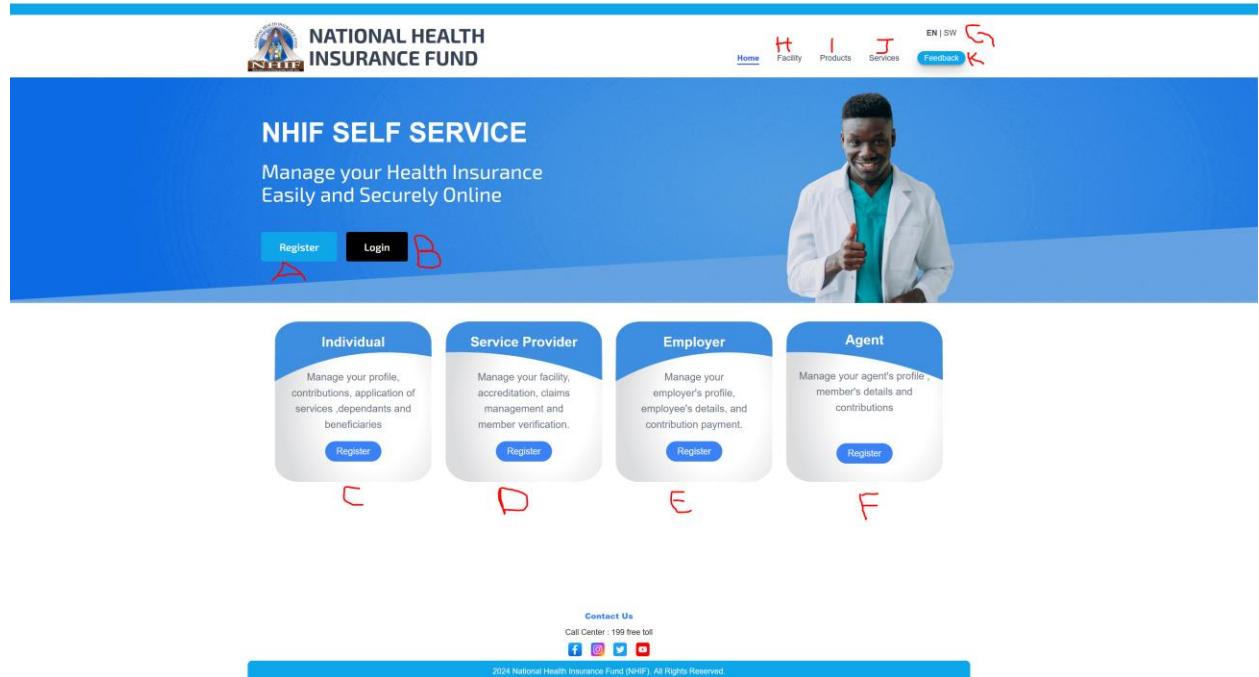USER MANUAL

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

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

4. Rating

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

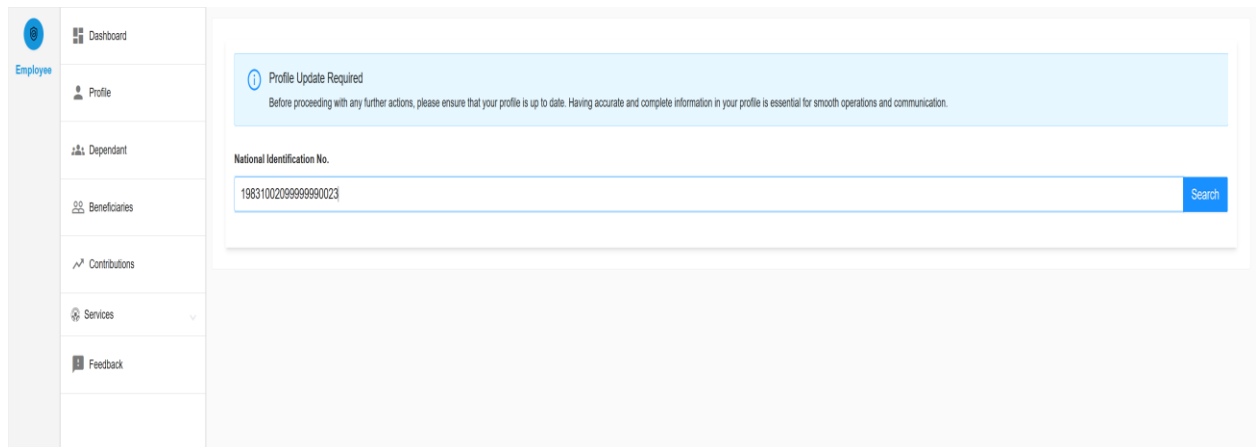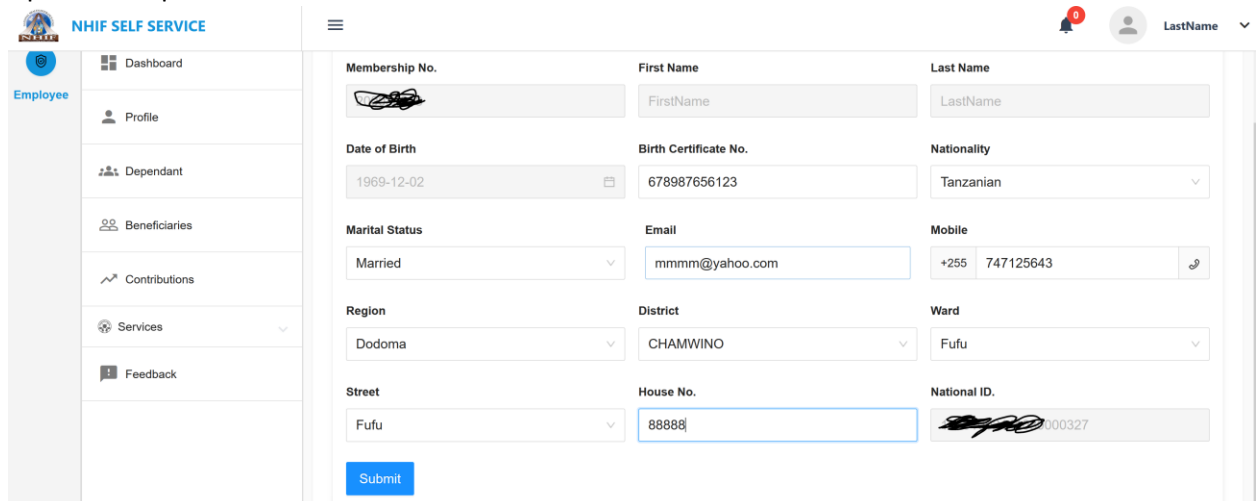NB: Username can be email address or membership number

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

7. Update user profile

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

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

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

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

    b. Click on "In Active" to view list of In active beneficiaries

    c. Click on "View eCard" to view beneficiary card as bellow
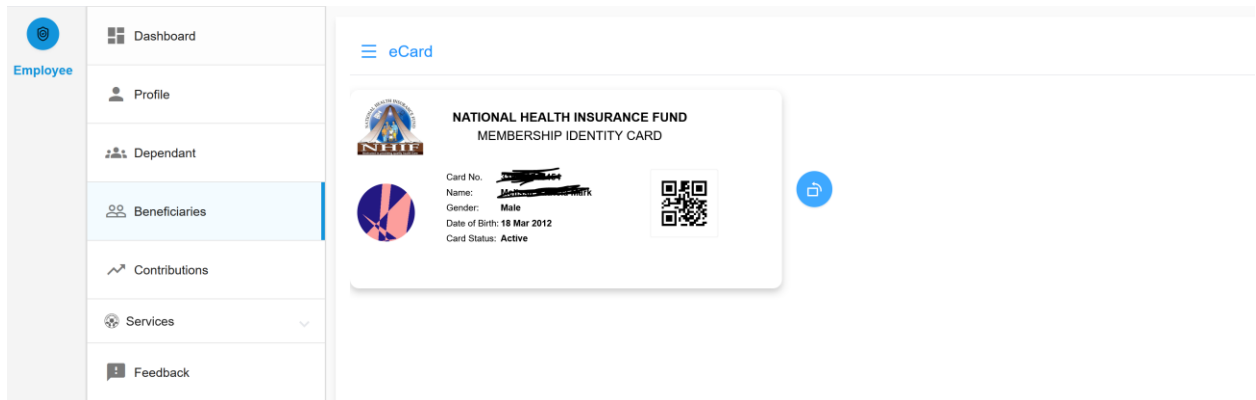
13. Deactivate beneficiary: to deactivate beneficiary,
    a. Navigate to beneficiary list
    b. Scroll the list of beneficiary to the beneficiary you want to deactivate
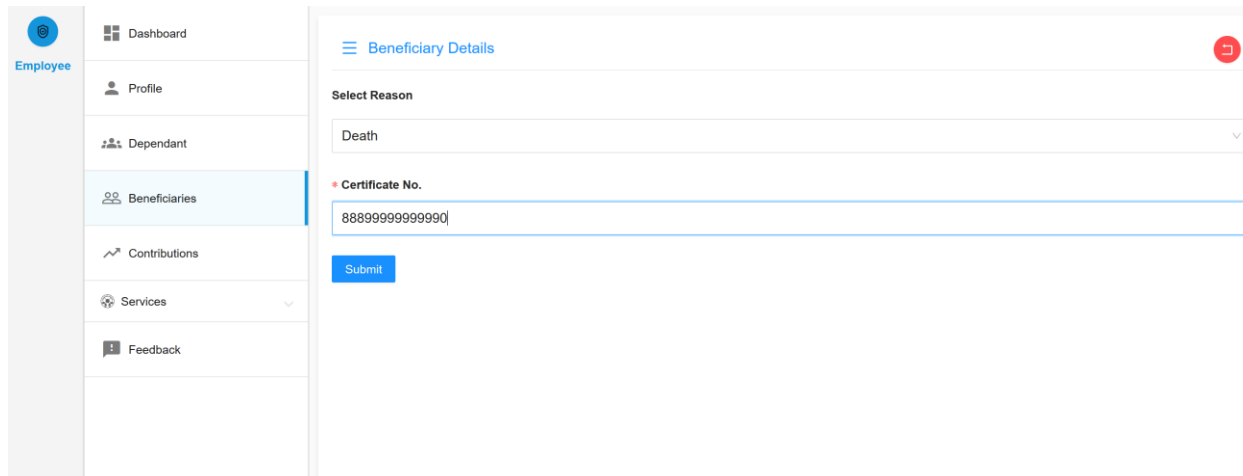   c. Click "deactivate" to open deactivation form
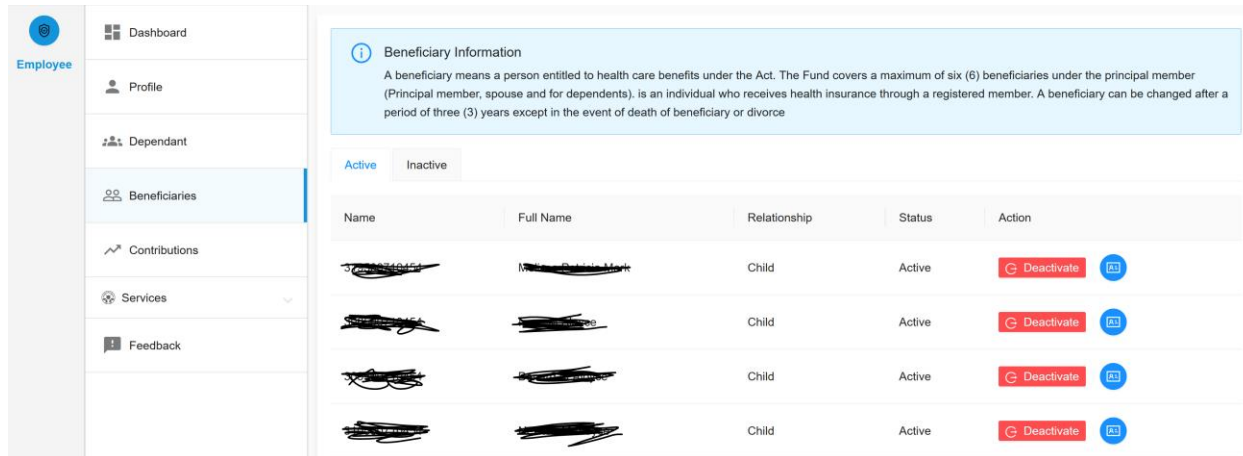
    d. Select deactivation reason

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

14. V

15. View facilities: click "Services "
    a. Click on "facilities" to view list of facilities visited:

        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

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

16. View Approval services: click "Services" then "Approval services" to view list of approval services requested and their status.
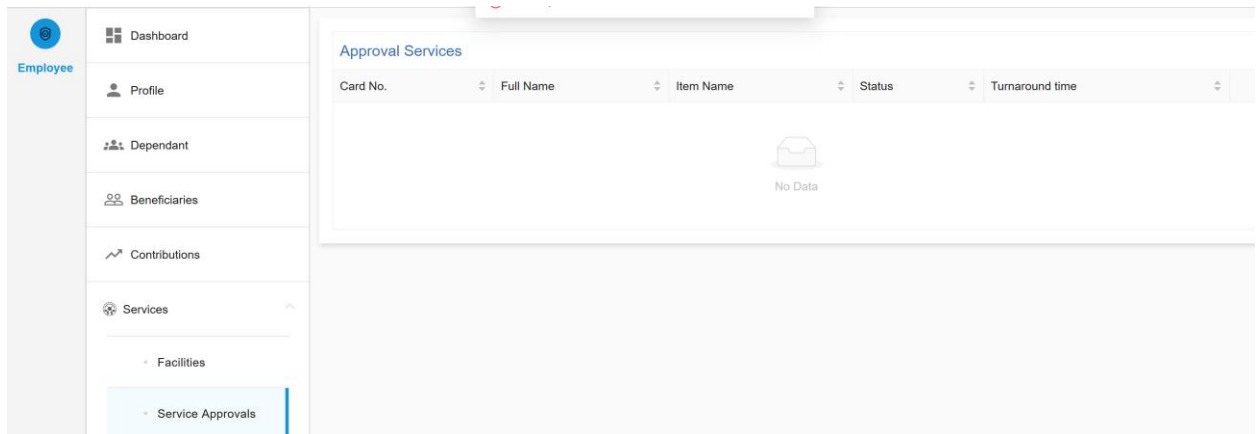
17. Provide feedback:
    a. click on feedback to open a list of feedback
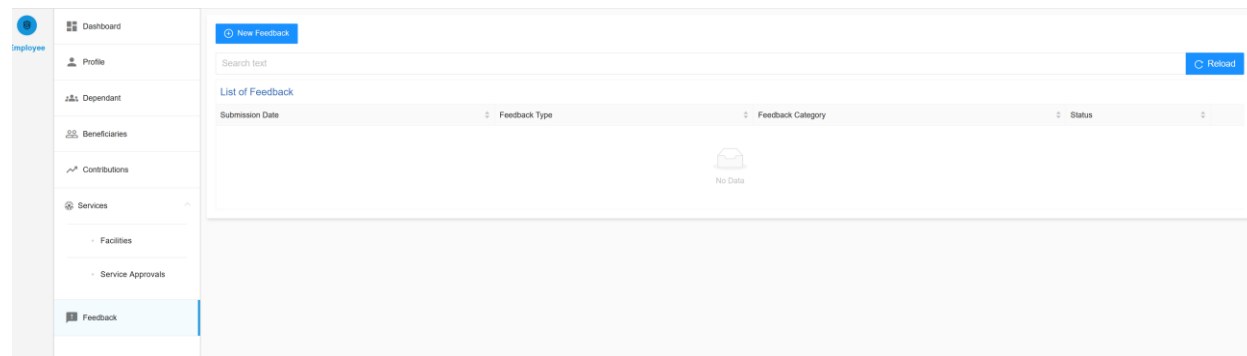
    b. Click on New feedback to open a page to enter feedback, enter the feedback and click submit