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**national
health
authority**



Ayushman App User Manual

Document Release Note

Notice No. : NA

Customer : National Health Authority, India

Project : PMJAY 2.0

Document Details

Name	Version Number	Description
User Manual	12.0	This document describes the processes and steps to use the Ayushman mobile application.

Revision Details

Action Taken (Add/Del/Change)	Previous Page Number	New Page Number	Revision Description
Add	1-15	1-17	Document Updated

Review By

Name of the Reviewer	Review Date	Description
Parveen Kumar	06-09-2023	Document reviewed
Syed Uzair Ahmad	06-01-2024	Document reviewed
Syed Uzair Ahmad	24-01-2024	Document reviewed
Syed Uzair Ahmad	07-02-2024	Document reviewed
Syed Uzair Ahmad	13-02-2024	Document reviewed

Document Revision List

Customer : National Health Authority, India

Project : PMJAY 2.0

Document Name : BIS User Manual – Mobile Application_Version13.0

Release Notice Reference (for release)

Revision Date	Version Details	Revision Description
14 Aug 2023	Version 1	Document Created
15 Aug 2023	Version 2	Document Updated
16 Aug 2023	Version 3	Document Updated
17 Aug 2023	Version 4	Feedback Incorporated
19 Aug 2023	Version 5	Feedback Incorporated
22 Aug 2023	Version 6	Feedback Incorporated – UMP login creation option added.
29 Aug 2023	Version 7	Feedback Incorporated
29 Aug 2023	Version 8	Feedback Incorporated
05 Sep 2023	Version 9	Feedback Incorporated
05 Jan 2024	Version 10	Latest changes updated
05 Jan 2024	Version 11	Added card delivery flow in Agency-Operator login
07 Feb 2024	Version 12	Scheme and Sub-scheme UI and Agency-Operator role description
13 Feb 2024	Version 13	Feedback Incorporated

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Abbreviations

Abbreviation	Expansion
AB-PMJAY	Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
BIS	Beneficiary Identification System
NHA	National Health Authority
OTP	One Time Password
PDF	Portable Document Format
SHA	State Health Agency
UHC	Universal Health Coverage

1. Introduction

Ayushman Bharat, a flagship scheme of Government of India was launched as recommended by the National Health Policy 2017, to achieve the vision of Universal Health Coverage (UHC). Ayushman Bharat is an attempt to move from sectoral and segmented approach of health service delivery to a comprehensive need-based health care service. Ayushman Bharat aims to undertake path breaking interventions to holistically address health (covering prevention, promotion, and ambulatory care), at primary, secondary and tertiary level.

PM-JAY2.0 is a step towards this, it will replace the existing PM-JAY1.0. NHA has initiated PM-JAY2.0 to offer a single integrated platform which is robust, scalable and sustainable in the long term and can keep pace with the changing end user, business and technology requirements. The new system will provide an enriching experience to all stakeholders by improving efficiency in delivery of all services and enhance transparency.

2. Purpose

The Ayushman App ensures correct source of Potential Beneficiaries who can perform their e-KYC and ensure enrolment into PMJAY Scheme to get their Ayushman cards and avail subsequent health benefits from the scheme. This App also allows beneficiaries to download card, Linking of Aadhaar to already enrolled cards for seeding Aadhaar.

3. Scope of the Application

The Ayushman App is designed for Beneficiaries to enrol for Ayushman Card and for Operator to make Ayushman card for beneficiaries post e-KYC. The potential beneficiary for auto approval of card request based on match threshold score and in case of non-auto approval, the request forwards to respective authorities for further action and decision.

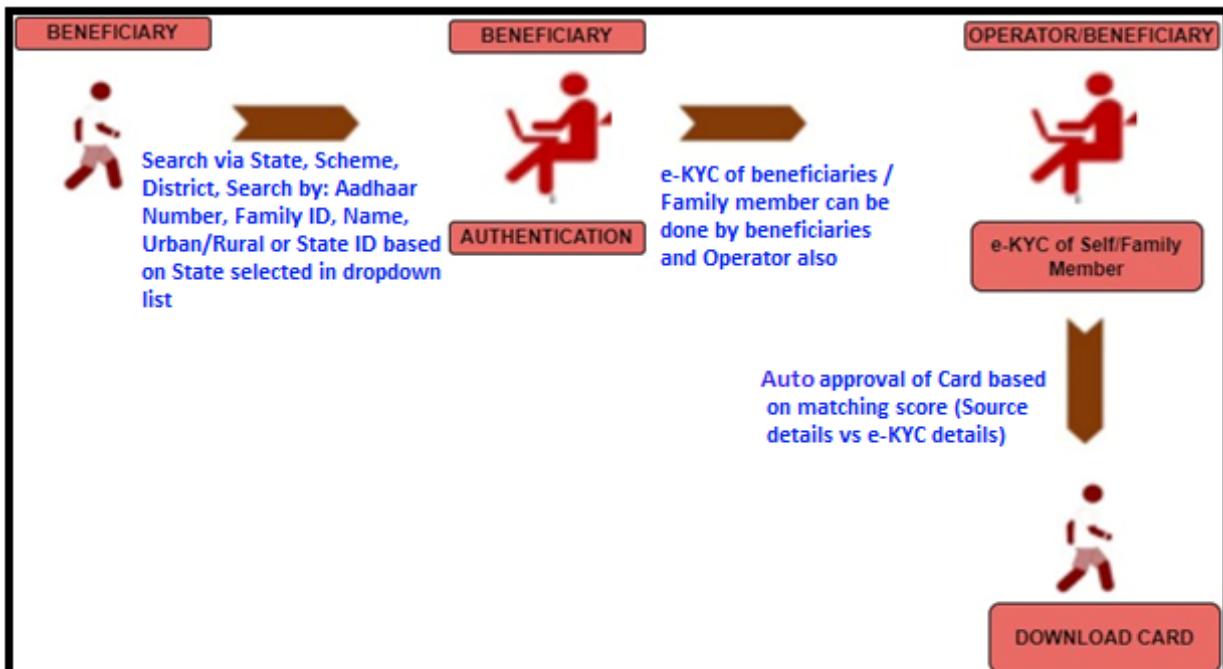
4. Features of Ayushman App

- Authentication of potential beneficiary
- e-KYC of beneficiary
- e-KYC of un-verified Operator
- Link Aadhaar for already enrolled beneficiary without Aadhaar
- Addition of new Family Member for already enrolled families
- Auto Approval of enrolment request based on matching score
- Download card if auto approved or once approved by ISA or SHA
- Card delivery through operator

5. Ayushman App Roles

Beneficiary	Citizen of India, who is potential / enrolled beneficiary to avail the benefits under PMJAY Scheme. Also, potential beneficiary performs following operations: <ul style="list-style-type: none"> ▪ Search beneficiary ▪ e-KYC ▪ Download Ayushman card PDF, share card on different App
Operator	Operators are preauthorized users of Ayushman App, authorized by State and are responsible for <ul style="list-style-type: none"> ▪ Search beneficiary ▪ e-KYC ▪ Link Aadhaar ▪ Add family member ▪ Download Ayushman card PDF, share card on different App ▪ Card delivery process execution post approval of enrolment process
Agency Operator	Agency operators are preauthorized users of Ayushman App, authorized by State and are responsible for <ul style="list-style-type: none"> ▪ Search beneficiary ▪ Card delivery process execution post approval of enrolment process

6. Ayushman App Workflow



7. Login

Ayushman App allows Beneficiary and Operator to Login. This application provides interface where user can choose applicable option to access.

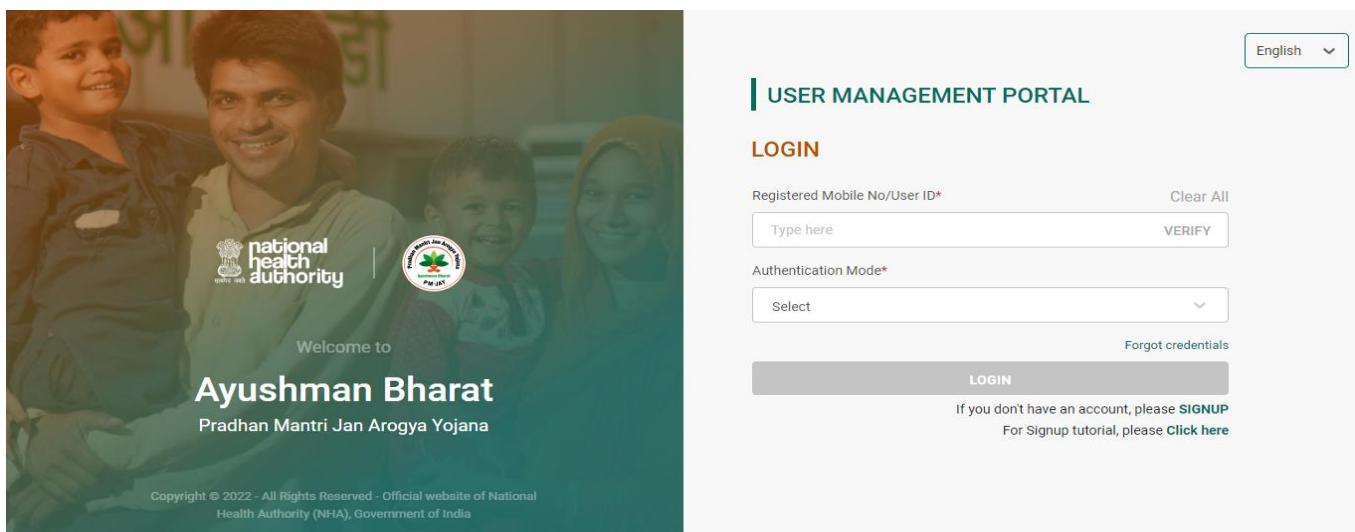
- Beneficiary
- Operator

Beneficiary: A user can login using with active mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP only. The user will have to enter an OTP followed by captcha. Upon which the login button gets enabled, as shown in [Beneficiary login](#) page screenshot below.

Operator: As a PMAM user, the Operator must have login details to access this App. If IDs already created, then PMAM user can directly Sign in the App as shown in [Operator login](#) page screenshot. And if not, then user will have to Sign-up to create a login, the user needs to get registered in UMP portal with required details. Once the login request is approved in User Management Portal, the user can be able to access the Ayushman App.

Login as PMAM using registered mobile number/user ID. Upon verification of the mobile number/user ID, the user will have a provision to authenticate using password/mobile OTP/Aadhaar OTP/Aadhaar fingerprint. If the authentication mode selected as ‘password’,the user will have a provision to enter his password followed by captcha. Upon which the login button gets enabled as shown in login page (PMAM) screenshot.

*URL: <https://ump.pmjay.gov.in/signup>



English ▾

Welcome to

Ayushman Bharat

Pradhan Mantri Jan Arogya Yojana

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USER MANAGEMENT PORTAL

LOGIN

Registered Mobile No/User ID* VERIFY Clear All

Authentication Mode* Forgot credentials

LOGIN

If you don't have an account, please [SIGNUP](#)
For Signup tutorial, please [Click here](#)

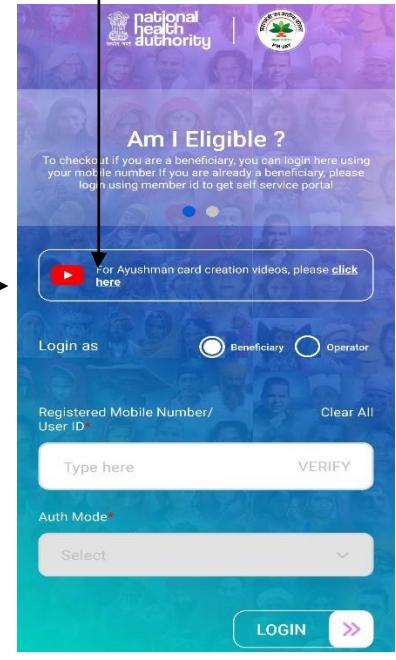
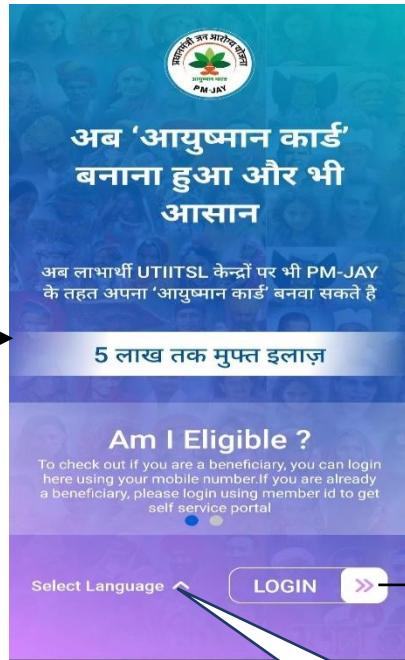
7.1. Beneficiary Login

First, the beneficiary will have to install **Ayushman App** from Google Play store

Once App installed in mobile phone then Start Ayushman App



NOTE: Care generate process tutorial link can be accessed from here.

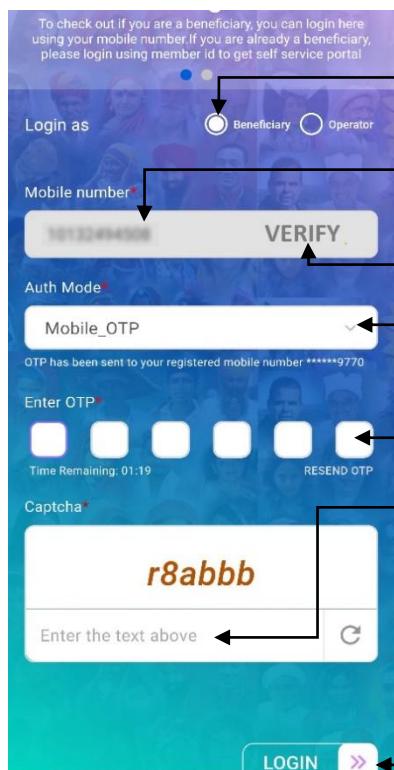


Ayushman App launch Screen

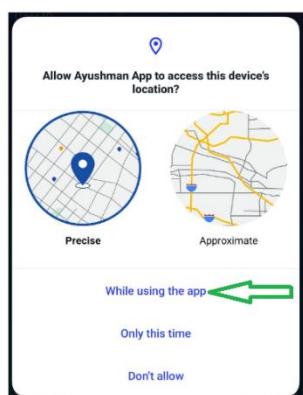
Home Page

Tap here to Change Language

Login Screen



1. Choose Beneficiary.
2. Enter Mobile Number here.
3. Click "VERIFY" after enter mobile number.
4. Authentication Mode - Mobile OTP.
5. Enter 6 digit OTP which is received on same mobile number.
6. Enter CAPTCHA number here which is displaying on screen.
7. Once filled all details select "LOGIN"
8. Device location is mandatory so select "Allow"



***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

7.2. Operator Login

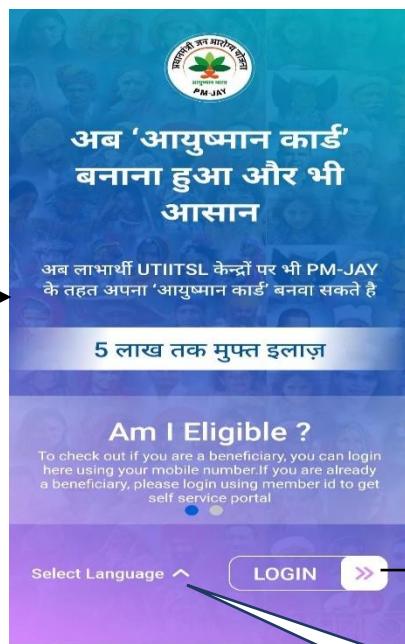
First, the Operator will have to install **Ayushman App**  from Google Play store 

Once App installed in mobile phone then Start Ayushman App 

NOTE: Care generate process tutorial link can be accessed from here.



Ayushman App Launch Screen

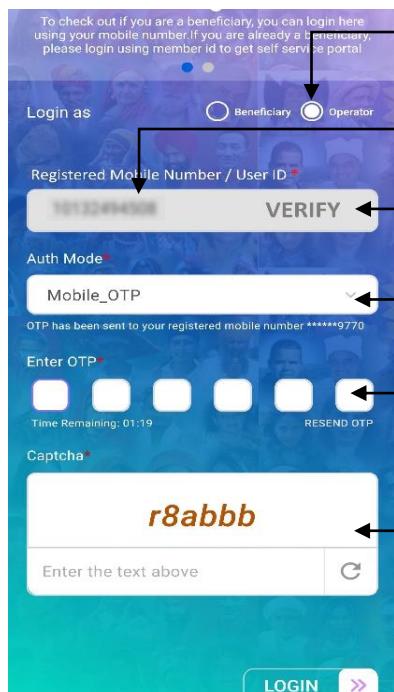
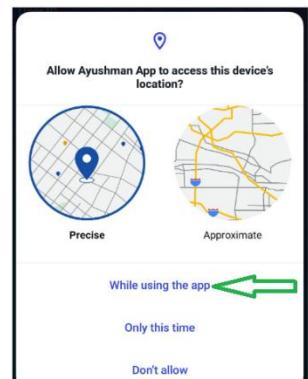


Home Page



Tap here to Change Language

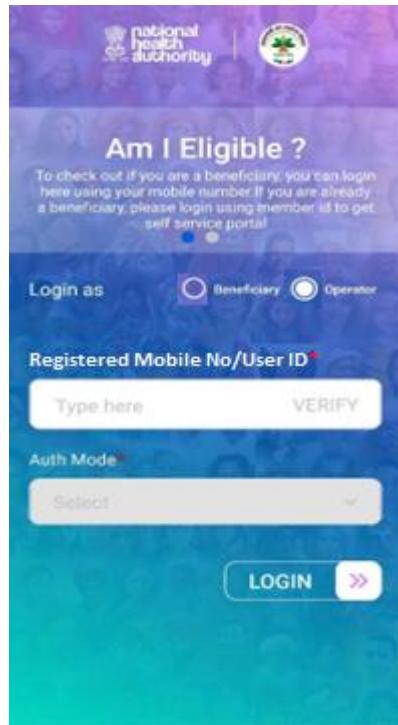
Login Screen



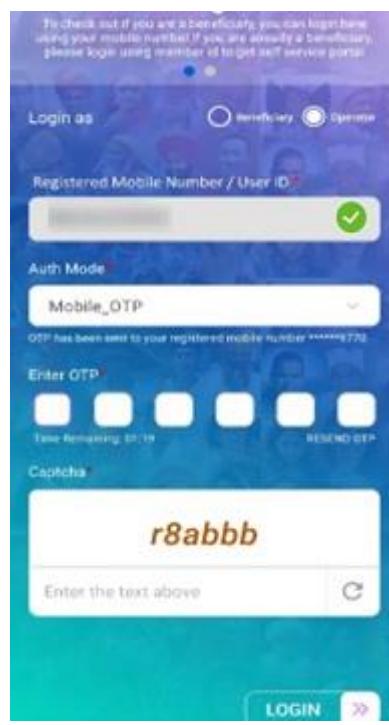
***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

7.3. Operator e-KYC

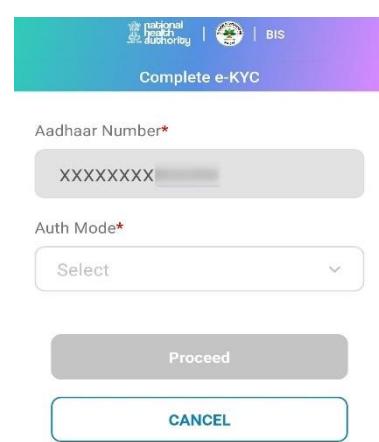
The Operator will have to complete e-KYC to login in Ayushman App (if operator e-KYC is pending).



1- Select Operator



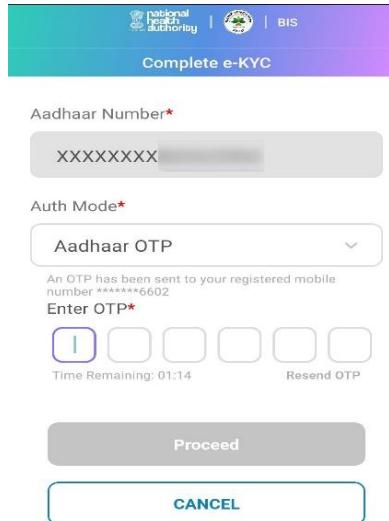
2- Verify Mobile and Enter OTP



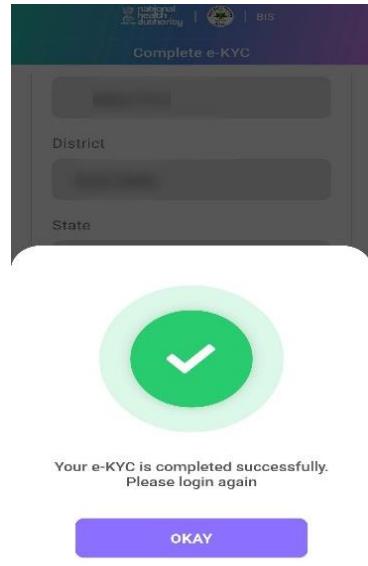
3. Select Auth Mode



4- Accept Aadhar Consent



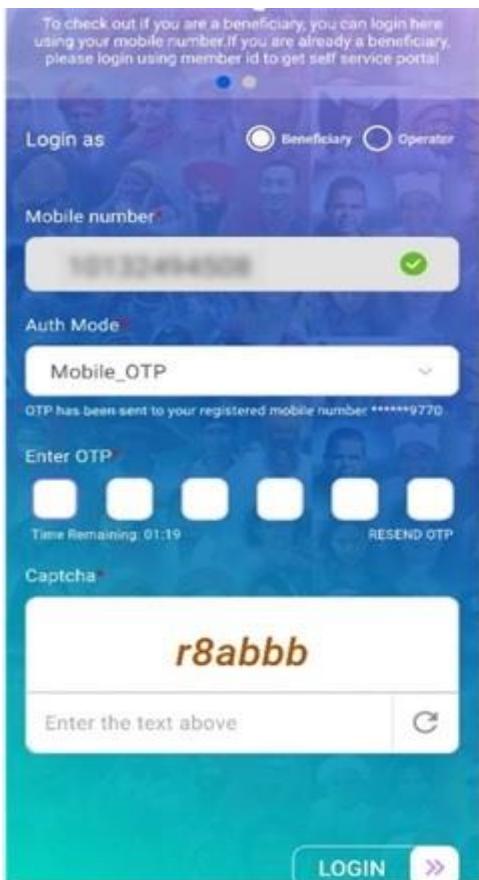
5- Enter OTP and Proceed



6. e-KYC Completed

7.4. Card Generate and e-KYC

1. Beneficiary / Operator can use one of the following modes (as applicable), once the User ID / Mobile number entered by them is Verified to Login post authentication as per screen below:
 - a. Mobile OTP
 - b. Aadhaar OTP (OTP on mobile number linked with Aadhaar)
 - c. Password
 - d. Captcha has to be entered along with the OTP / Password as applicable



To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal.

Login as Beneficiary Operator

Mobile number: 9899994500

Auth Mode: Mobile OTP

OTP has been sent to your registered mobile number *****9770

Enter OTP: Time Remaining: 01:19 RESEND OTP

Captcha: r8abbb

Enter the text above:

LOGIN **»**

1 – Beneficiary Login



To check out if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal.

Login as Beneficiary Operator

Registered Mobile Number/User ID: 9899994500

Auth Mode: Password

Password: Type here

FORGOT PASSWORD

Captcha: 27d4hb

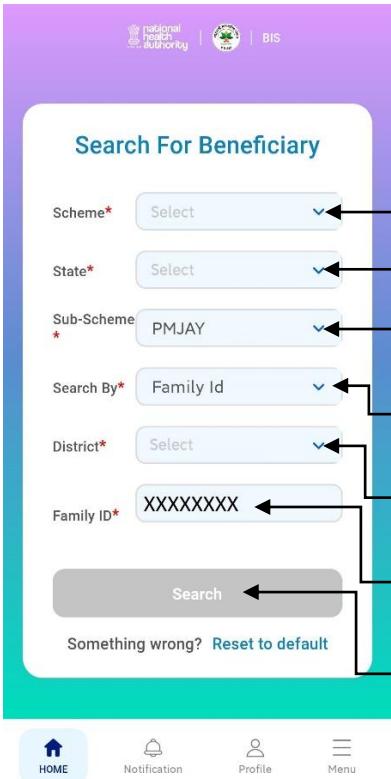
Enter the text above:

LOGIN **»**

2 – Operator Login

2. Once the user clicks on ‘Login’ button, “Search Beneficiary” page will be displayed to select the search criteria. The user needs to select State, Scheme, District from available drop down. Post this selection , the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search criteria , user needs to input the Aadhaar Number, Family ID, Name, Rular and Urban based on user selection and click on ‘Search’ Button. In case of availability of records , which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member(s) as shown in below screen shot. If user wants to search under “PMJAY” scheme then user has to select “PMJAY” in scheme and sub-scheme drop-down.

*Disclaimer: "The personal details are blurred to avoid violation of privacy".



Search For Beneficiary

Scheme* Select

State* Select

Sub-Scheme* PMJAY

Search By* Family Id

District* Select

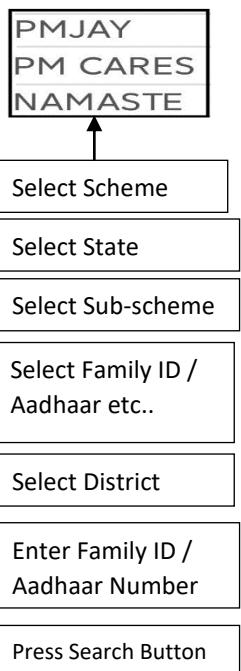
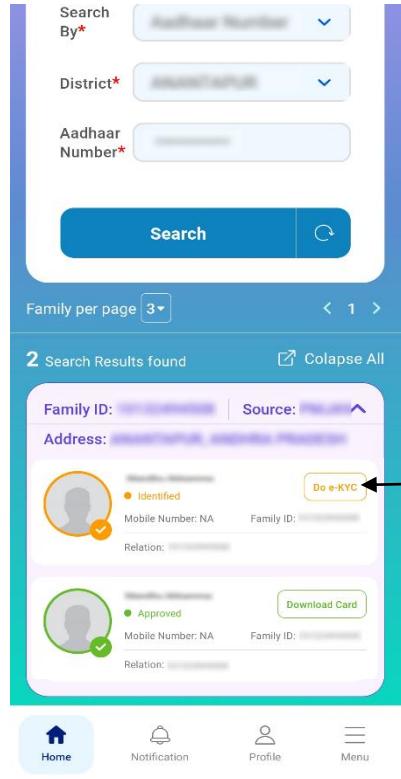
Family ID* XXXXXXXX

Search

Something wrong? Reset to default

Press Search Button

Navigation icons: Home, Notification, Profile, Menu

Search By* Aadhaar Number

District* [District Name]

Aadhaar Number* [Aadhaar Number]

Search

Family per page 3 < 1 >

2 Search Results found Collapse All

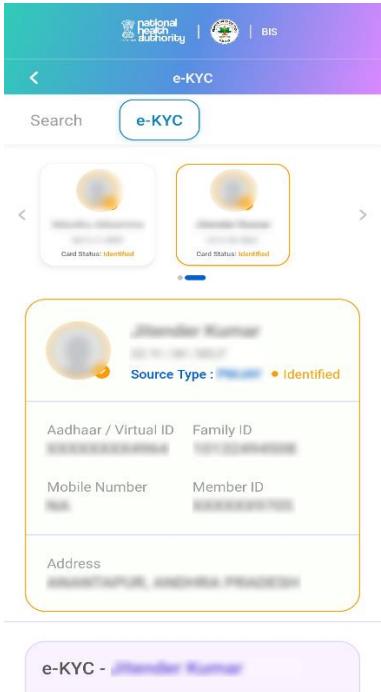
Family ID:	Source:
[Family ID]	[Source]
[Address]	
 Identified Mobile Number: NA Family ID: [Family ID] Relation: [Relation]	<input type="button" value="Do e-KYC"/>
 Approved Mobile Number: NA Family ID: [Family ID] Relation: [Relation]	<input type="button" value="Download Card"/>

Navigation icons: Home, Notification, Profile, Menu

Select Identified Button to do e-KYC of beneficiary.

1 - Search Beneficiary

2 - Search Result



e-KYC

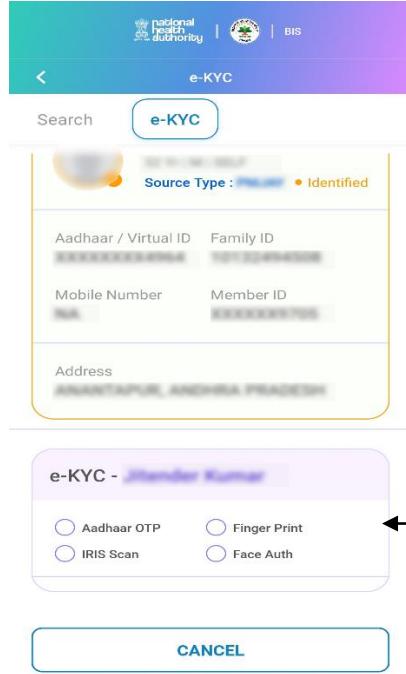
Search

Card Status: Identified

Card Status: Identified


 Source Type : Identified • Identified
 Aadhaar / Virtual ID Family ID
 Mobile Number Member ID
 Address

e-KYC - [Beneficiary Name]



e-KYC

Search

Source Type : Identified • Identified

Aadhaar / Virtual ID Family ID

Mobile Number Member ID

Address

e-KYC - [Beneficiary Name]

Aadhaar OTP Finger Print
 IRIS Scan Face Auth

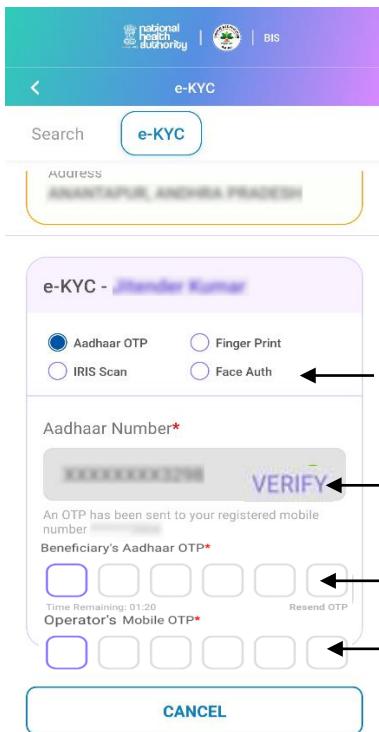
CANCEL

Choose Mode

3 - Beneficiary Detail

4 - e-KYC

*Disclaimer: "The personal details are blurred to avoid violation of privacy".



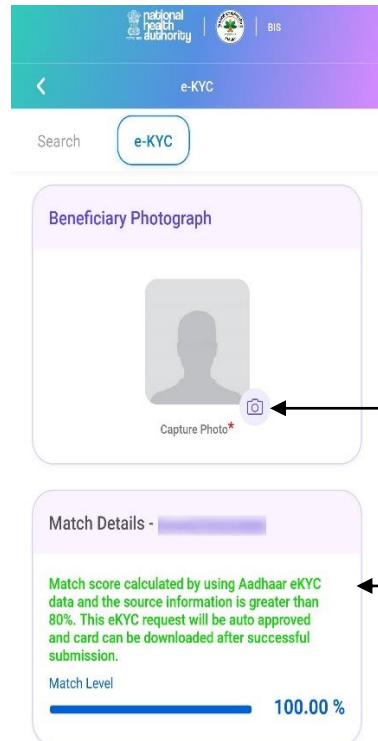
This screenshot shows the OTP verification step. It displays the beneficiary's name, Jitender Kumar, and four input fields for entering the OTP. The first field contains the text "Aadhaar OTP". Below the input fields, there is a "VERIFY" button and a note stating "An OTP has been sent to your registered mobile number".

Select OTP: Points to the "Aadhaar OTP" radio button.

Select "VERIFY": Points to the "VERIFY" button.

Beneficiary Aadhar OTP: Points to the first input field containing "Aadhaar OTP".

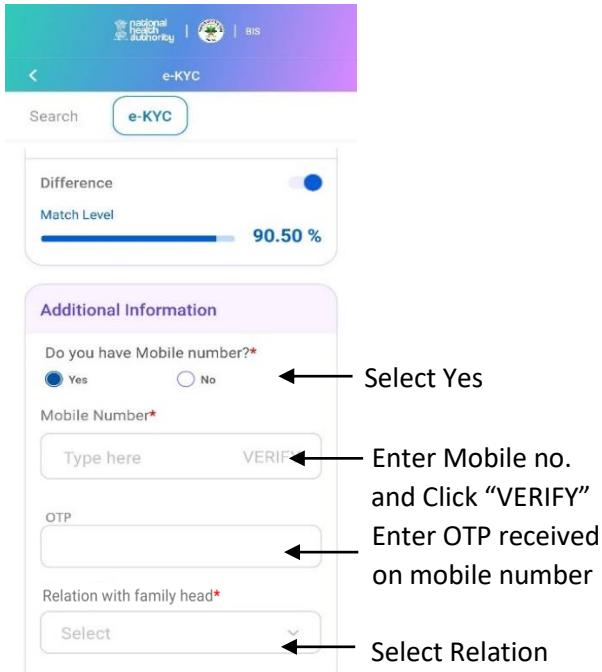
Operator Mobile OTP: Points to the second input field.



This screenshot shows the photo capture step. It features a placeholder for a beneficiary photograph and a camera icon labeled "Capture Photo*".

Click on Camera Icon to capture photo: Points to the camera icon.

5 - Beneficiary e-KYC



This screenshot shows the additional information entry step. It includes fields for mobile number, OTP, relation with family head, and a dropdown for selecting a state.

Select Yes: Points to the "Yes" radio button under "Do you have Mobile number?".

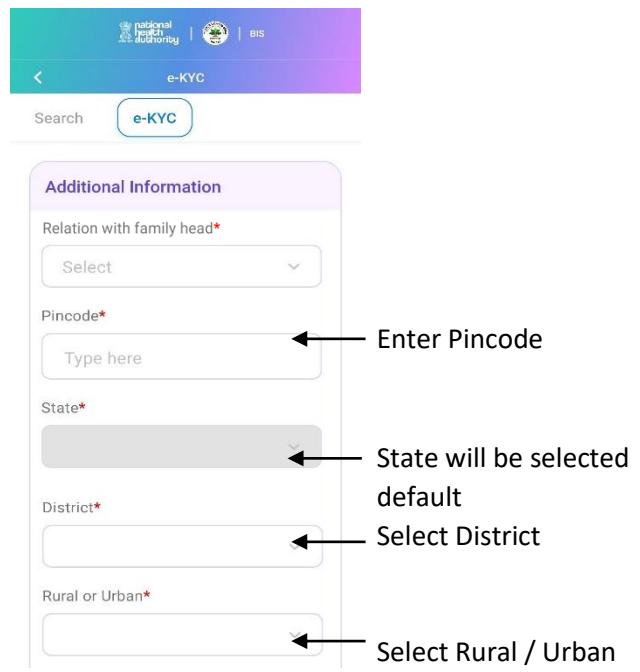
Enter Mobile no. and Click "VERIFY": Points to the "Mobile Number" field and the "VERIFY" button.

Enter OTP received on mobile number: Points to the "OTP" field.

Select Relation: Points to the "Relation with family head" dropdown.

7 – Enter additional information

6 – Match e-KYC Details

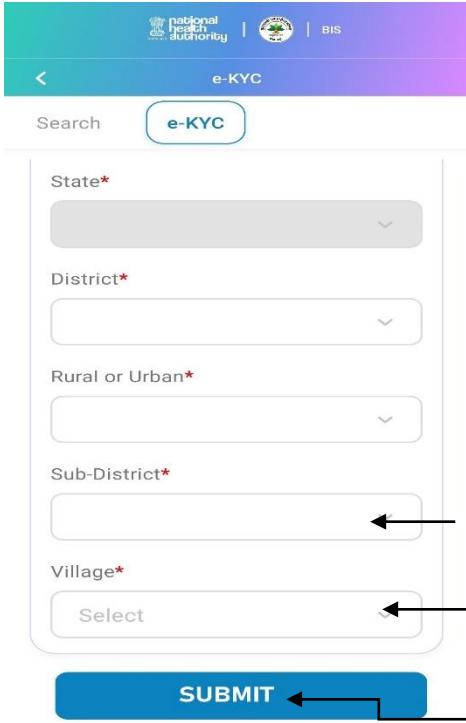


This screenshot shows the match details step. It displays a match score of 100.00% and a summary of the match calculation.

Match score calculation: Points to the "Match Level" bar at 100.00 %.

8 – Continued..

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

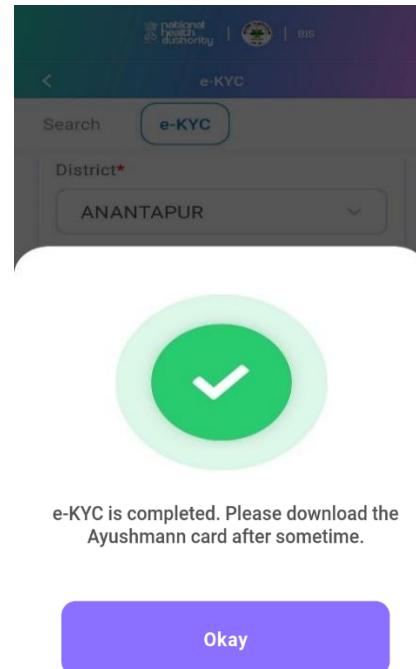


This screenshot shows the e-KYC submission interface. It includes fields for State, District, Rural or Urban, Sub-District, and Village. A large blue "SUBMIT" button is at the bottom.

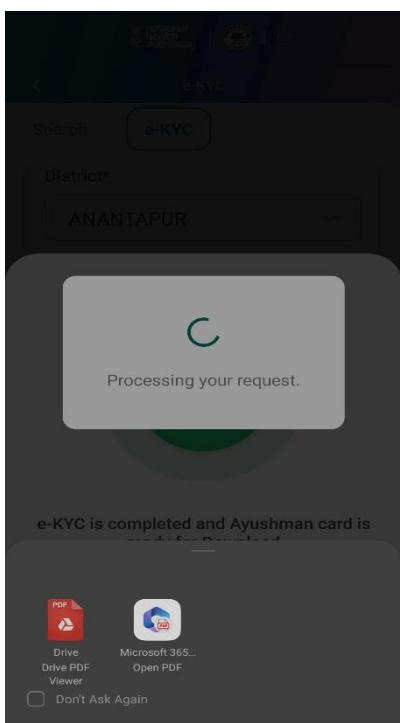
Annotations:

- ← Select Sub-District
- ← Select Village (if in case Urban select Town)
- ← Click "SUBMIT"

9 – Submit e-KYC



10 – Card Generated



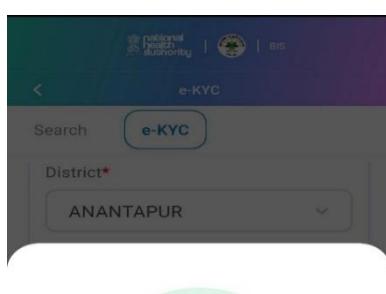
11 – Card Downloaded



12 – View Card

***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

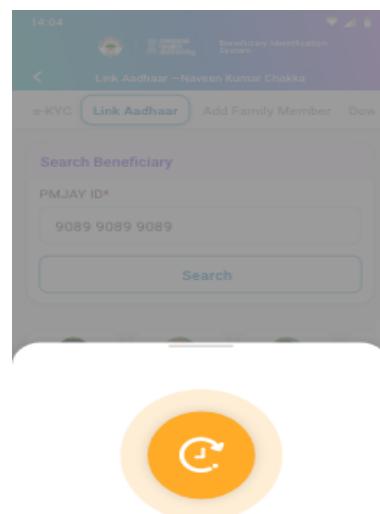
3. Logged in Operator can view the Beneficiary and Beneficiary's family member details and perform Authentication for them using one of the four methods as shown in screen below:
 - a. Authentication can be done via following 4 methods:
 - i. Aadhaar OTP
 - ii. Finger Print
 - iii. IRIS Scan
 - iv. Face Auth
4. Post Authentication Operator can perform the following actions:
 - a. e-KYC using four e-KYC methods in case of Potential Beneficiary, whose card status is identified
 - b. Link Aadhaar in case of Aadhaar not linked with approved Beneficiary or Family Member, whose card status is unidentified
 - c. Add Family member in case of new member to be added to family.
5. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary will get following options:
 - a. e-KYC: user can proceed to download card if Auto Approved (refer screenshot-1) or await approval if match score below threshold for approval by competent authorities. And a request will be submitted with reference ID (refer screenshot -2).



e-KYC is completed. Please download the Ayushmann card after sometime.

Okay

Card download
After sometime



E-KYC is completed and your data is sent for approval.
Your reference number is 9089 9089 9089. To check your status, send for processing.

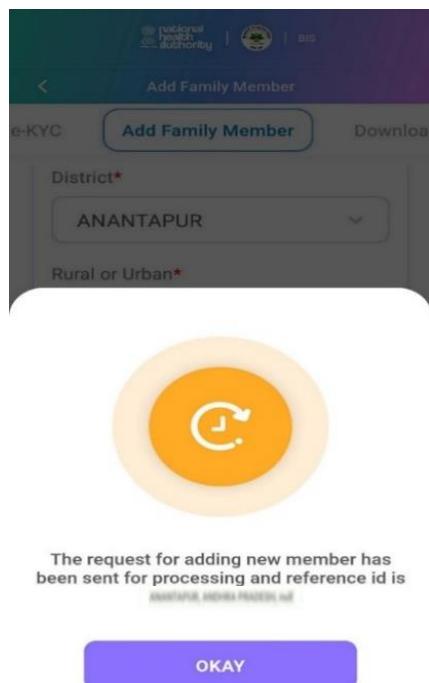
OK

1. Card is Auto-Approved

2 – Non Auto-Approved

*Disclaimer: "The personal details are blurred to avoid violation of privacy".

- b. Link Aadhaar – card status will remain approved and Aadhaar details will be updated, whose card was generated earlier without Aadhaar.
- c. Add Family Member – eKYC of the newly added member would be shown as Pending or Approved based on match score crosses threshold or not. If Auto Approved, Operator can download the PMJAY Ayushman Card. If not Auto Approved, Beneficiary has to await approval by competent authorities. And a request will be submit with reference ID (refer screenshot-3).



3. Card is Auto-Approved

7.5. Download Card as an Operator

All approved card for beneficiary's family can be downloaded multiple times by the Beneficiaries or Operator after authentication and shared as PDF / Link on another App.

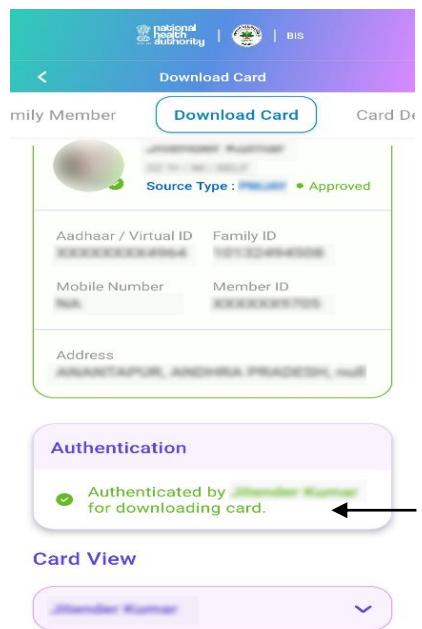
After log-in from Beneficiaries or Operator, Search with Family ID/Aadhaar/name and Rural/Urban. Go to Download Card.



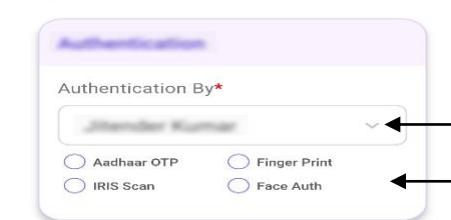
Enter Family ID
Select Search



1. Card Downloaded



After Successful
Authentication



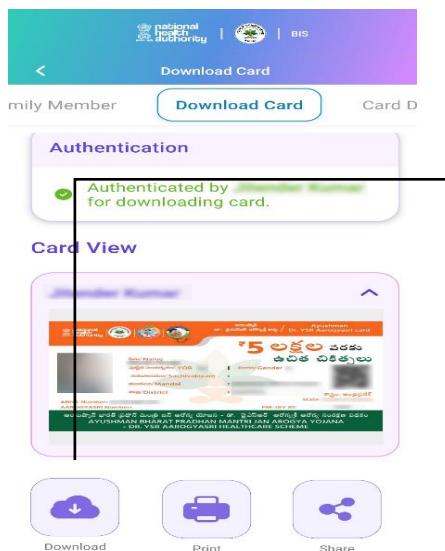
2 – Select beneficiary and complete Authentication (as shown earlier)



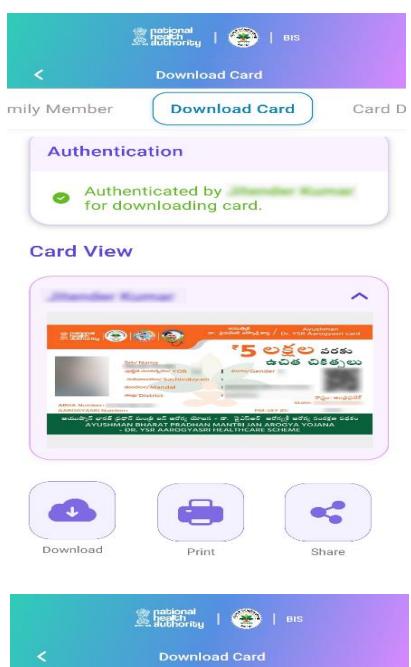
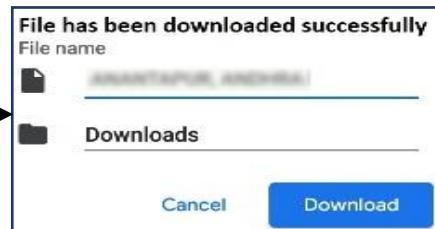
3. Successfully Authenticated

4. Download Card Screen

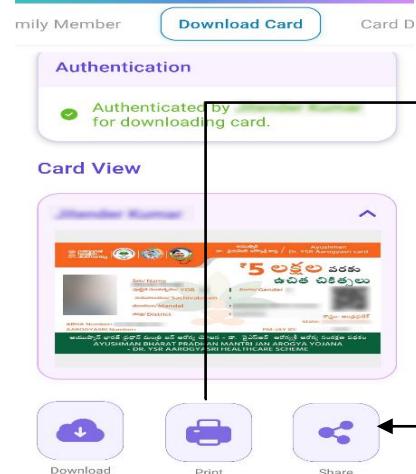
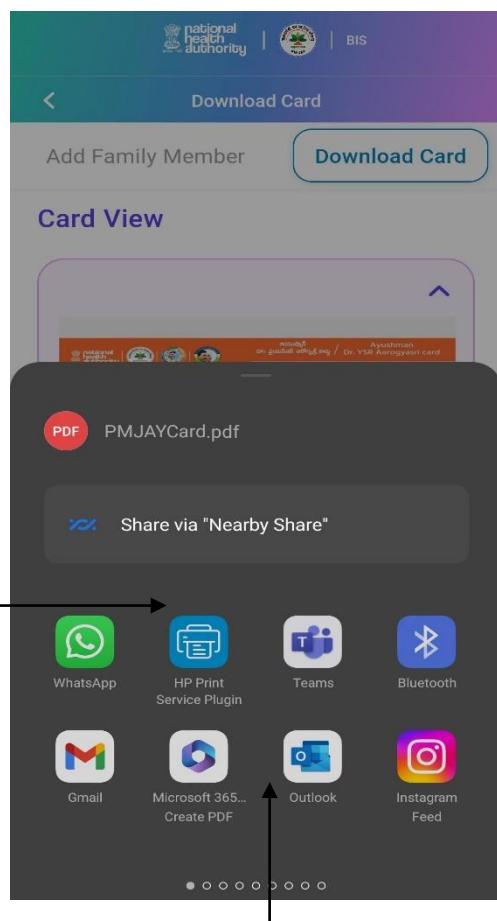
***Disclaimer:** "The personal details are blurred to avoid violation of privacy".



1. Download Card



2. Print and Share Card to other App

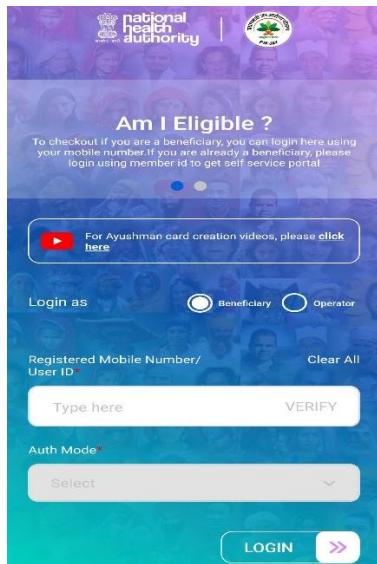


***Disclaimer:** "The personal details are blurred to avoid violation of privacy".

7.6. Beneficiary Login

Login as Beneficiary using mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP that is valid for 10 minutes, which is followed by captcha. Upon which the login button gets enabled as shown in below screen shot.

If mobile number is entered incorrectly, then the same can be entered again only after 3 minutes.



- Once the user clicks on 'Login' button, a page will be displayed to select the search criteria. The user needs to select State, Scheme, District from available drop down. Post this selection , the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search critieria , user needs to submit the Aadhaar Number , Family ID etc and click on 'Search' Button. In case of availability of records , which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member as show in below screenshot.
- Logged in Beneficiary can view self and family member details and authenticate self using one of the four methods as shown in screen below:

District: JHARKHAND
Aadhaar Number: [REDACTED]
Search
Family per page: 3
2 Search Results found Collaple All
Family ID: [REDACTED] | Source: [REDACTED]
Address: [REDACTED]
[Identified] [Approved]

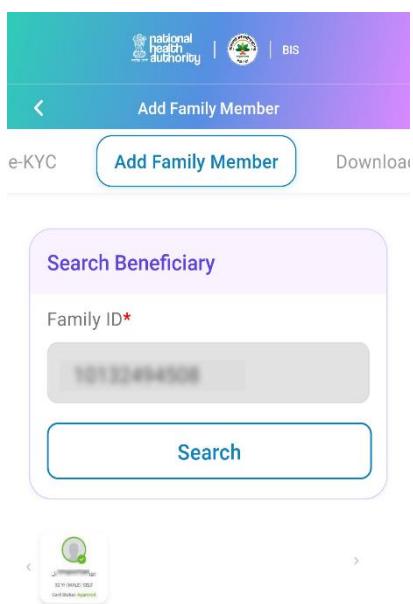
e-KYC
Search e-KYC
Source Type: [REDACTED] Identified
Aadhaar / Virtual ID: [REDACTED] Family ID: [REDACTED]
Mobile Number: [REDACTED] Member ID: [REDACTED]
Address: [REDACTED]
e-KYC - Member Number:
Aadhaar OTP Finger Print
IRIS Scan Face Auth
CANCEL

Authentication
Aadhaar OTP Finger Print
IRIS Scan Face Auth
Aadhaar Number*: XXXXXXXX2115
An OTP has been sent to your registered mobile number
Mobile Number: 9876543210
Beneficiary's Aadhaar OTP*
Time Remaining: 01:20 Resend OTP
Beneficiary's Mobile OTP*
CANCEL

*Disclaimer: "The personal details are blurred to avoid violation of privacy".

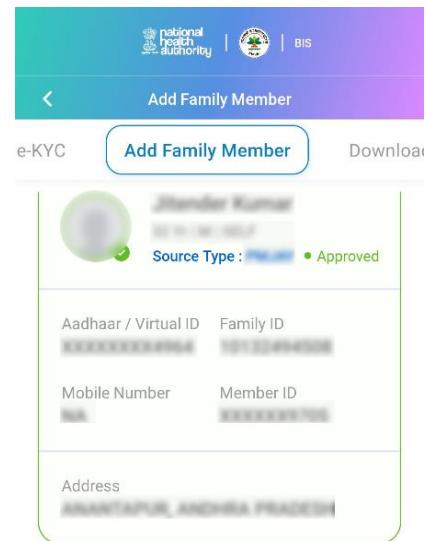
7.7. Add Family Member

3. Post Authentication Beneficiary / Operator can perform the following actions:
 - a. e-KYC can be done via following 4 methods:
 - i. Aadhaar OTP
 - ii. Finger Print
 - iii. IRIS Scan
 - iv. Face Auth
 - b. Once eKYC is done successfully, Beneficiary / Operator can select add additional details with or without mobile also.
4. Post Authentication Operator can perform the following actions:
 - a. e-KYC using four e-KYC methods in case of Potential Beneficiary, whose card status is identified
 - b. Link Aadhaar in case of approved Beneficiary but without Aadhaar, whose card status is unidentified
 - c. Add Family member in case of new member to be added to family.



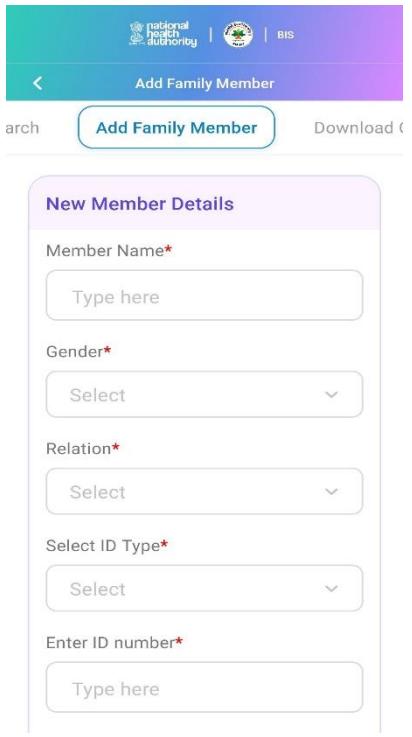
The screenshot shows the 'Add Family Member' screen. At the top, there are three tabs: 'e-KYC' (disabled), 'Add Family Member' (selected), and 'Download'. Below the tabs is a search bar labeled 'Search Beneficiary' with a placeholder 'Family ID*' and a text input field containing '10132494508'. A 'Search' button is located at the bottom of the search bar. At the bottom left is a circular icon with a magnifying glass and a green checkmark, labeled 'Card Status Approved'.

1. Enter Family ID and Search



The screenshot shows the 'Add Family Member' screen after a successful search. It displays a beneficiary profile for 'Jhender Kumar' with a placeholder 'Source Type: Aadhaar • Approved'. Below the profile, there are fields for 'Aadhaar / Virtual ID' (redacted) and 'Family ID' (redacted), and 'Mobile Number' (redacted) and 'Member ID' (redacted). At the bottom, there is an 'Address' field with the value 'JAWANTAPUR, ANDHRA PRADESH'. A large green rectangular box highlights the entire profile area.

2 – Complete Authentication (as shown earlier)



New Member Details

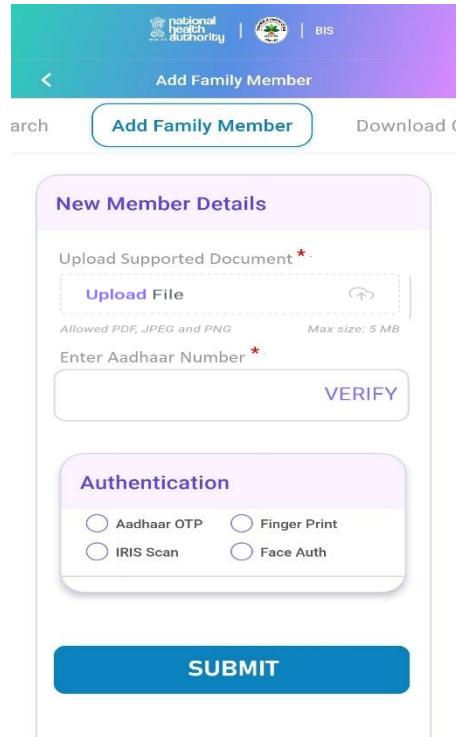
Member Name*

Gender*

Relation*

Select ID Type*

Enter ID number*



New Member Details

Upload Supported Document*
 Allowed PDF, JPEG and PNG Max size: 5 MB

Enter Aadhaar Number*

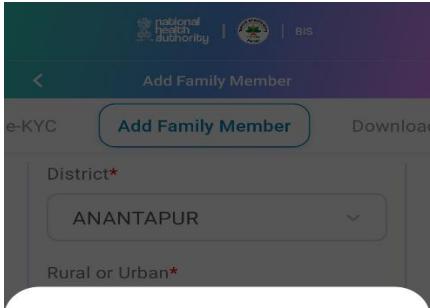
Authentication

Aadhaar OTP Finger Print
 IRIS Scan Face Auth

SUBMIT

3. Enter New Member Details

4 – Upload supported Document and enter new member Aadhaar and Submit



Add Family Member

e-KYC Download

District*

Rural or Urban*



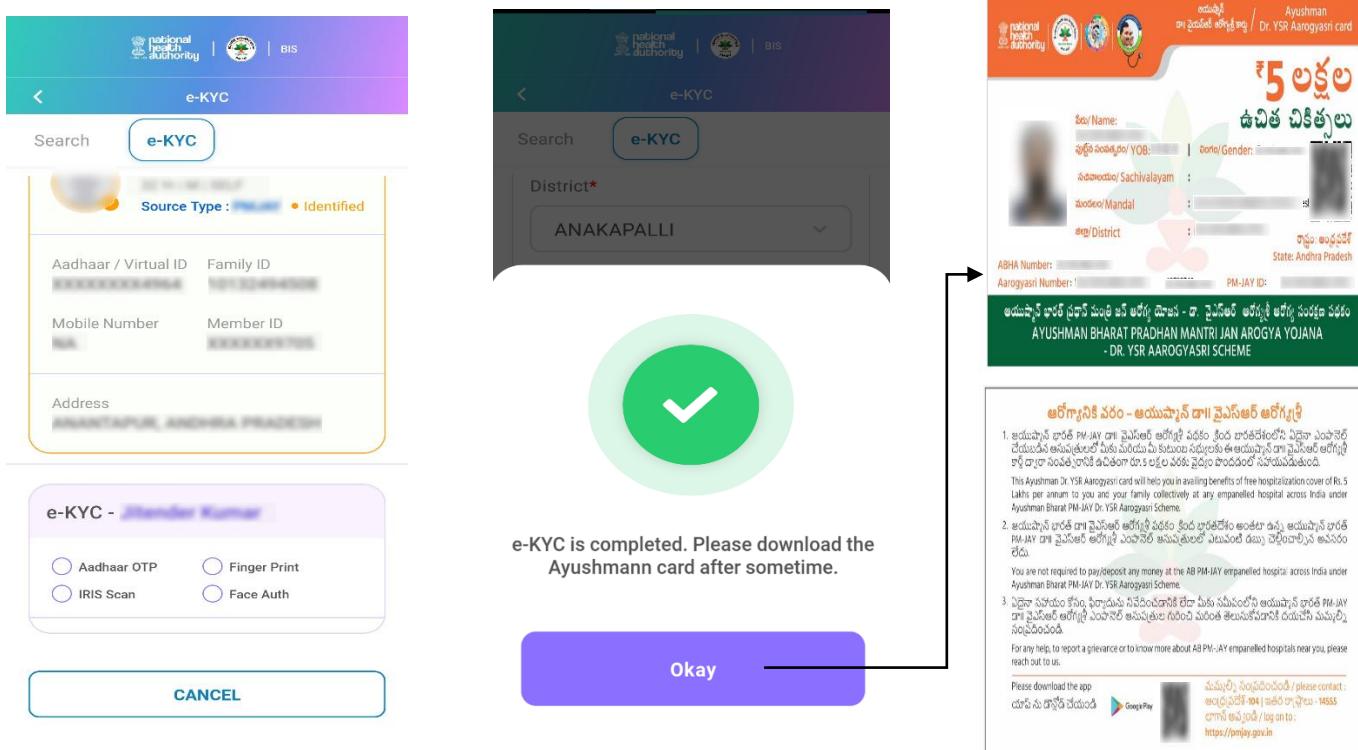
The request for adding new member has been sent for processing and reference id is [REDACTED]

OKAY

5 – Add new member request submitted successfully

*Disclaimer: "The personal details are blurred to avoid violation of privacy".

5. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary / Operator will get following options:
 - a. e-KYC: Can proceed to download card if Auto Approved or await approval if match is below Score for approval by competent authorities.
 - b. Link Aadhaar (only available in Operator login): card status will remain approved and Aadhaar details will be updated, whose card was generated earlier without Aadhaar.
 - c. Add Family Member (only available in Operator login): e-KYC of the newly added member would be shown as Pending or Approved based on State Score match threshold. If Auto Approved, Beneficiary can download the PMJAY Ayushman Card. If not Auto Approved, Beneficiary has to await approval by competent authorities
 - d. All approved card for beneficiary's family can be downloaded multiple times by the Beneficiaries or Operator after authentication and shared as PDF / Link on another App.

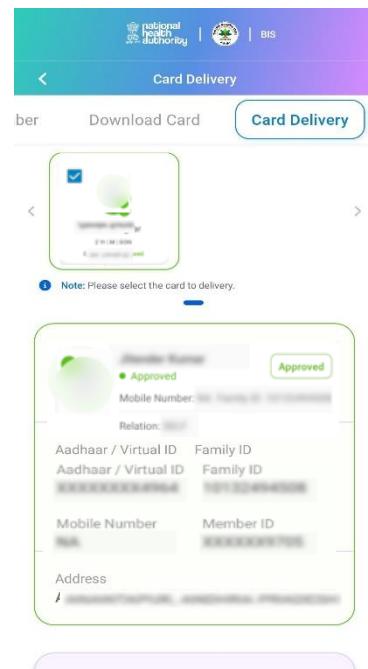
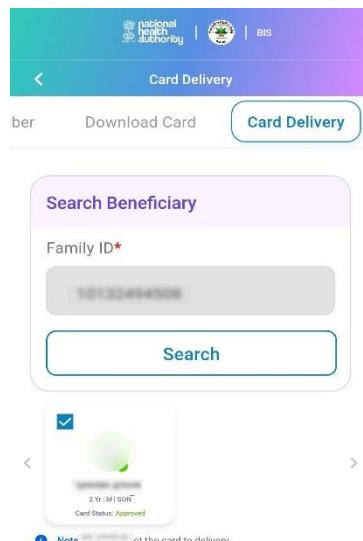
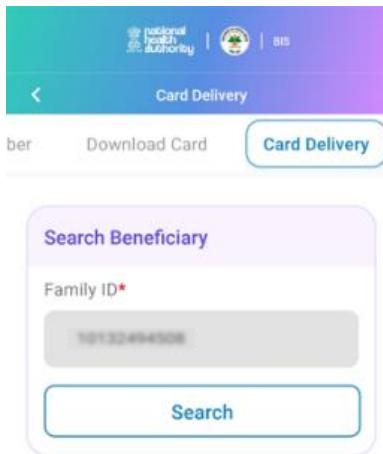


***Disclaimer:** "The personal details are blurred to avoid violation of privacy"

7.8. Card Delivery – Operator Login

The Operator can use Card Delivery Tab post appropriate Beneficiary Authentication who is receiving card for self and /or his/her Family members using one of the four methods again as follows: (Screen Shot attached below). Once login as operator and searchs for beneficiary then go to action tab which will be redirected to card delivery screen.

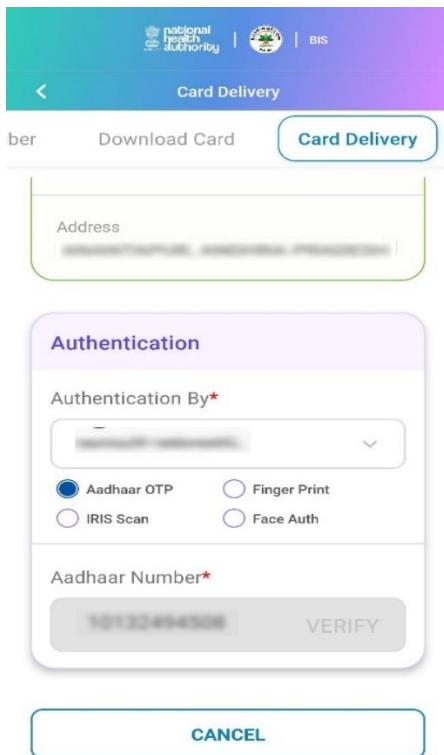
- Aadhaar OTP
- Finger Print
- IRIS Scan
- Face Auth



1- Search with Family ID

2 – Select beneficiay who's card needs to deliver

3. Scroll down for Authentication



Card Delivery

Address: [REDACTED]

Authentication

Authentication By*

Aadhaar OTP (selected)

Finger Print

IRIS Scan

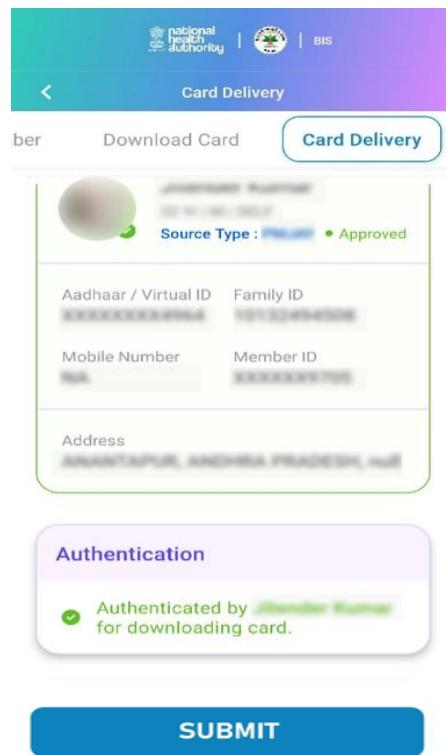
Face Auth

Aadhaar Number*

1091324545008

VERIFY

CANCEL



Card Delivery

Source Type : Mobile • Approved

Aadhaar / Virtual ID: [REDACTED] Family ID: [REDACTED]

Mobile Number: [REDACTED] Member ID: [REDACTED]

Address: JAMNATPUR, ANDHRA PRADESH, INDIA

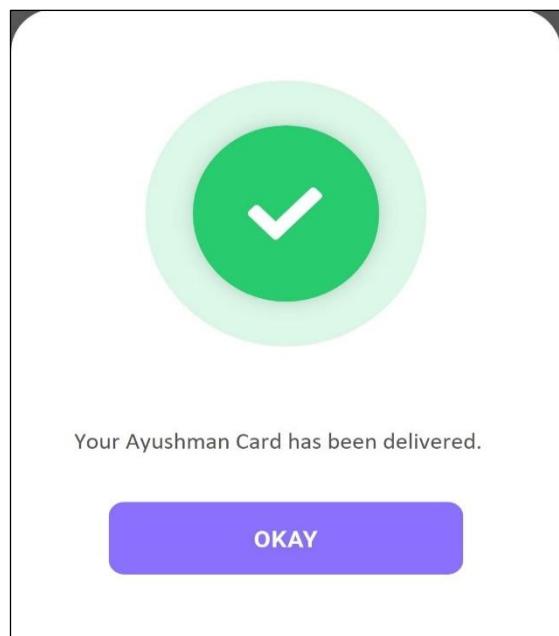
Authentication

Authenticated by Aadhaar Number for downloading card.

SUBMIT

4- Complete Authentication

5- Submit after Authentication



6. Scroll down for Authentication

*Disclaimer: "The personal details are blurred to avoid violation of privacy".

7.9. Card Delivery – Agency Operator Login

The card can be delivered from Agency-Operator login also. It can use Card Delivery Tab post appropriate Beneficiary Authentication who is receiving card for self and /or his/her Family members using one of the four methods again as follows: (Screen Shot attached below)

- Aadhaar OTP
- Finger Print
- IRIS Scan
- Face Auth



To check out if you are a beneficiary, you can login here using your mobile number if you are already a beneficiary, please login using member id to get self service portal.

Login as Beneficiary Operator

Registered Mobile Number/User ID

Auth Mode Password Fingerprint

Password

Type here

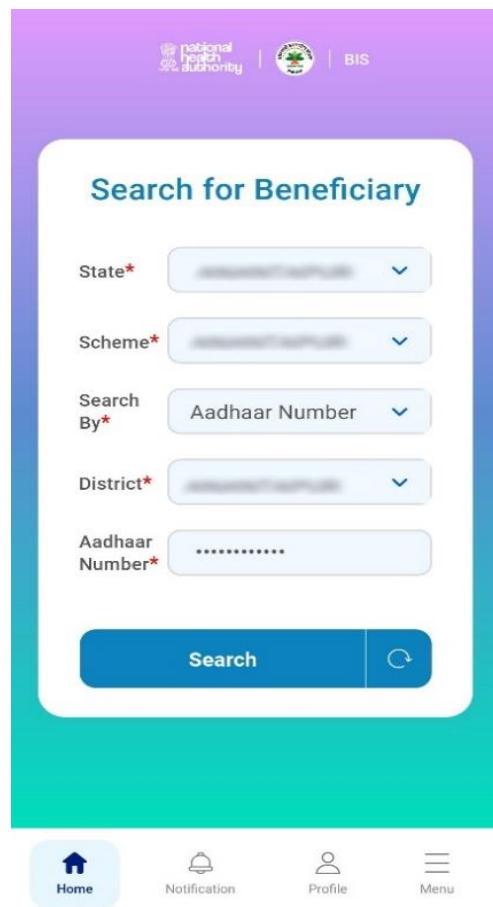
[FORGOT PASSWORD](#)

Captcha

Enter the text above

[LOGIN](#) [»](#)

1- Login with Agency-Operator ID



Search for Beneficiary

State*

Scheme*

Search By*

District*

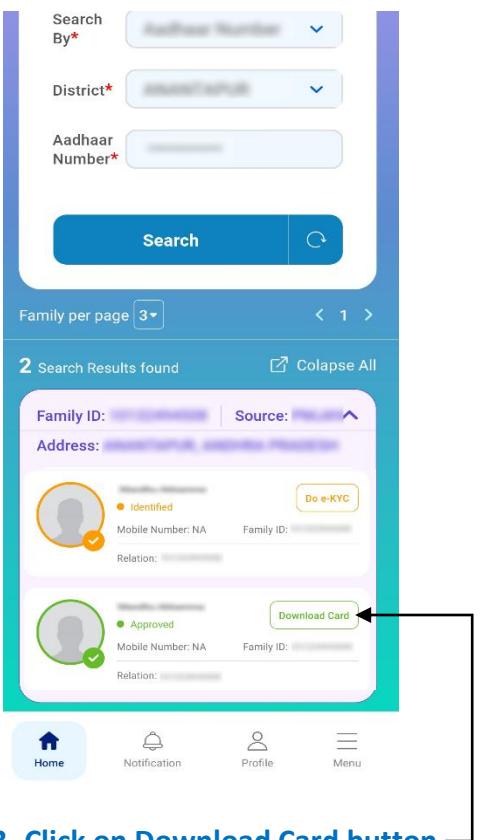
Aadhaar Number*

[Search](#) [⟳](#)

[Home](#) [Notification](#) [Profile](#) [Menu](#)

2 – Search beneficiary with given option

*Disclaimer: "The personal details are blurred to avoid violation of privacy".



Search By* Aadhaar Number

District* Andhra Pradesh

Aadhaar Number*

Search

Family per page 3 □ < 1 >

2 Search Results found Collapse All

Family ID: [REDACTED] | Source: [REDACTED]

Address: [REDACTED]

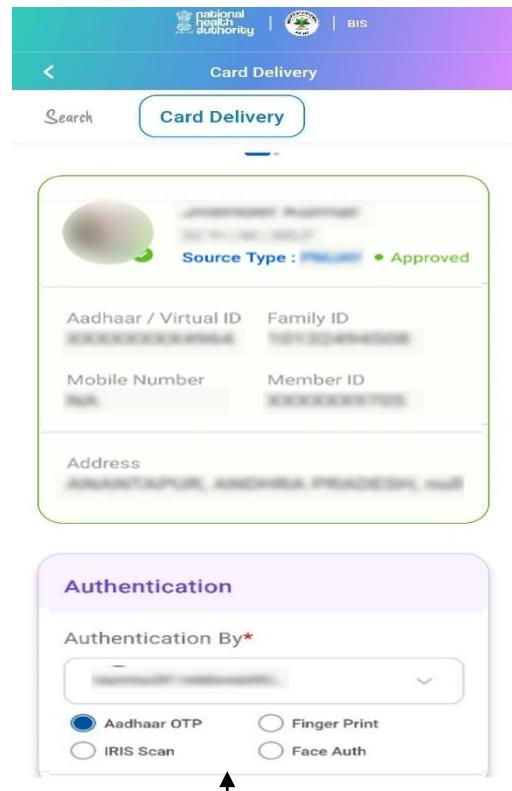
Identified Mobile Number: NA Family ID: [REDACTED]
Relation: [REDACTED]

Approved Mobile Number: NA Family ID: [REDACTED]
Relation: [REDACTED]

Download Card

Home **Notification** **Profile** **Menu**

3- Click on Download Card button



Source Type : [REDACTED] • Approved

Aadhaar / Virtual ID Family ID

Mobile Number Member ID

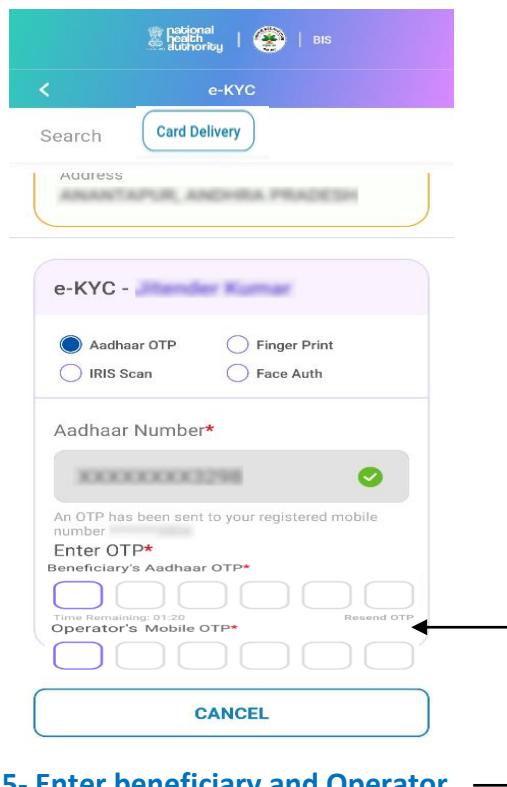
Address [REDACTED]

Authentication

Authentication By*

Aadhaar OTP Finger Print
 IRIS Scan Face Auth

4 – Select any one of mode of Authentication



e-KYC - [REDACTED]

Aadhaar OTP Finger Print
 IRIS Scan Face Auth

Aadhaar Number*

[REDACTED] ✓

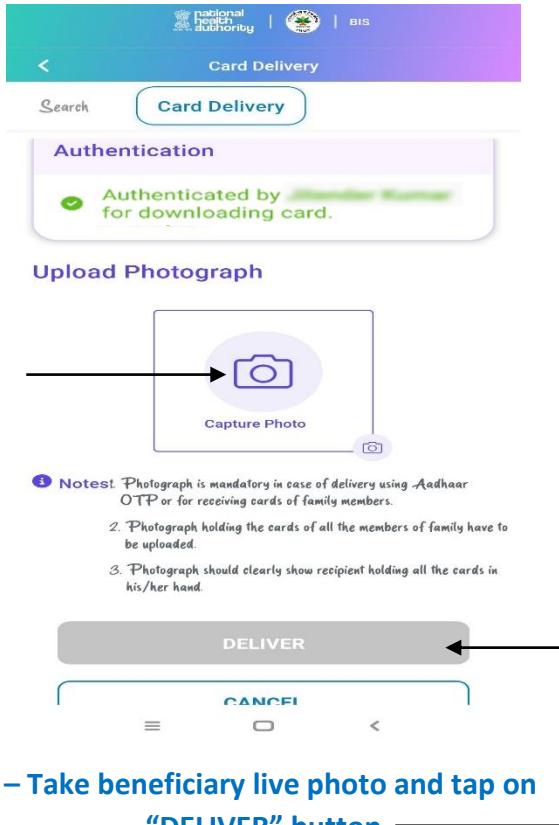
An OTP has been sent to your registered mobile number [REDACTED]

Enter OTP* Beneficiary's Aadhaar OTP*

Time Remaining: 01:20 Operator's Mobile OTP*

CANCEL

5- Enter beneficiary and Operator Login OTP here



Authenticating by [REDACTED] for downloading card.

Upload Photograph

Capture Photo

1. Note: Photograph is mandatory in case of delivery using Aadhaar OTP or for receiving cards of family members.
2. Photograph holding the cards of all the members of family have to be uploaded.
3. Photograph should clearly show recipient holding all the cards in his/her hand.

DELIVER

CANCEL

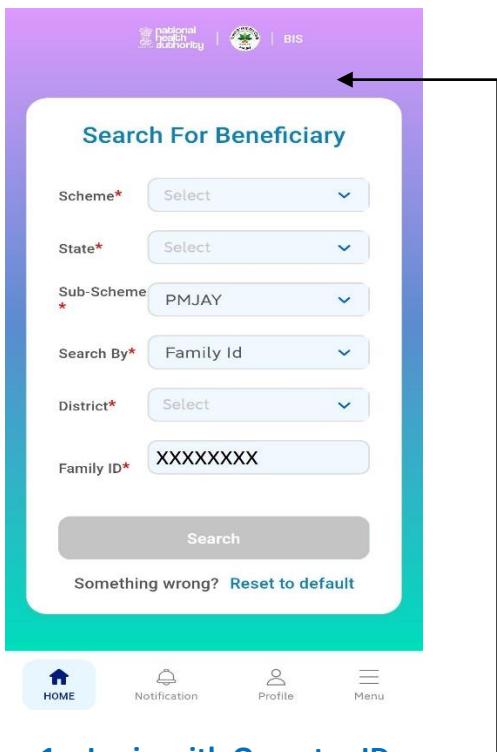
6 – Take beneficiary live photo and tap on “DELIVER” button

*Disclaimer: "The personal details are blurred to avoid violation of privacy".

7.10. Switch Role

If an operator has assigned more than one role on same login ID then they can use “Switch Role” feature.

1. Login with operator ID who has more than one role.
2. Select Profile option and then tap on Switch Role option as shown in below screen.
3. Select Entity name and role to login with another login.



Search For Beneficiary

Scheme* Select

State* Select

Sub-Scheme* PMJAY

Search By* Family Id

District* Select

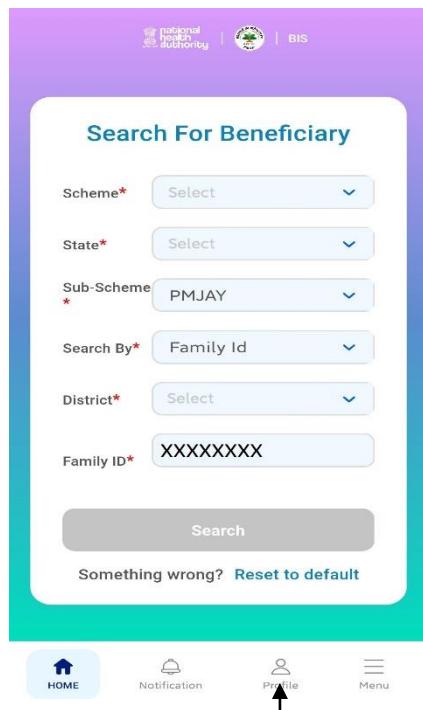
Family ID* XXXXXXXX

Search

Something wrong? Reset to default

HOME Notification Profile Menu

1 – Login with Operator ID



Search For Beneficiary

Scheme* Select

State* Select

Sub-Scheme* PMJAY

Search By* Family Id

District* Select

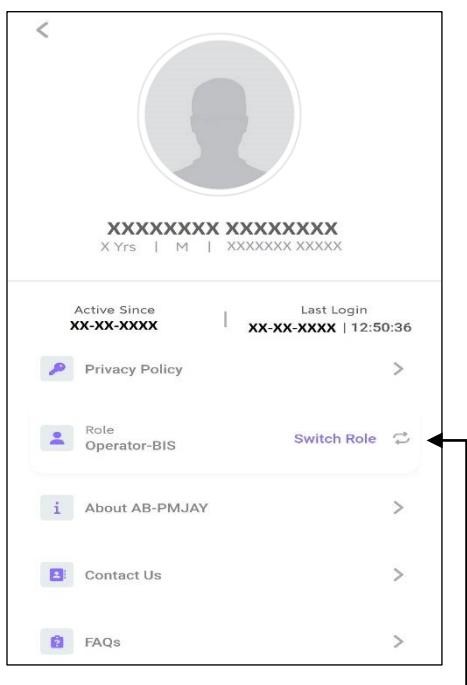
Family ID* XXXXXXXX

Search

Something wrong? Reset to default

HOME Notification Profile Menu

2 – Select PROFILE



XXXXXXX XXXXXXXX

X Yrs | M | XXXXXX XXXX

Active Since XX-XX-XXXX | Last Login XX-XX-XXXX | 12:50:36

Privacy Policy >

Role Operator-BIS | Switch Role >

About AB-PMJAY >

Contact Us >

FAQs >

3 – Select Switch Role



Entity Name SHA Operations

Role Operator-BIS

Proceed CANCEL

About AB-PMJAY >

Contact Us >

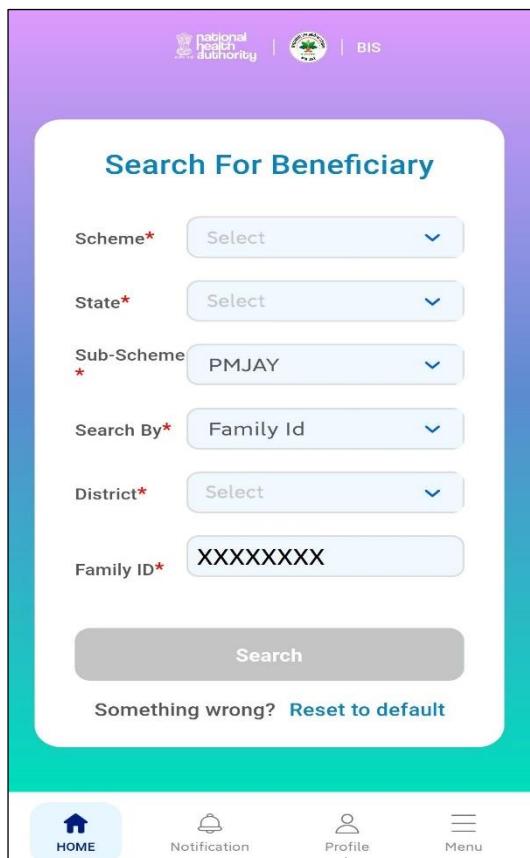
FAQs >

4 – Select PROCEED

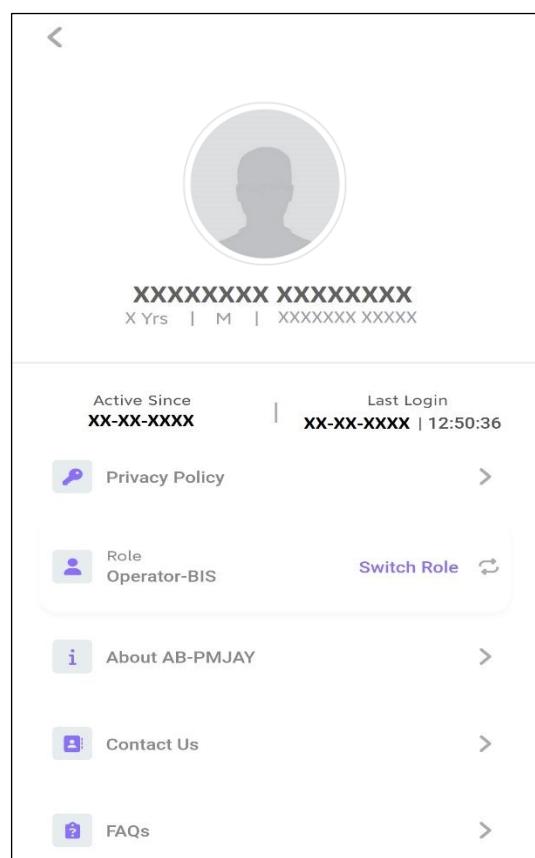
7.11. Profile

In the profile section, the sort description of logged in user about his/her (Photo, Name, Age, Gender and State). But in case of beneficiary login only username will be shown as Guest and last login time.

1. Login with beneficiary / operator ID.
2. Tap on PROFILE  option as shown below.
3. User can read NHA data privacy policy information.
4. In “About AB-PMJAY” section, user can know more about PMJAY.
5. User can connect through email, phone and postal with NHA. The contact details are available in “Contact US”.
6. This can be used for getting quick answer to common questions related to BIS application.



1 – Select PROFILE option



2 – Option available in profile login

7.12. FAQ (Frequently Asked Question)

1) Who is eligible to avail the benefits of this Scheme?

All families listed in the SECC-2011 database and State scheme as per defined criteria will be covered.

2) Do beneficiaries need to pay any fee for obtaining the card?

No need to pay any fee for obtaining the card. It's totally free of cost.

3) How many cards will be issued to a family?

Only one single card will be issued to every beneficiary of particular eligible family.

4) What are the documents required at the time of Add family member?

Beneficiary will need to upload State specific documents like (Birth Certificate/Marriage Certificate/PM Letter/Ration Card/Government certified list of member).

5) Can beneficiary add a member through the Ayushman App?

No, only operator can choose to add family member option in the Ayushman App.

6) How do I login to the Ayushman App?

Beneficiary can login using mobile number and Operator can login using mobile number or User ID.

7) Is there any restriction to family size for PMJAY?

No restriction on family size and age of members.

8) What is feature available in Ayushman App?

Search beneficiary, e-KYC, link Aadhaar, add family member, Download Ayushman Card, Share Card on different App.

9) How can I search for beneficiaries and family in Ayushman App?

As a Beneficiary / Operator searches the list of the available beneficiaries by details such as Family_ID, Aadhaar Number, Name, State ID, Rural / Urban under selected State and district.