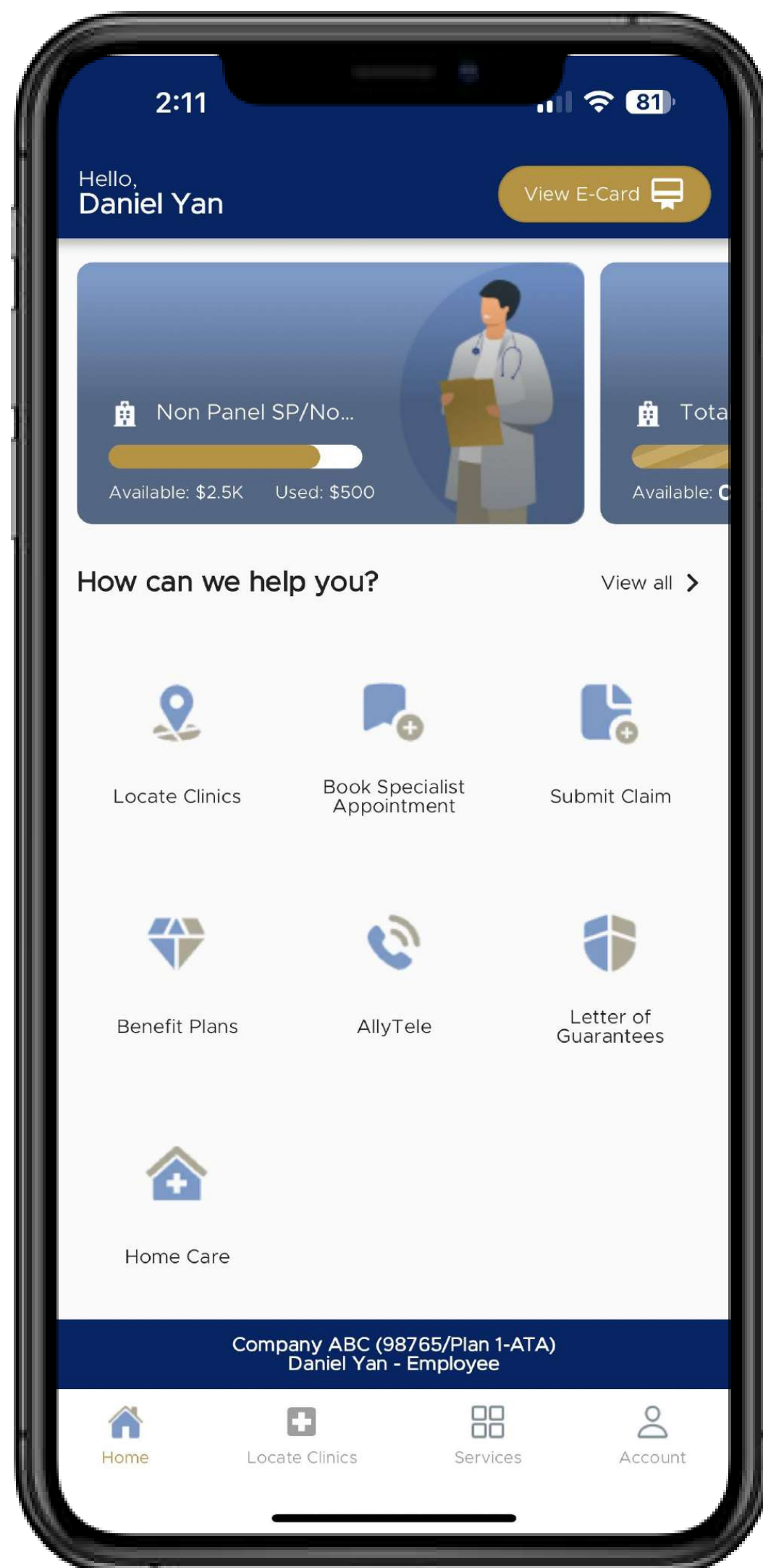




Alliance Medinet iCare 2.0 with AllyTele

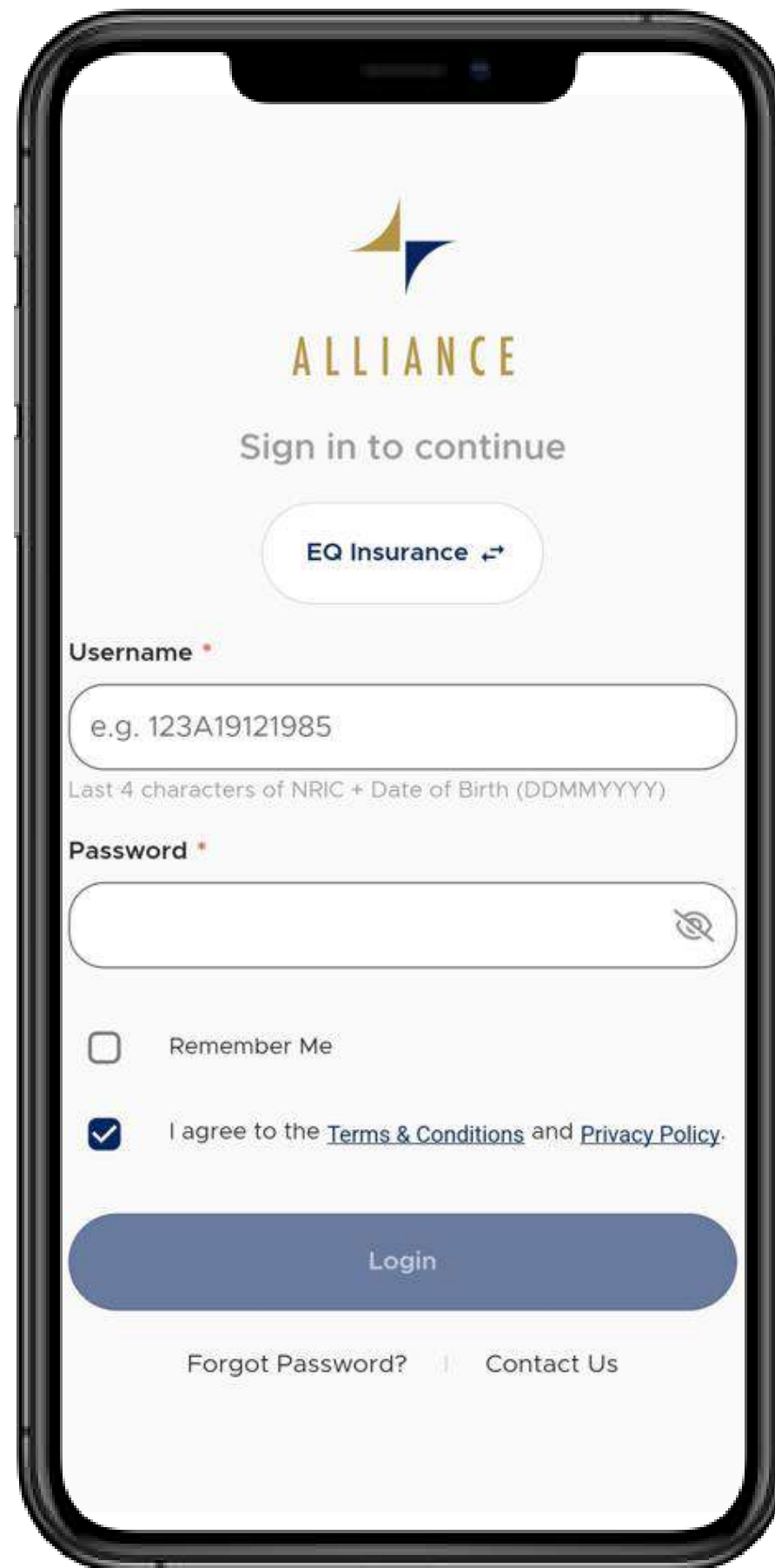
App User Guide 01Jun26



Welcome



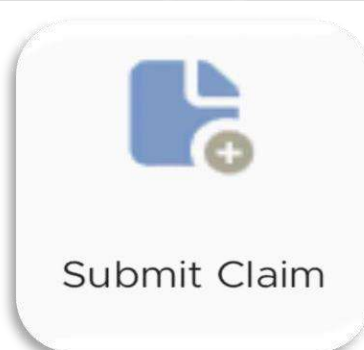
The guide is intended to assist users to experience the features of iCare 2.0 App. This guide gives navigation instructions according to the application display settings. Unless otherwise specified, all instructions in this guide assume that you are starting from iCare 2.0 login screen.



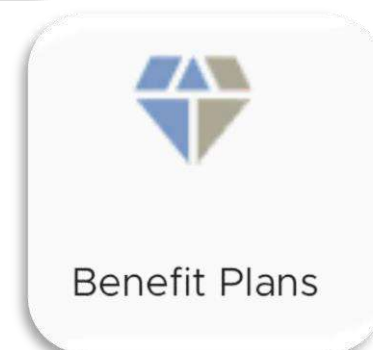
Locate Clinics



Book Specialist Appointment



Submit Claim



Benefit Plans



AllyTele

Note: Instructions in this guide are based on the default application version and may vary depending on the changes made to the software version on the application.



Accessing the Mobile App

Get it through your welcome email
or scan QR code below!

If you have received welcome email, please review and follow the instructions to access the iCare 2.0 App.

Alternatively, the app can be downloaded from Apple App Store and Google Play Store.



*Note that some functions included in this guide is subjected to the policy coverage/ guidelines and may not be applicable.

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Reset Password	40
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5 | Login to iCare 2.0 App

Program

Select program "EQ Insurance" from the dropdown list.

Step (c)

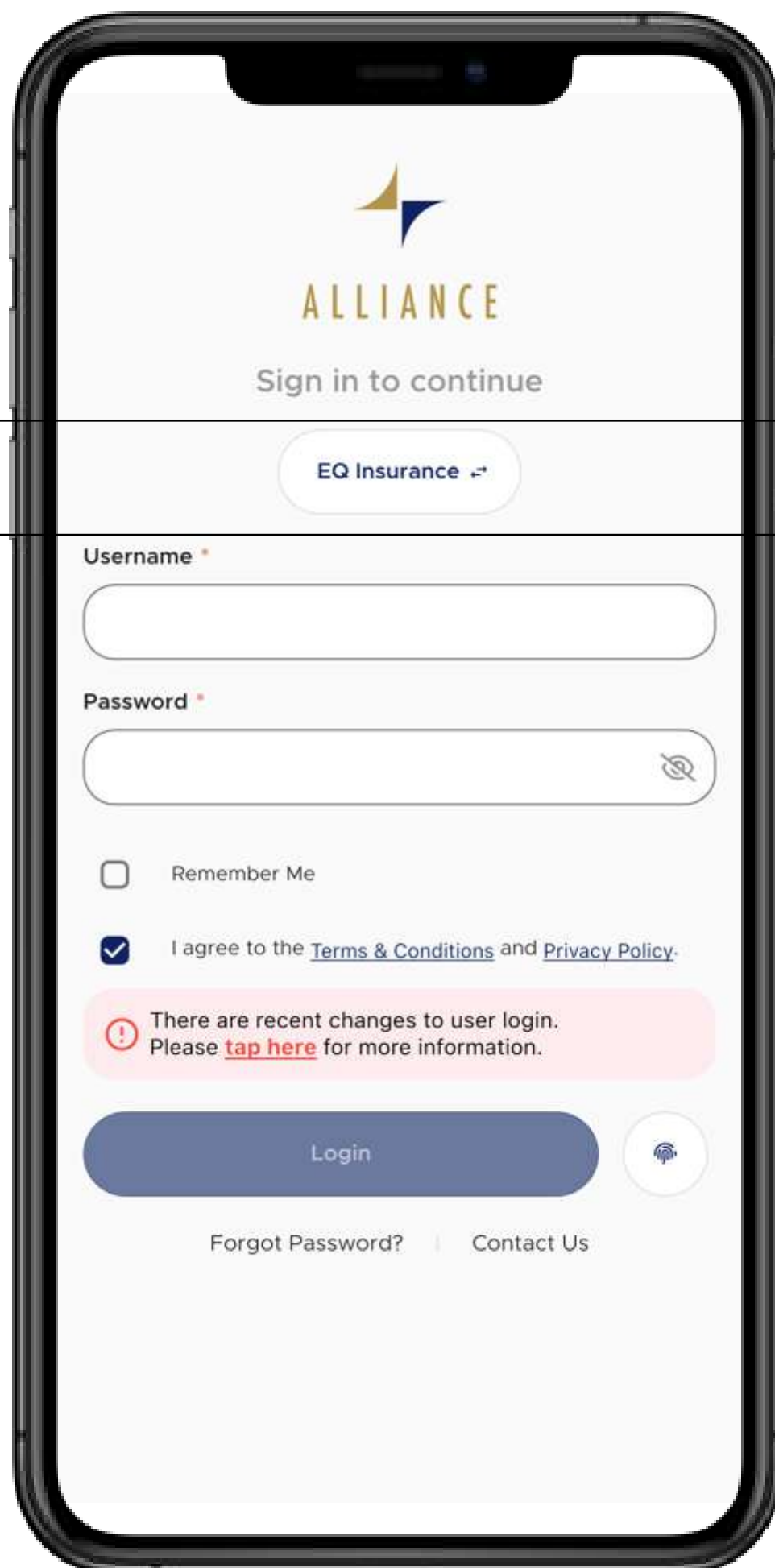
Remember me:

Select "Remember Me" to allow the app to pre-fill credentials on subsequent logins.

Step (d)

Terms & Conditions:

Review and agree to the Terms & Conditions by checking the box.



Step (a)

Username:

Enter your username provided in the welcome email

Step (b)

Password:

For security reasons, password will be sent to you in separate emails.

Step (e)

Login:

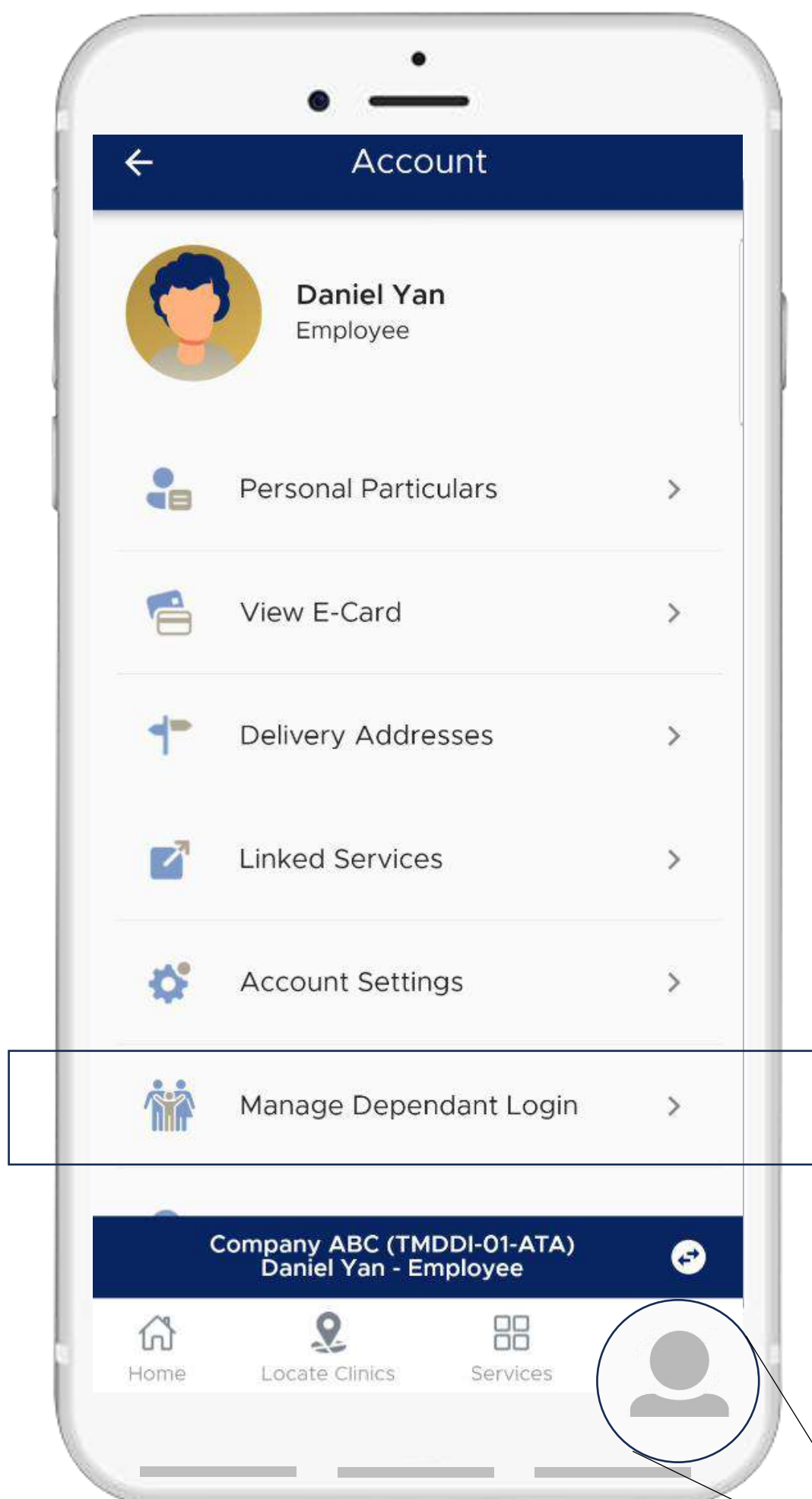
Tap the login button to proceed.

Additional Notes:

- You can use the "Remember Me" option for the app to remember your user ID for future logins.
- Users are recommended to keep their apps updated to the latest version.



6 | Login to iCare 2.0 App



Manage Dependant Login

- This feature allows employees to manage login access and contact information for your dependants, it will be prompted if you are logging in to the app for the first time.
- Alternatively, tap on "**Manage Dependant Login**" icon to access.

Access the "**Account**" menu by tapping the icon on the navigation bar.



7 | Login to iCare 2.0 App

← Manage Dependant Login

This function lets you manage login access for your eligible dependants.

- Email and mobile details are required to activate login access.
- You may leave the record blank if access is not needed.
- Please refer to the username shown for each record to help with login.
- If your dependant is not listed below, please ensure they are registered and enrolled in the program.

Brenda Poh

Username: TML700030910W

Email Address *

Use my contact

☐

Mobile Number *

Use my contact

+65 ▾

☐

Company ABC (TMDDI-01-ATA)
Daniel Yan - Employee

Home

Locate Clinics

Services

Account

Username indicated will serve as part of the login credentials to login to the app.

Enter or update contact information (email address and mobile number) for each registered dependant.

← Manage Dependant Login

This function lets you manage login access for your eligible dependants.

- Email and mobile details are required to activate login access.
- You may leave the record blank if access is not needed.
- Please refer to the username shown for each record to help with login.
- If your dependant is not listed below, please ensure they are registered and enrolled in the program.

Brenda Poh

Username: TML700030910W

Email Address *

Use my contact

☐

Mobile Number *

Use my contact

+65 ▾

☐

Company ABC (TMDDI-01-ATA)
Daniel Yan - Employee

Home

Locate Clinics

Services

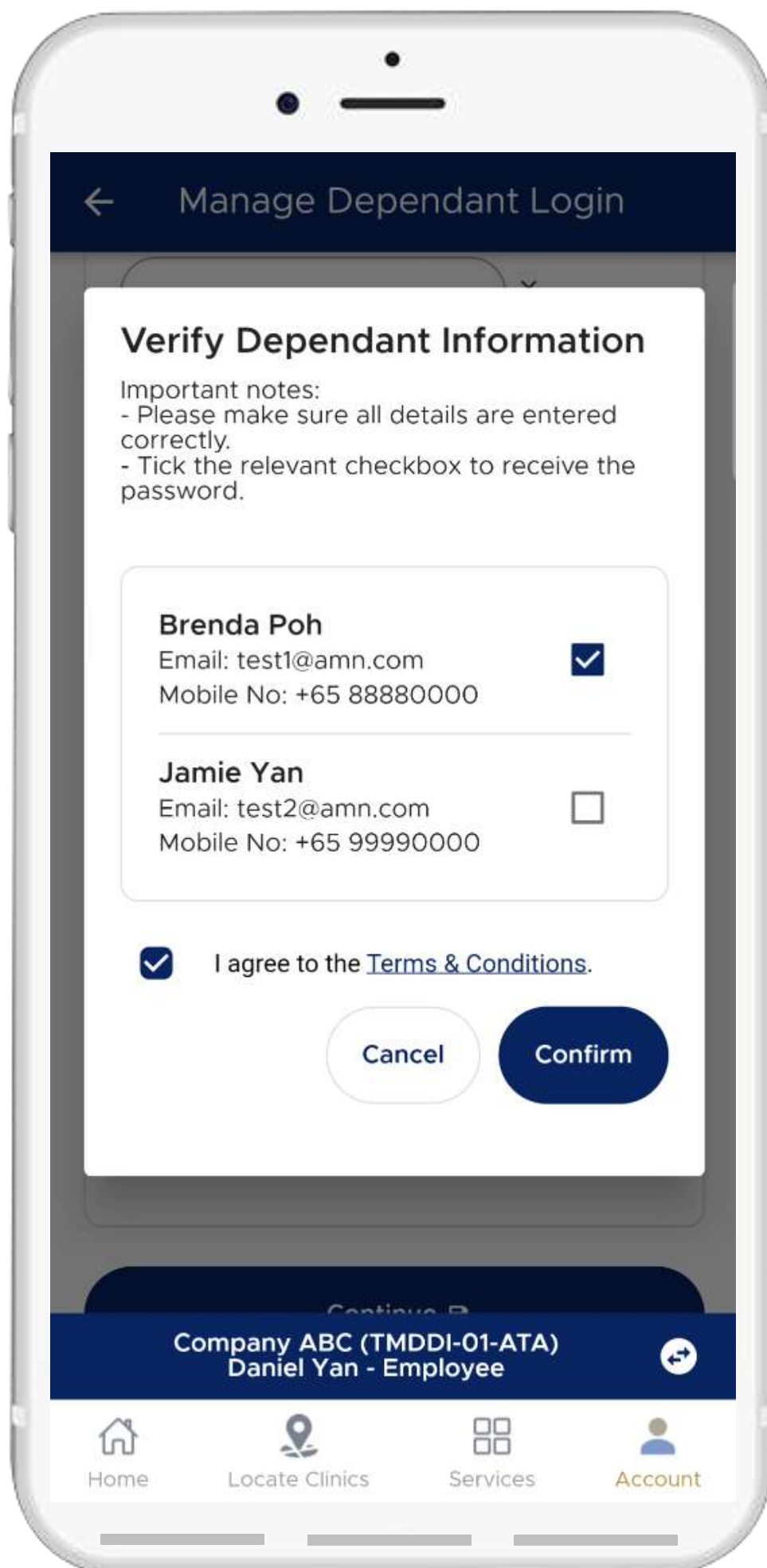
Account

User can choose to adopt the employee's contact details if preferred.

Tap on "Continue" to proceed with the next steps.

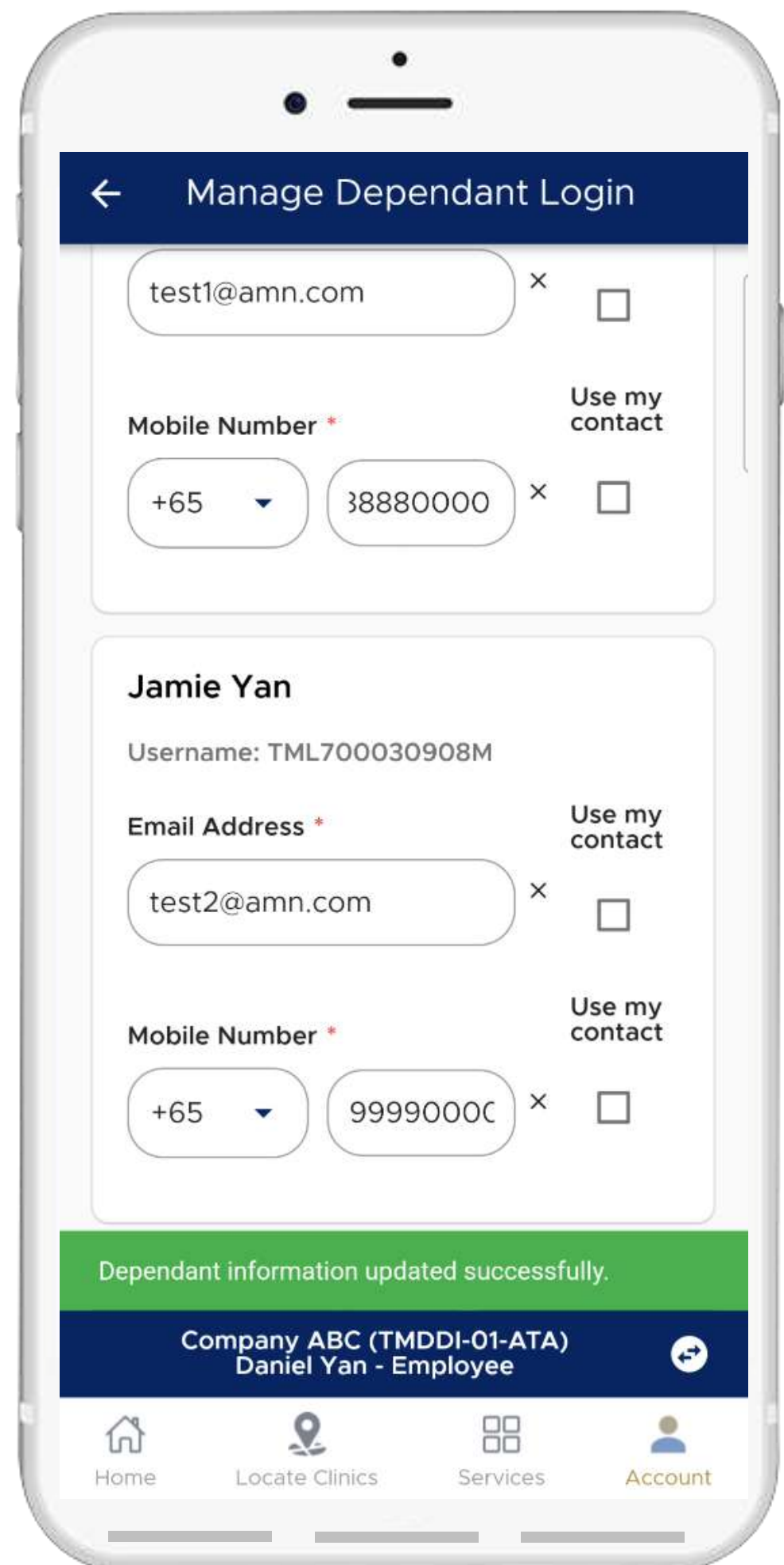


8 | Login to iCare 2.0 App



User can select the relevant record to receive designated password.

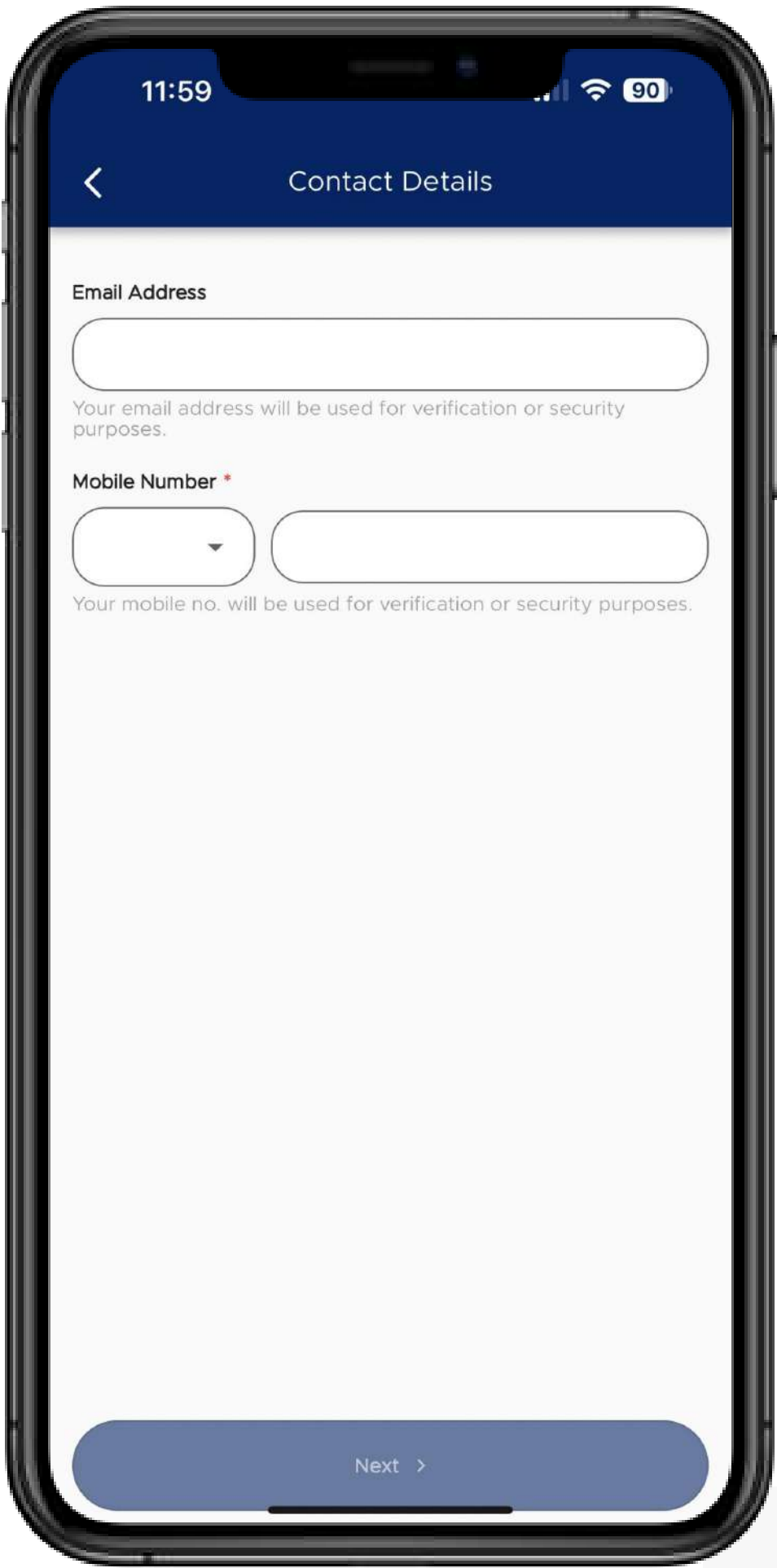
Review and check the terms and conditions checkbox to proceed.



A status message will be displayed upon completion of the action.



9 | Login to iCare 2.0 App



The image shows a smartphone screen with the 'Contact Details' form. At the top, the status bar shows the time 11:59, signal strength, Wi-Fi, and 90% battery. The app header is dark blue with a back arrow and the title 'Contact Details'. The form has two main sections: 'Email Address' with a single text input field and a note 'Your email address will be used for verification or security purposes.', and 'Mobile Number' with a country code dropdown and a text input field, followed by a note 'Your mobile no. will be used for verification or security purposes.'. A blue 'Next >' button is at the bottom.

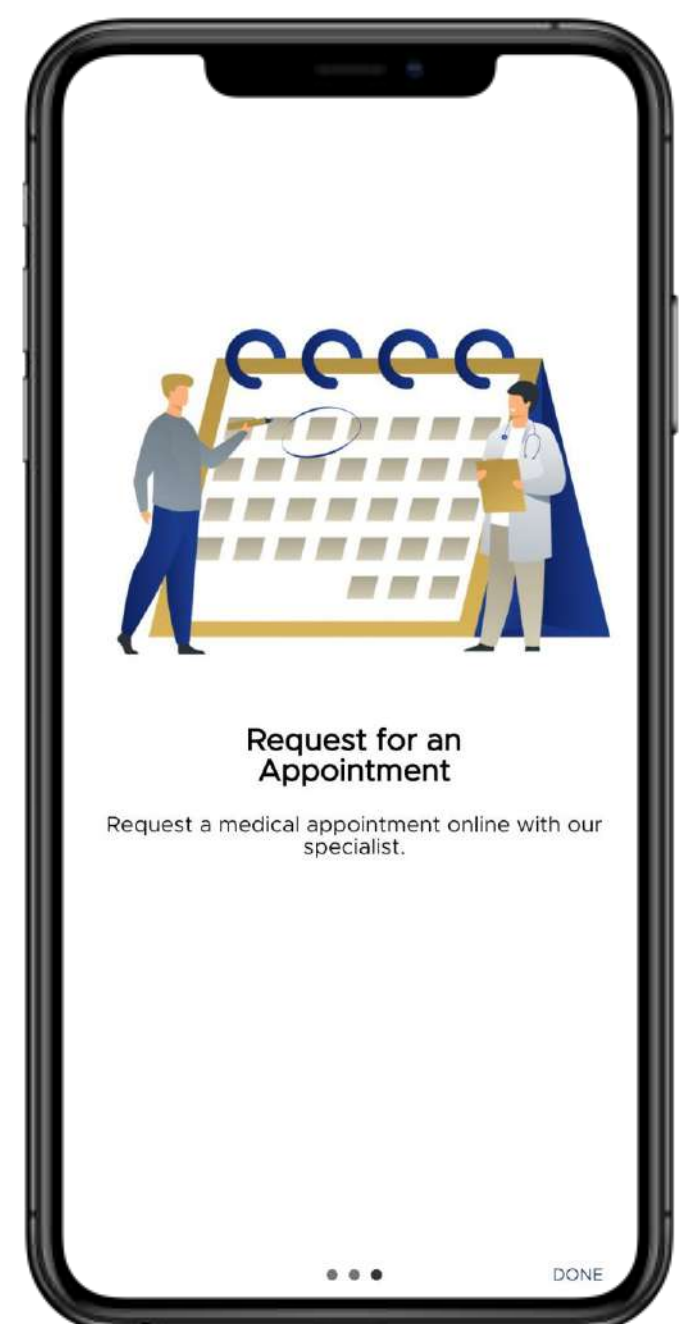
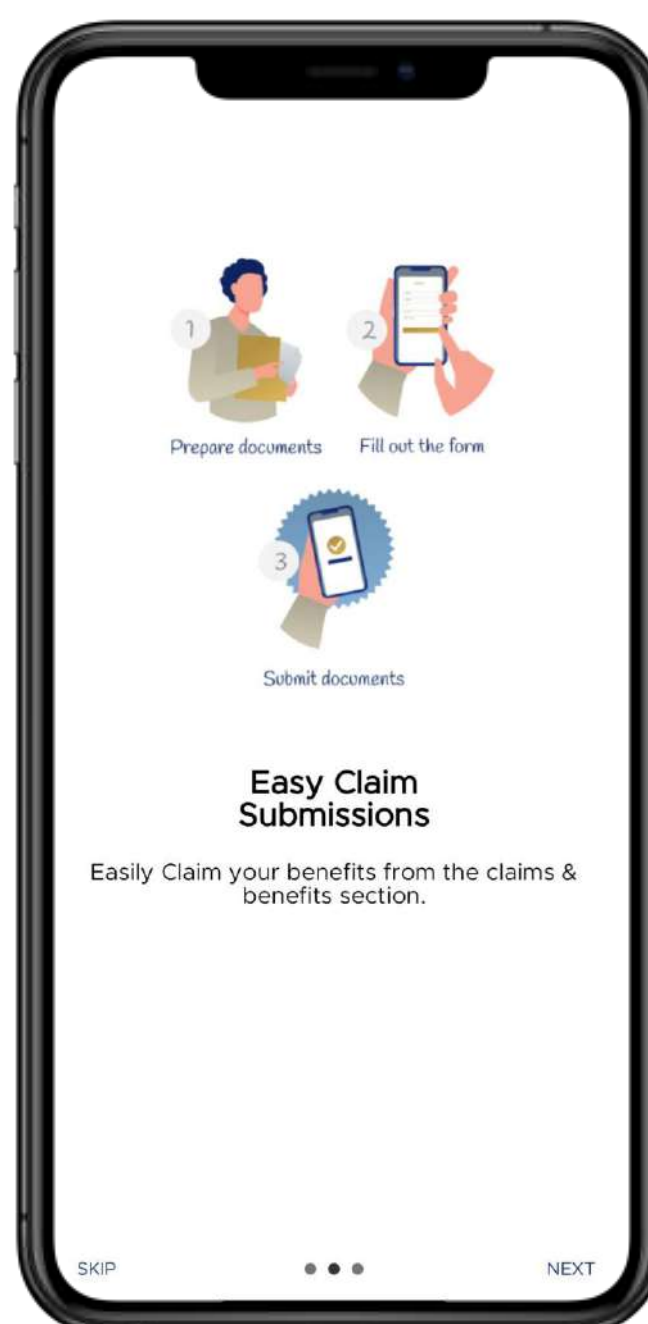
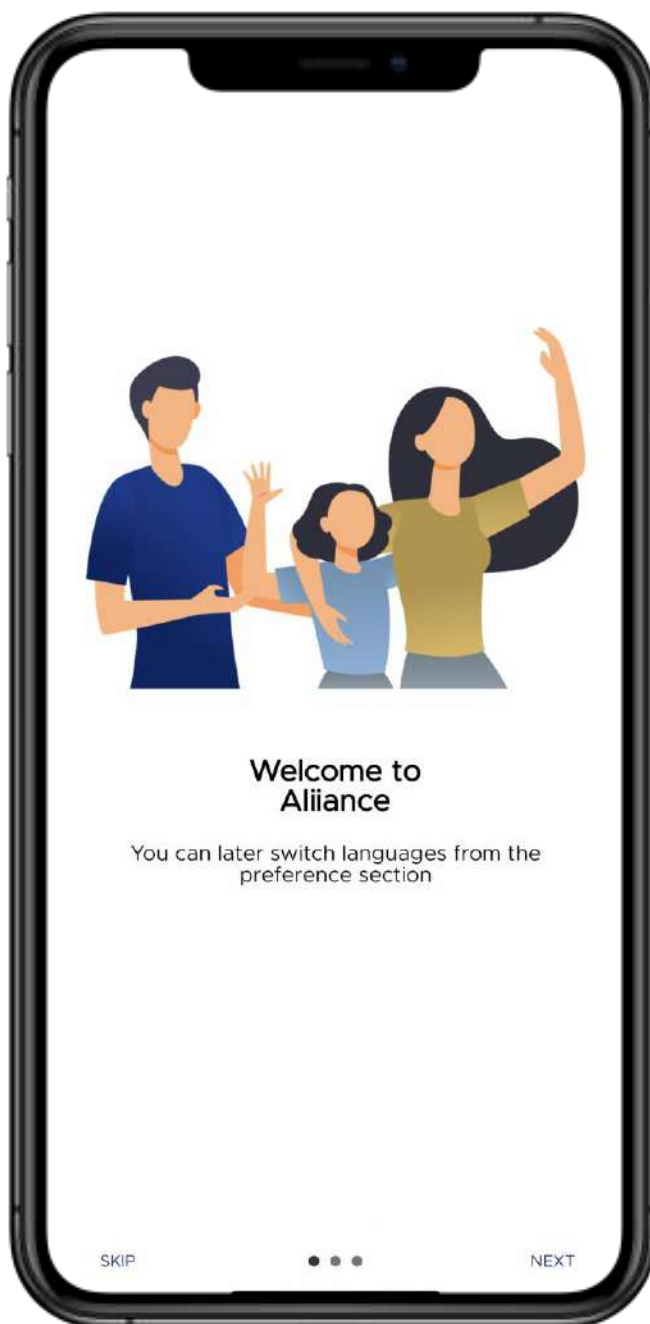
Input "Email Address" and "Mobile Number" to receive an OTP notification



10 | Tutorial

Tutorial Page

Key functionalities and information will be featured.



Key Features and Functionalities

Benefit Information

You will find use details such as benefit coverage and annual limits etc.

Quick Access

Your most recently used functions will be available here for quick access.

Navigation Bar

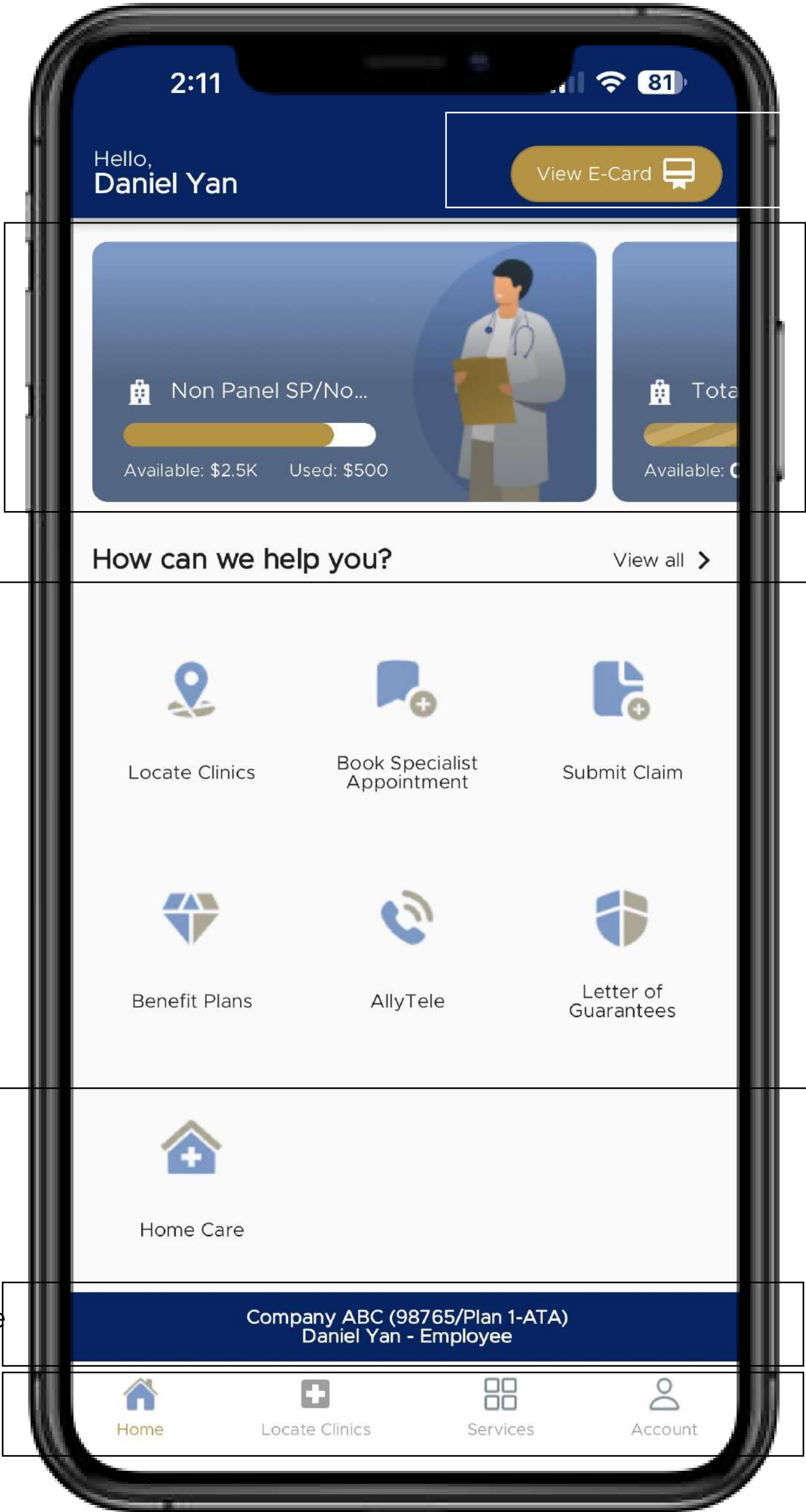
This will allow you to return to the main page at any time, access the services menu, clinic locator and profile.

E-Card

Tap to display and select the relevant e-card.

Switch Accounts

Switch between employee or dependant Accounts (if applicable)

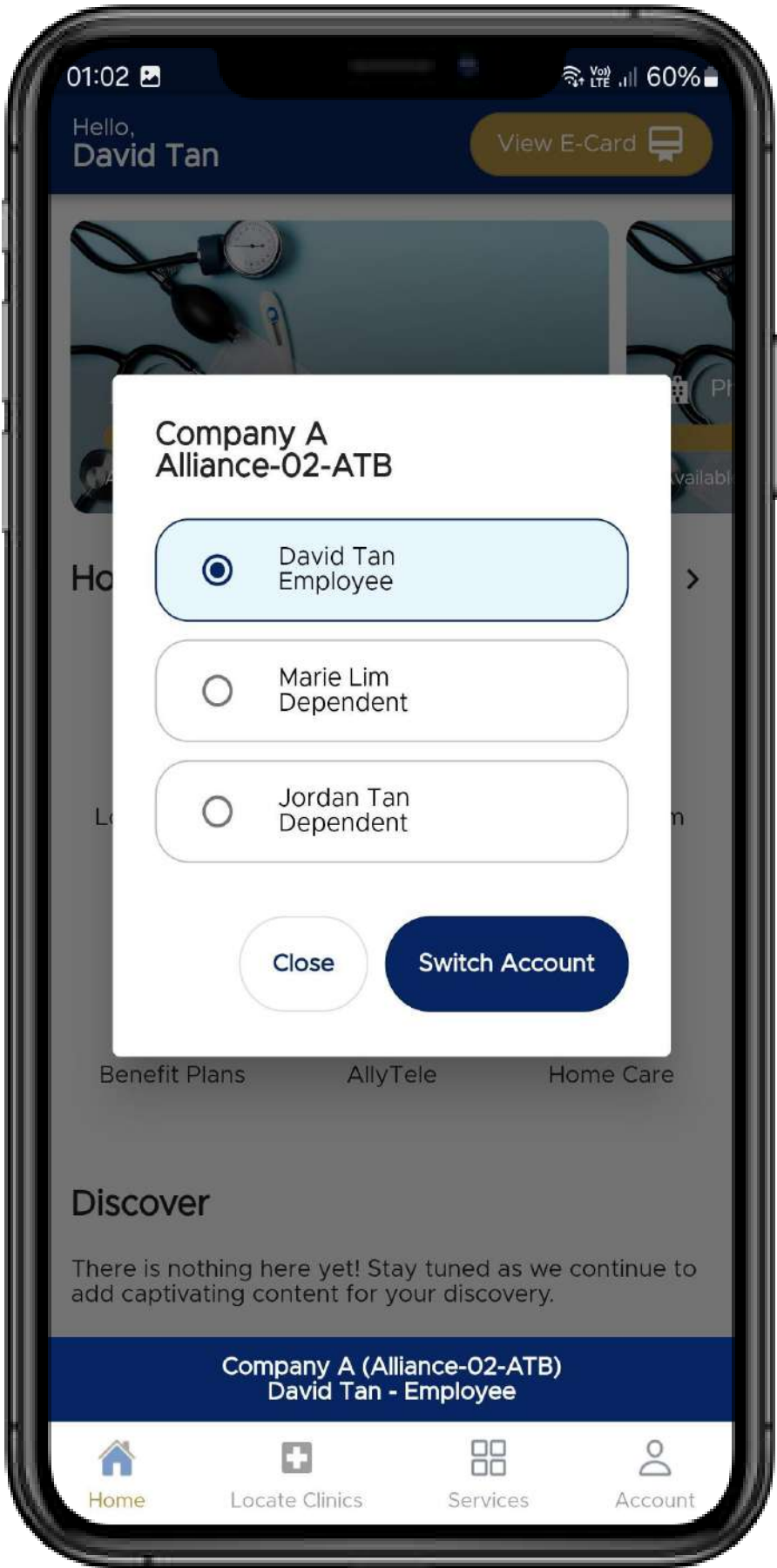
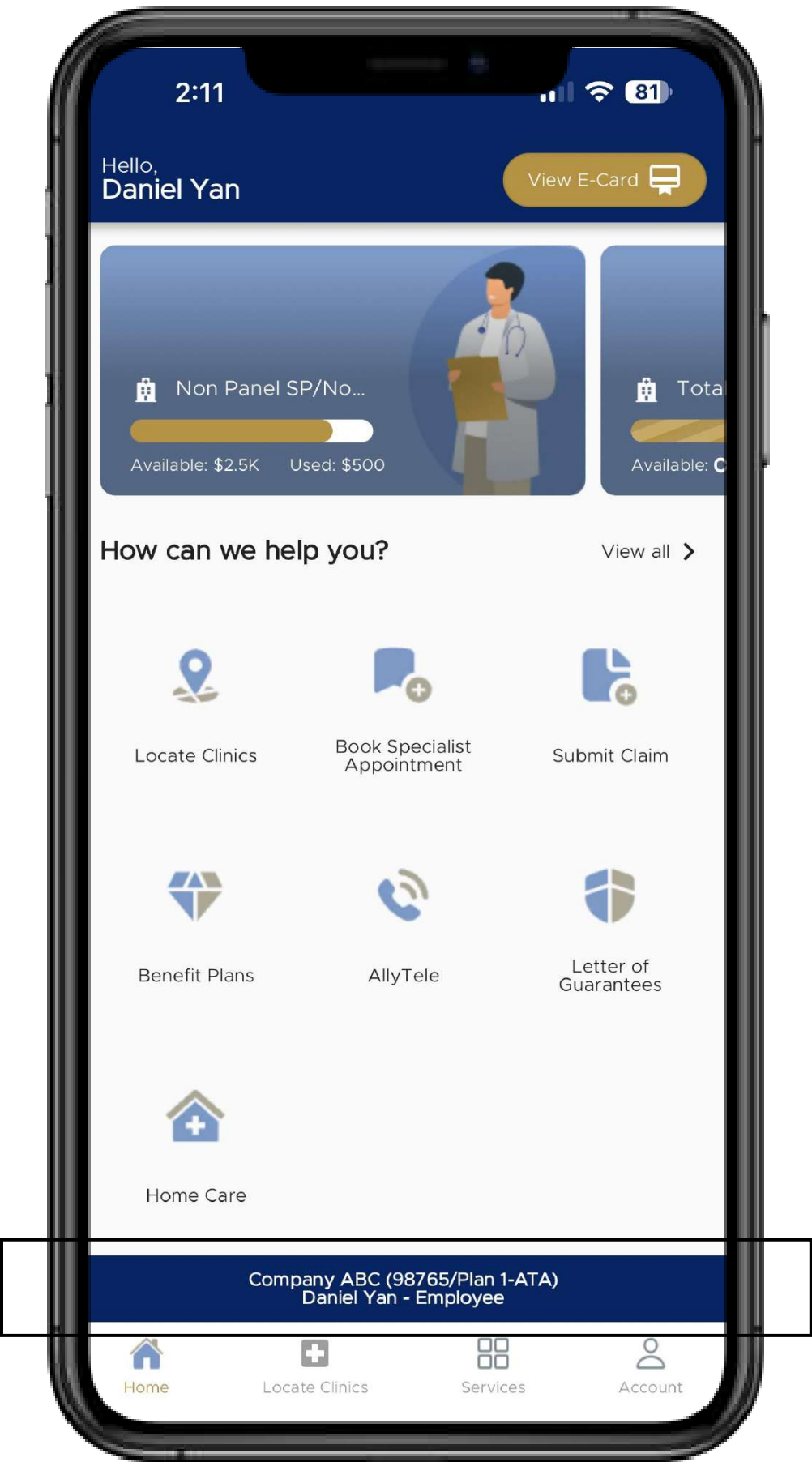


12 | Switch Accounts

Accessing Employee and Dependant Accounts

You can toggle between employee and dependant account(s) where required.

Do note that this is only available if you are logged in as an employee. Dependant accesses are restricted to the respective accounts and functions.



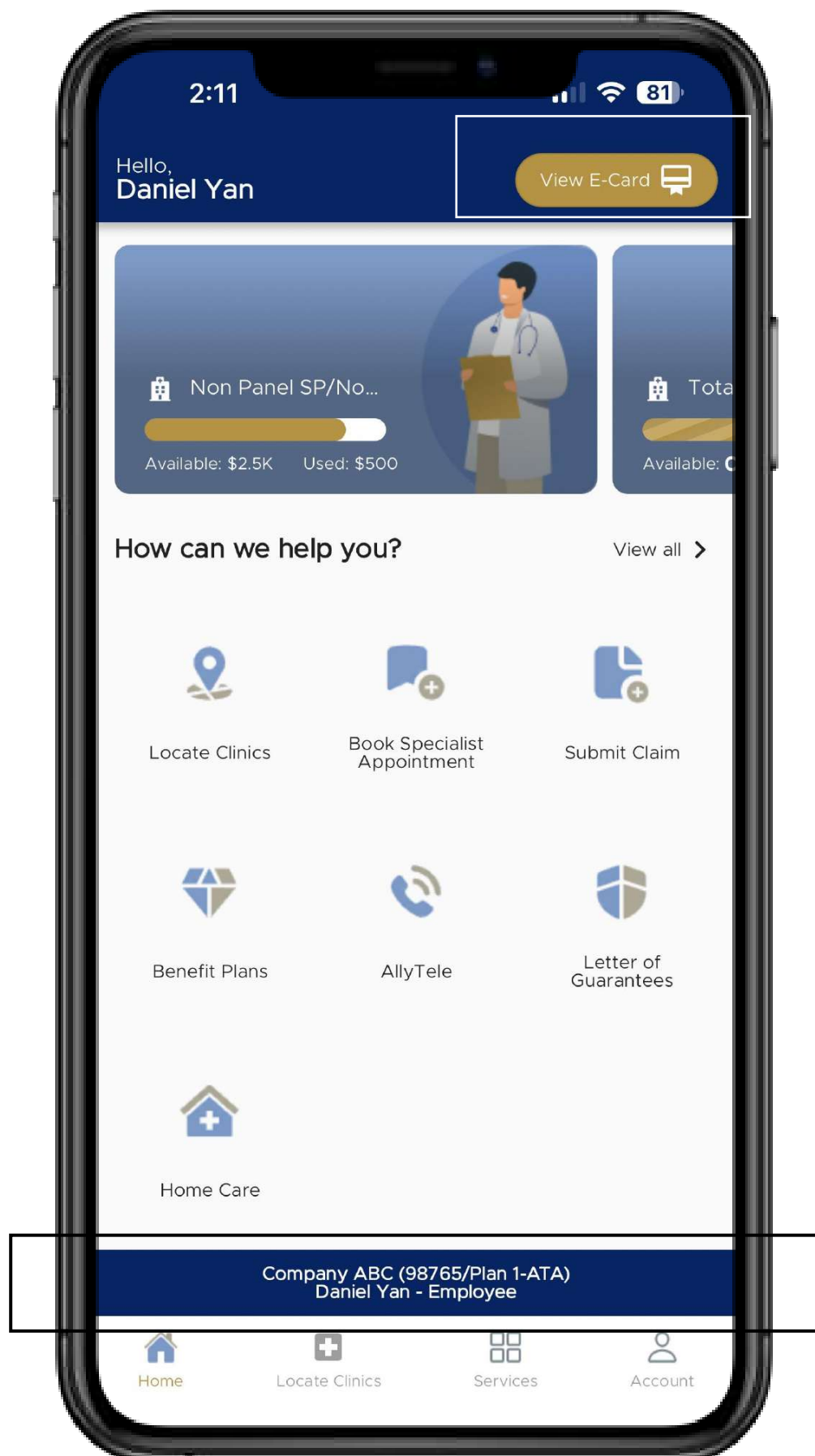
Tap to toggle between employee and dependant accounts.



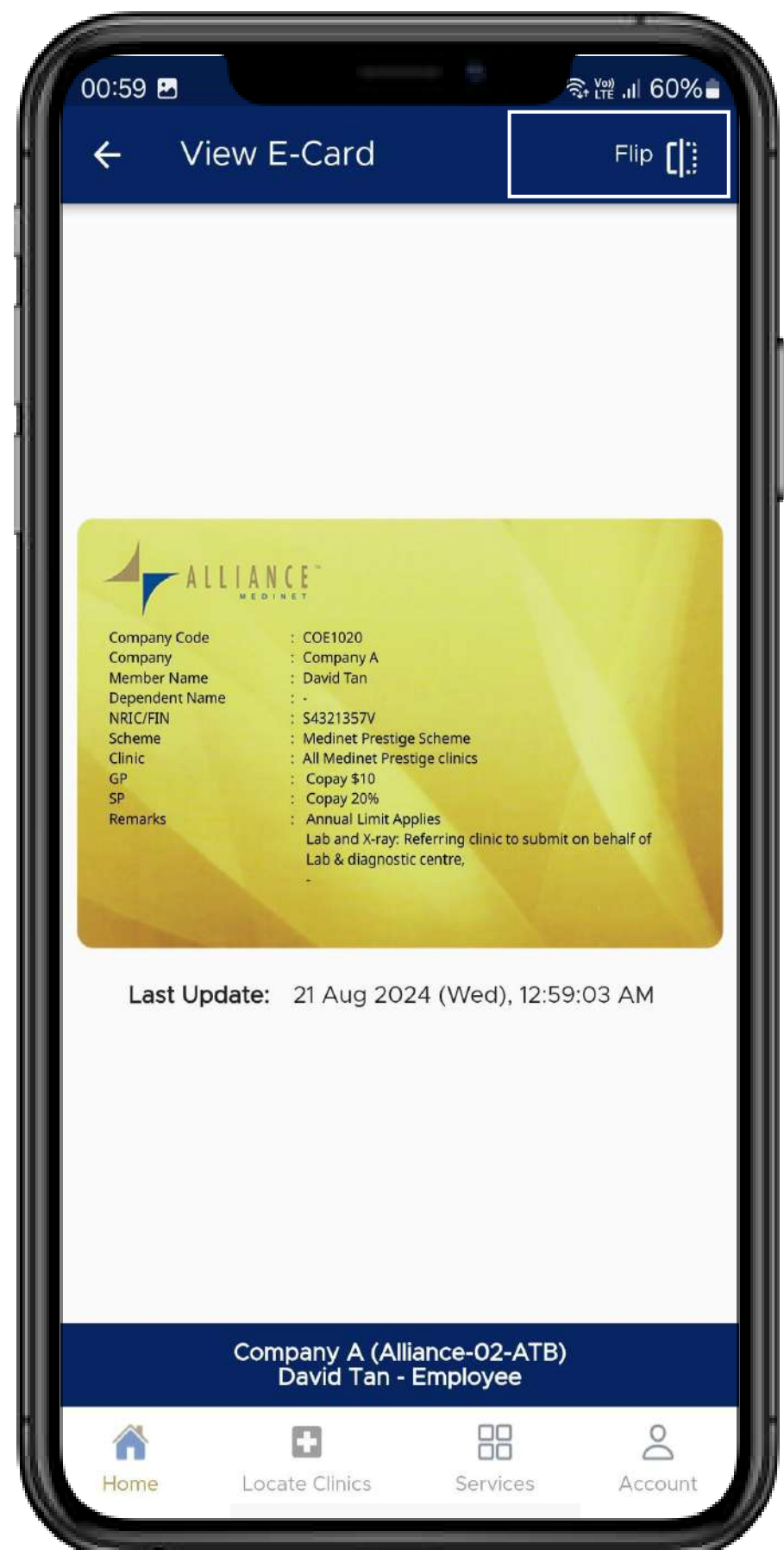
13 | Access E-Card

Access E-Card

To view your E-Card and your dependent's E-Card (if any).



Tap **View E-Card** button to display E-Card. Toggle account to display dependant E-card if required.



Tap on **Flip** icon or on the E-card to view the reverse side of this card.

You can pinch 2 fingers together or apart on the E-Card to adjust zoom.

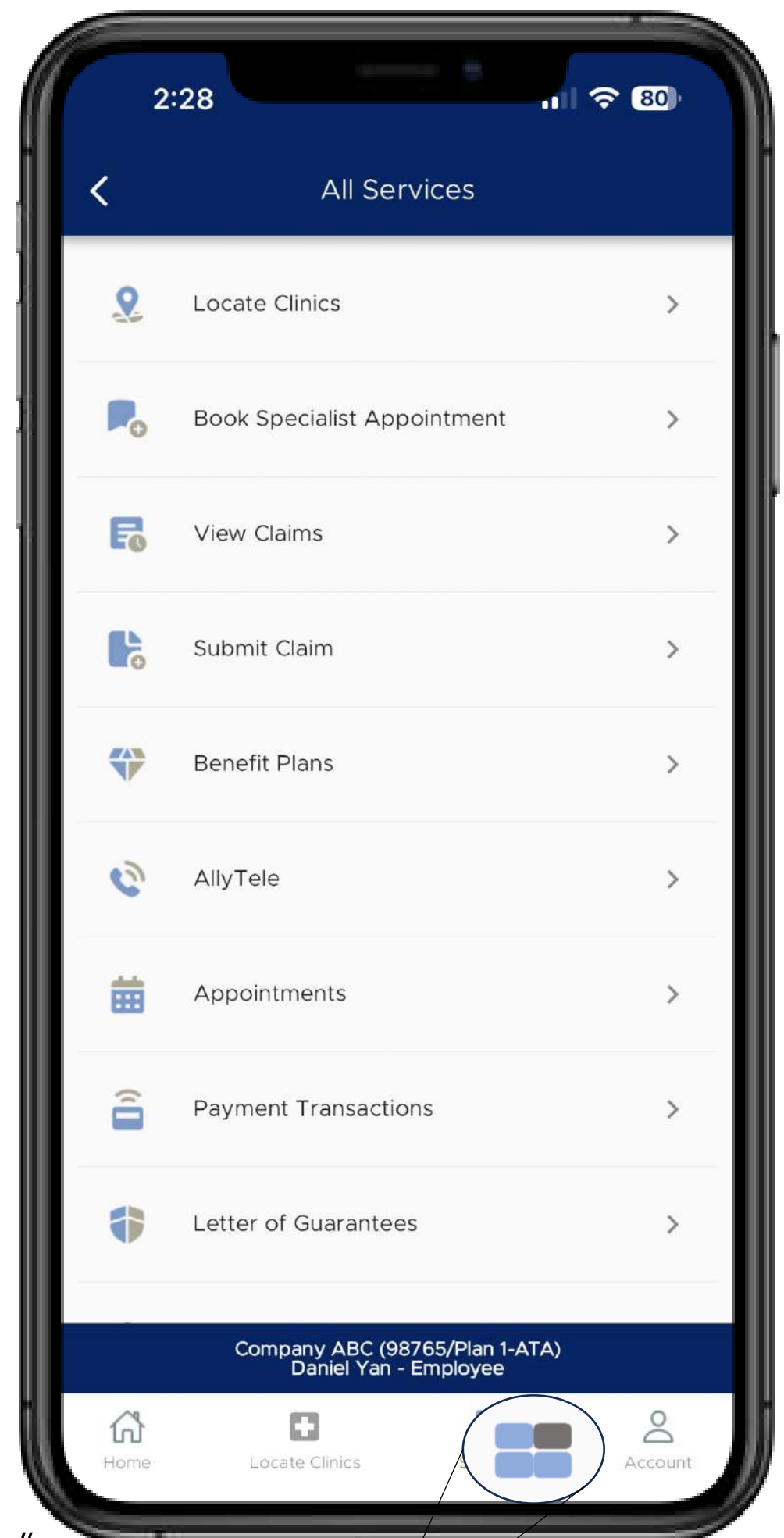


14 | All Services Menu

All Services Menu

"All Services" will allow you to navigate through all functionalities of this app. Access the "All Services" menu by tapping the icon on the navigation bar.

You can return to this menu at any point of time to toggle between different functions.



Access the "**All Services**" menu by tapping the icon on the navigation bar.



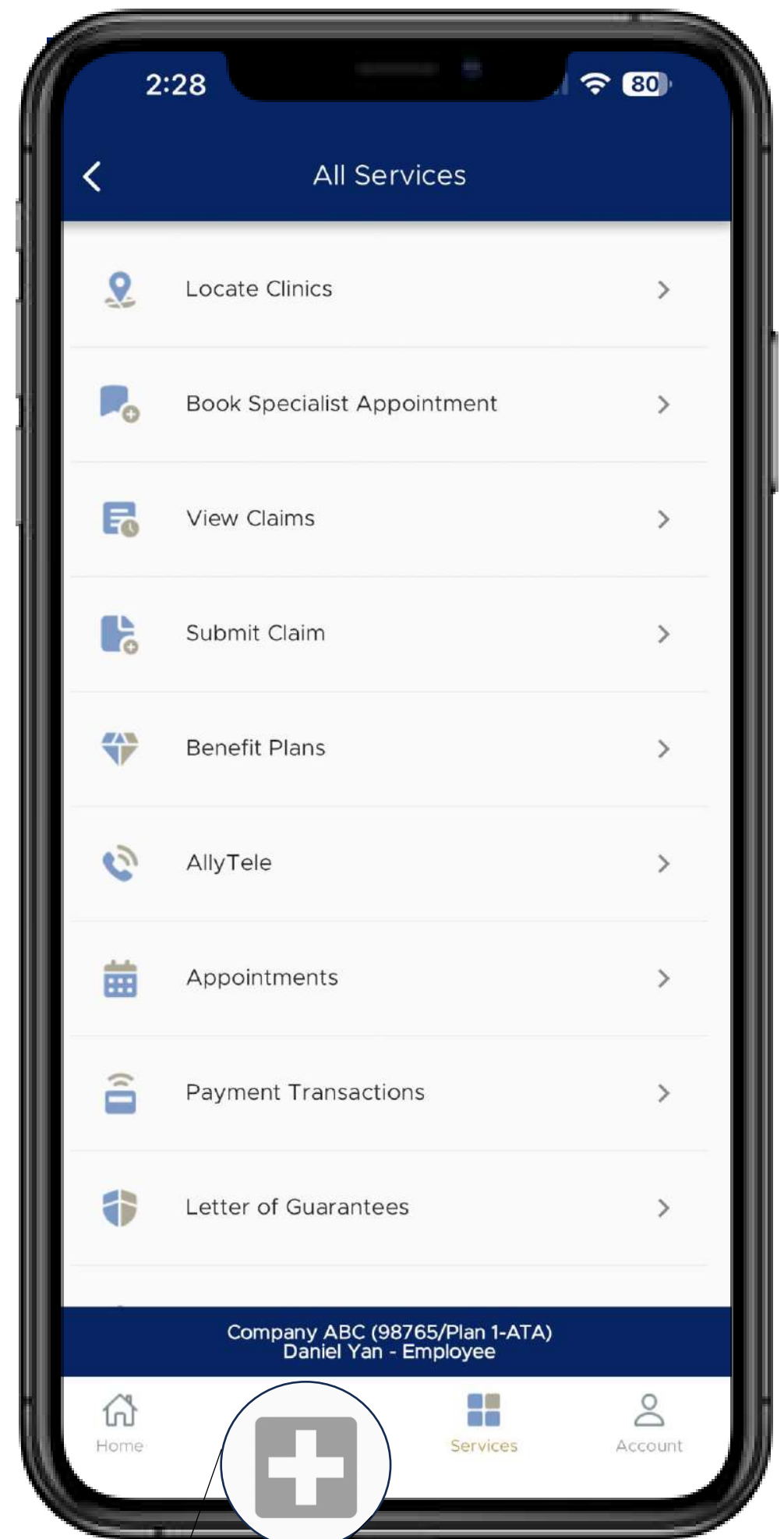
15 | Locate Panel Clinics

Locate Panel Clinics

In this section, you will be able to review clinic information such as address, operating hours and contact details. Information can be searched and filtered based on your requirements.

Clinic locator is also embedded to help you identify a nearest panel clinic within 5-kilometer radius and ability to link to a navigation map to take you there.

Reminder to enable location services on your phone for this function to work.



Access panel clinic information by tapping the "**Panel Clinic**" icon on the navigation bar.

You will also be able to find this function in the "**All Services**" menu.



16 | Locate Panel Clinics

Locate Clinic Page - Main page / List view

Navigate to search and access clinic information.

Search Clinics

Enter keywords such as street name, postal codes to enable search.

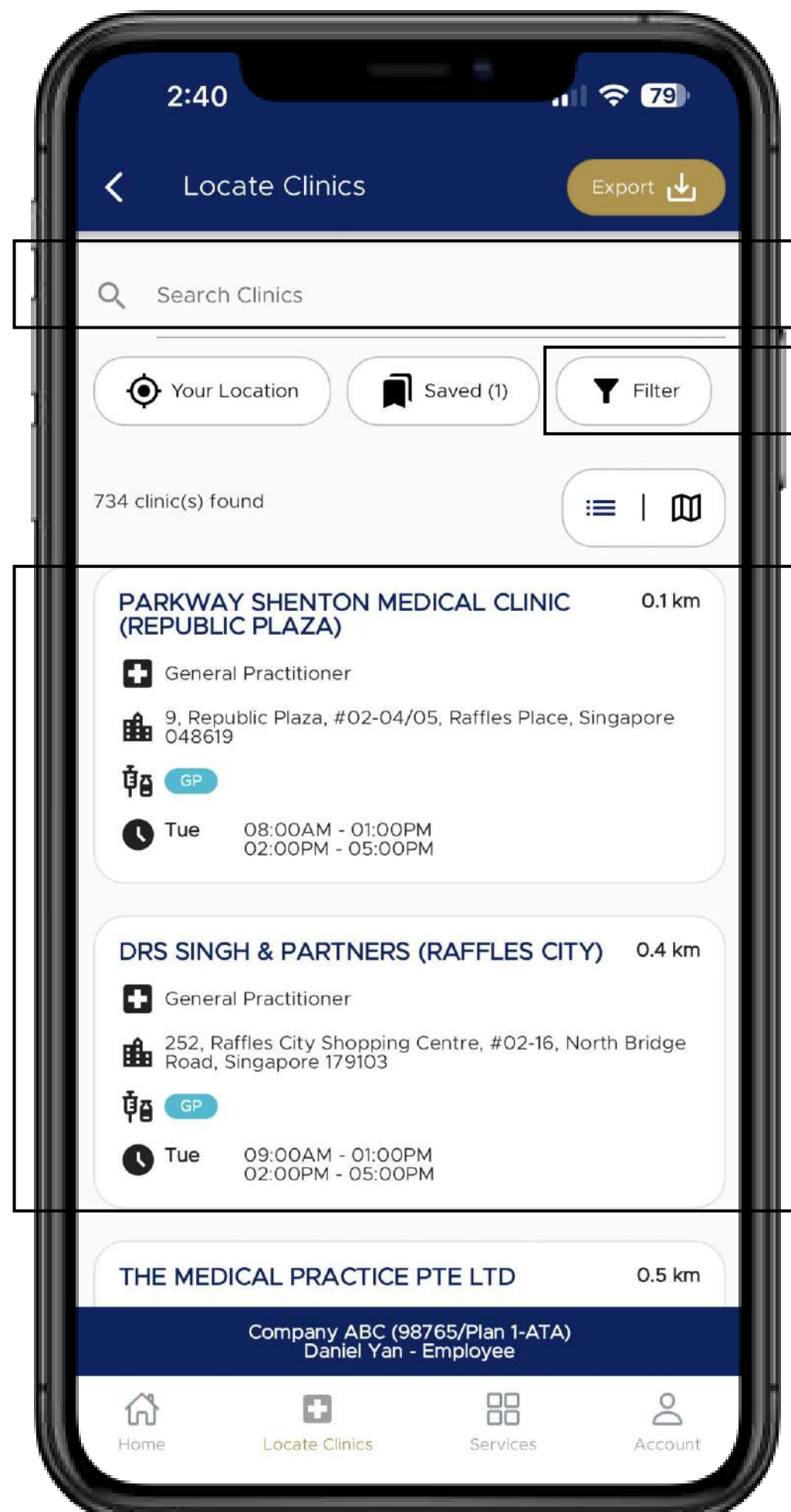
Clinic information

Details such as address, operating hours and contact details etc are available.

Tap on the respective clinic profiles to access more details.

Filters

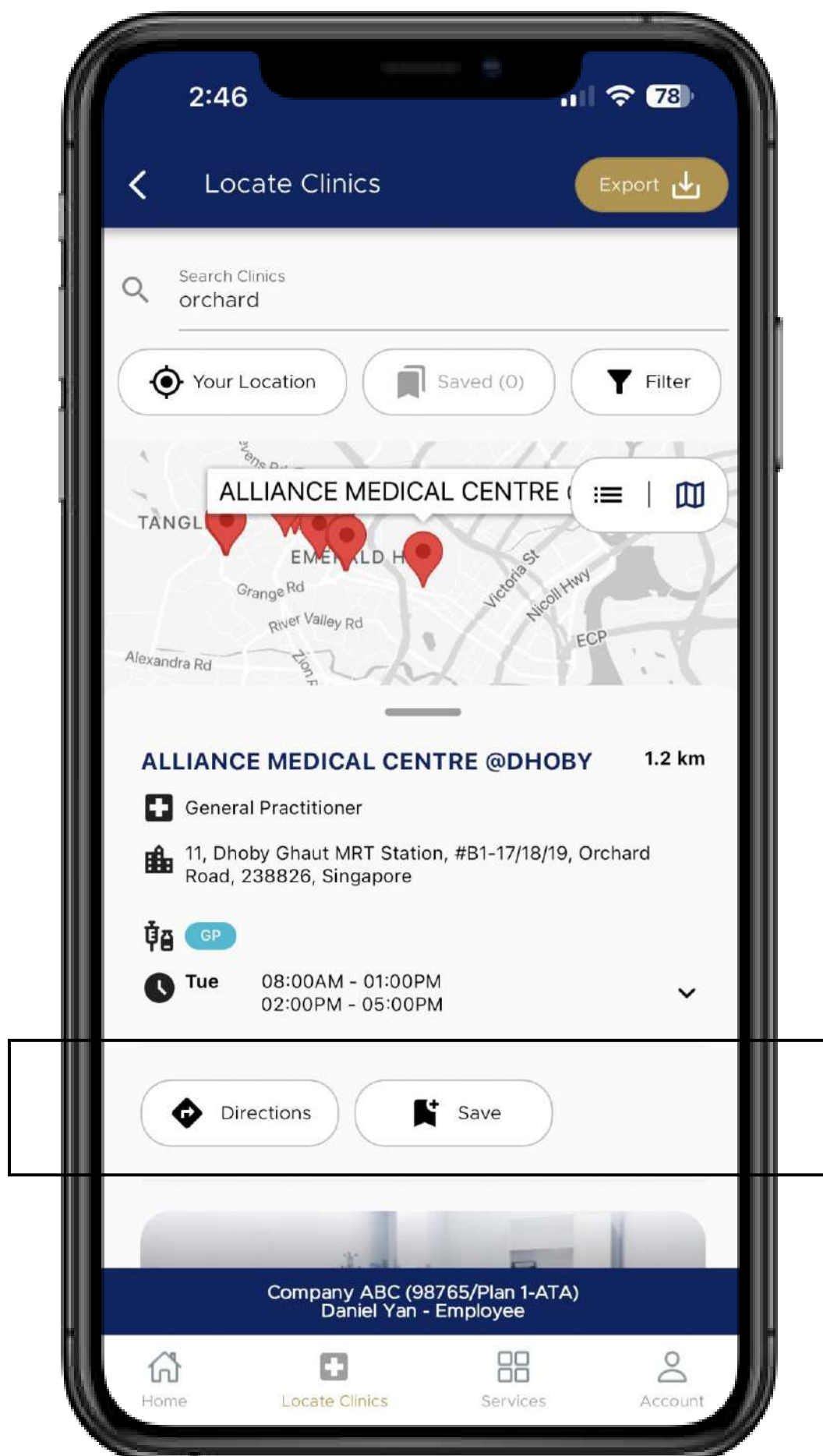
Access filters to help you refine the search experience.



17 | Locate Panel Clinics

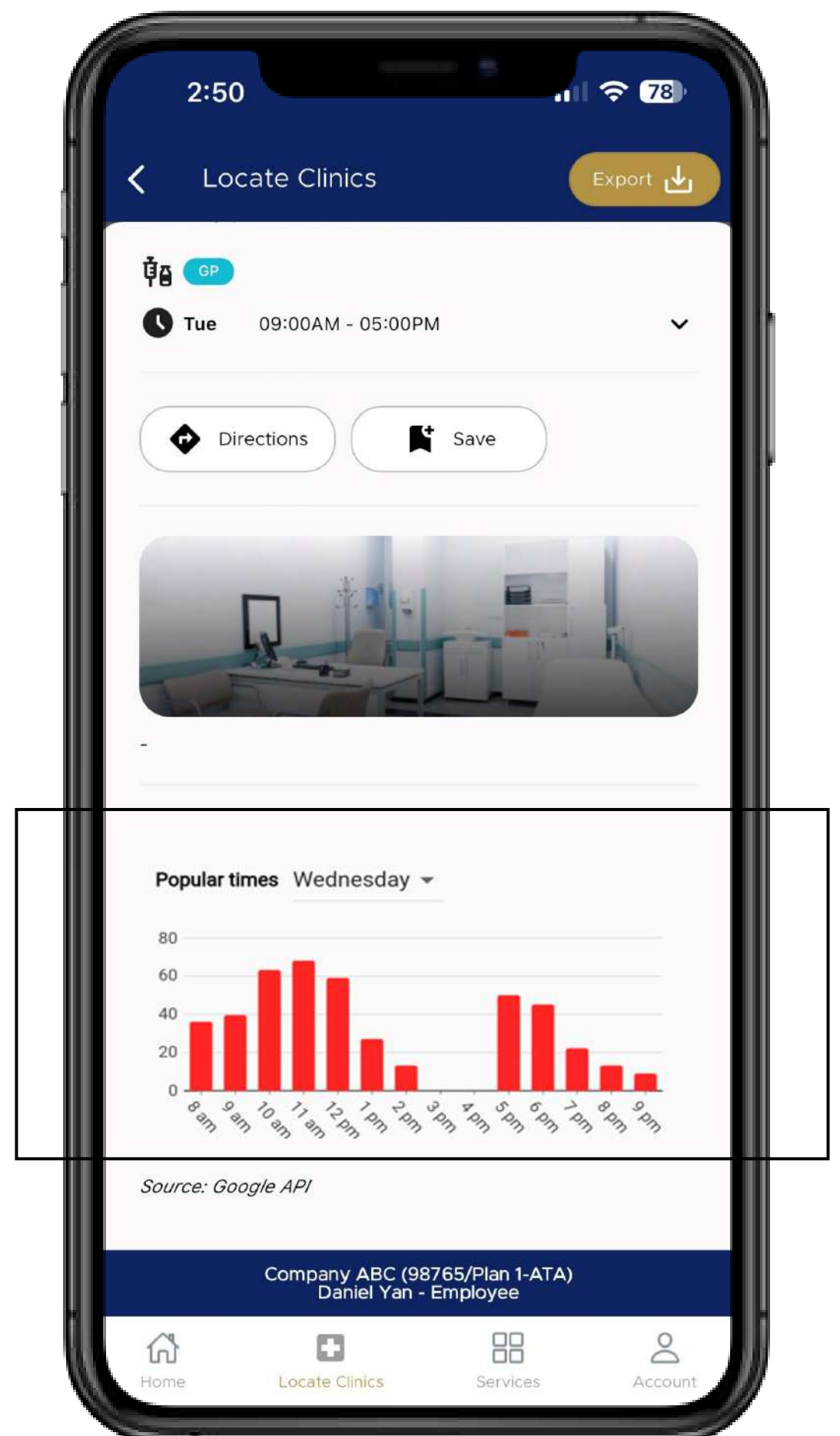
Locate Clinic Page - Clinic detail view

This shows the details of the selected panel clinic.



Tap "**Directions**" to link a navigation app to direct you to the clinic.

You can also contact the clinic directly



Google map information will allow you to review the crowd traffic on the average at this clinic by hours of the day. (Note that this is not tabulated by



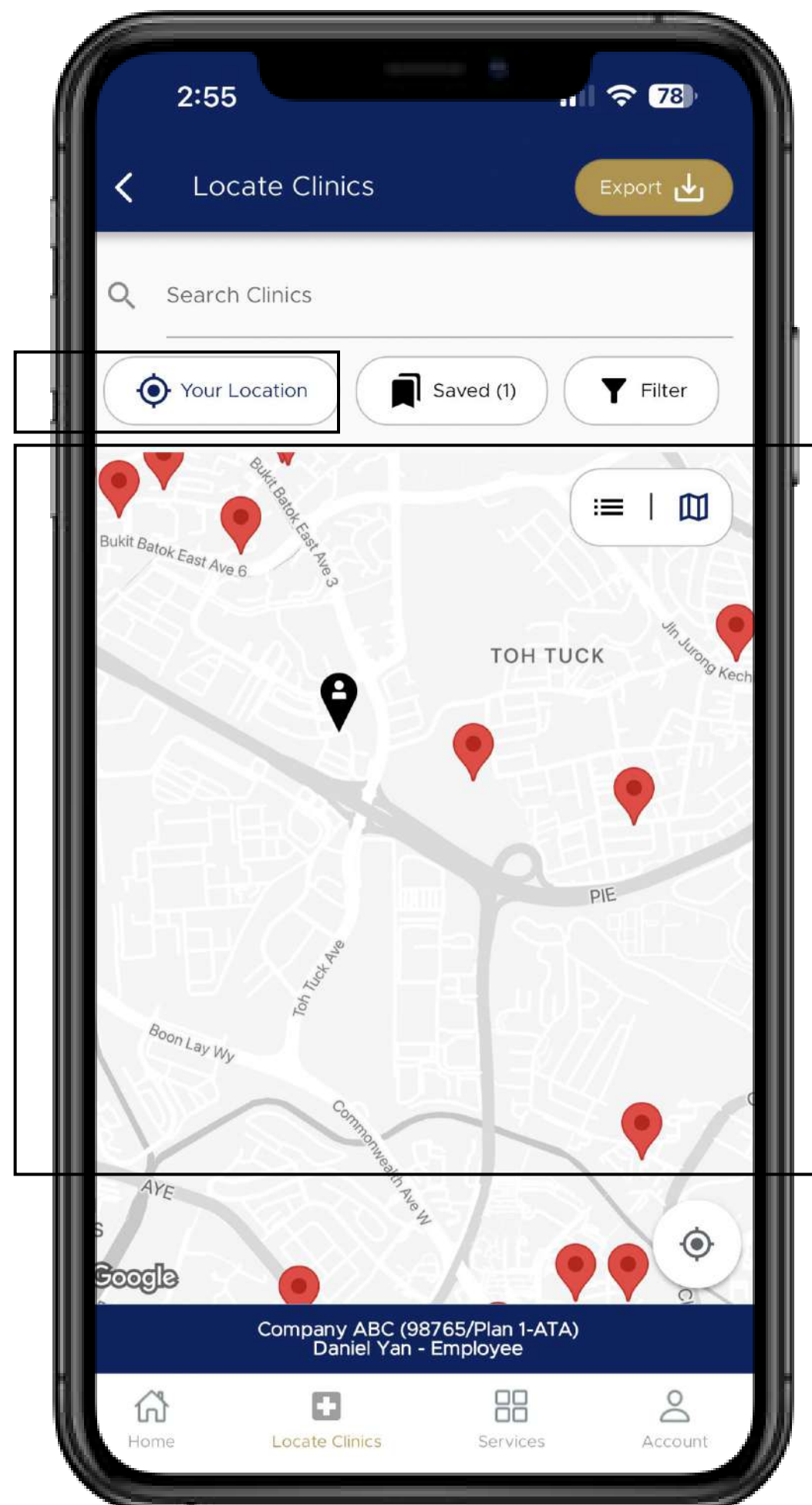
18 | Locate Panel Clinics

Locate Clinic Page - Map view

Map/ locator view that allows you to identify panel clinics nearby.

Tap to identify your current location on the map.

Map will display the nearby clinics within your vicinity. Tap on the preferred clinic to access more details.

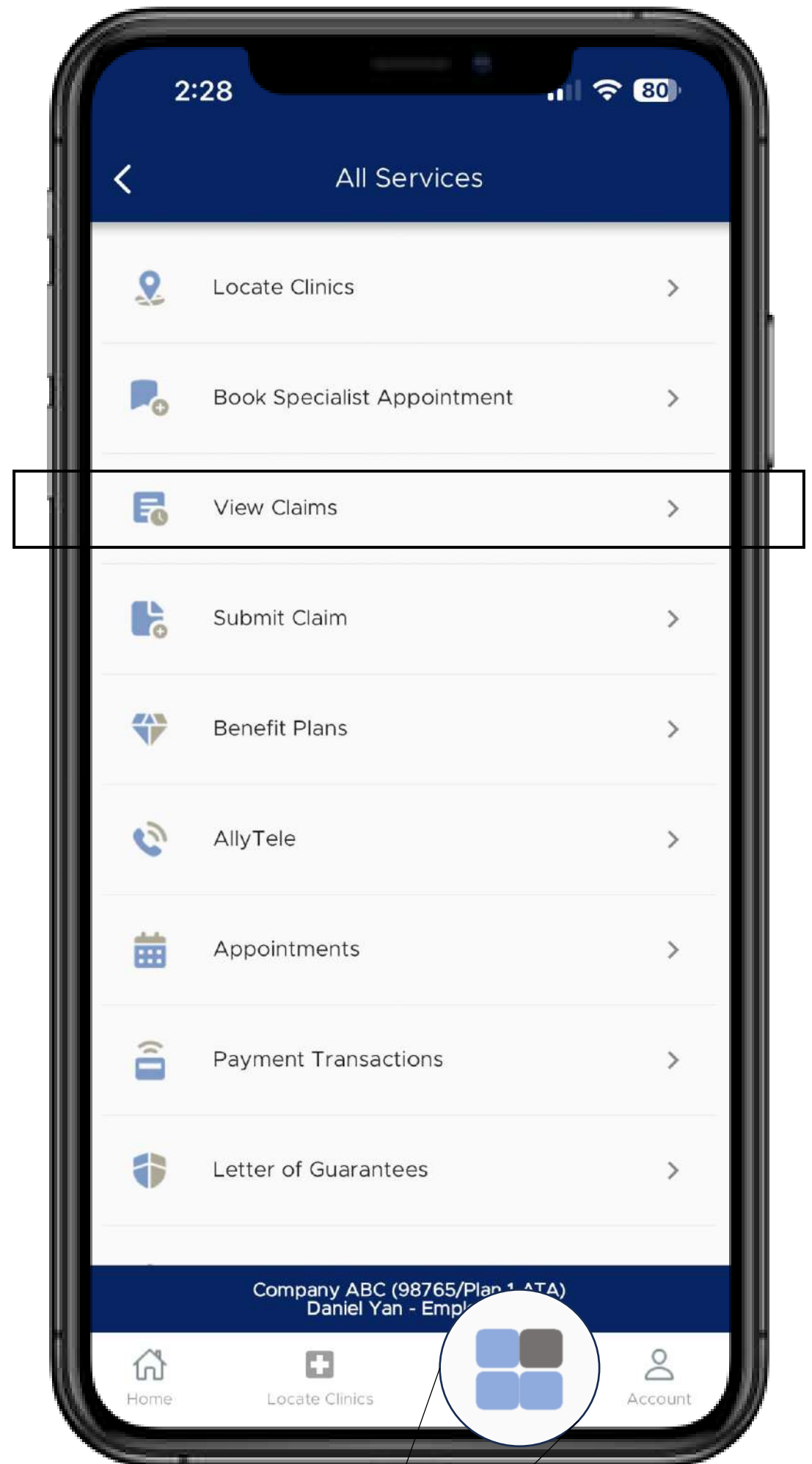


19 | View Claims

Claims

This function allows you to access your claims history (details, statuses etc) and saved drafts.

Tap on “**Claims**” icon to proceed.



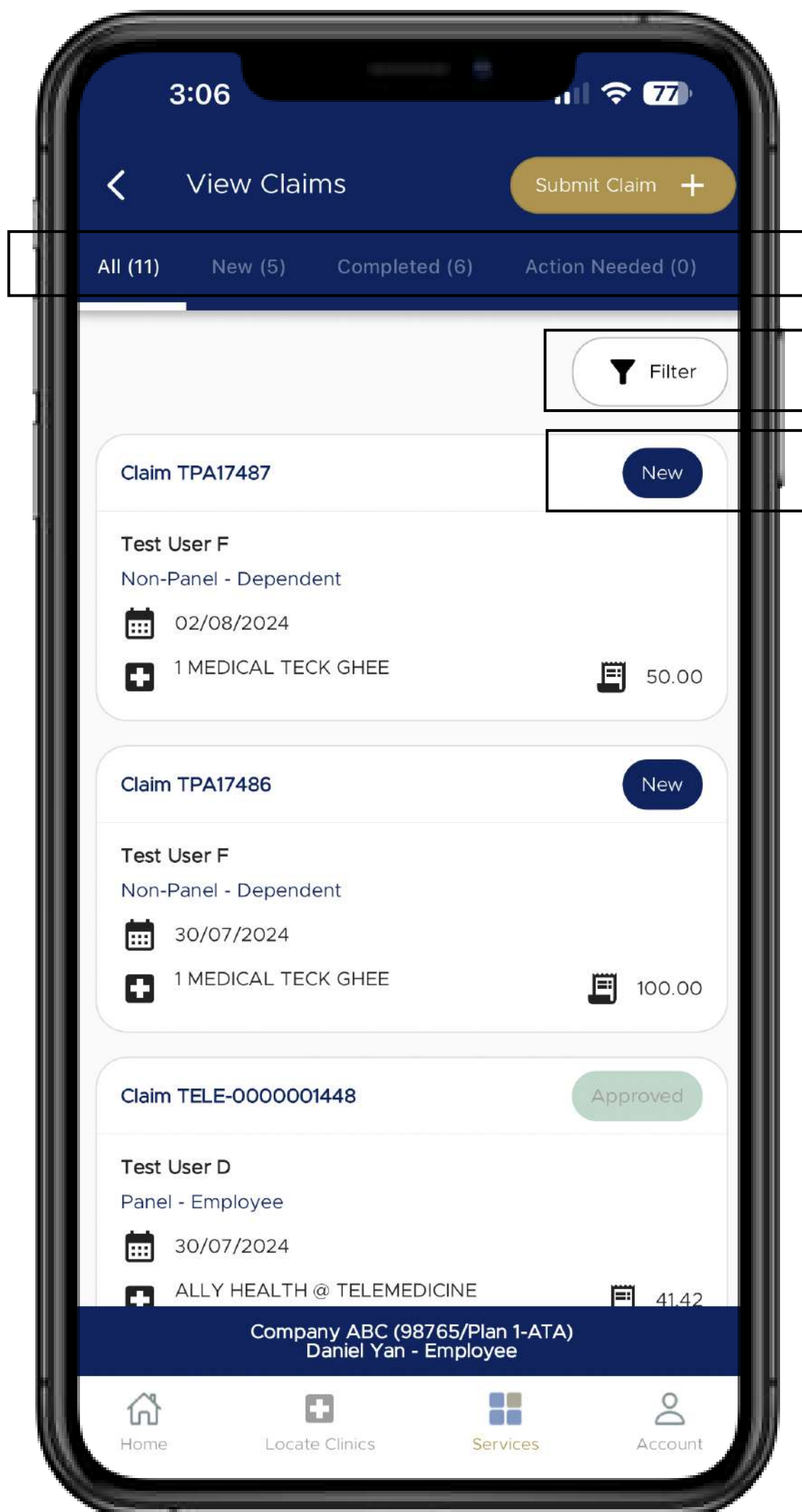
Access the “**All Services**” menu by tapping the icon on the navigation bar.



20 | View Claims

Claims Page

To view submitted claims status or access saved draft claims.



Action Filters

Helps you categorize claims that are information and those requiring attention.

Filter

Use filters to retrieve specific claims.

Status

Review the status of each claim.

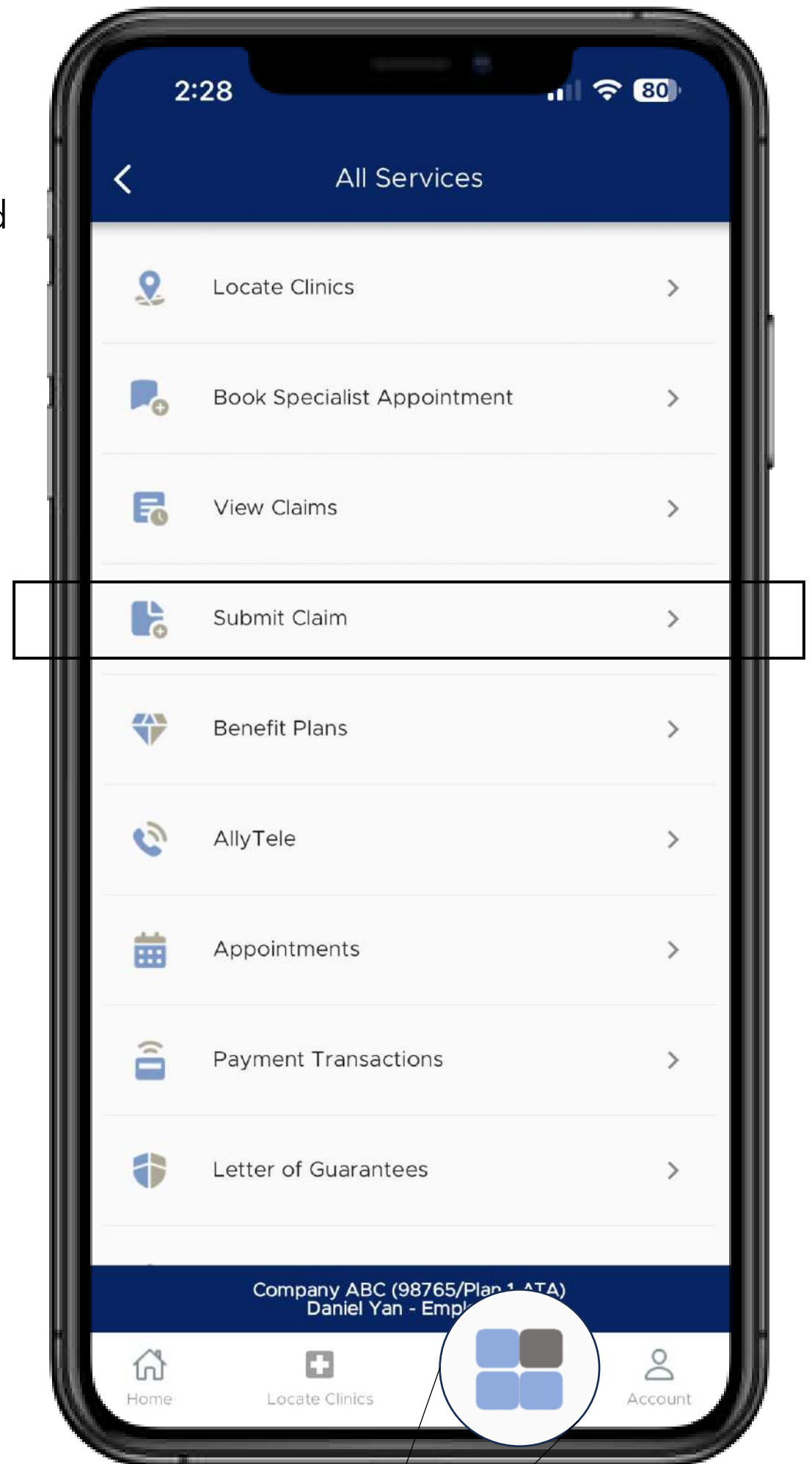


21 | Submit Claims

Submit Claims

This function allows you to submit your claim and attached relevant supporting documents for assessment.

Tap on “**Submit Claim**” icon to proceed.



Access the “**All Services**” menu by tapping the icon on the navigation bar.



22 | Submit Claims

3:15 76%

Submit Claim

Claimant

Select one

Company ABC (98765/Plan 1-ATA)

☒ Daniel Yan Employee

☐ Brenda Poh Dependent

☐ Jamie Yan Dependent

Please have your Receipts and Referral Letters scanned and ready before proceeding.

Save as Draft

Back Next →

Company ABC (98765/Plan 1-ATA)
Daniel Yan - Employee

Home Locate Clinics Services Account

Select the relevant claimant for this request.

3:15 76%

Submit Claim

Benefit

Visit Date *

01/08/2024

Benefit *

Polyclinic

Save as Draft

Back Next →

Company ABC (98765/Plan 1-ATA)
Daniel Yan - Employee

Home Locate Clinics Services Account

Enter the details in sequential order as the system will validate the eligibility.



23 | Submit Claims

The first smartphone screen displays the 'Submit Claim' app. The 'Claim Details' section is filled out with the following information:

- Visit Details:**
 - Member Name: Daniel Yan
 - Visit Date: 01/08/2024
- Clinic/Hospital Details:**
 - Benefit Category: For Non-Panel Clinics & Services
 - Benefit: Polyclinic
 - Clinic/Hospital: Search or enter Clinic/Hospital (with a magnifying glass icon)

At the bottom of the form, there is a 'Save as Draft' button and a 'Next' button. The bottom status bar shows 'Company ABC (98765/Plan 1-ATA) Daniel Yan - Employee' and a navigation bar with icons for Home, Locate Clinics, Services, and Account.

Complete the questionnaire with the claim details.

The second smartphone screen displays the 'Submit Claim' app. The 'Attachment(s)' section is active, showing a search bar for 'Diagnosis 1' and a button to 'Add Diagnosis'. Below this, there is a section for 'Attachment(s)' with instructions: 'Please provide receipt/invoice and supporting document(s), if any. Maximum file upload of 5MB (PNG, JPEG, PDF, and TIFF images only)'. There is a '+ Upload' button and a 'Remarks' text area. At the bottom, there is a 'Save as Draft' button and a 'Next' button. The bottom status bar shows 'Company ABC (98765/Plan 1-ATA) Daniel Yan - Employee' and a navigation bar with icons for Home, Locate Clinics, Services, and Account.

Upload the relevant supporting documents such as invoice, receipts, referral letters, doctor memos etc.

The third smartphone screen displays the 'Submit Claim' app. The 'Payment Details' section is active, showing a 'Receipt Amount' input field and two radio button options: 'Receipt amount is inclusive of GST (9.00%)' (selected) and 'Receipt amount has no GST'. Below this, there are two rows of text: 'Total Incurred Amount (before GST) 0.00' and 'GST Amount 0.00'. At the bottom, there is a 'Save as Draft' button and a 'Next' button. The bottom status bar shows 'Company ABC (98765/Plan 1-ATA) Daniel Yan - Employee' and a navigation bar with icons for Home, Locate Clinics, Services, and Account.

Tap "Next" to review and complete submission.

Important Notes:

- Please ensure that images are clear and legible before completing your submission.
- Reminder to include all relevant supporting documents to avoid assessment reimbursement delays.

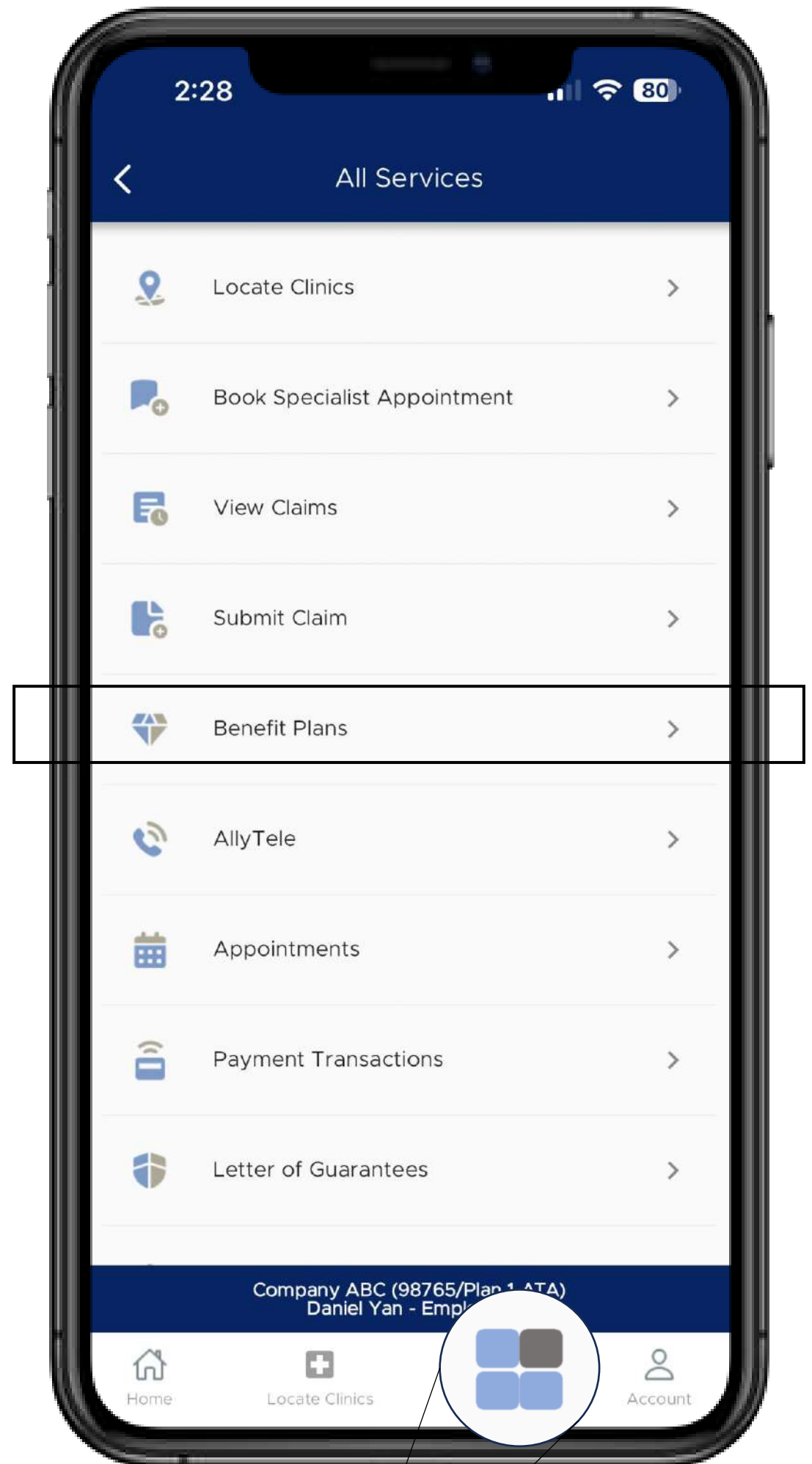


24 I View Benefit Plan

Benefit Plan

This function allows you to review an overview of your benefit coverage across periods (if applicable)

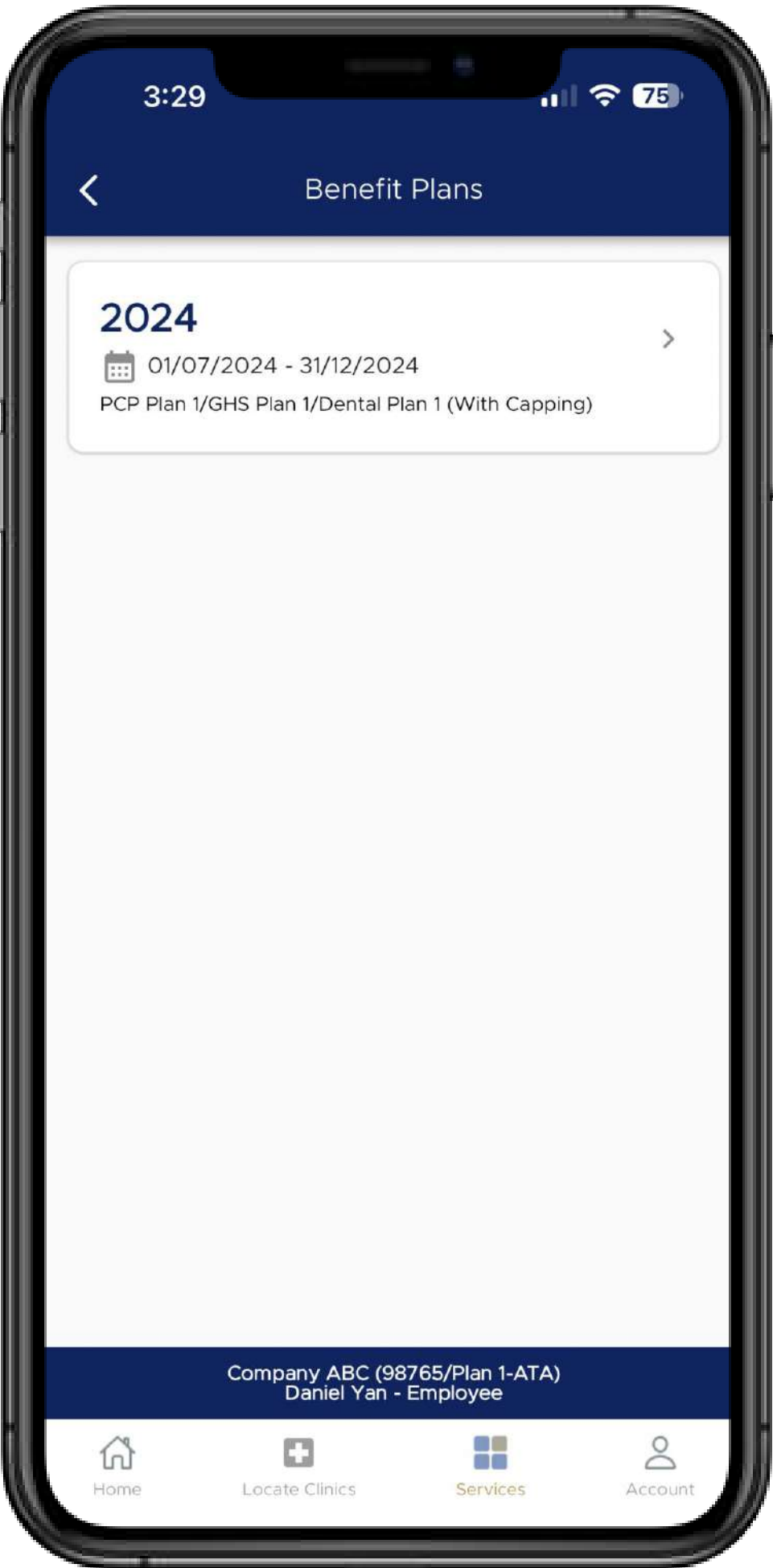
Tap on "**Benefit Plan**" icon to proceed.



Access the "**All Services**" menu by tapping the icon on the navigation bar.

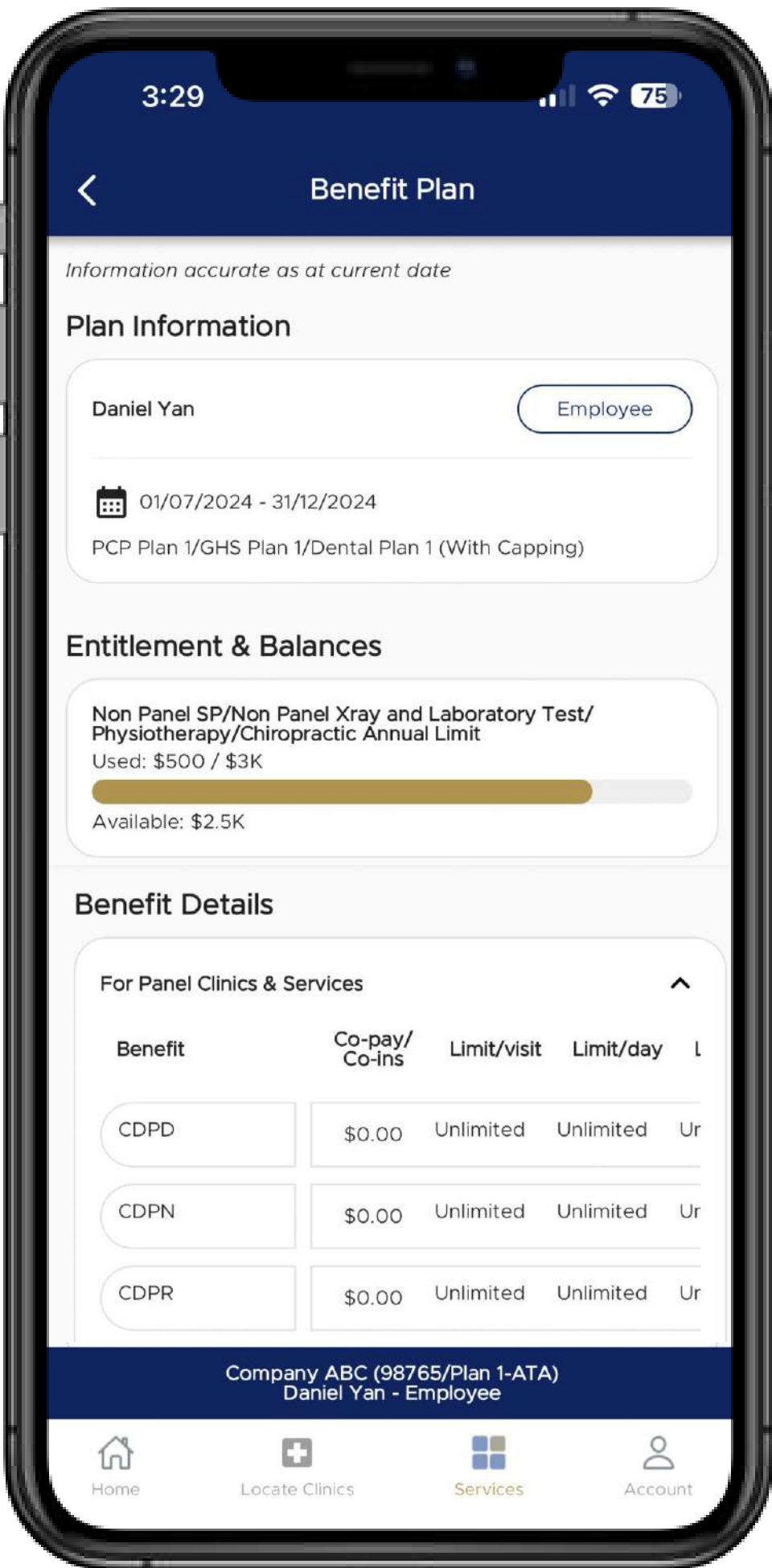


25 | View Benefit Plan



Toggle between current and previous benefit period (if applicable).

Tap on the required period to proceed.



The app will display the relevant benefit details accordingly

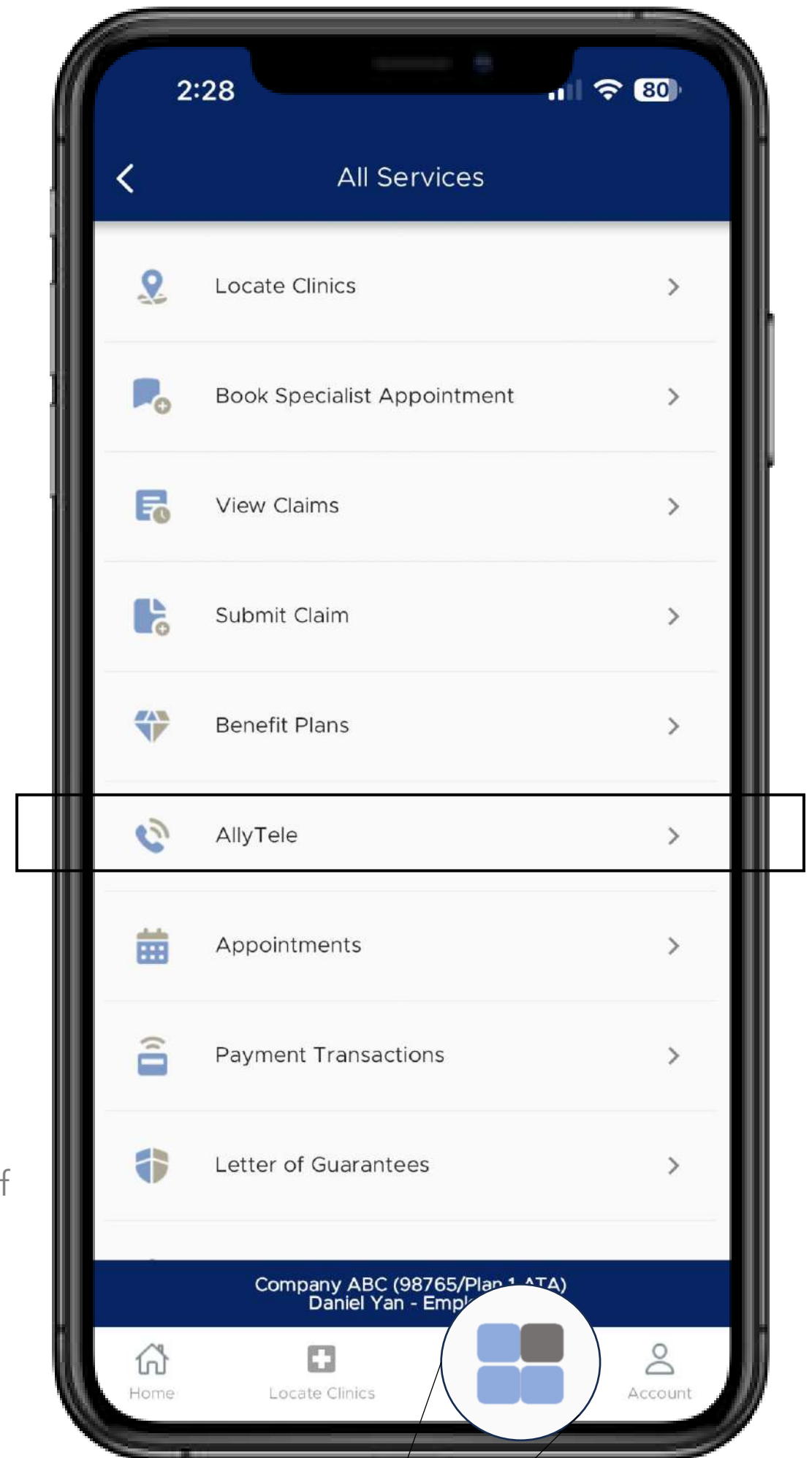


26 | Telemedicine Services

Telemedicine Services via AllyTele

This function allows you to access telemedicine services via AllyTele. Telemedicine services have been integrated to allow a seamless experience.

Tap on "**AllyTele**" icon to proceed.



Important Note:

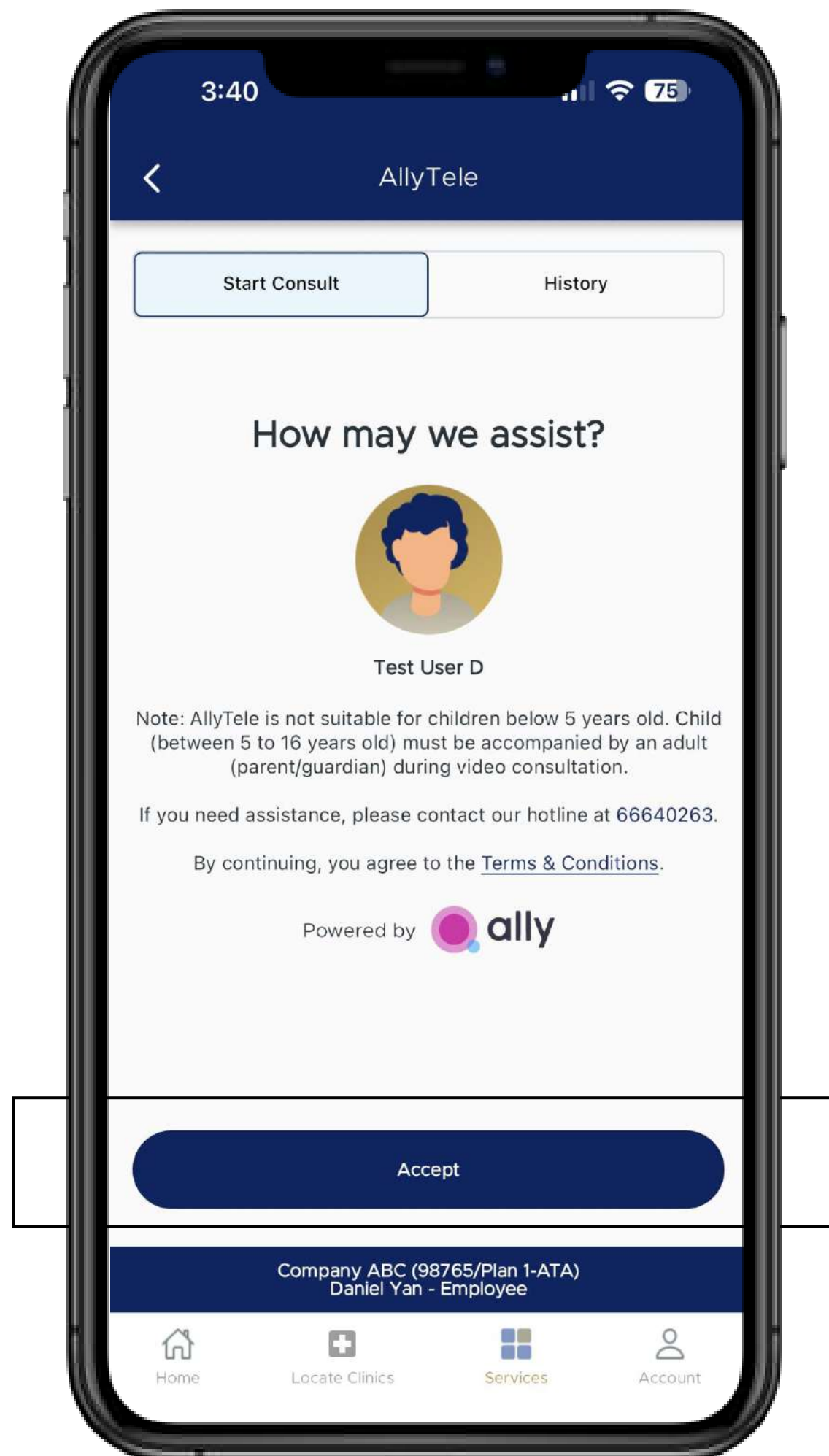
Users should visit hospital A&E directly in situations of emergencies or where medical attention is required in person.

Telemedicine will not be suitable for all medical conditions.

Access the "**All Services**" menu by tapping the icon on the navigation bar.



AllyTele - Preparation/ Setup

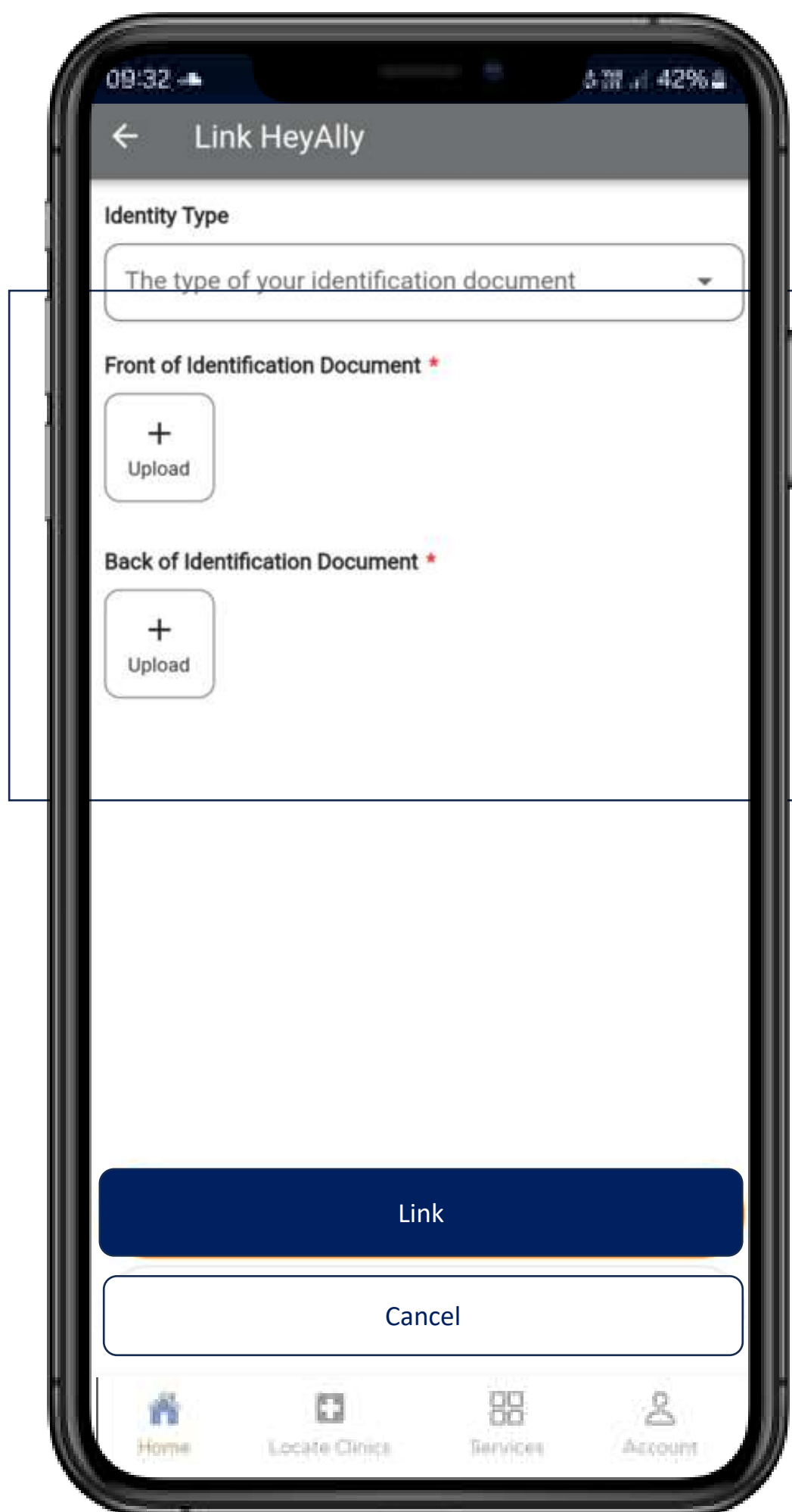


Tap the **Accept** to initiate the process.

Note: First time users to AllyTele, you will be prompted to link your account. Tap "**Okay**" to proceed with the next steps.

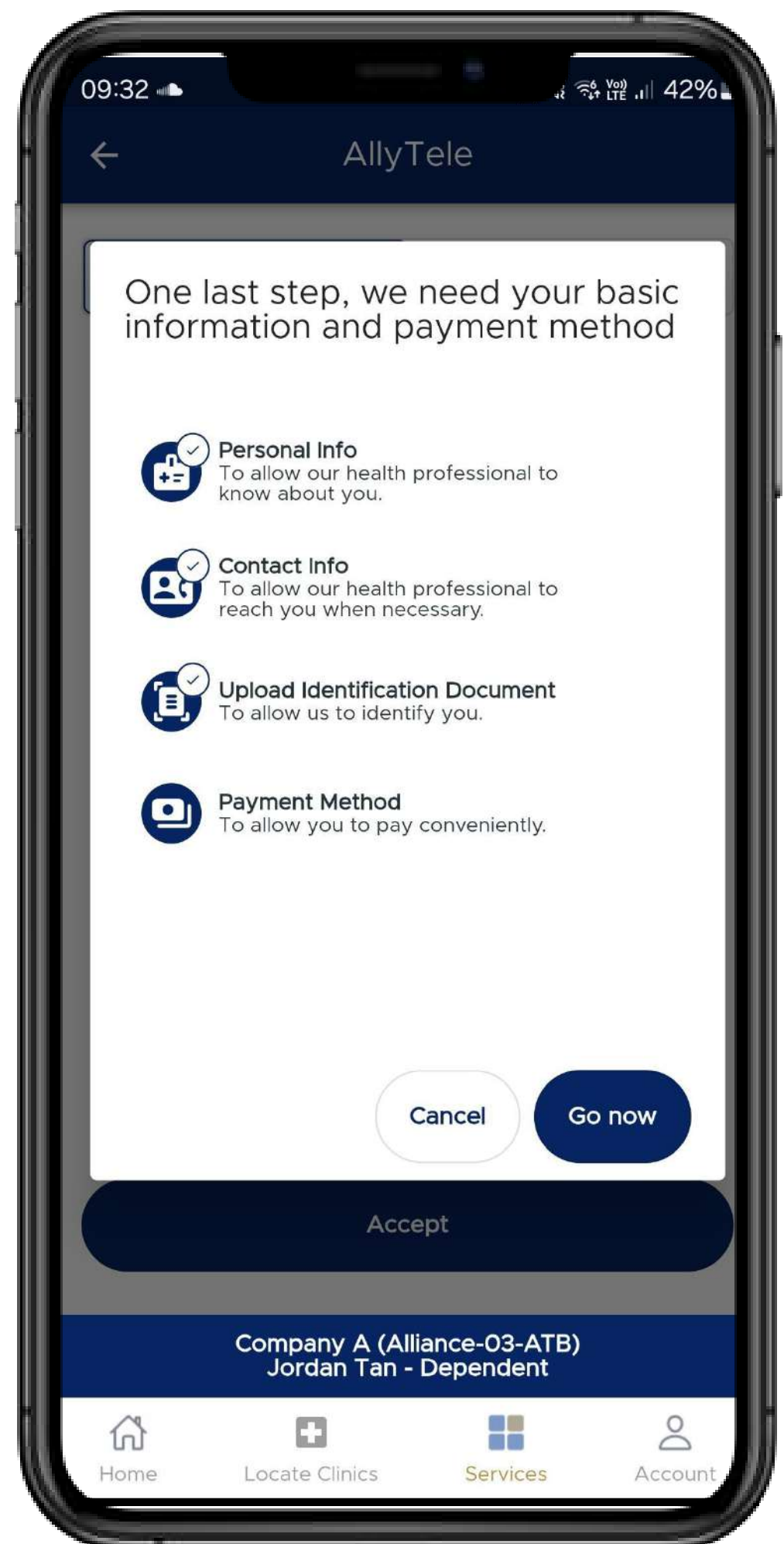


AllyTele - Preparation/ Setup



As part of the verification process for telemedicine services, you will be required to upload a front and back of image of your identification card.

Tap on **"Link"** button to proceed.

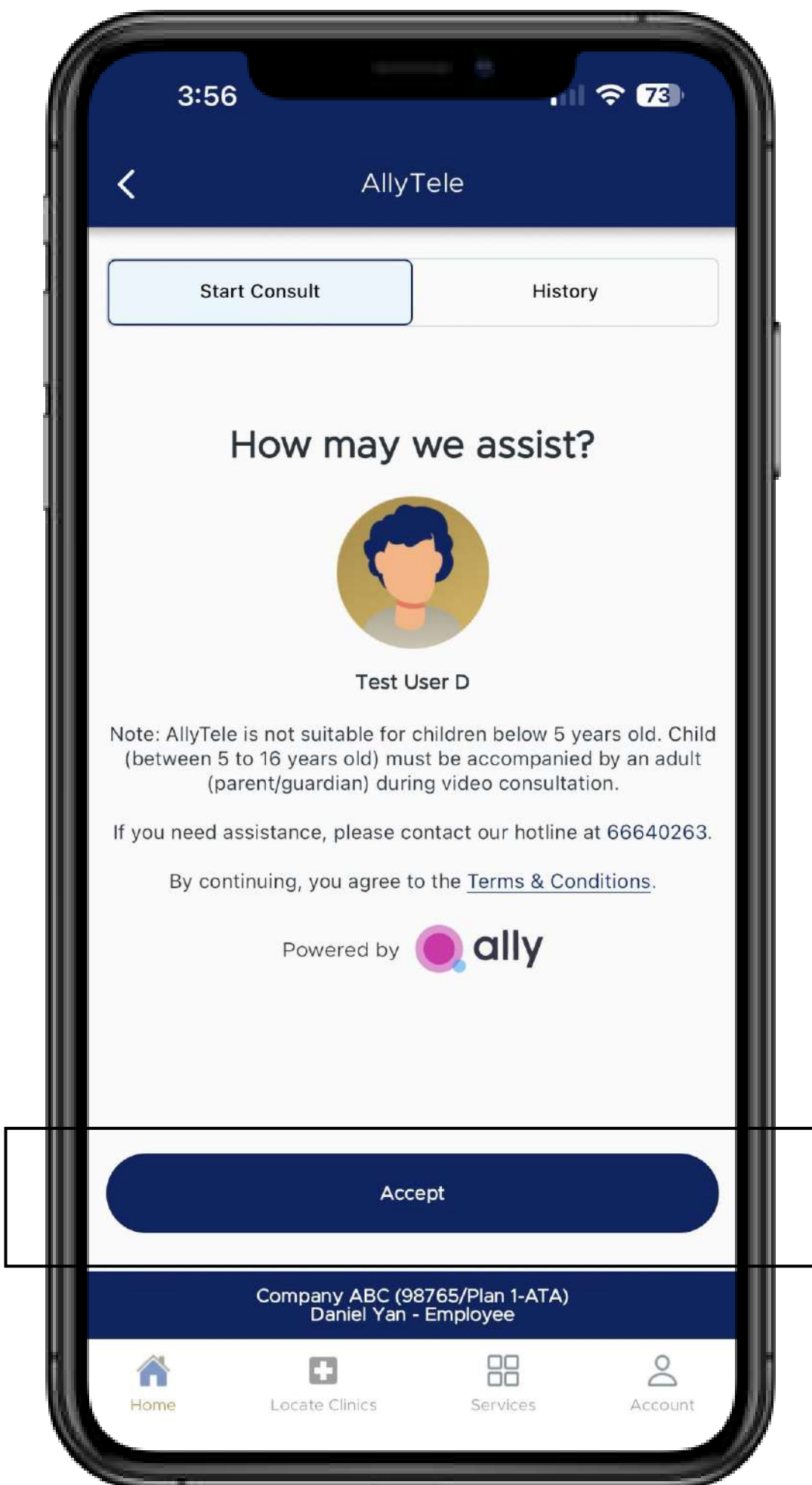


You will be prompted to complete the remaining profile before commencing a teleconsultation.

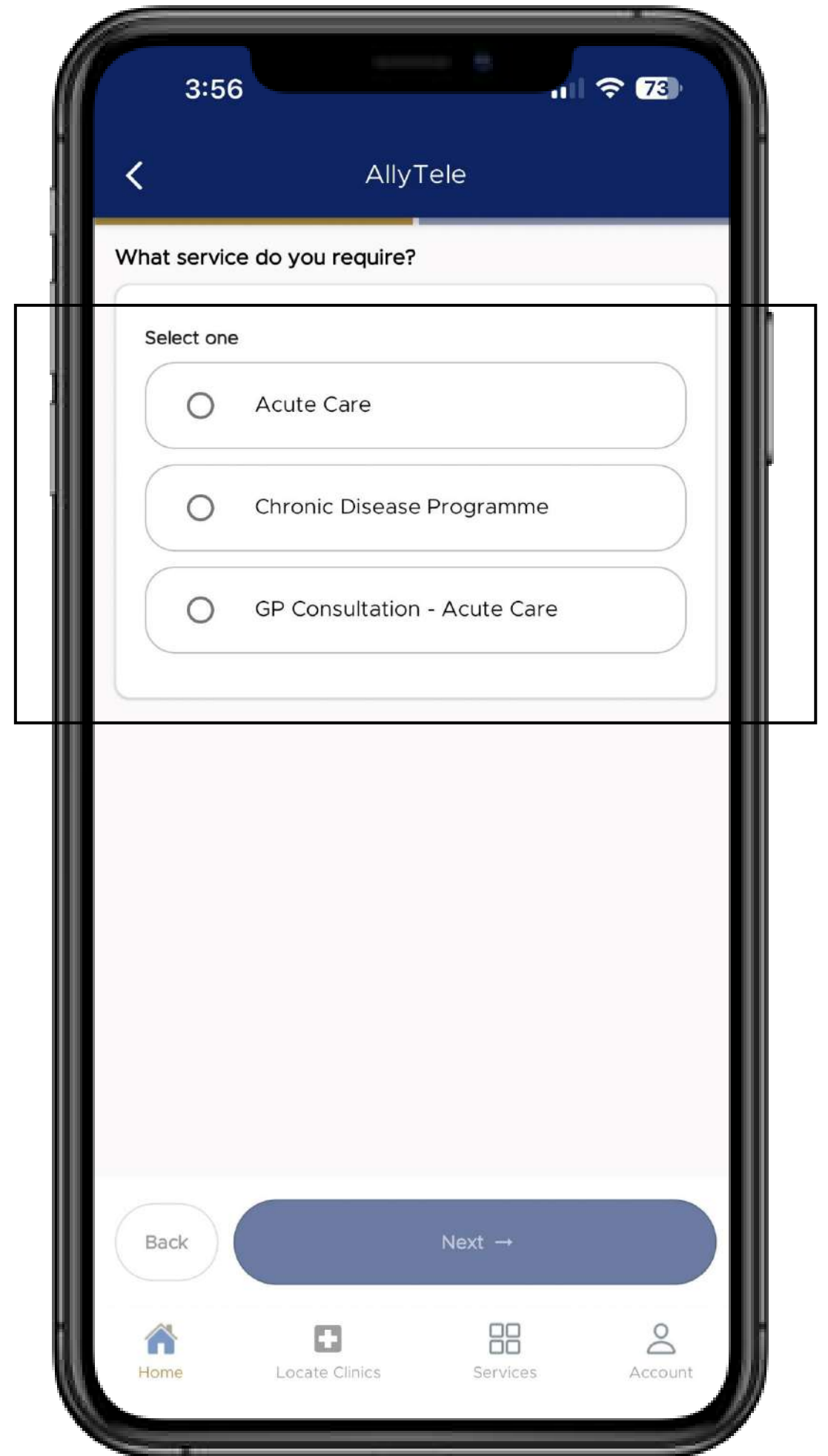
Reminder to allow the app to access features on your phone to access images, video, mic and audio functions.



AllyTele - Arranging teleconsultation



Tap "**Accept**" to initiate telemedicine services.



Select the type of services required.

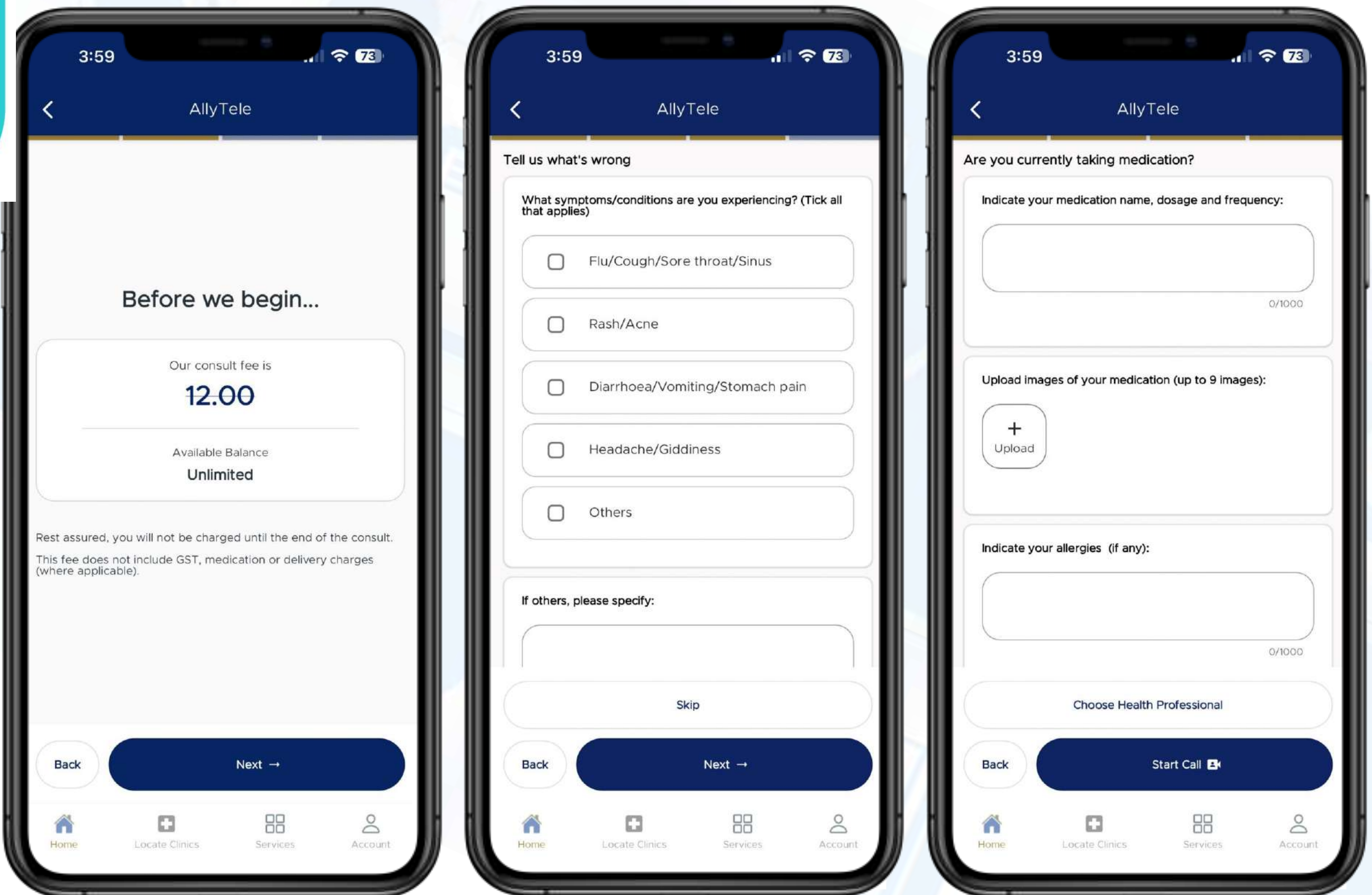
Important Note:

Users should visit hospital A&E directly in situations of emergencies or where medical attention is required in person.

Telemedicine will not be suitable for all medical conditions.



AllyTele - Arranging teleconsultation



The image displays three sequential screens of the AllyTele mobile application. The first screen, titled 'Before we begin...', shows a consultation fee of 12.00 and an unlimited available balance. The second screen, titled 'Tell us what's wrong', lists various symptoms for selection, including Flu/Cough/Sore throat/Sinus, Rash/Acne, Diarrhoea/Vomiting/Stomach pain, Headache/Giddiness, and Others. The third screen, titled 'Are you currently taking medication?', prompts the user to enter medication details and upload images, and also asks for allergies. Each screen features a 'Next' button to proceed to the following step.

You will be informed of the applicable consultation fee. Tap "**Next**" to proceed.

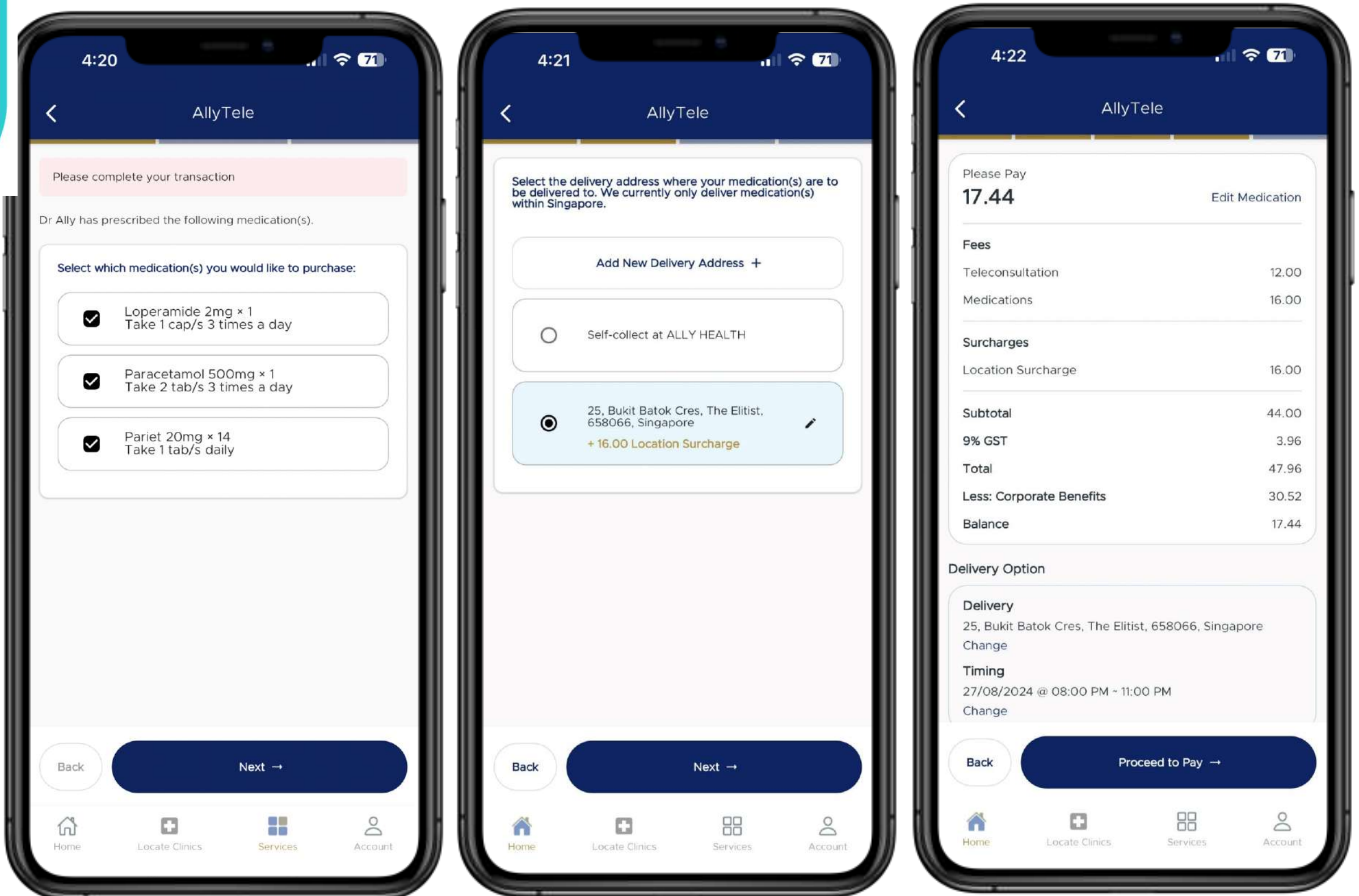
A triaging process will take place to assess your condition/ symptom and suitability for teleconsultation services.

Tap "Next" to proceed.

You will be prompted to dial in to commence teleconsultation with the designated Doctor.



AllyTele - Post-teleconsultation



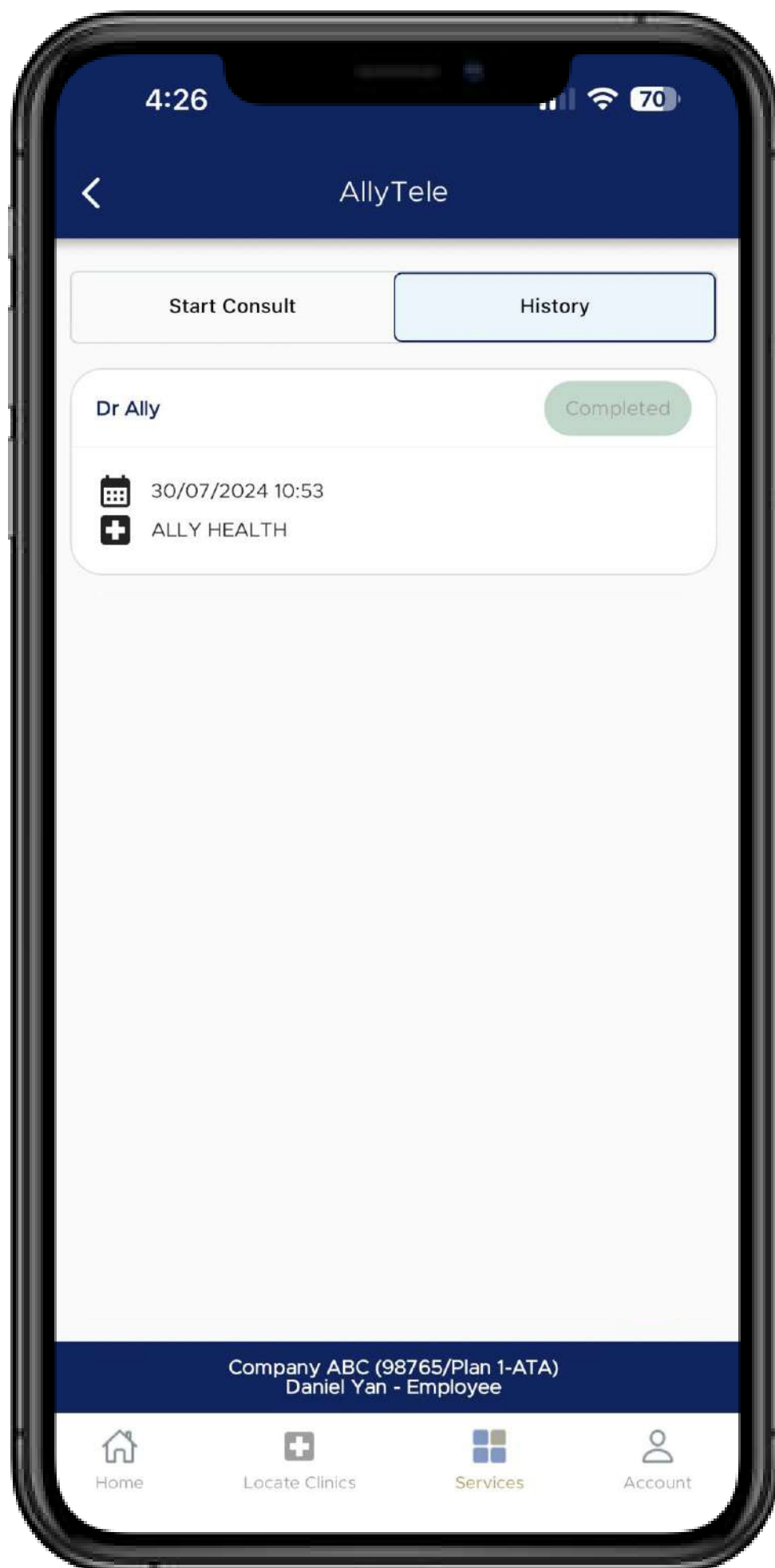
Select the medications from prescription list to checkout.

Select your preferred delivery address and time.

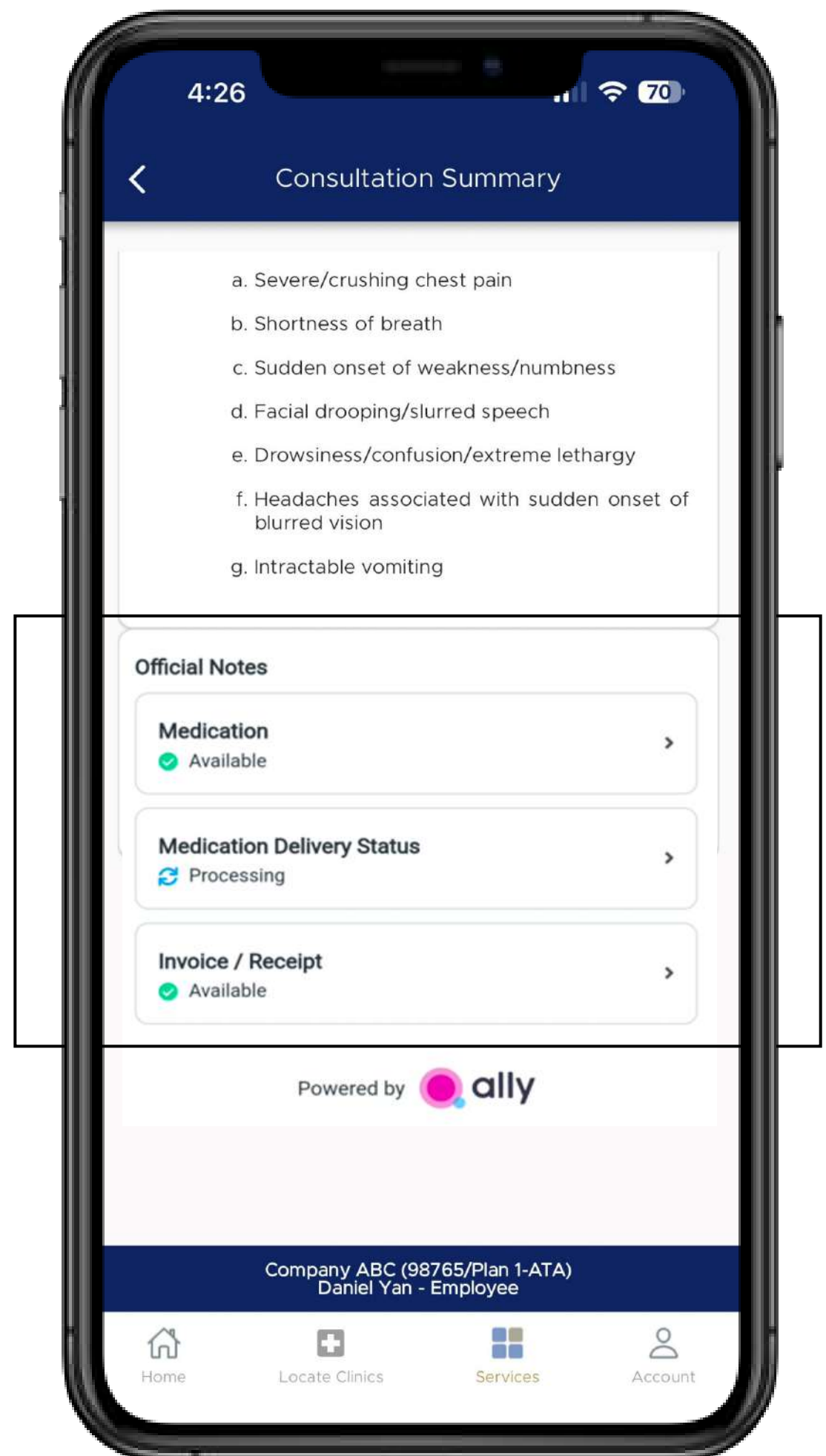
Review the applicable charges and proceed with payment.



AllyTele - Post-teleconsultation



You can review your consultation history and statuses. You can tap on "Completed" sessions to review the summary.



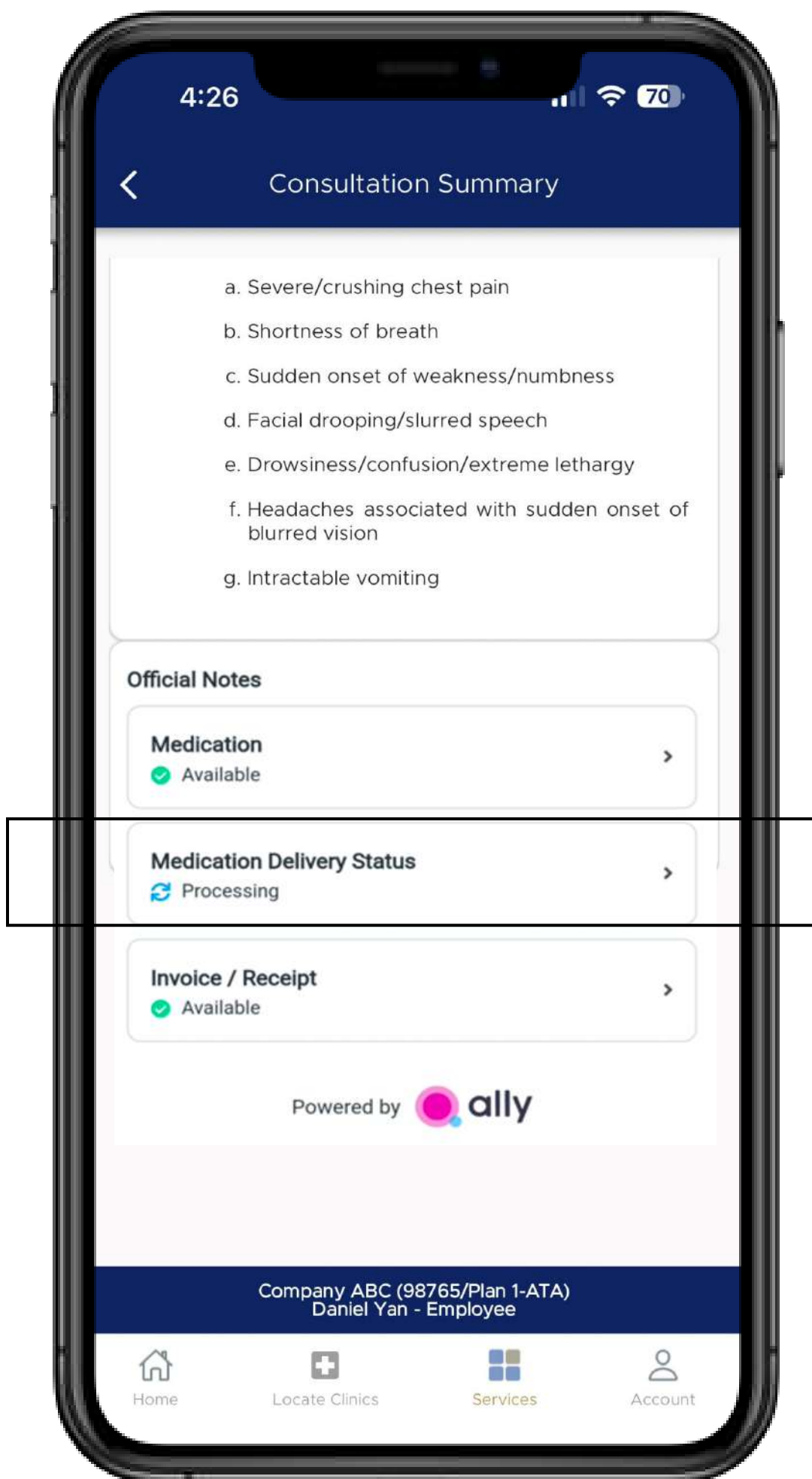
Within the summary page, you will find all relevant details pertaining to the consultation such as;

- Medication details
- Delivery status
- Invoice/ Receipts
- Medical Certificates
- Referral Letters

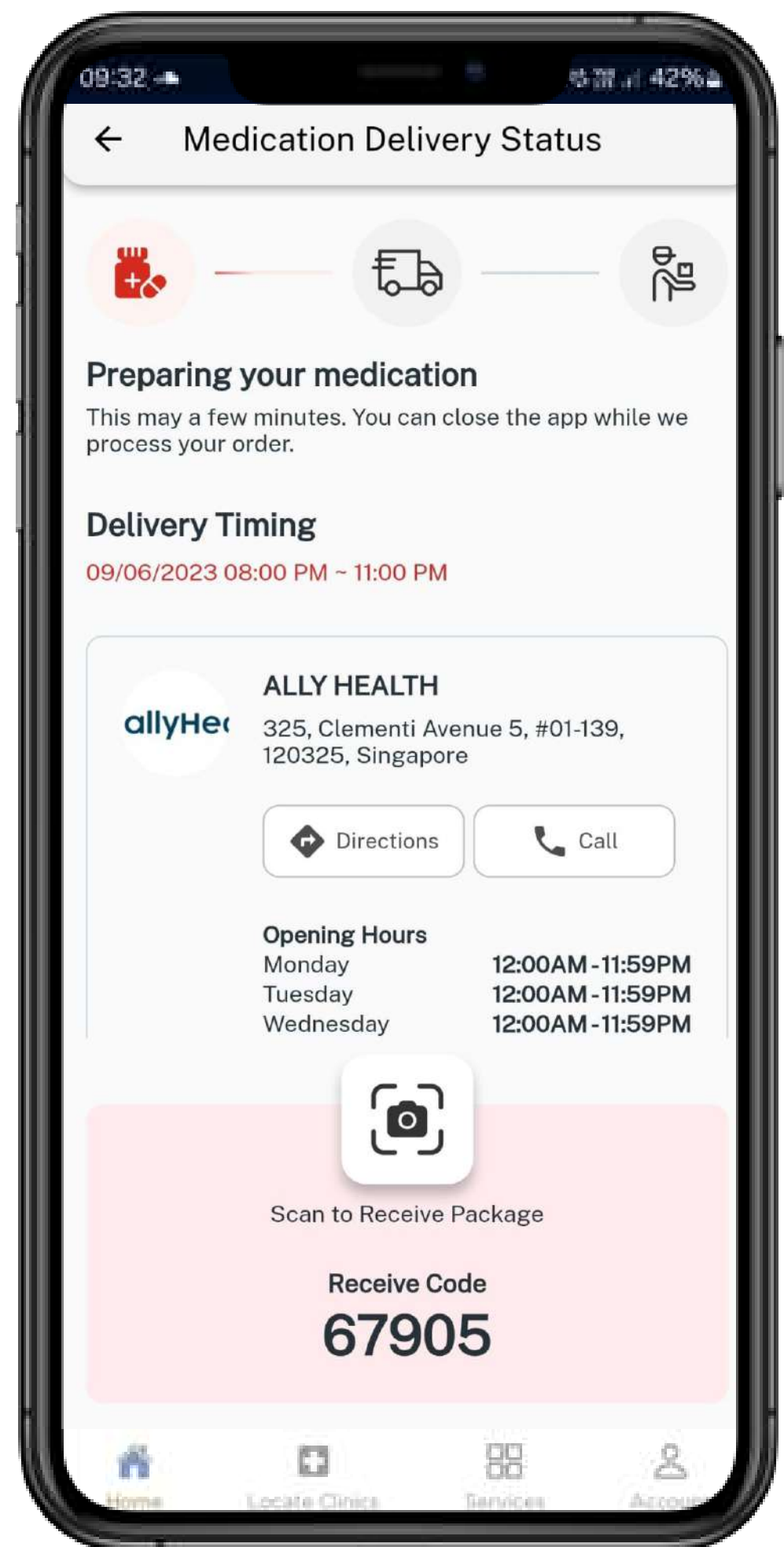
You can choose to download a copy to your mobile or trigger to your designated email address.



AllyTele - Post-teleconsultation



View your medication delivery status and information by tapping on **"Medication Delivery Status"**.



As part of the delivery validation process, you can either advise the "Receive Code" or use the QR code scanner to coordinate with the delivery personnel.

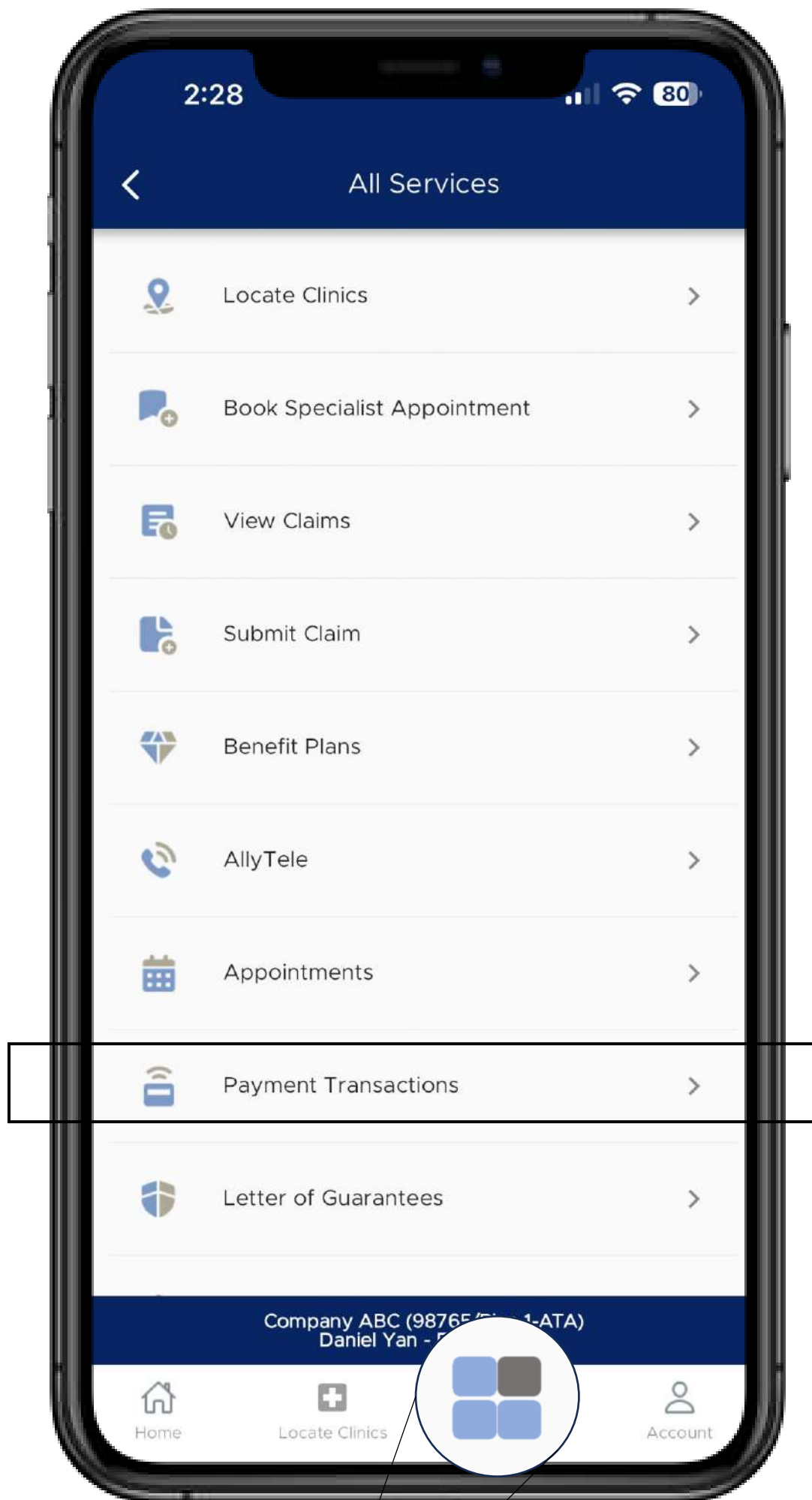


Payment Transactions

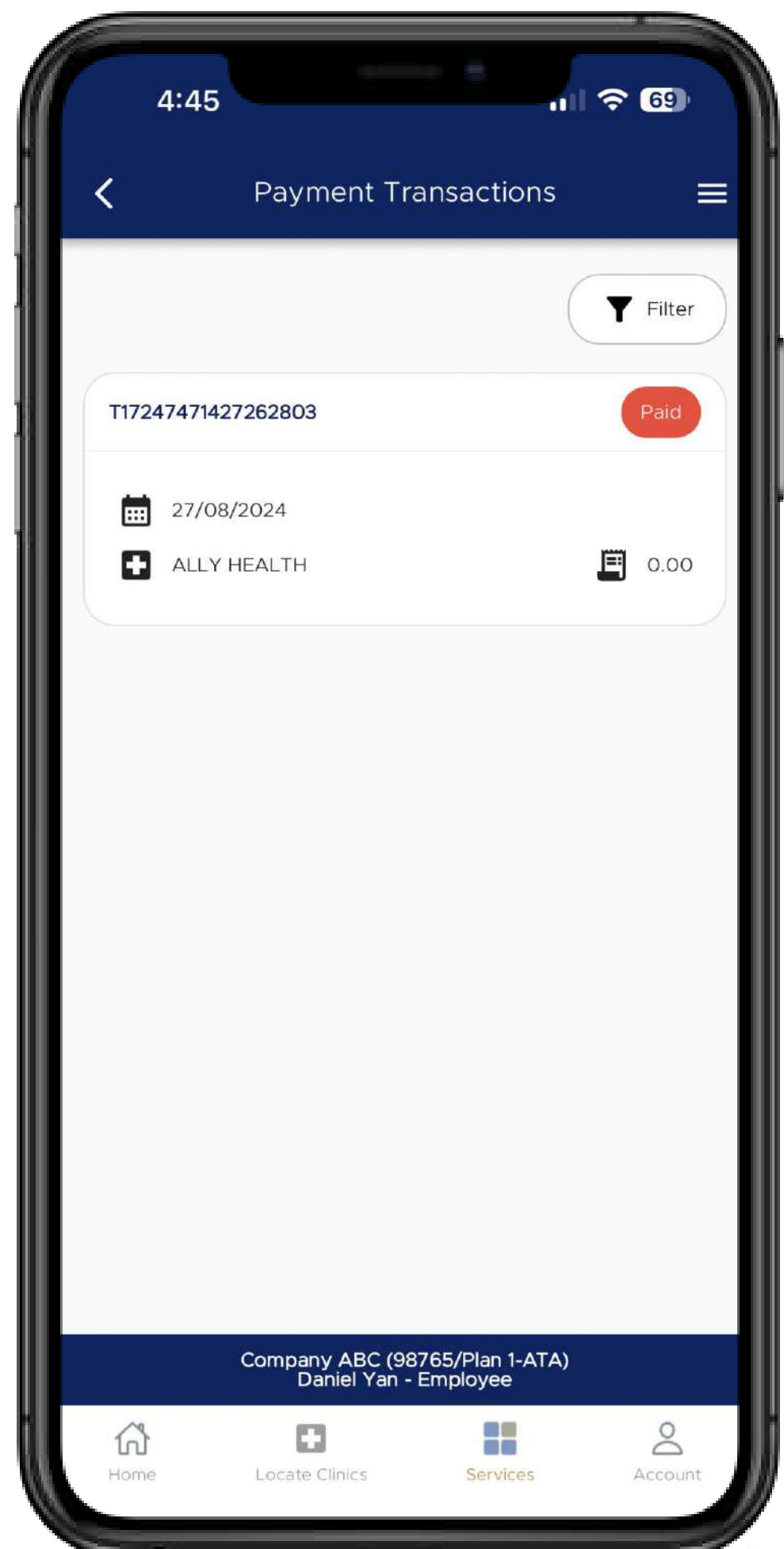
This function allows you review payment transactions made using the credit/ debit card that you have created in the app.

You can modify the information via "Payment Methods" under "Account"

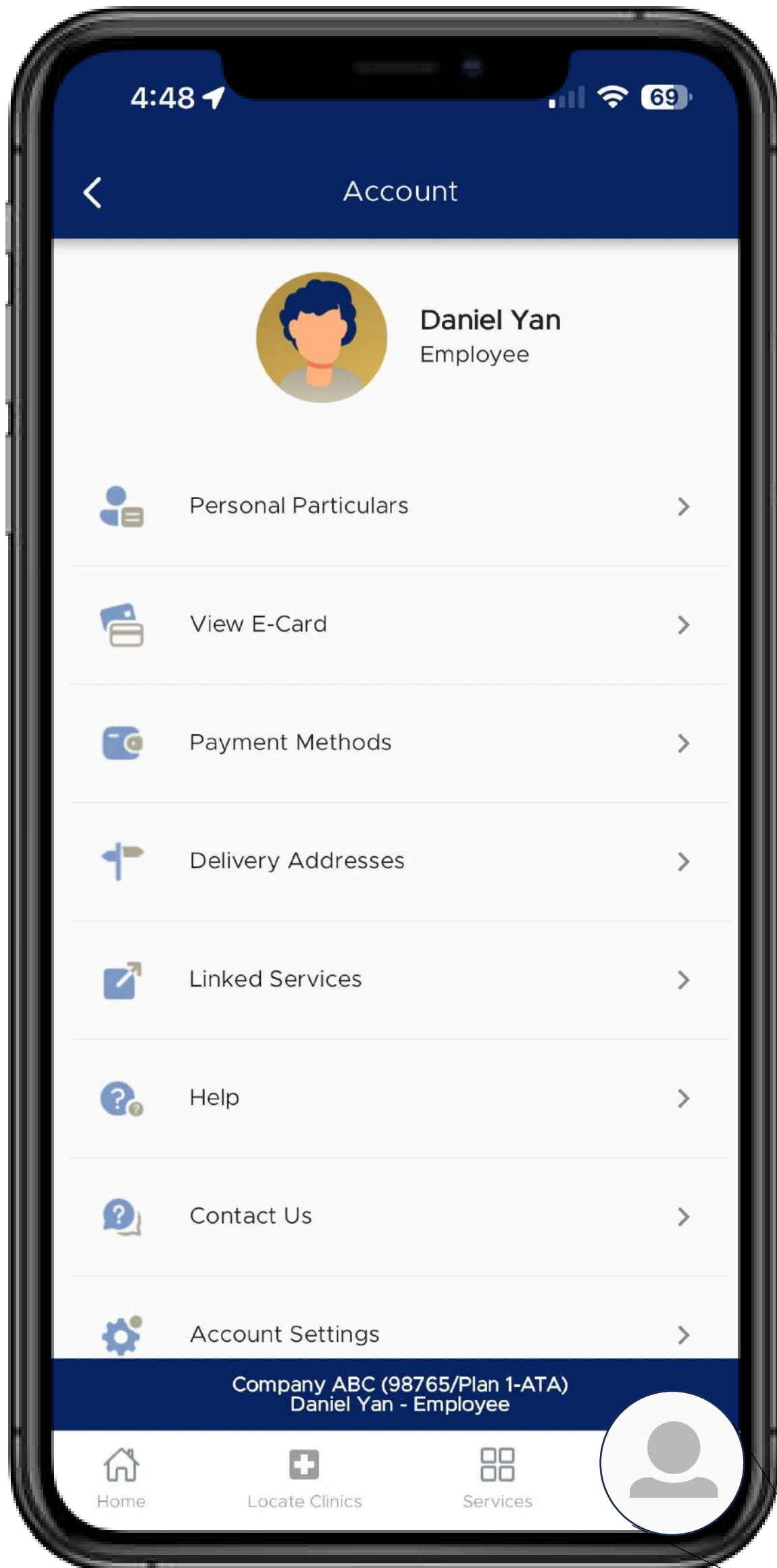
Tap on "**Payment Transactions**" icon to proceed.



Access the "**All Services**" menu by tapping the icon on the navigation bar.



35 | Account



Account

This function allows you to access your personal profile, account settings and details.

Tap on "**Account**" icon to proceed.

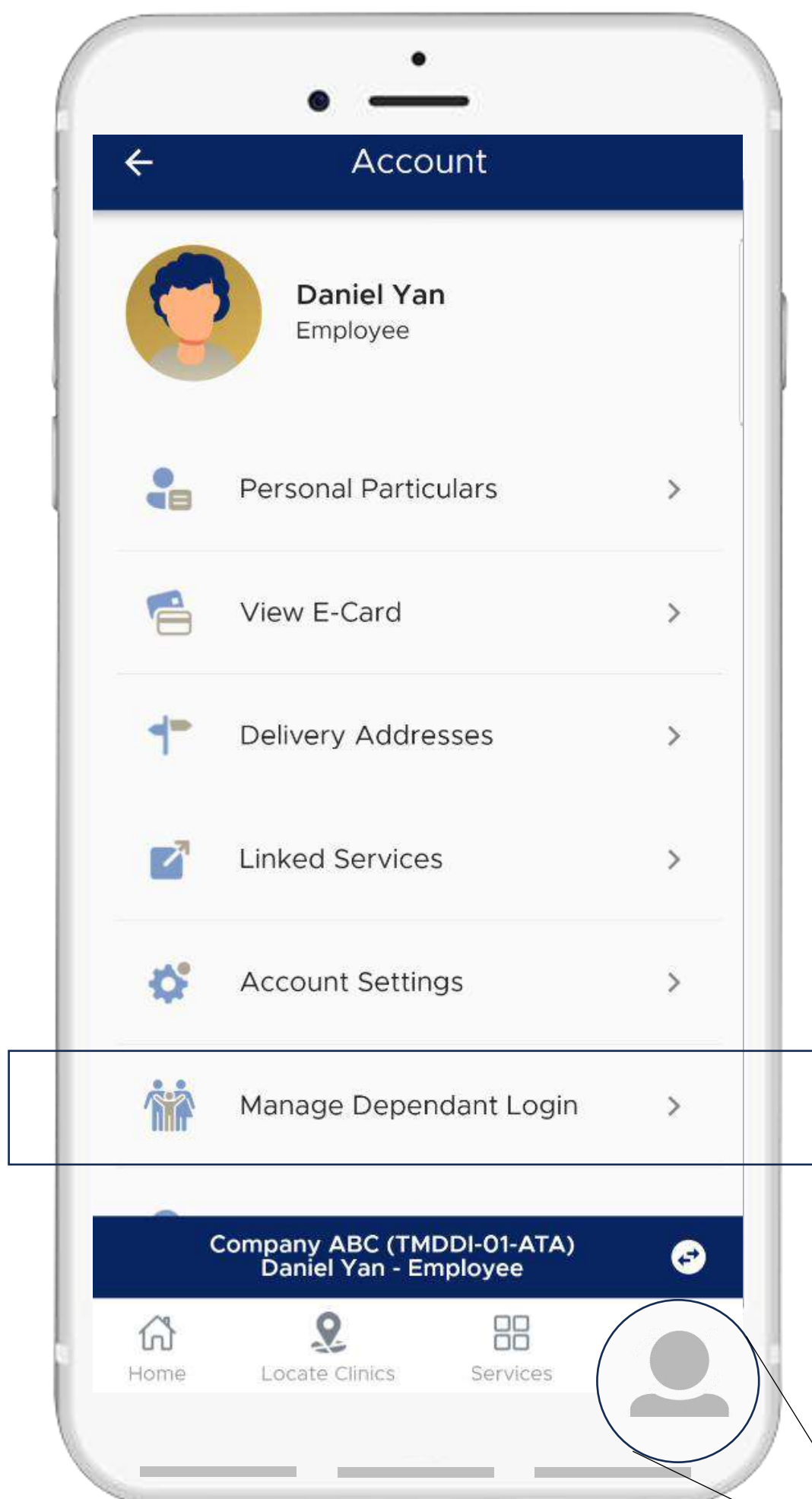
Important Notes:

- You will not be able to modify personal details via this access.
- Should you notice any discrepancies with the information on the app, please contact Alliance for further assistance.

Access the "**Account**" menu by tapping the icon on the navigation bar.



36 | Manage Dependant Login



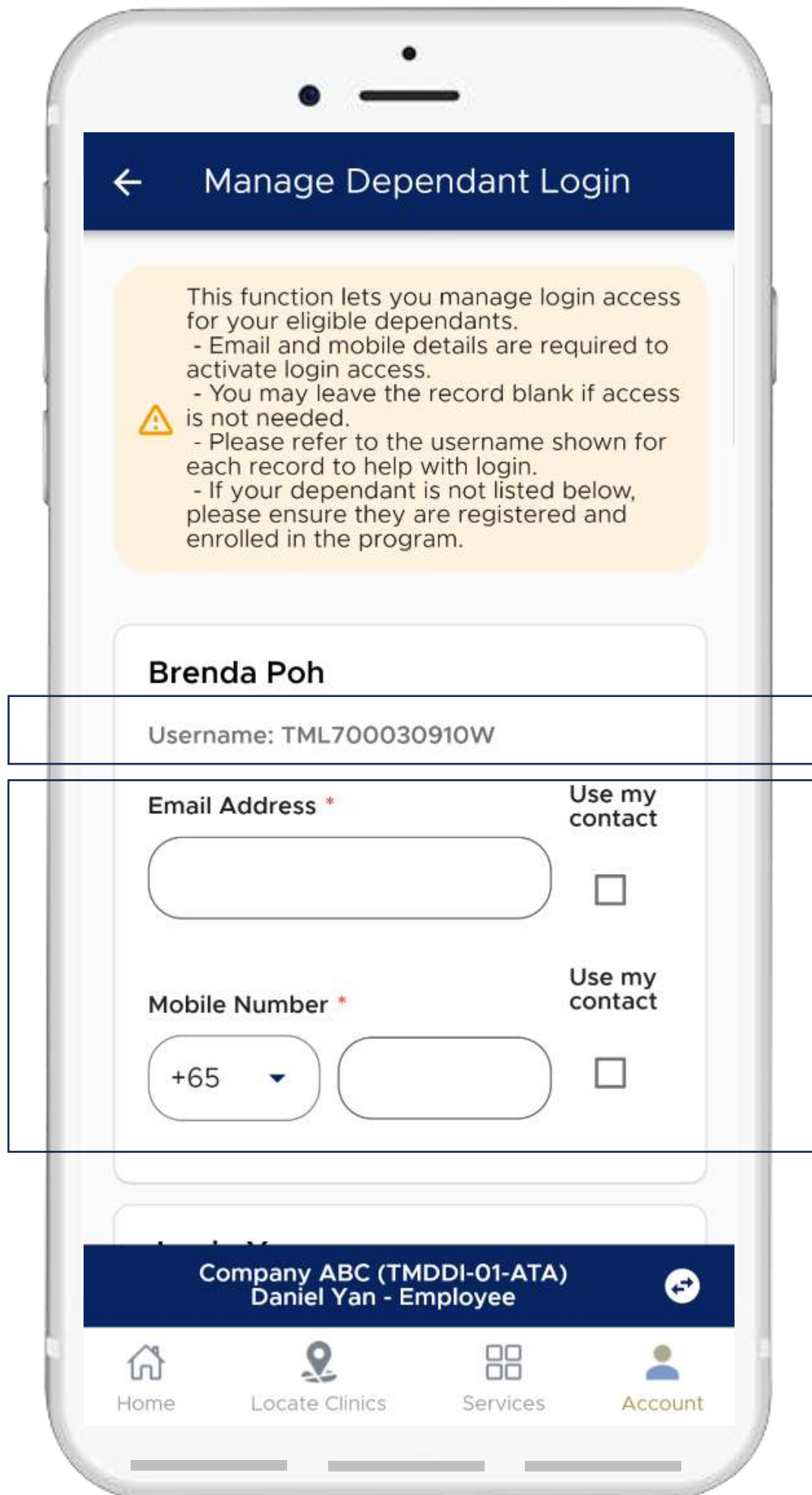
Manage Dependant Login

- This feature allows employees to manage login access and contact information for your dependants, it will be prompted if you are logging in to the app for the first time.
- Alternatively, tap on “**Manage Dependant Login**” icon to access.

Access the “**Account**” menu by tapping the icon on the navigation bar.



37 | Manage Dependant Login



← Manage Dependant Login

This function lets you manage login access for your eligible dependants.

- Email and mobile details are required to activate login access.
- You may leave the record blank if access is not needed.
- Please refer to the username shown for each record to help with login.
- If your dependant is not listed below, please ensure they are registered and enrolled in the program.

Brenda Poh

Username: TML700030910W

Email Address * Use my contact ☐

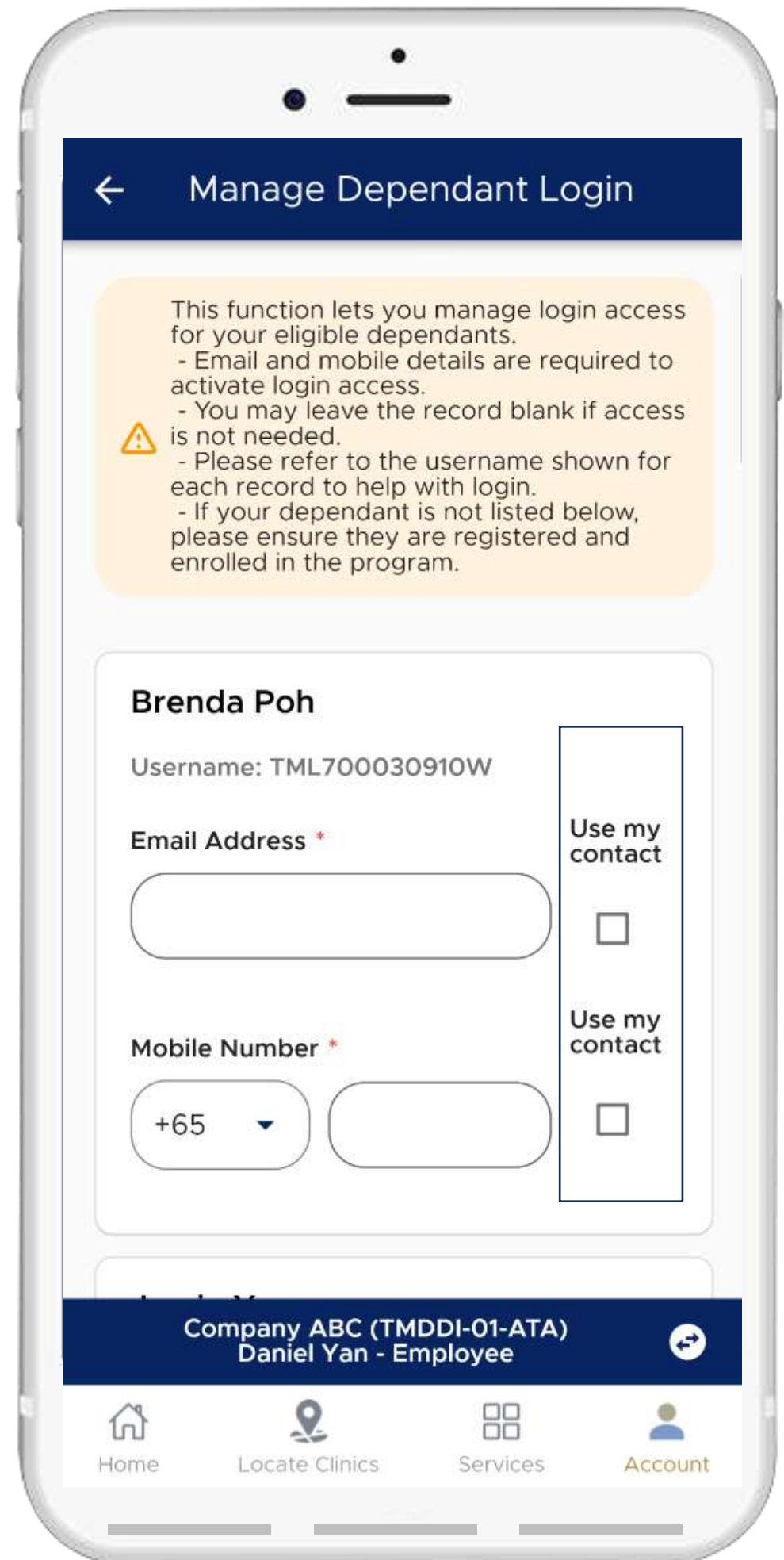
Mobile Number * +65 Use my contact ☐

Company ABC (TMDDI-01-ATA)
Daniel Yan - Employee

Home Locate Clinics Services Account

Username indicated will serve as part of the login credentials to login to the app.

Enter or update contact information (email address and mobile number) for each registered dependant.



← Manage Dependant Login

This function lets you manage login access for your eligible dependants.

- Email and mobile details are required to activate login access.
- You may leave the record blank if access is not needed.
- Please refer to the username shown for each record to help with login.
- If your dependant is not listed below, please ensure they are registered and enrolled in the program.

Brenda Poh

Username: TML700030910W

Email Address * Use my contact ☐

Mobile Number * +65 Use my contact ☐

Company ABC (TMDDI-01-ATA)
Daniel Yan - Employee

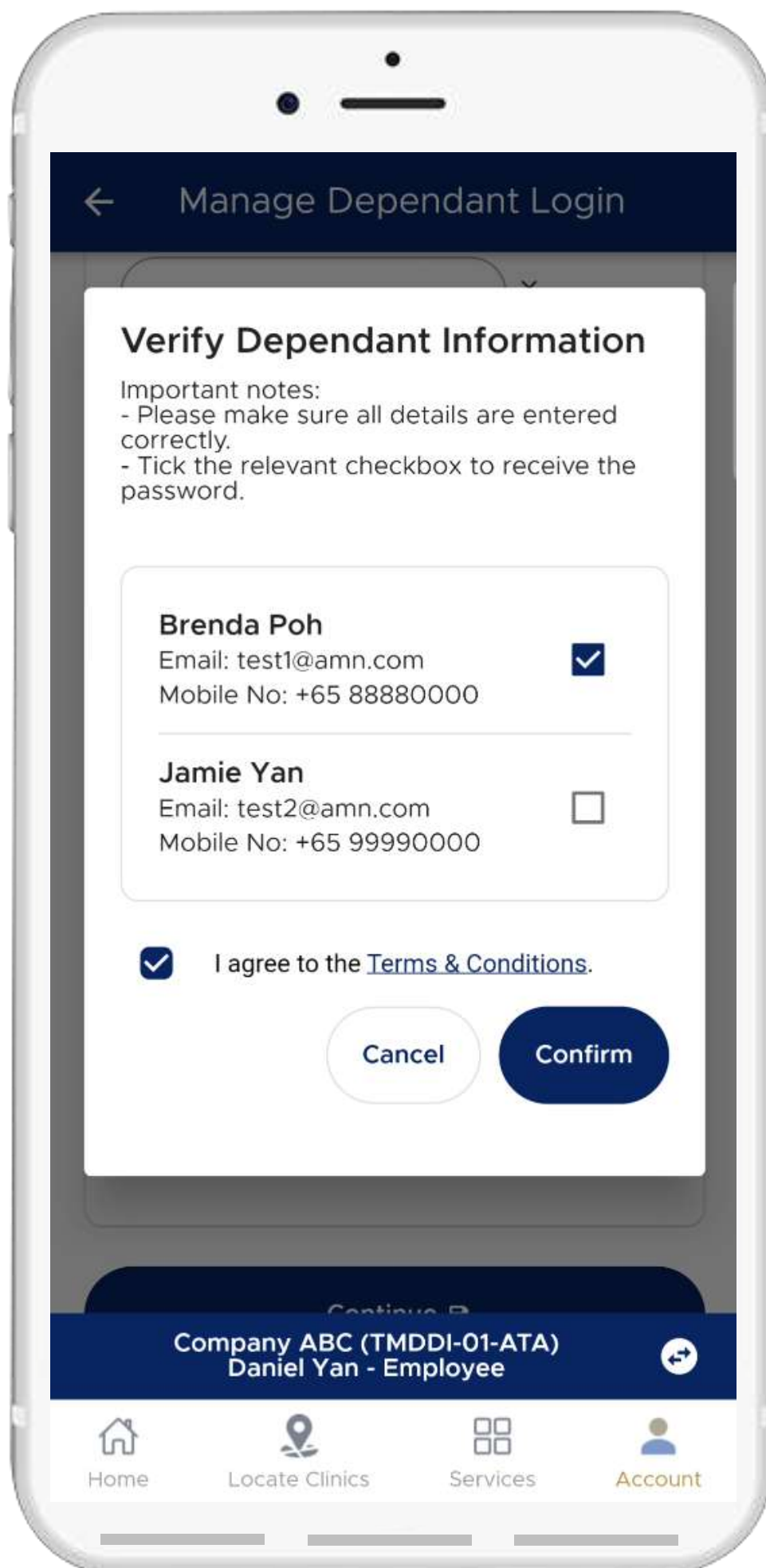
Home Locate Clinics Services Account

User can choose to adopt the employee's contact details if preferred.

Tap on "Continue" to proceed with the next steps.

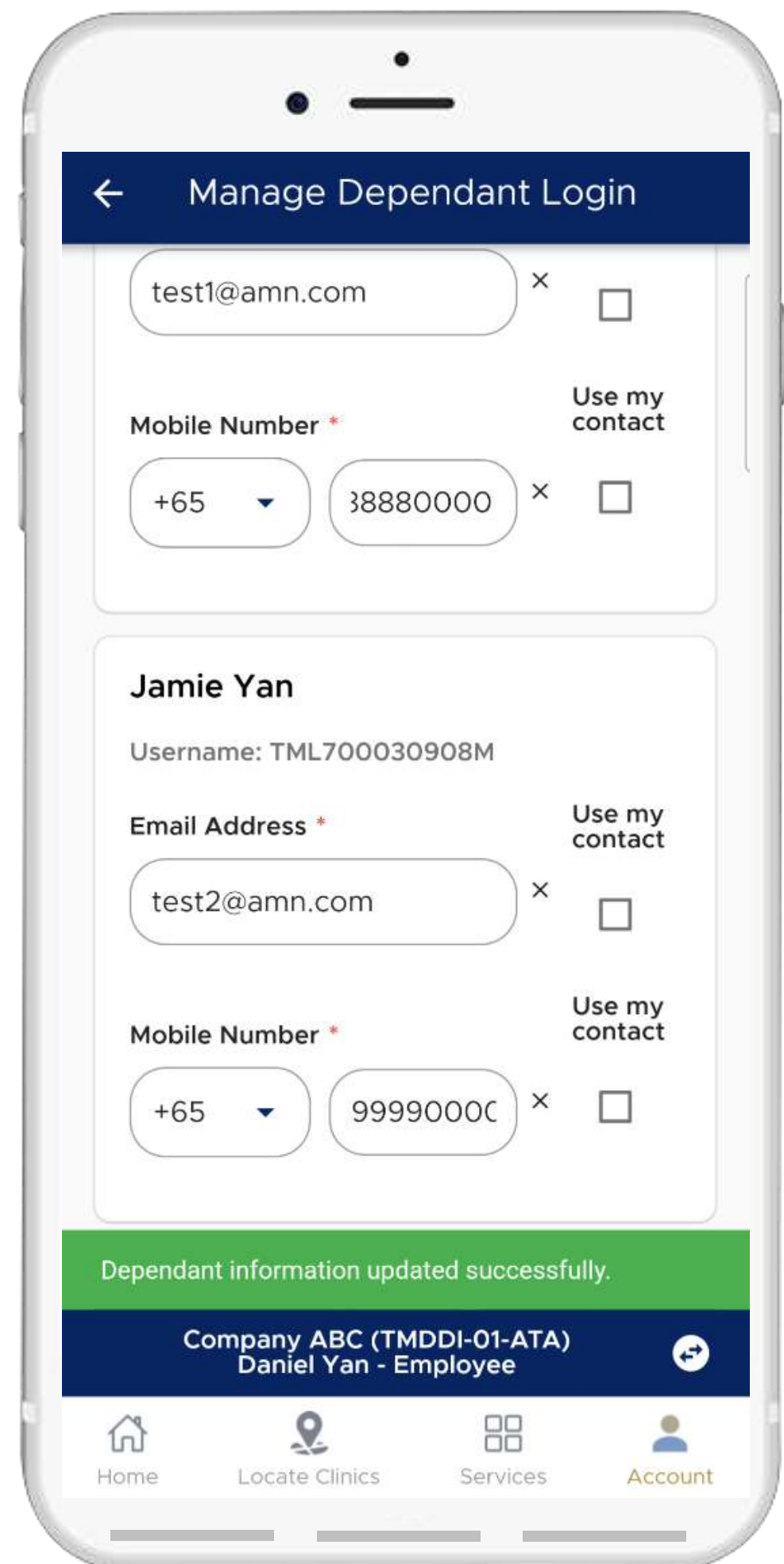


38 | Manage Dependant Login



User can select the relevant record to receive designated password.

Review and check the terms and conditions checkbox to proceed.



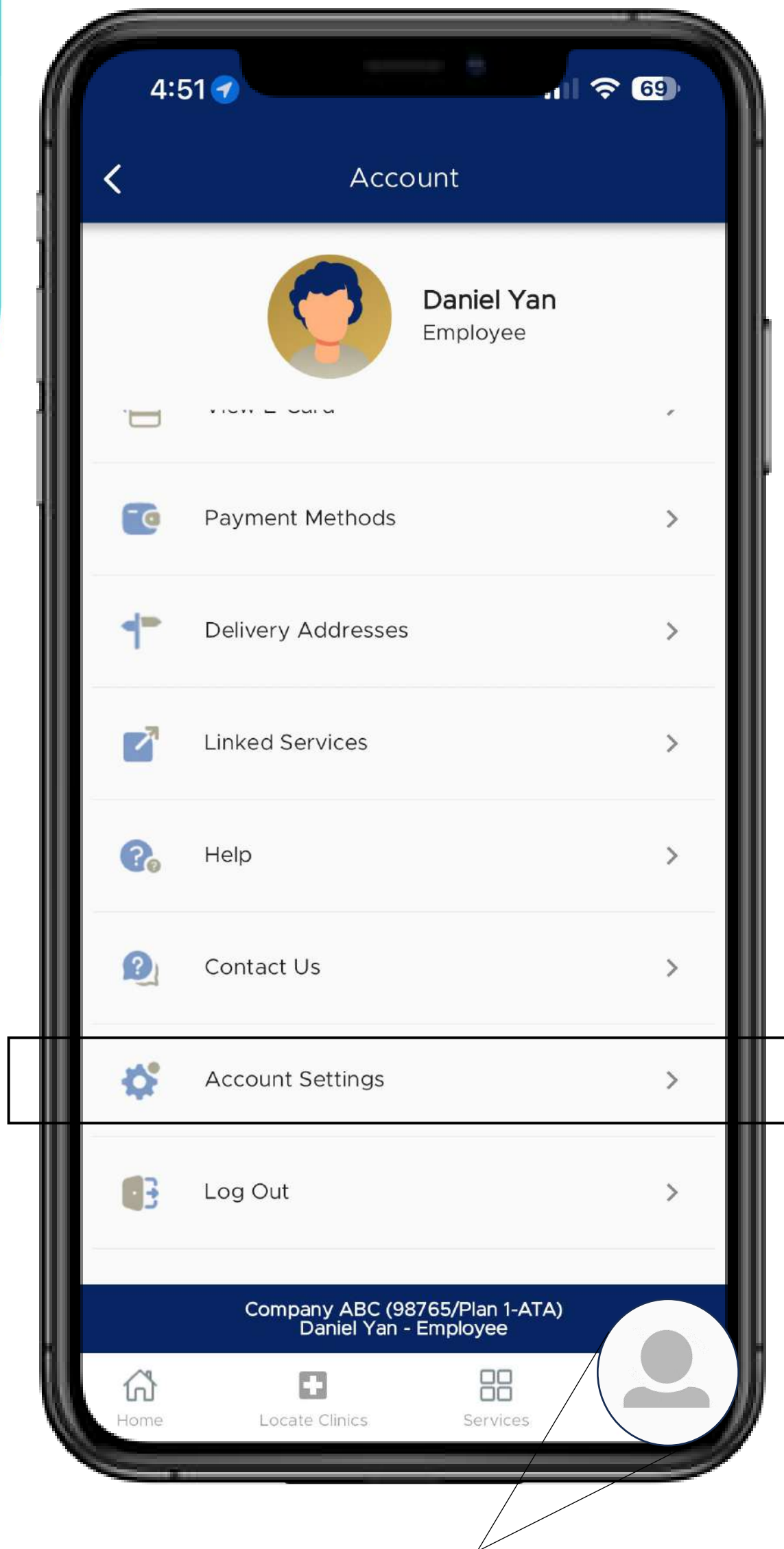
A status message will be displayed upon completion of the action.



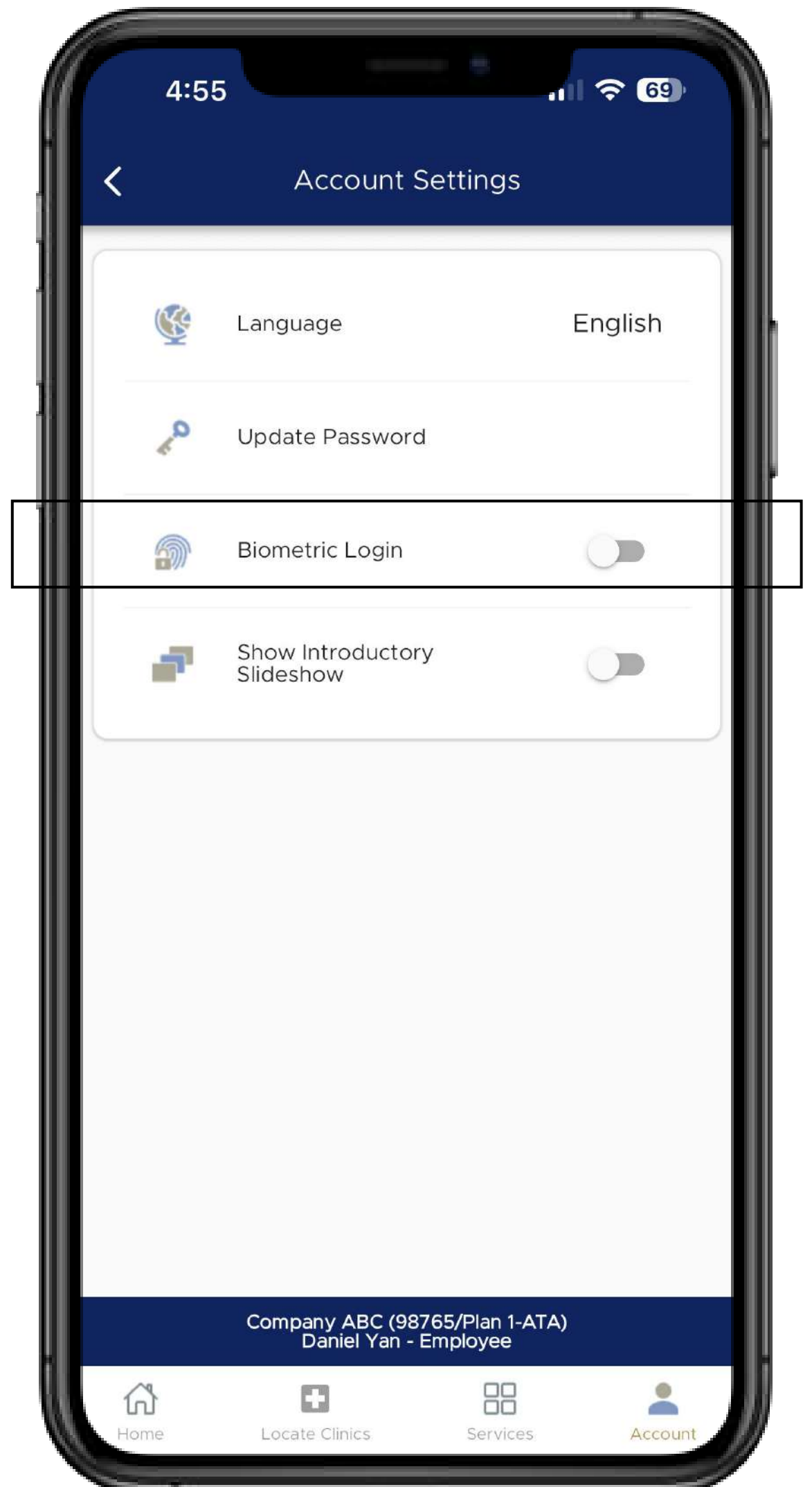
39 | Biometric Login

Biometric Login

This function allows you to enable / disable the Biometric Login access at Login page.



Access the “**Account**” menu by tapping the icon on the navigation bar.

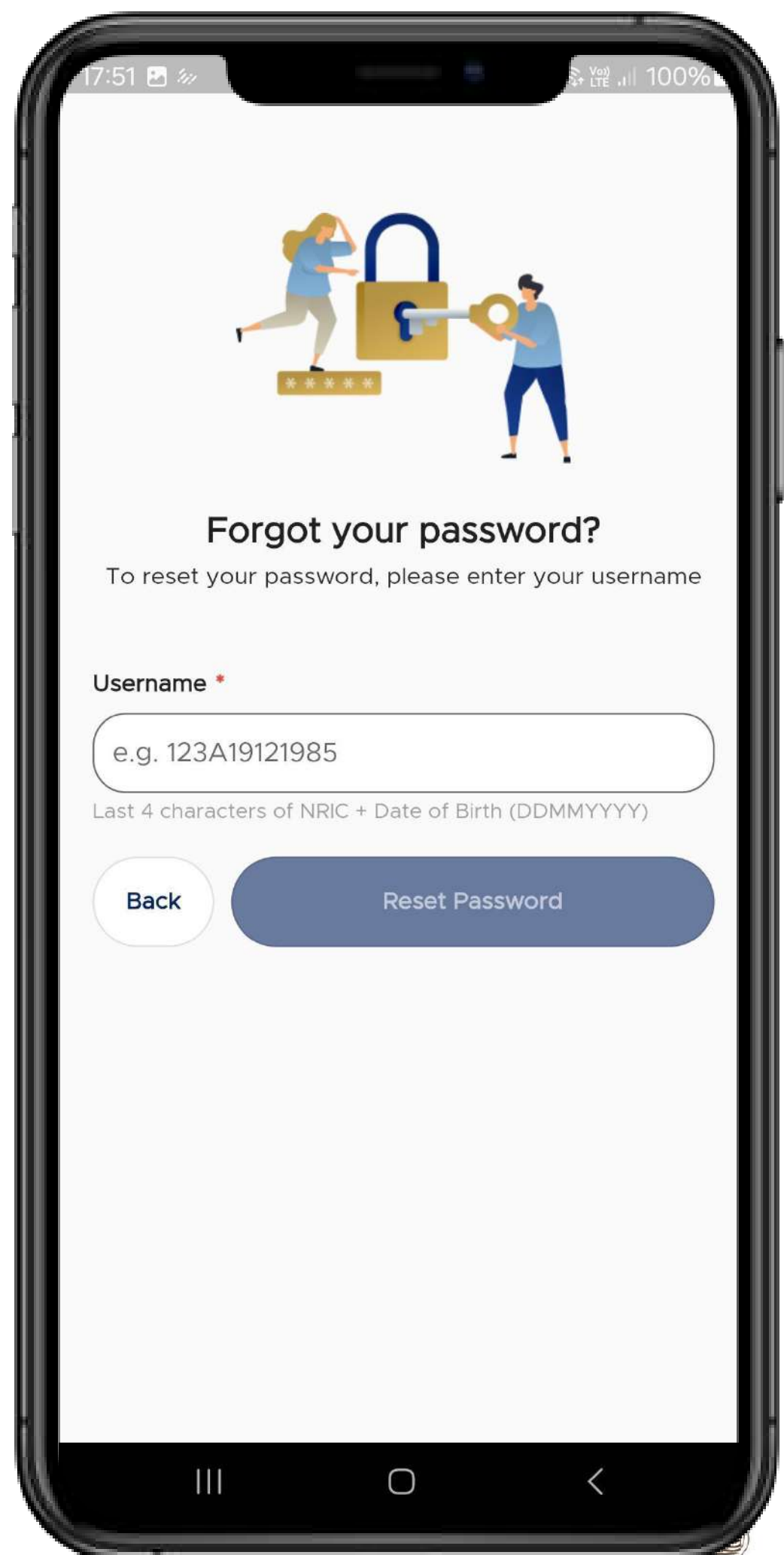
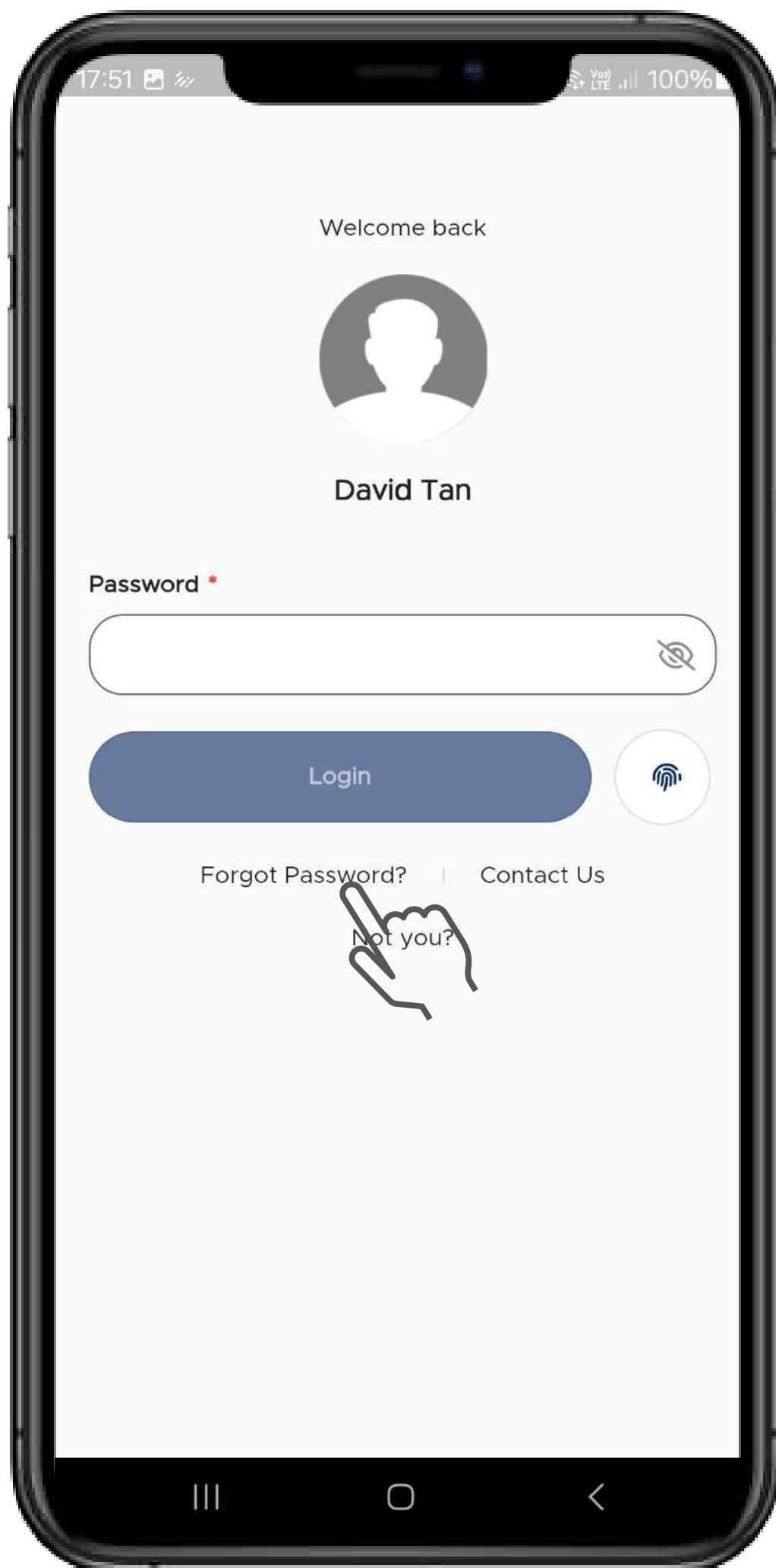


40 | Password Reset

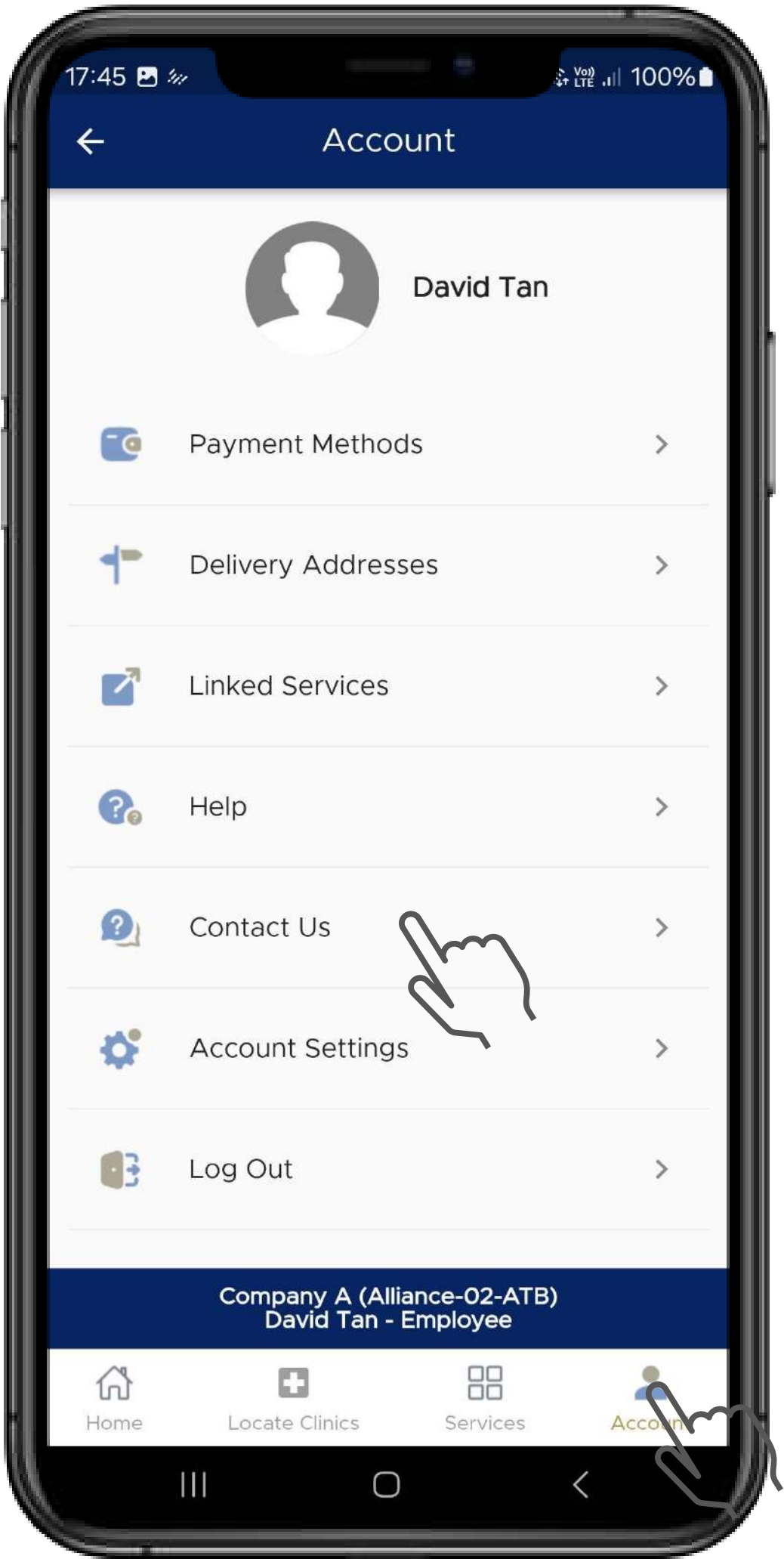
If you forget your password, you can reset it by tapping the **[Forgot Password]** button at the login page.

Enter your **Username** and tap the **Reset Password button**. A One-Time-Password (OTP) will be sent to your mobile phone.

Your password will be reset to your date of birth, and you can change to a new password upon successful login.



41 | Contact Us



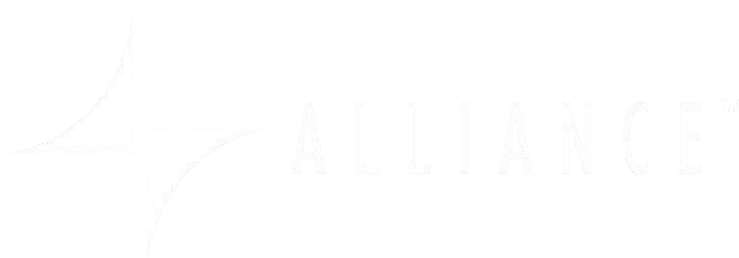
If you need any assistance, please tap on [**Contact Us**] to reach out to our dedicated team who would be supporting you.

You may also email to us directly by clicking on the [**Make Enquiry**] button.



Alliance Contact Centre is open daily (inclusive of Public Holidays) from 8am to 10pm.





Alliance Medinet Private Limited

25 Bukit Batok Crescent
#07- 12
The Elitist
Singapore 658066

Contact: +65 6664 0241
Fax: +65 6564 6038
Website: www.alliancemedinet.com
Email: contactus@alliancemedinet.com

*A faster
way to
Alliance
Medinet
Website*



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