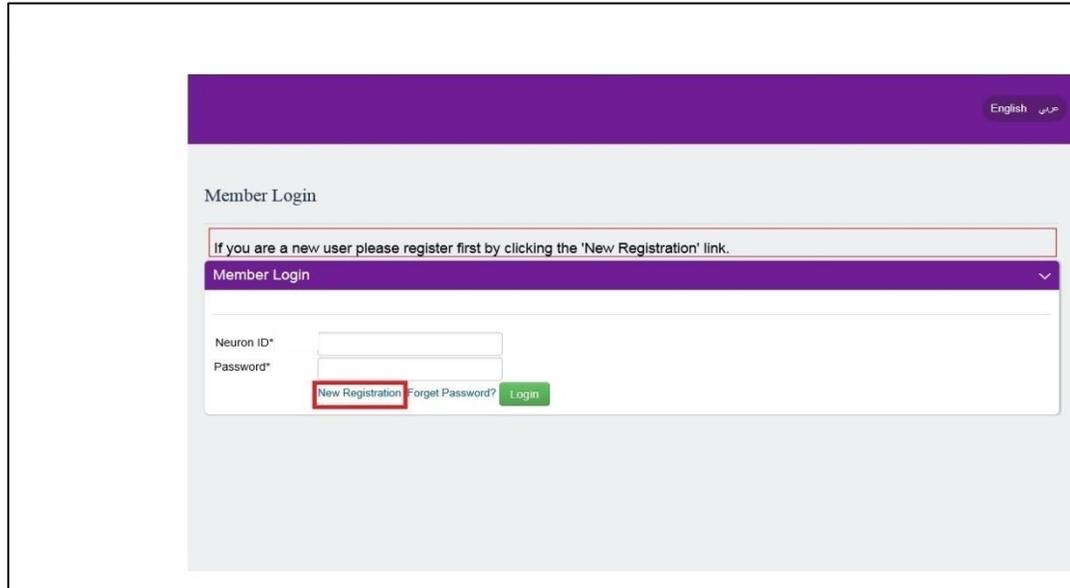# Neuron Member Portal User Manual

Welcome to the Neuron Program Portal. Our main goal is to provide the finest services desired by our members in the field of Health Insurance. Kindly follow the following steps in order to register your personal Information.

1. If you are a new user, firstly register by clicking the "New Registration" link at the login page.
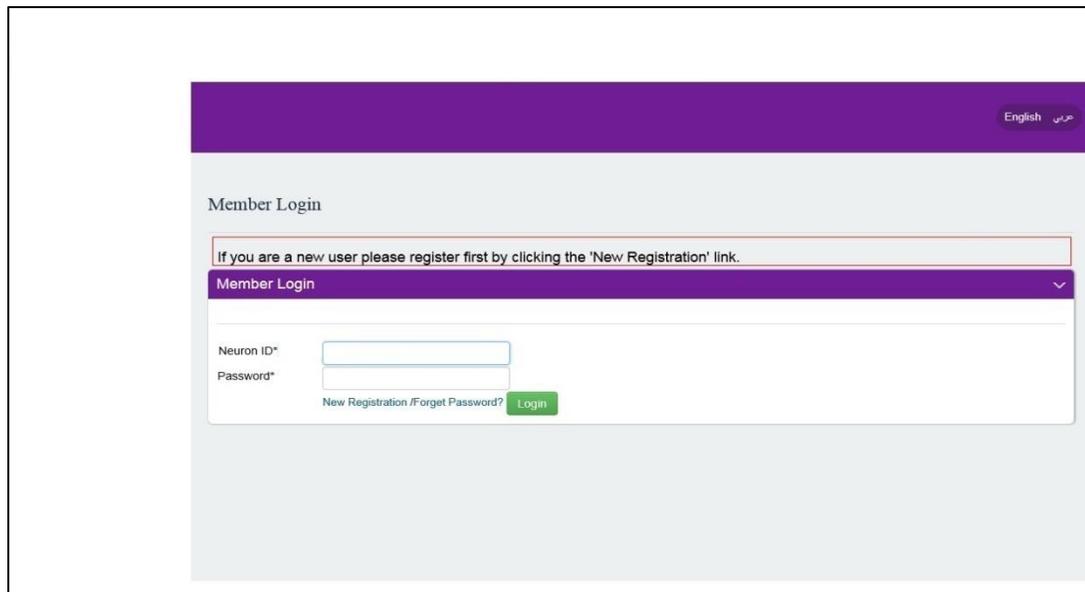
2. To register, the User has to provide the Neuron ID, Password, Confirm Password and Mobile Number; E-mail is optional. The Mobile Number provided here will be used to receive any notifications belonging to you or your dependents, i.e. (receiving password reset or Pre-Approvals notification).
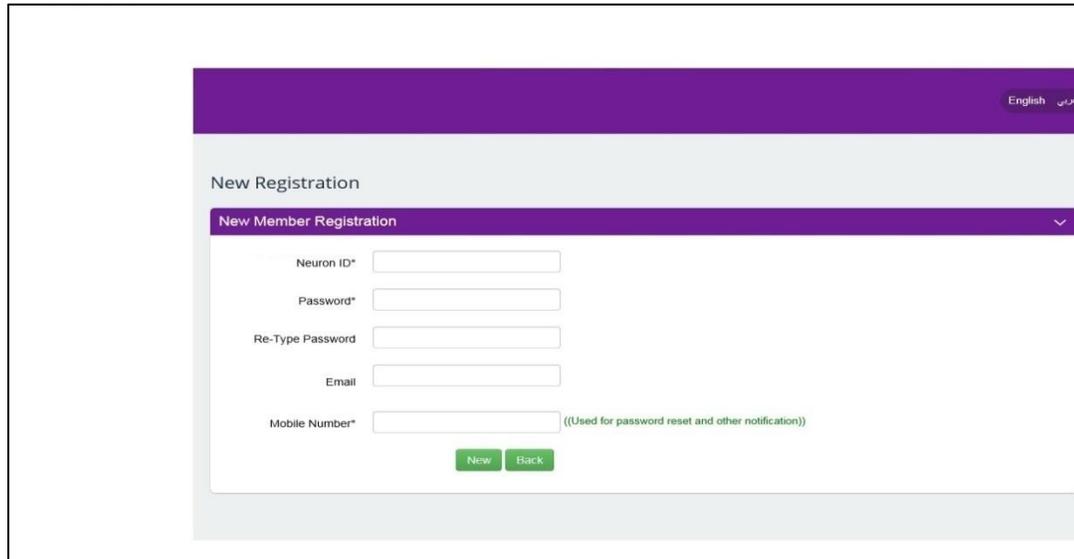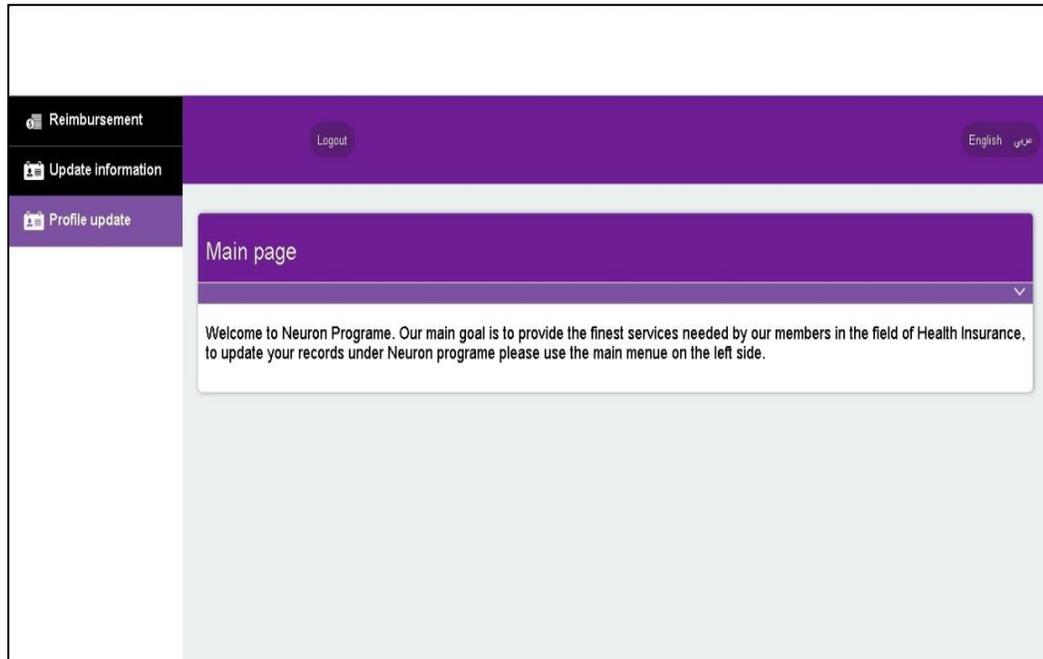

3. Once the User is registered, the registered NEURON ID and password can be used to login to the main page.

4. Once you logged on to the main page, you can select the menu accordingly and update your details and details of your family and / or Password and other options available.

5. Once the user selects 'Update Information' Menu; all active members (Principal and dependents) will be listed. Then one can click on the edit link to update the details of a particular member.
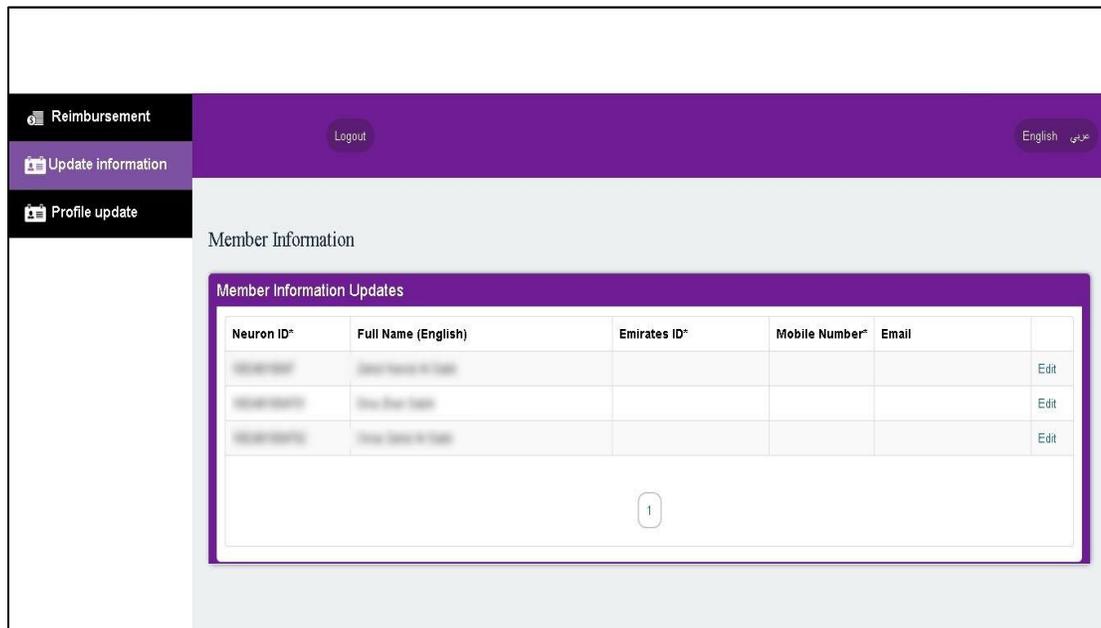
6. When the User clicks on the Edit link of a member, the below screen will appear.
Here User can update Emirates ID, Mobile Number, Land Line Number and E-mail ID.

7. Once the User saves the data, a successful message screen will appear

8. Once you clicked on the "Reimbursement" menu you will see the guidance screen as below. Then you can press "Continue" button to view your reimbursement history transactions and submit a new reimbursement.
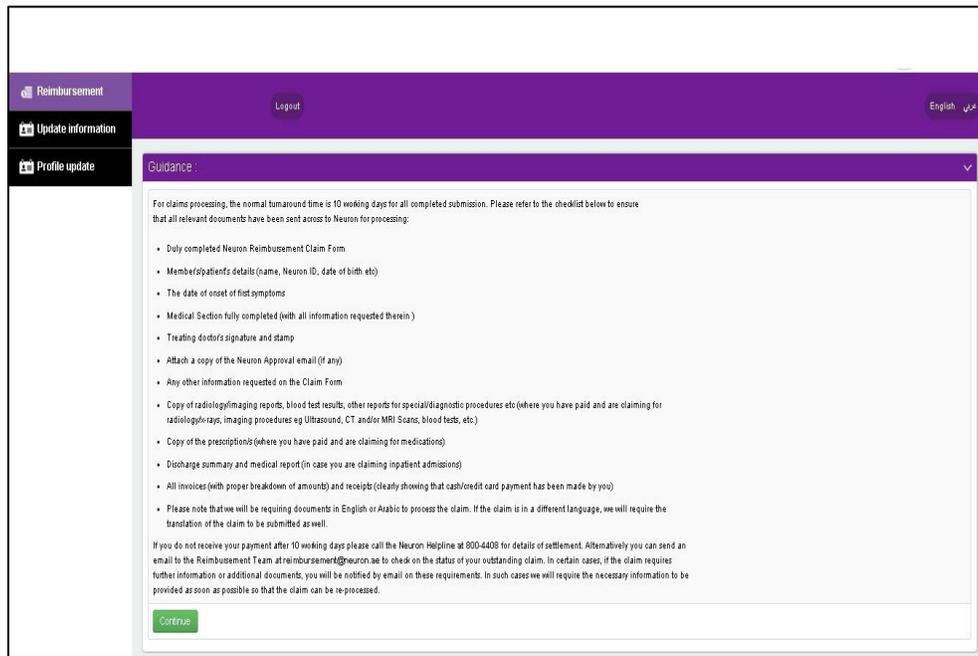
9. The next page shows the reimbursement history submitted by the user. If no reimbursement history the page will be blank. For submitting new reimbursement click "New" button
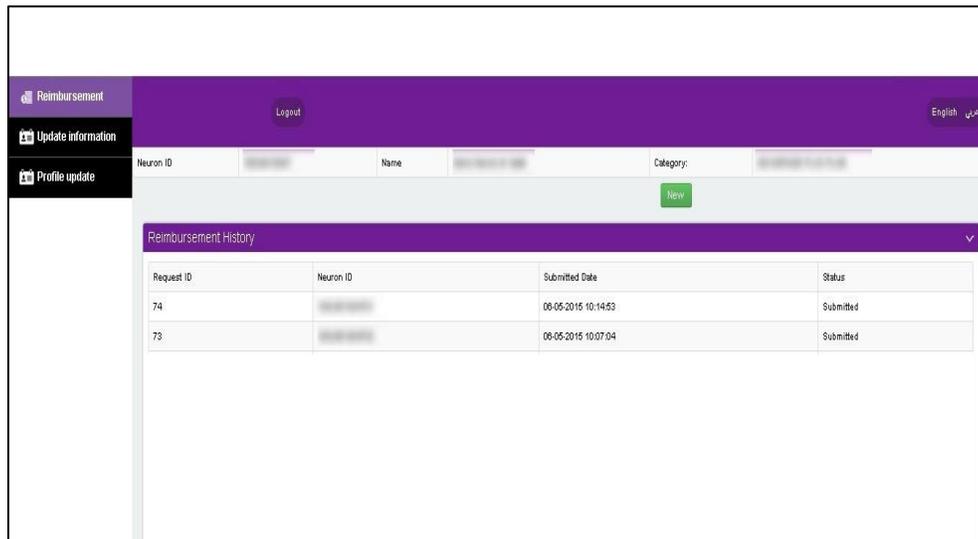
10. Provide the details for the new reimbursement in the below screen and click "Submit" button.
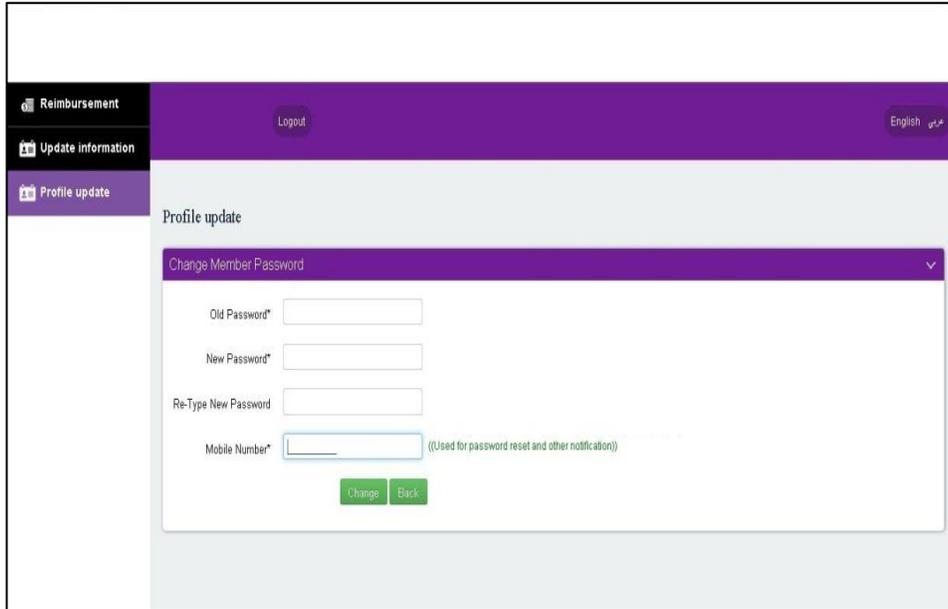

11. Once the reimbursement is submitted successfully you will get a successfully submitted screen message as below and an email notification will be send to your registered email address.

12. When the User clicks on 'Change Password' menu, the below screen will appear which will allow the User to change his current password with the new one; besides he can also replace the registered Mobile Number with a new one.

13. Should you forget your Password, you can reset it by clicking the 'Forget Password?' link at login page. This functionality will allow you to receive an SMS with a one-time auto generated password through your registered mobile number via the Neuron Program.
Note: You need to change the automatic password that was sent to your Mobile and create a new password.
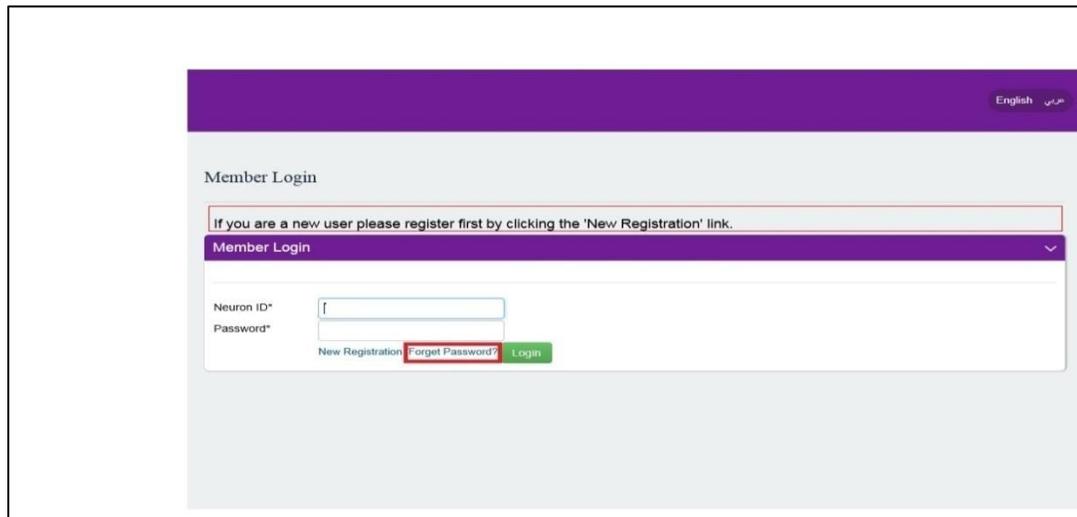
14. Once you click on the 'Forget password?' link, the below screen will appear whereby you need to enter your registered Neuron Id and Mobile Number to validate your Identity.

15. When the user click on 'Check My Network' menu, below screen will appear. The user can give appropriate filter and according to the filter the desired result will appear as in the second screen shot.

Reimbursement

Update information

Check My Network

Profile update

Logout

English عربي

Search Results (2) Providers in Network

Search Results ⌄ Click here to search again

Provider Name	Provider Type	Provider Speciality	Phone	e-mail	address	Area Name	City	Country	Network	Map
AL MADAR MEDICAL CENTRE (AL MADAR GROUP)	Clinic	DENTAL & DERMATOLOGY	03-7628899	almadarcenterajman2007@yahoo.com; suhaib.matar@almadarcenter.com	AL KHABISI ST. NEAR DUBAI ISLAMIC BANK, JOHARA, AL KHABISI ST.		Dubai	United Arab Emirates		Map
AL MADAR MEDICAL	Clinic	DENTAL & DERMATOLOGY	03-7628899		AL KHABISI		Dubai	United Arab		Map