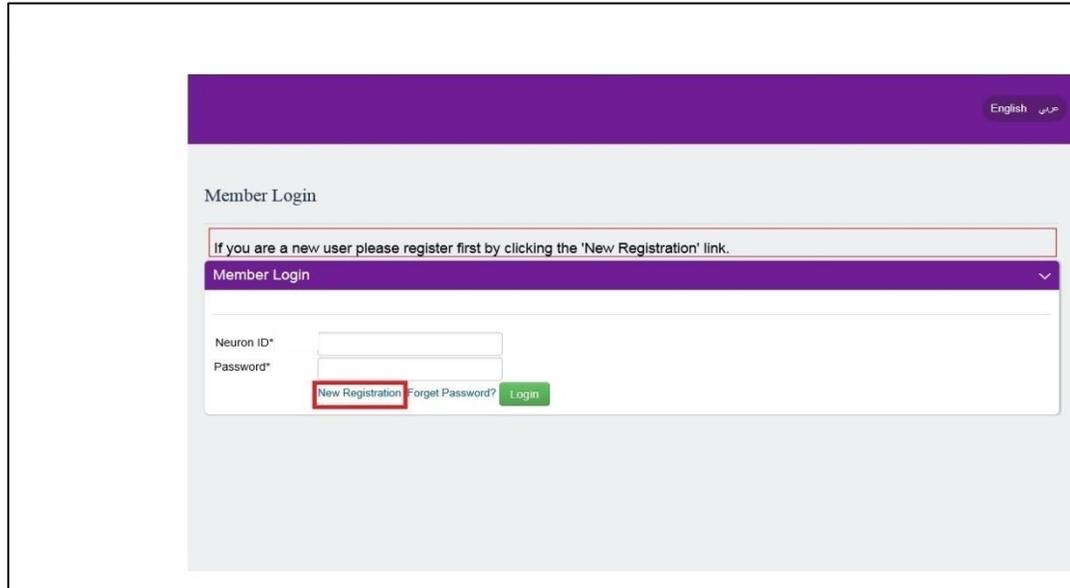


Neuron Member Portal User Manual

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.



English العربي

Member Login

If you are a new user please register first by clicking the 'New Registration' link.

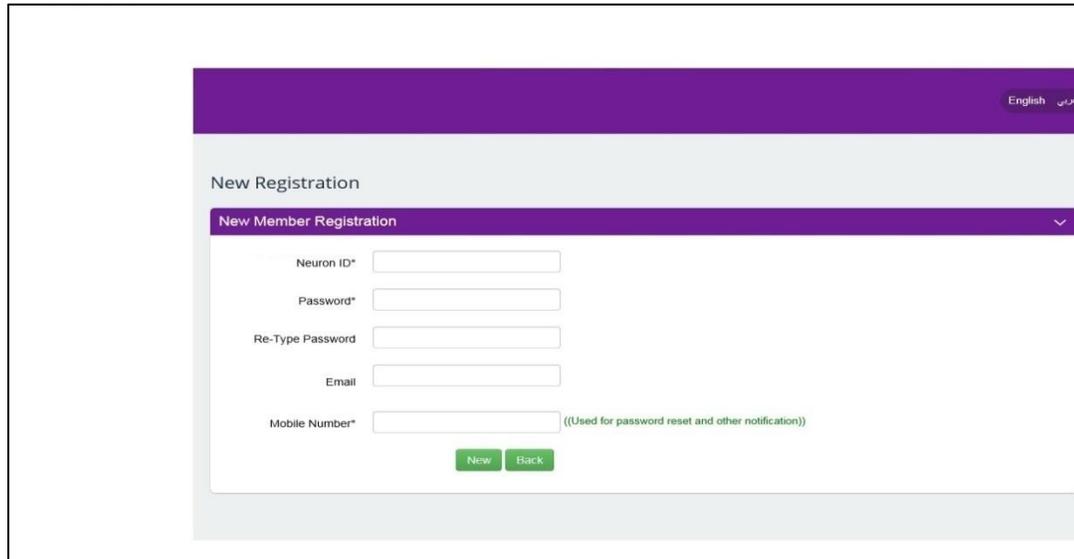
Member Login

Neuron ID*

Password*

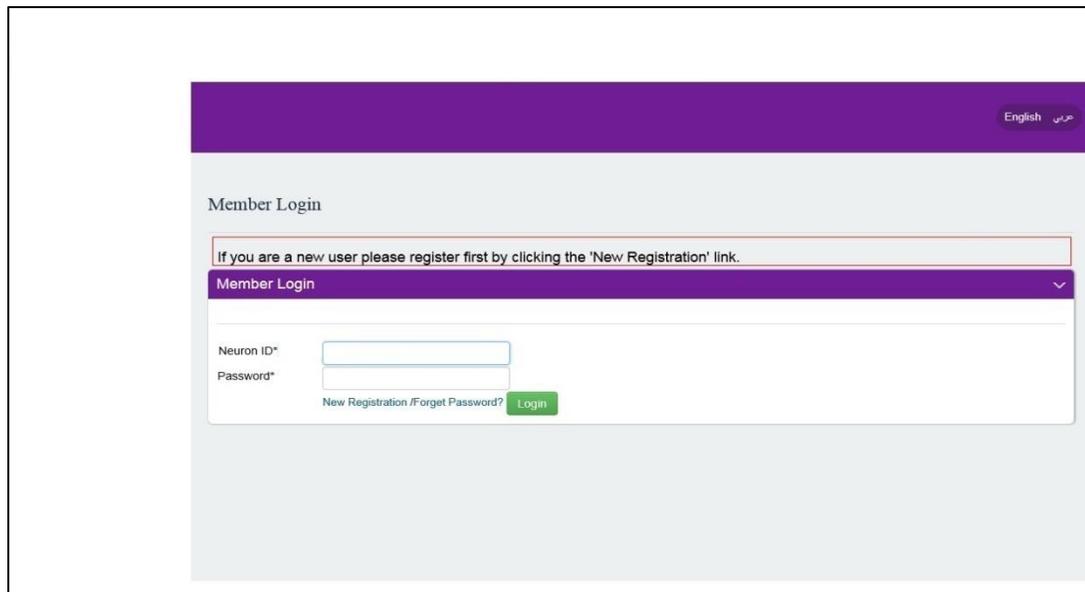
New Registration Forgot Password? Login

- 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).



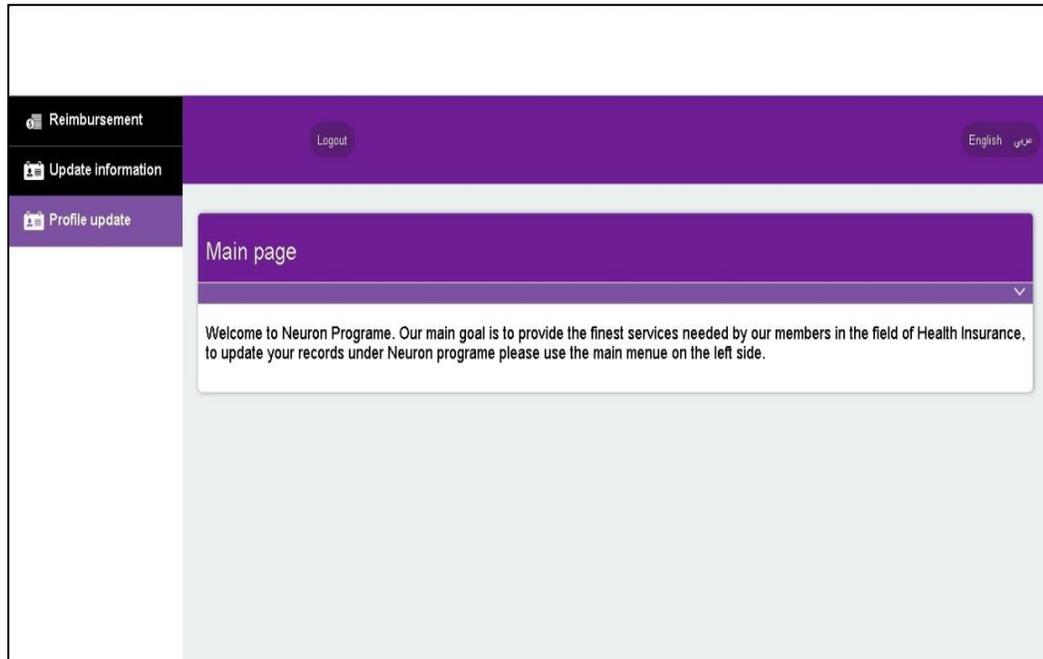
The screenshot shows a web interface for "New Registration". At the top right, there are language options for "English" and "عربي". Below the header, the page title is "New Registration". A purple bar contains the sub-header "New Member Registration" with a dropdown arrow. The form contains the following fields: "Neuron ID*" (required), "Password*" (required), "Re-Type Password" (required), "Email" (optional), and "Mobile Number*" (required, with a note: "(Used for password reset and other notification)"). At the bottom of the form are two green buttons: "New" and "Back".

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

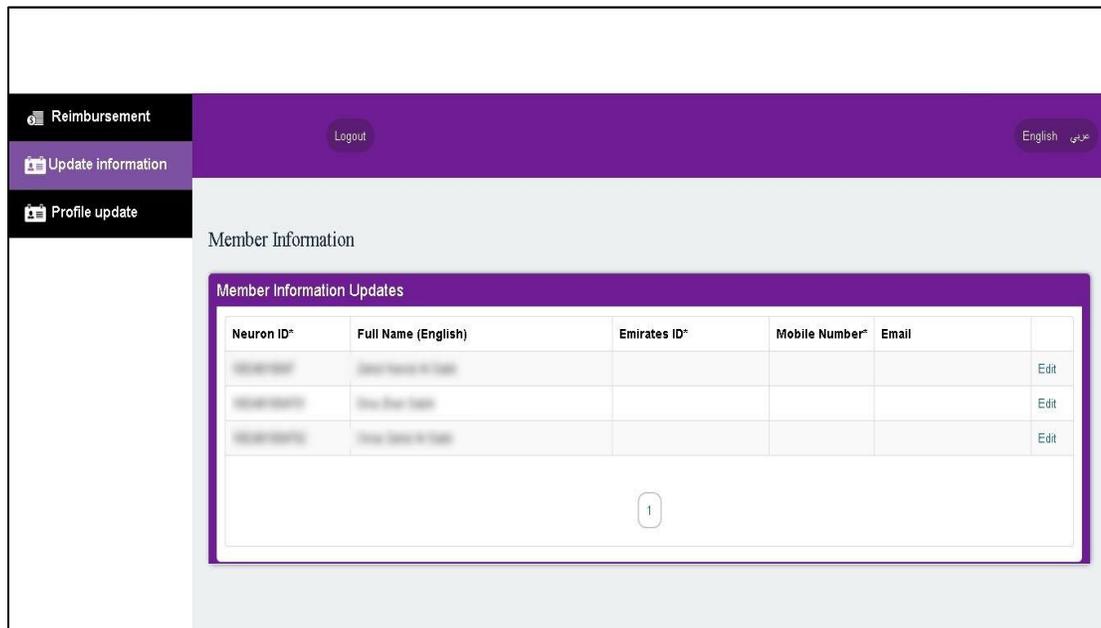


The screenshot shows a web interface for "Member Login". At the top right, there are language options for "English" and "عربي". Below the header, the page title is "Member Login". A message box contains the text: "If you are a new user please register first by clicking the 'New Registration' link." Below this is a purple bar with the sub-header "Member Login" and a dropdown arrow. The form contains the following fields: "Neuron ID*" (required) and "Password*" (required). Below the password field is a link: "New Registration /Forget Password?". At the bottom of the form is a green "Login" button.

- 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.



- 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.



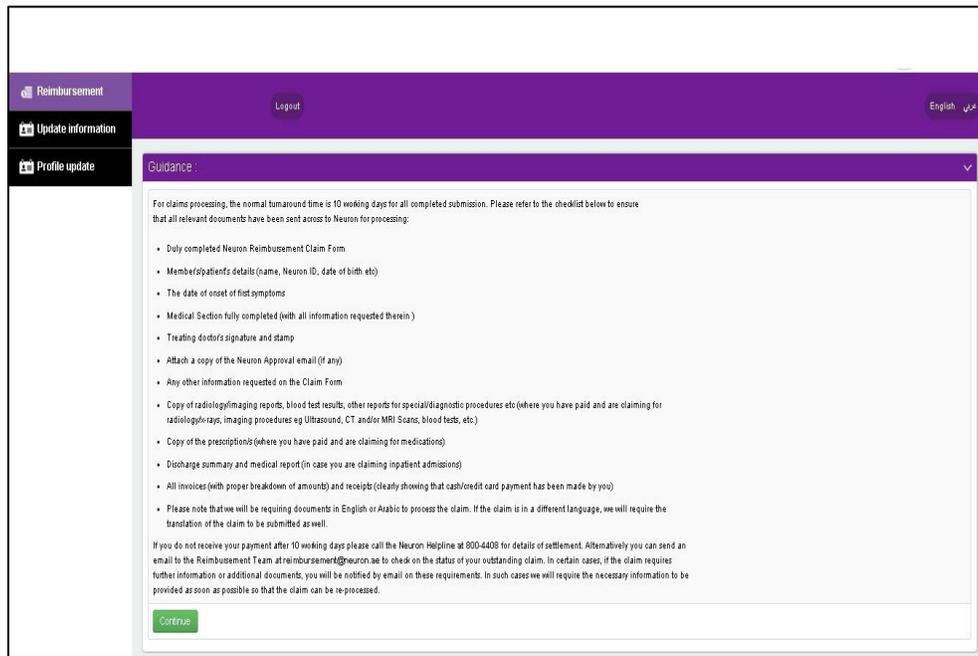
6. When the User clicks on the Edit link of a member, the below screen will appear. Here User can update Emirates ID, Mobile Number, Land Line Number and E-mail ID.

The screenshot shows a web application interface for updating member information. The top navigation bar is purple and contains a 'Logout' button and a language selector for 'English' (عربي). A left sidebar menu includes 'Reimbursement', 'Update information', and 'Profile update'. The main content area is titled 'Member Information' and contains a form with the following fields: 'Full Name (English)' (pre-filled with 'Abdullah bin...'), 'Emirates ID*', 'Land Line', 'Mobile Number*', and 'Email'. A green 'Save' button is located at the bottom of the form.

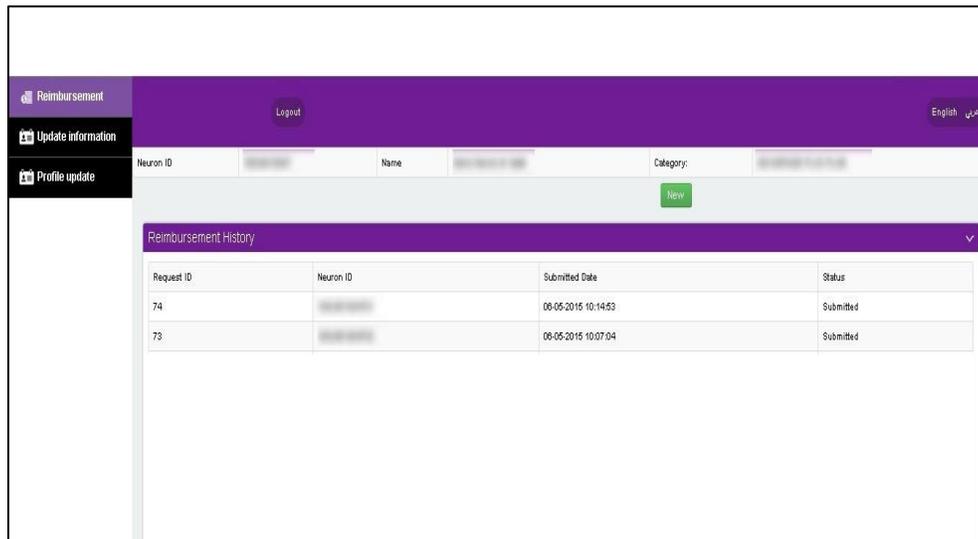
7. Once the User saves the data, a successful message screen will appear

The screenshot shows a confirmation screen titled 'Updated Successfully'. The top navigation bar and sidebar menu are identical to the previous screen. The main content area displays the message 'Updated Successfully' and a green 'Back' button.

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.

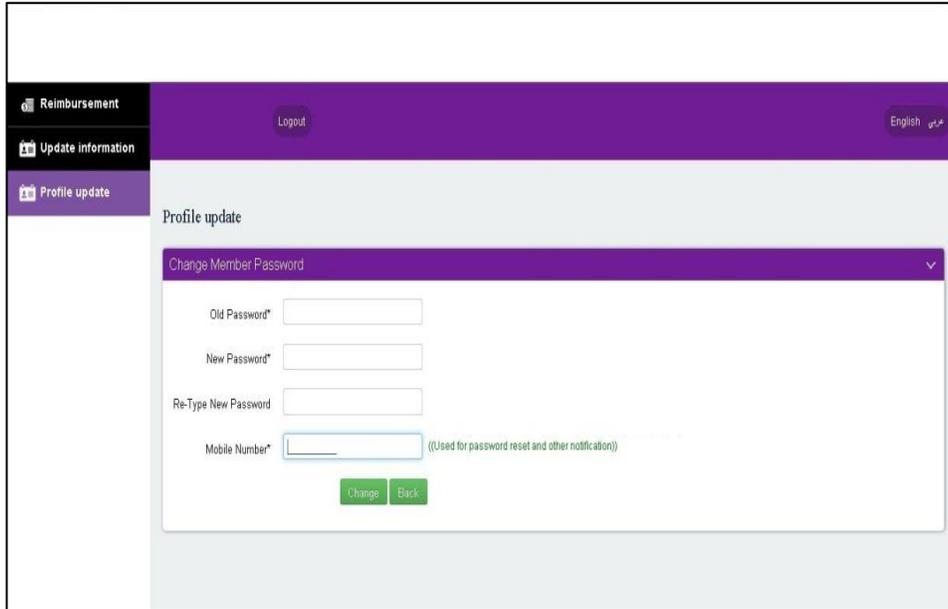
The screenshot shows a web application interface for submitting a new reimbursement. The top navigation bar is purple and contains the text 'Reimbursement', 'Logout', and 'English عربي'. A left sidebar menu includes 'Update information' and 'Profile update'. The main content area is titled 'New Reimbursement' and contains the following fields:

- A 'Name' dropdown menu with a placeholder '--Select--'.
- A radio button selection for 'How do you want the reimbursement to be done', with 'Cheque' selected and 'Bank Transfer (Incase of Bank Transfer please provide bank a/c no. in the special instruction field)' as an option.
- A 'Special Instruction' text input field.
- A file upload section with a note: 'Minimum 1 document needed to accept, Size of each file should be less than 10MB, Acceptable file format: Pdf, Excel, Word, .jpg, Gif or Zip file'. It shows 'Files: Choose File No file chosen' and an 'Add another file' link.
- A green 'Submit' button at the bottom right.

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.

The screenshot shows the 'Success !!' confirmation screen. The top navigation bar and sidebar menu are identical to the previous screen. The main content area displays a message box with the text: 'Thank you for your request, it has been submitted successfully. An acknowledgement has been sent to your email address with further details'.

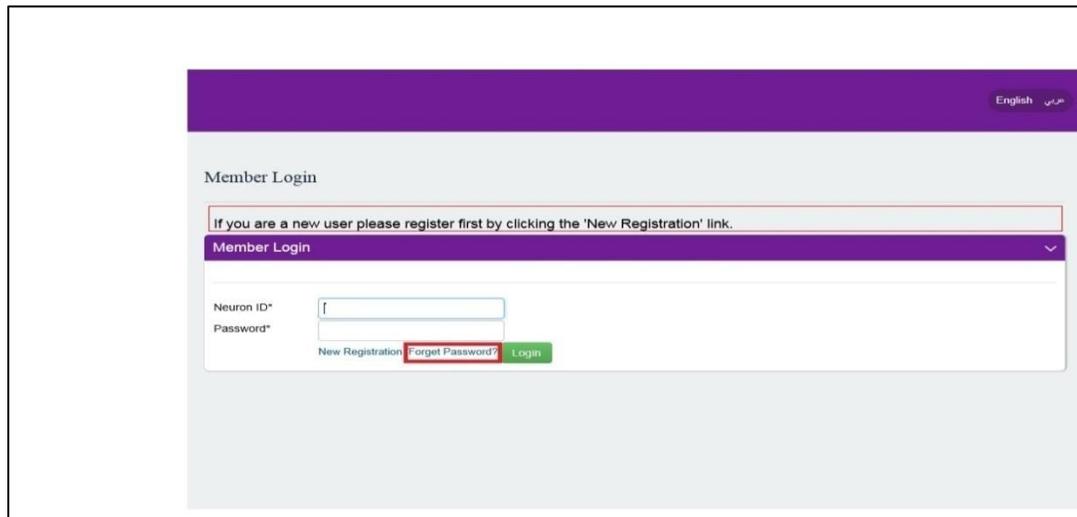
12. When the User clicks on 'Change Password' menu, the below screen will appear which will allow the User to change his current password with the new one; besides he can also replace the registered Mobile Number with a new one.



The screenshot shows a web application interface. On the left, there is a vertical navigation menu with three items: 'Reimbursement', 'Update information', and 'Profile update'. The 'Profile update' item is highlighted in purple. The main content area is titled 'Profile update' and contains a sub-section titled 'Change Member Password'. This sub-section has a purple header with a dropdown arrow. Below the header, there are four input fields: 'Old Password*', 'New Password*', 'Re-Type New Password', and 'Mobile Number*'. The 'Mobile Number*' field has a small note next to it: '(Used for password reset and other notification)'. At the bottom of the form, there are two green buttons: 'Change' and 'Back'.

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.



The screenshot shows a web application interface for 'Member Login'. At the top right, there is a language selector showing 'English' and 'عربي'. Below the header, the page title is 'Member Login'. A message reads: 'If you are a new user please register first by clicking the 'New Registration' link.' Below this message, there is a purple header with a dropdown arrow. Underneath, there are two input fields: 'Neuron ID*' and 'Password*'. At the bottom of the form, there are three buttons: 'New Registration', 'Forget Password?' (which is highlighted with a red box), and 'Login'.

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.

English عربي

Forget Password?

Reset Password

Neuron ID*

Mobile Number*

Reset Back

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

Service Provider Search

Provider Name

Provider Type

Provider Speciality

Area Name

City

Country

Search

Note: Filters are optional. If no filters given all provider list will be listed

- [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