



User Guide

NSSF member Application



Description of the application

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It allows NSSF members to access their personal information, to monitor their work history and statement transaction at NSSF. It's an easy way to contact NSSF anywhere, anytime.

NSSF member App allow you to:

- Easy Login with your NSSF ID
- Update your personal information
- View all the NSSF branch office information and location
- Find health facilities located close to you
- View your NSSF profile
- View your statement transaction
- View NSSF news
- Call NSSF Hotline directly



List of fonctionnalités



Theme	Functionalities	Description
Identification	Identification by NSSF ID	Identification by entering manually NSSF ID and comparing to NSSF DB
Identification	Identification by Scan QR Code	Identification by scanning the member's NSSF card and comparing the NSSF ID to NSSF DB
Authentication	Verify SMS Code	Use of NSSF SMS gateway to authenticate member with their phone number. They can also modify their phone number with this service
Member Information	Display member information	Display all member information after identification by using the data collected from NSSF DB
Member Information	Update member information	Capacity for the member to update his information and to store it in NSSF DB
Language	Change language Eng/KH	Change language between English and Khmer through the login screen or the settings screen
Evaluation	Rating/review	Capacity for the member to rate and review a medical benefit he consumed. This is then stored in NSSF DB and made available publicly in the app
Health Facilities and Branch information	Display all HF/Branch data including their location	Capacity for the member to see HF/Branch information as a list of item or as a map with geolocation activated
Notification	Push notification and notification center	<p>Sending of 4 types of notification to members:</p> <ul style="list-style-type: none"> - NSSF news - Pending member review - Answer review from NSSF - New Cash Benefit available at NSSF

User Type



User Type

The app is publicly available to all users in Apple and Play stores and can be downloaded for free. However, if people wish to login into the application, they need to have an NSSF ID. In another words, it means that they need to be registered into the NSSF Cambodian system.

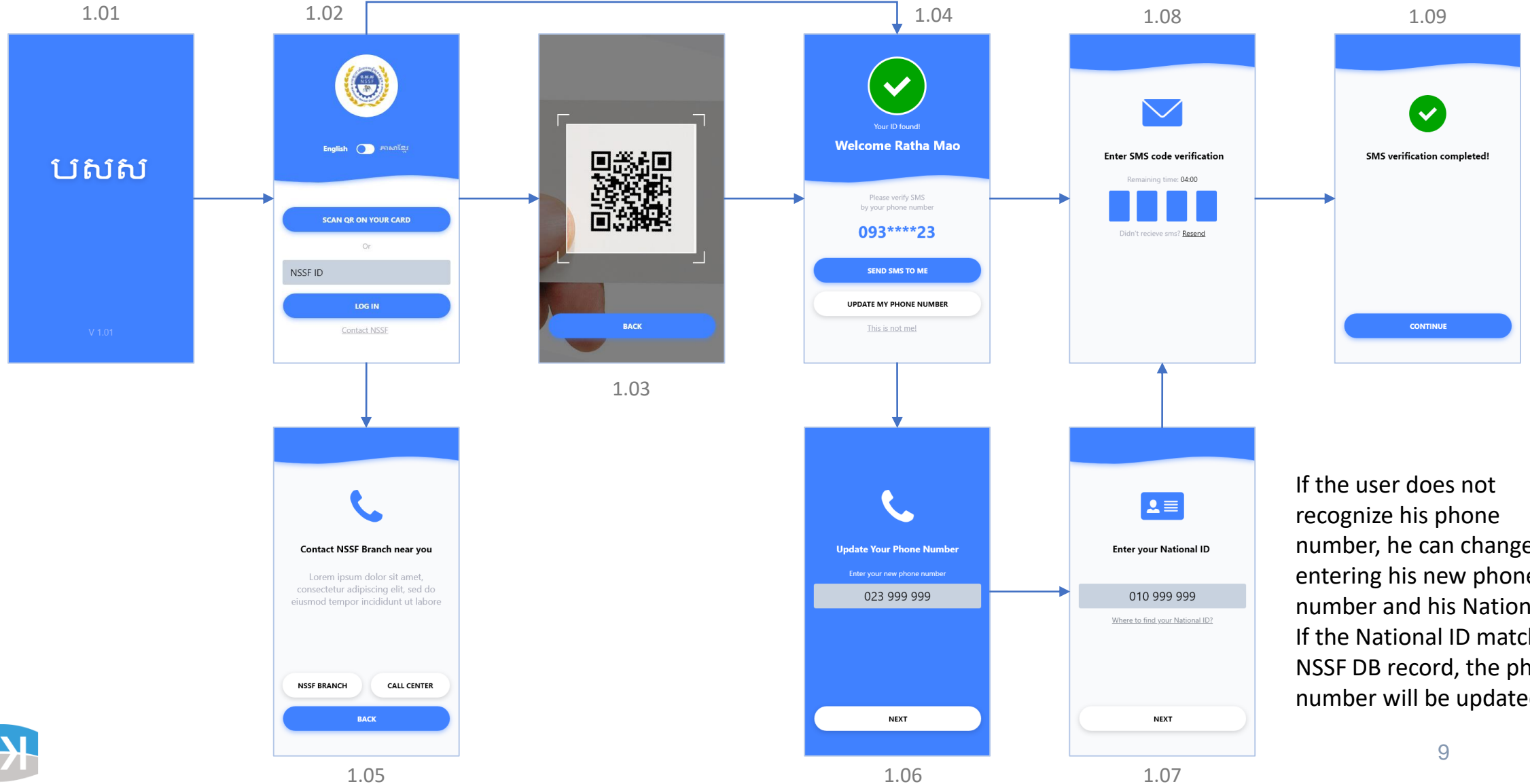


Screens Mapping



Screens Mapping - Authentication

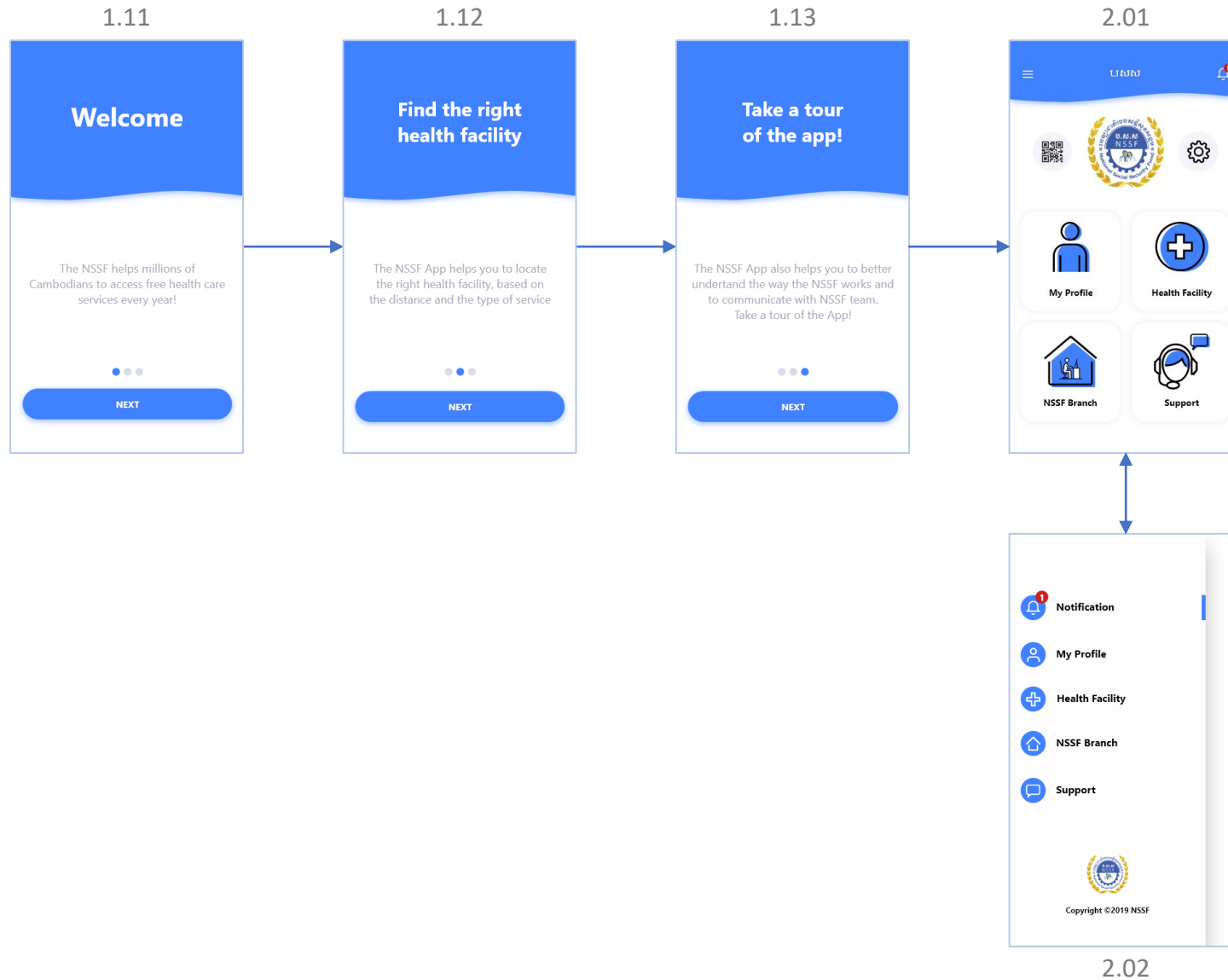
To login, you have two choices: scan your NSSF card QR code or enter manually your NSSF ID



If the user does not recognize his phone number, he can change it by entering his new phone number and his National ID. If the National ID matches NSSF DB record, the phone number will be updated.

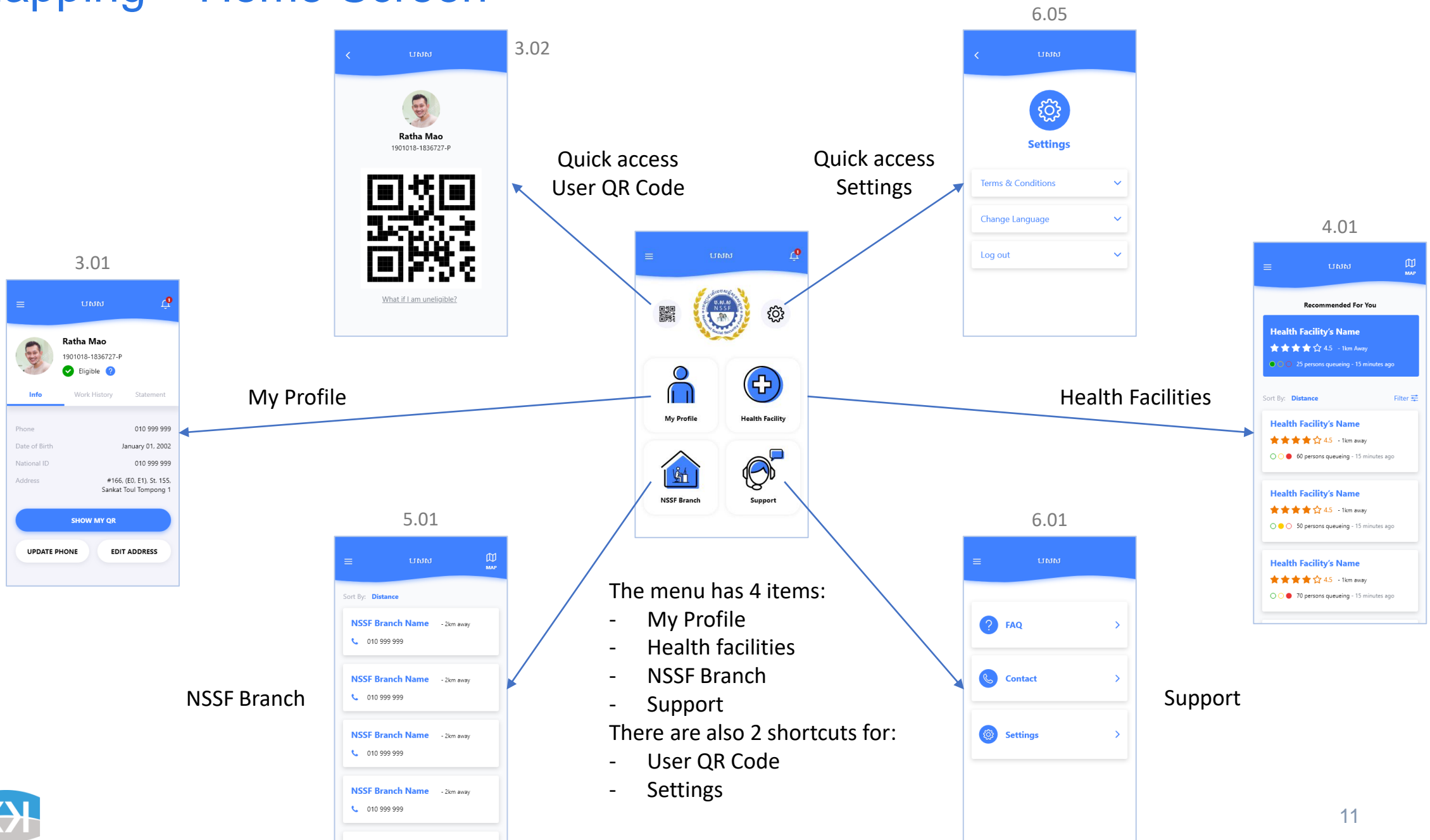


Mapping – Landing Screen and Home Screen



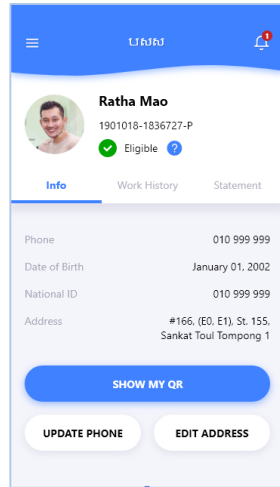
The home screen contains the menu of the application. The menu can also be available in any screen through the header, hamburger button

Mapping – Home Screen

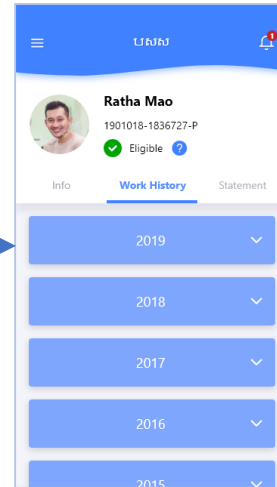


Mapping – My Profile

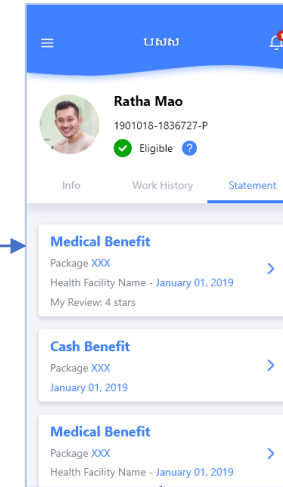
Personal Information



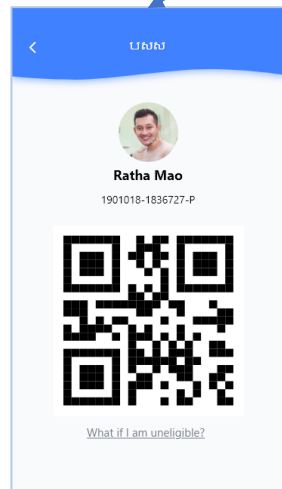
Work History 3.04



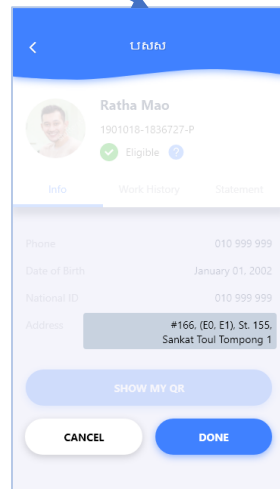
Account Statement 3.06



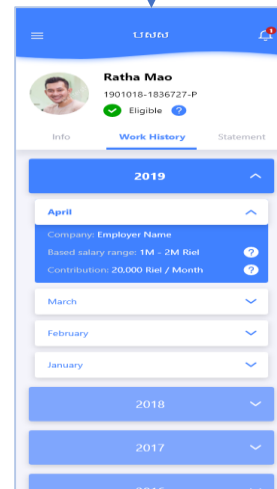
This tab gathers the member history of medical/cash services consumed



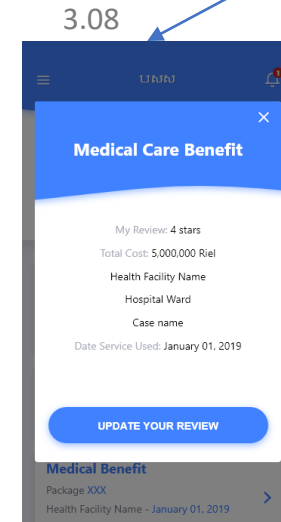
3.02



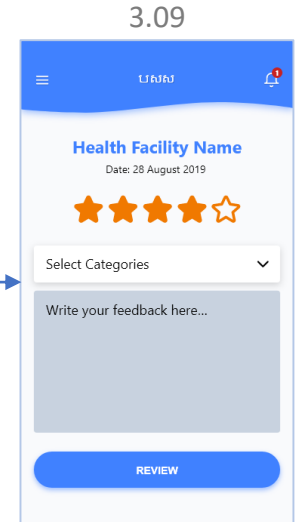
3.03



3.05



3.08



3.09

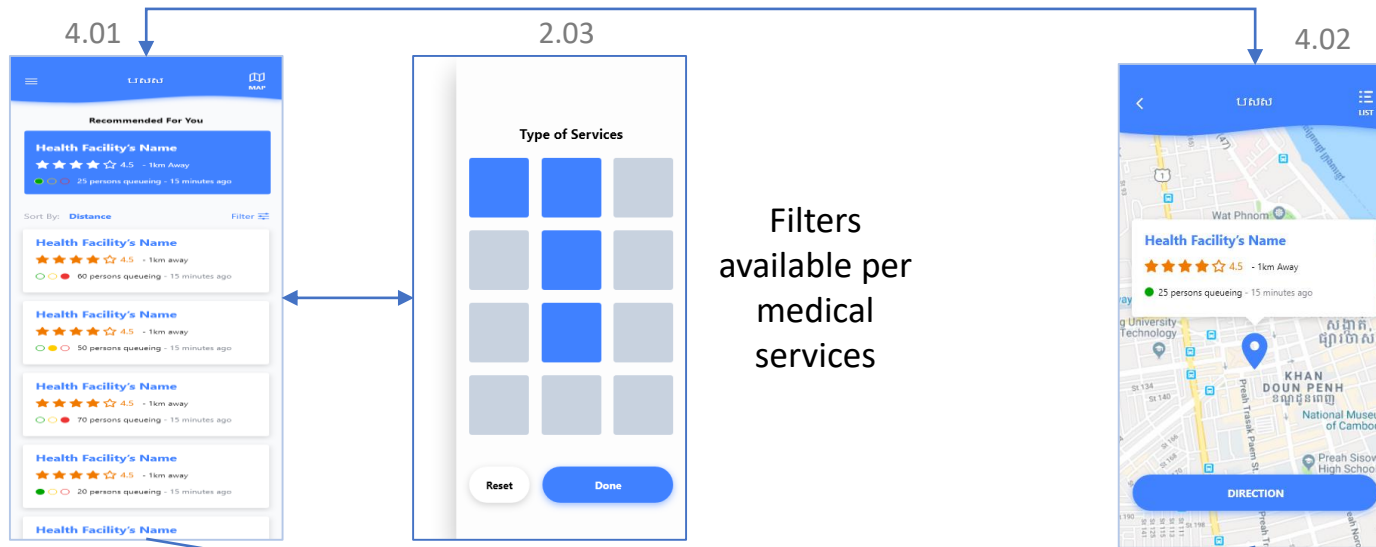
The user can review his medical services consumed from here



Mapping – Health Facilities

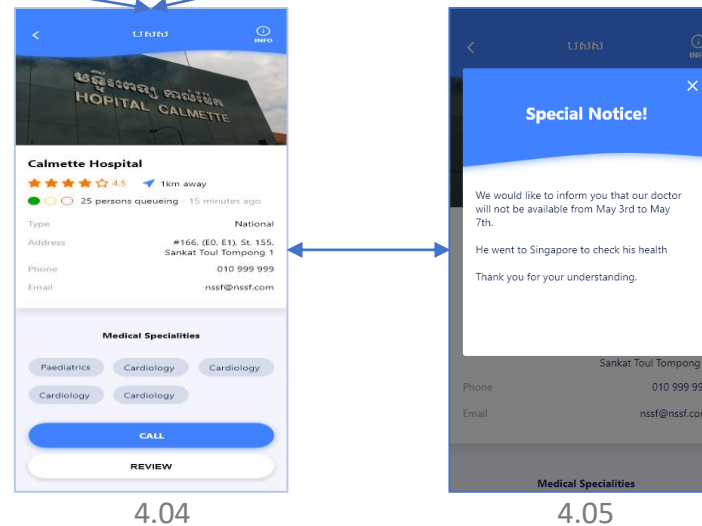
List view

The health facilities are ordered by distance per default. It uses user's phone location for that. The user can then sort by rating or by queue amount.



Map view

Per default, the map will be centered on the first item in the list. Then, the user can use his fingers to navigate to other health facilities.



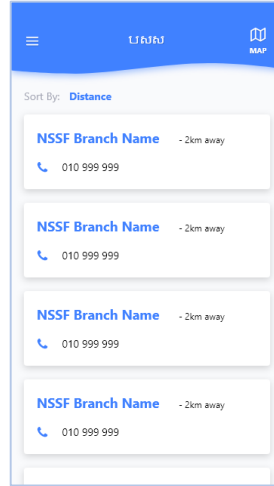
Special notice is a custom message from an health facility

Mapping – NSSF Branch

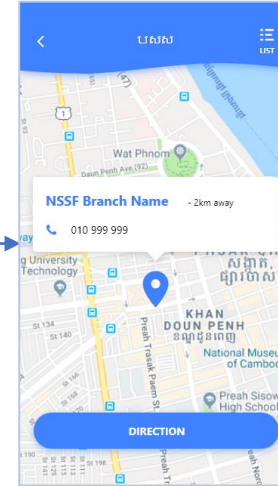
List view

The NSSF Branch are ordered by distance per default. It uses user's phone location for that. The user can then sort by queue amount.

5.01

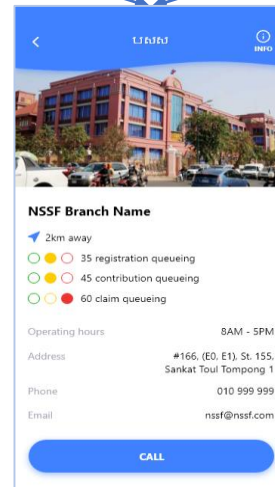


5.02

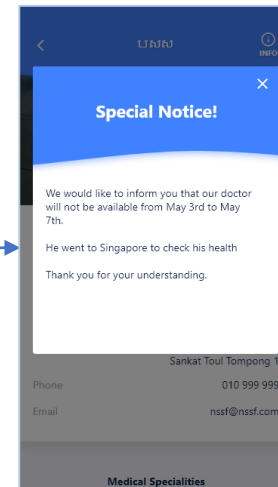


Map view

Per default, the map will be centered on the first item in the list. Then, the user can use his fingers to navigate to other Branch.



5.04

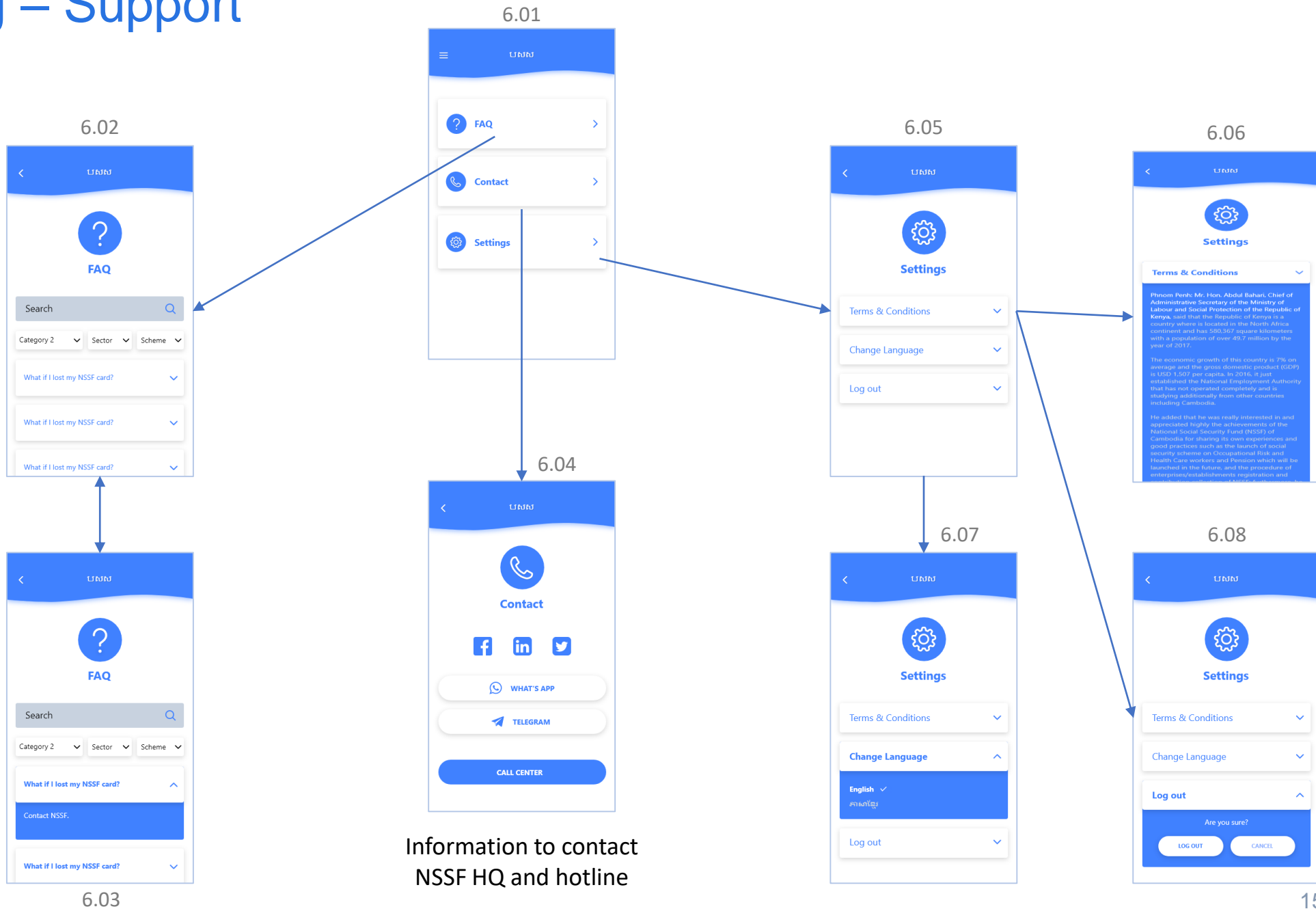


4.05

Special notice is a custom message from NSSF



Mapping – Support



The FAQ content can be filtered by:

- Category
- Scheme
- Sector



Mapping – Notification



Notification when the user needs to rate/review a medical benefit he consumed. He can also receive a response to his review (screen 7.03)

News or custom messages sent by NSSF

Notification of new cash benefit available for the user at the NSSF Branch

Error Types List



Error	Related Screen	Displayed Message	Bouttons	Consequences
No network	All	Top banner with the message “No Internet Connection”	None	The user can still navigate into the app but there will be no dynamic content. The banner will stay until there is network
API error	Screens with API call (almost all screens in the app)	The message depends on the called API and the error code received in response. The message will be displayed in an alert pop-up	OK	It depends on the error type. But most of the time, it will close the pop-up and the user will need to execute the same action and call the same API again
No NSSF ID input NSSF ID not recognized	1.02_Login	“Please provide your NSSF ID!” “Member not found! Please try again”	OK	Close the pop-up and the user needs to input his NSSF ID again
SMS code not recognized	1.08_SMS Verify	“The code number is not correct! Please try again”	OK	Close the pop-up and the user needs to input the code again
Wrong phone number	1.06_Update Phone	“Please enter a valid phone number!”	OK	Close the pop-up and the user needs to input his phone number again
No category selected when submitting a review	3.09_My Account Statement Review	« Please select on review category! »	OK	Close the pop-up and the user needs to select a category before submitting again