



Alliance iCare with HeyAlly

App User Guide

V2-A08-AHC-1MAR23

Welcome

The guide is intended to assist users to follow the features of Alliance iCare and HeyAlly Apps. 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 Alliance iCARE login screen.



Check Balance



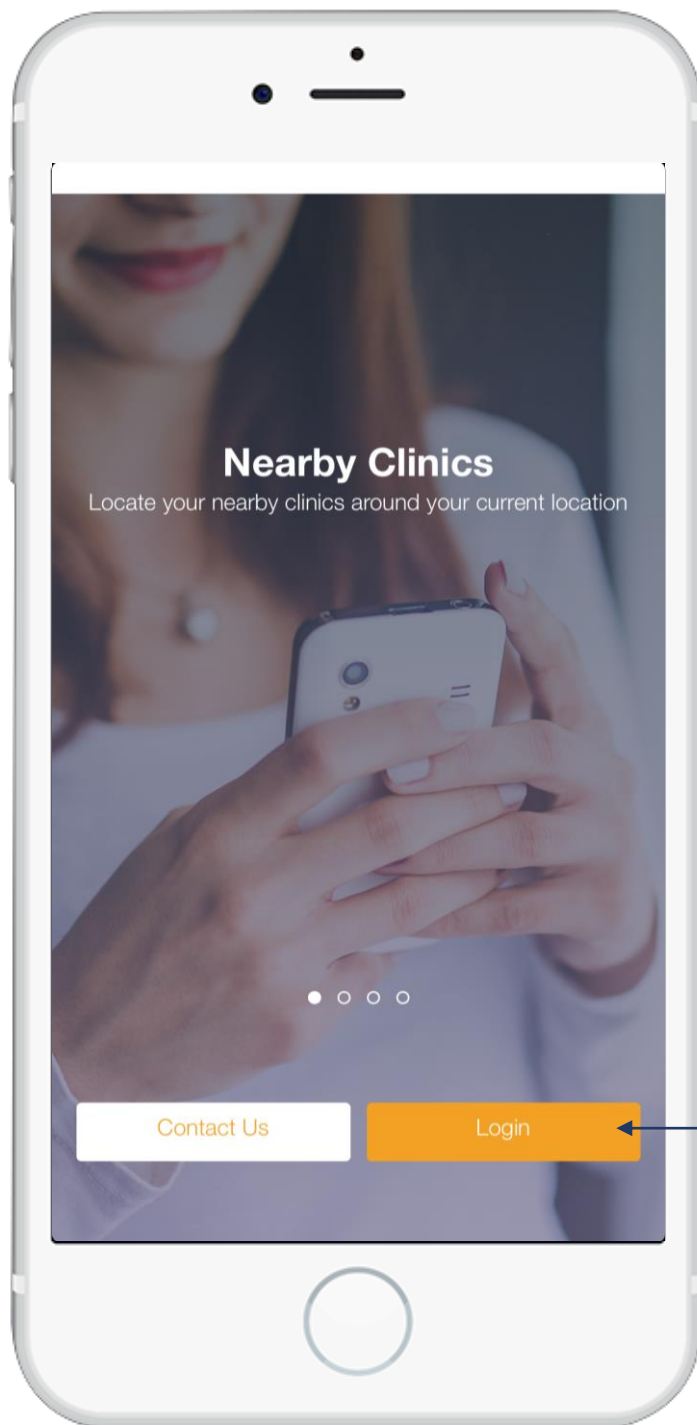
Clinic Locator



E-Card

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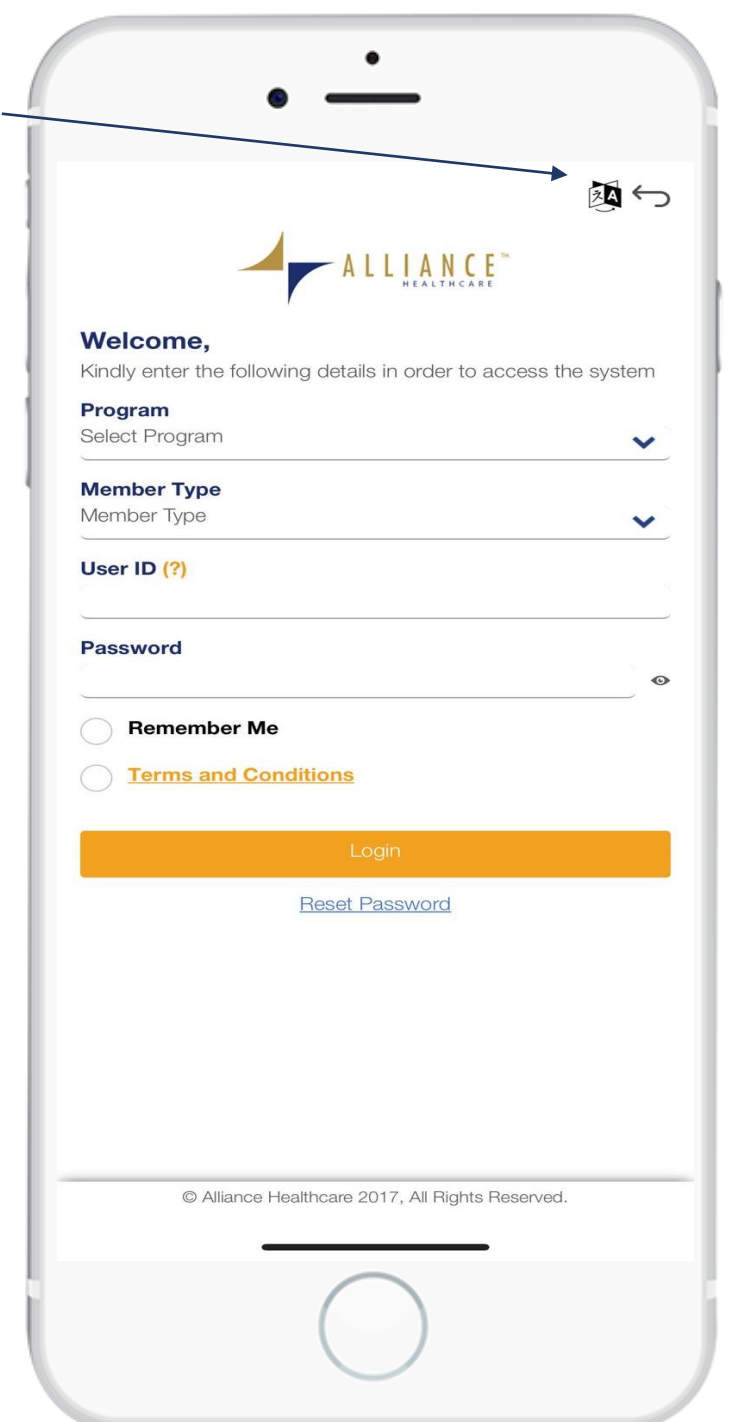


Tap the "Login" tab to login.

Alliance iCare's Login Page

- Choose Member Type: **Member / Dependent**
 - Choose Program: **Alliance Healthcare**
- User ID, containing 12 alphanumeric characters in the following format:
- Character 1 to 4**
Last 4 alphanumeric characters of your ID number.
- Characters 5 to 12**
Date of birth in <ddmmyyyy> format.
- Example**
- | | |
|----------------|---------------------|
| NRIC | S8012345Z |
| Date of Birth | 15 Feb 1980 |
| User ID | 345Z15021980 |
- For the first time user, default temporary login password is date of birth in the format <ddmmyyyy>.

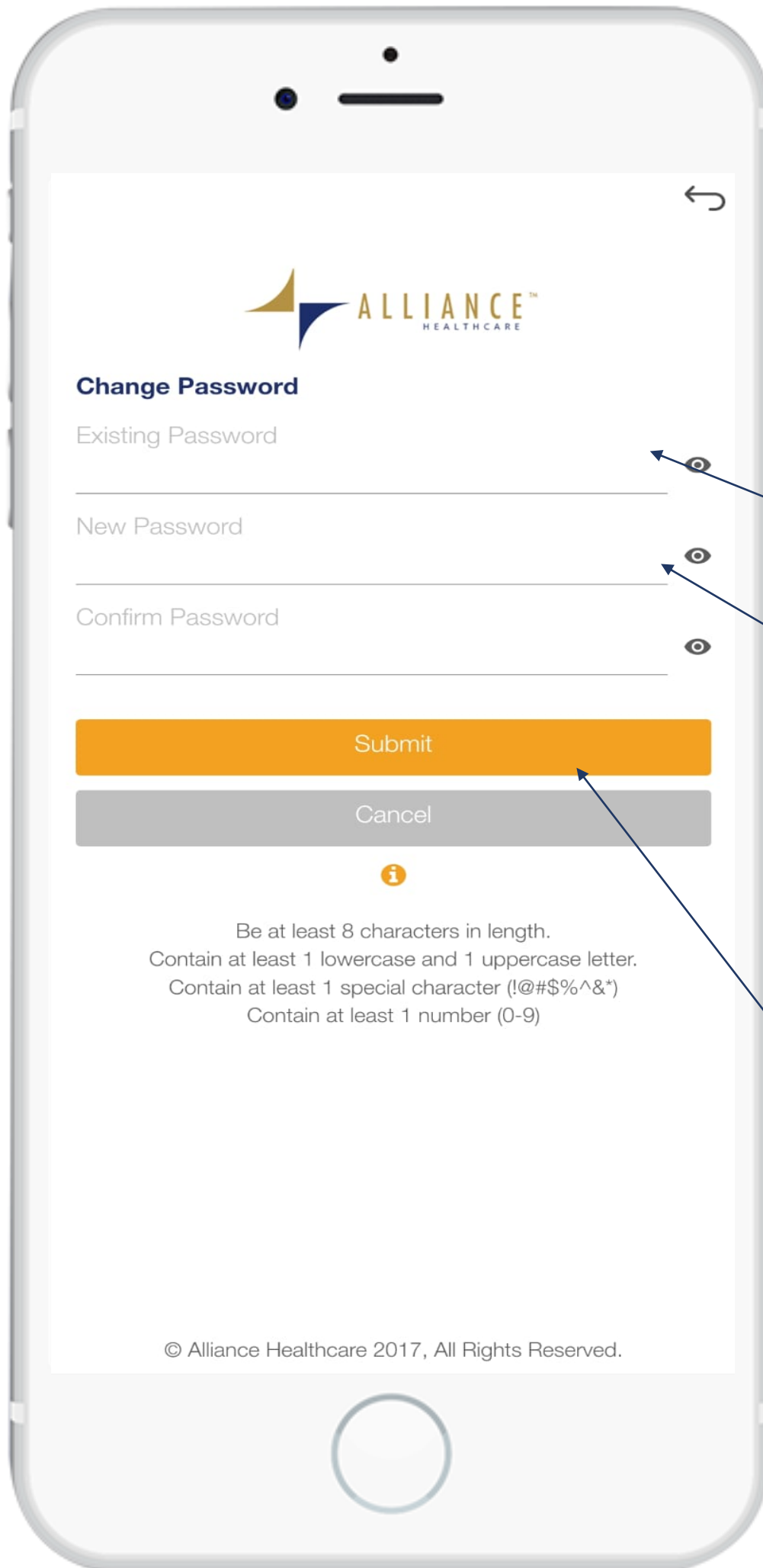
Dual language selection (English / Mandarin)



- **Example**
- | | |
|---------------------------|-----------------|
| Date of Birth | 15 Feb 1980 |
| Temporary Password | 15021980 |

Member Type	Login Credentials
Member	User ID and Password
Dependent	User ID and Date of Birth

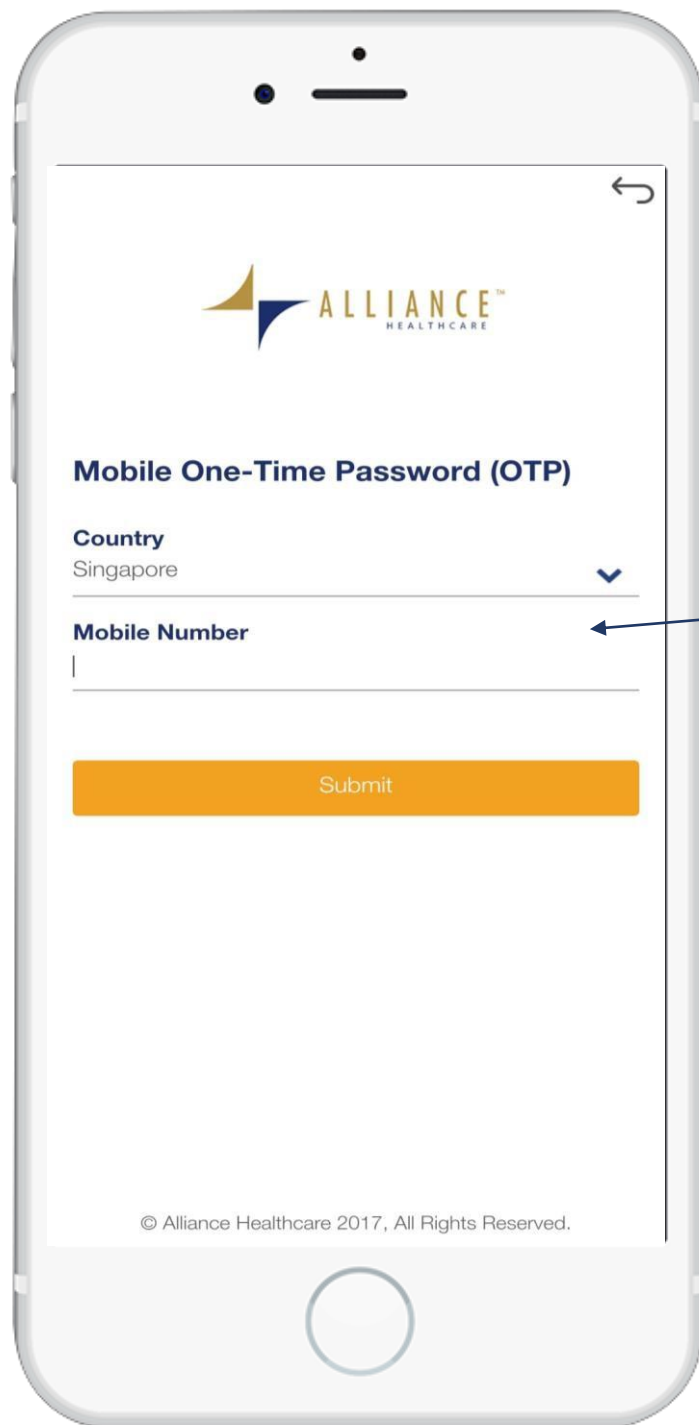
- User will be prompt to change password thereafter (Applicable to Member Login Only).
- Check on the Terms and Conditions.
- Tap the "Login" tab.



Change Password

- Existing Password is date of birth in <ddmmyyyy> format.
- You will be requested to change to a new password:
 - At least 8 characters in length
 - Contain at least 1 lowercase
 - Contain at least 1 uppercase
 - Contain at least 1 special character (@#\$%^&*)
 - Contain at least 1 number
 Example: "S1234567g@"
- Tap on the "Submit" tab.

Please note that dependent(s) will not be allow to change their password and their password remain as their date of birth in "DDMMYYYY" format.



Mobile One-Time Password (OTP)

Country
Singapore

Mobile Number

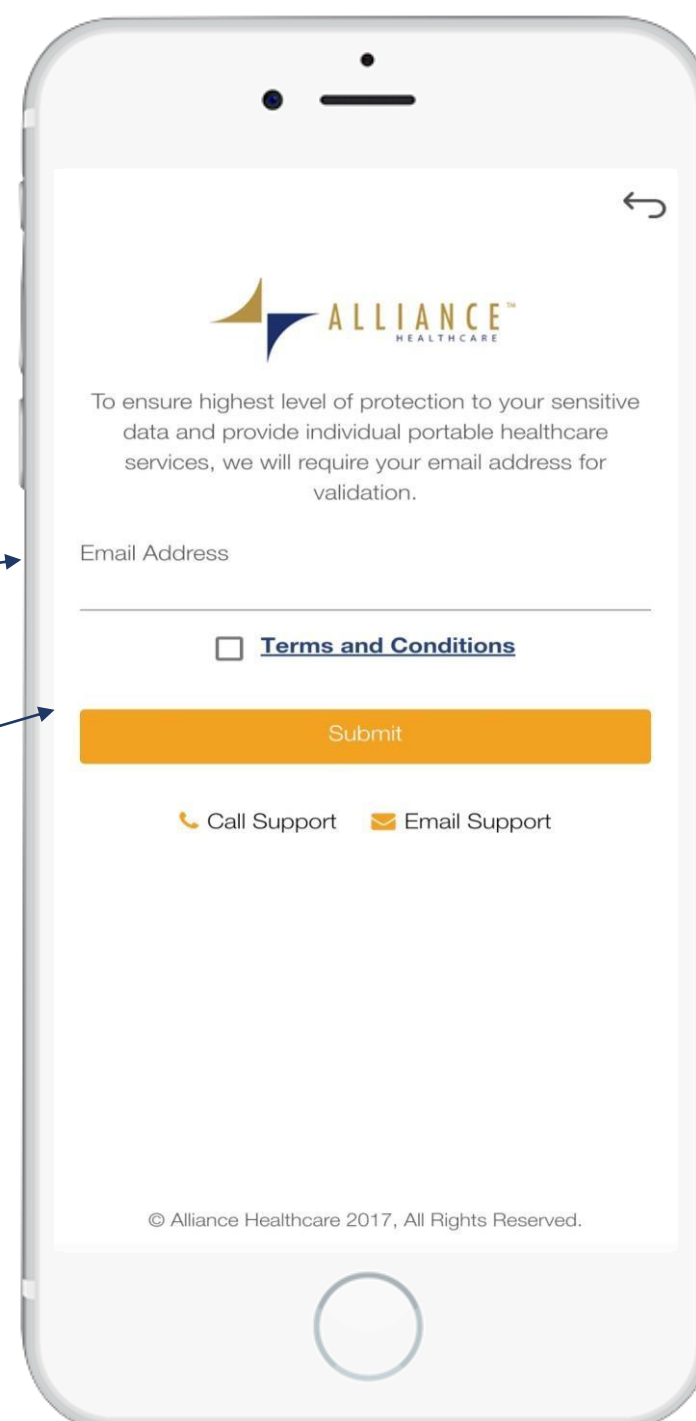
Submit

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Key in your mobile number to receive an OTP notification.

Key in your email address to receive claims notification.

Tick on the Teams and Conditions and tap "Submit" tab.



To ensure highest level of protection to your sensitive data and provide individual portable healthcare services, we will require your email address for validation.

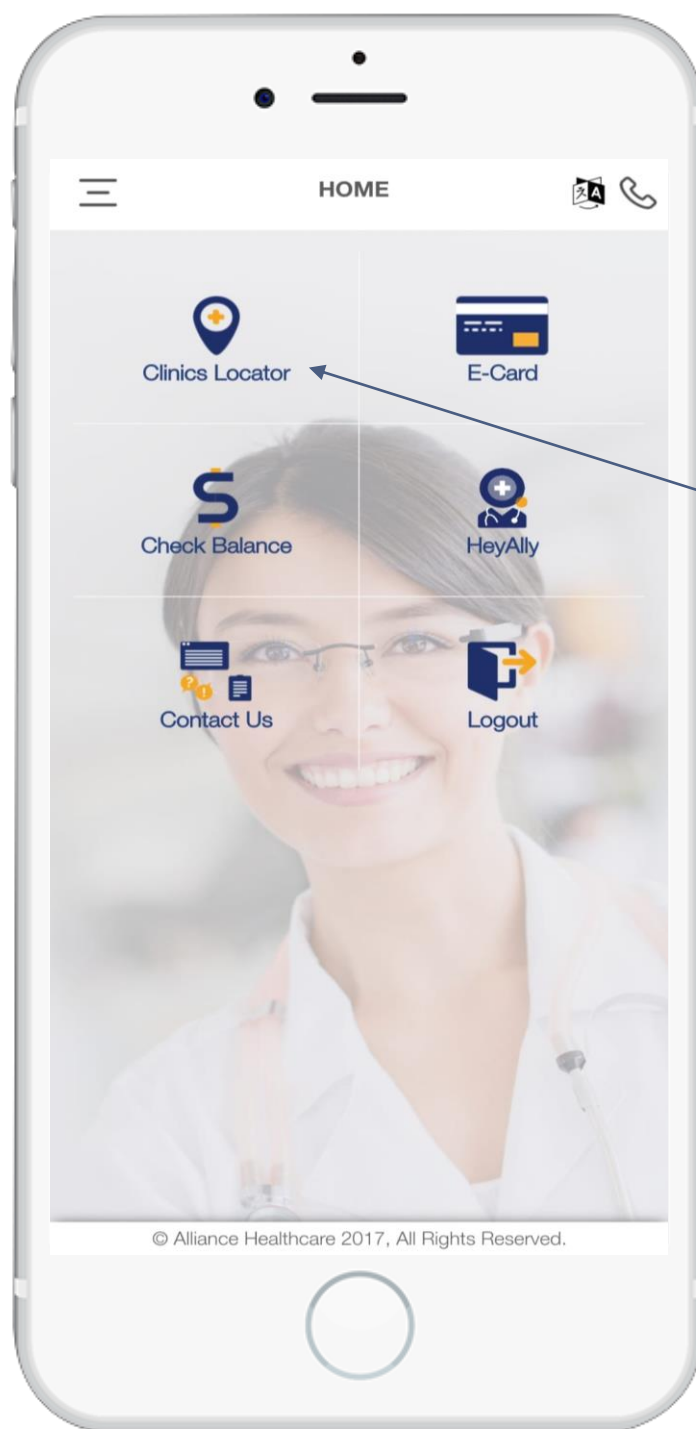
Email Address

[Terms and Conditions](#)

Submit

Call Support Email Support

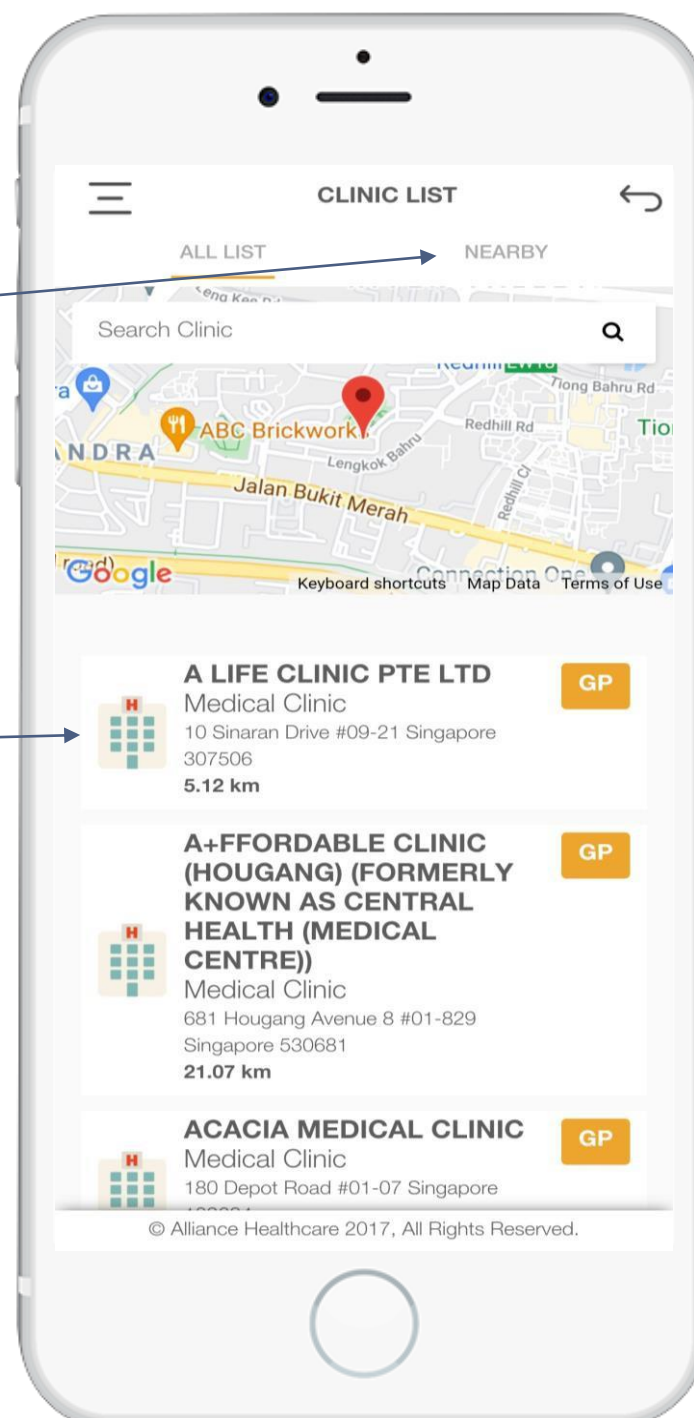
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Clinic Locator

Tap the “Clinics Locator” tile to locate the panel clinics.

Tap on “Nearby” tab to locate clinics near you.

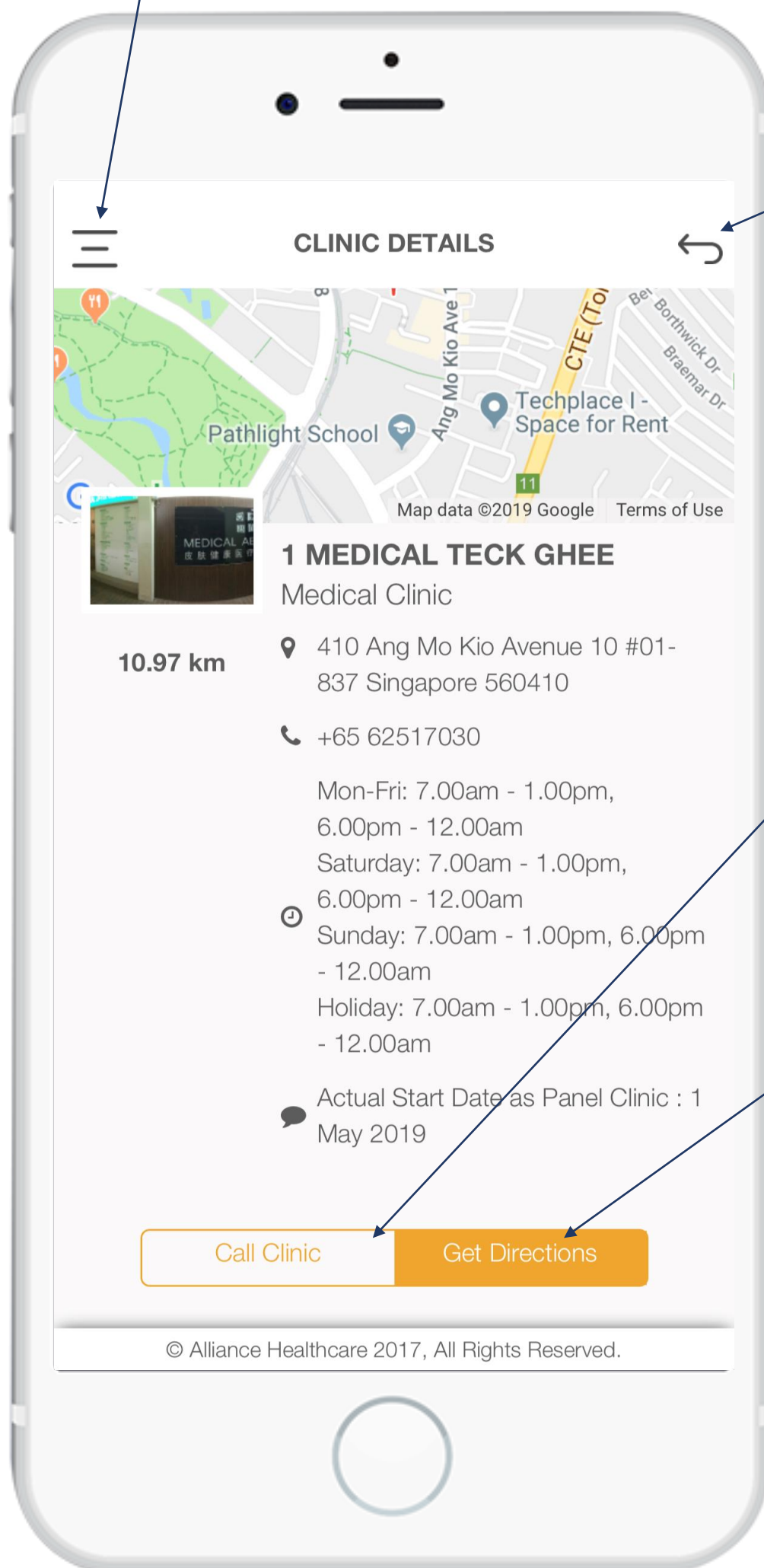


Tap on individual clinic to view the following:

- Clinic Address
- Clinic Operating Hours
- Get Directions to Clinic via Google Map
- Clinic Remarks or Visit Instructions shown (if any)
- Nearby Clinics

Click here to see full dropdown menu of the app.

Click here to go back to previous page.

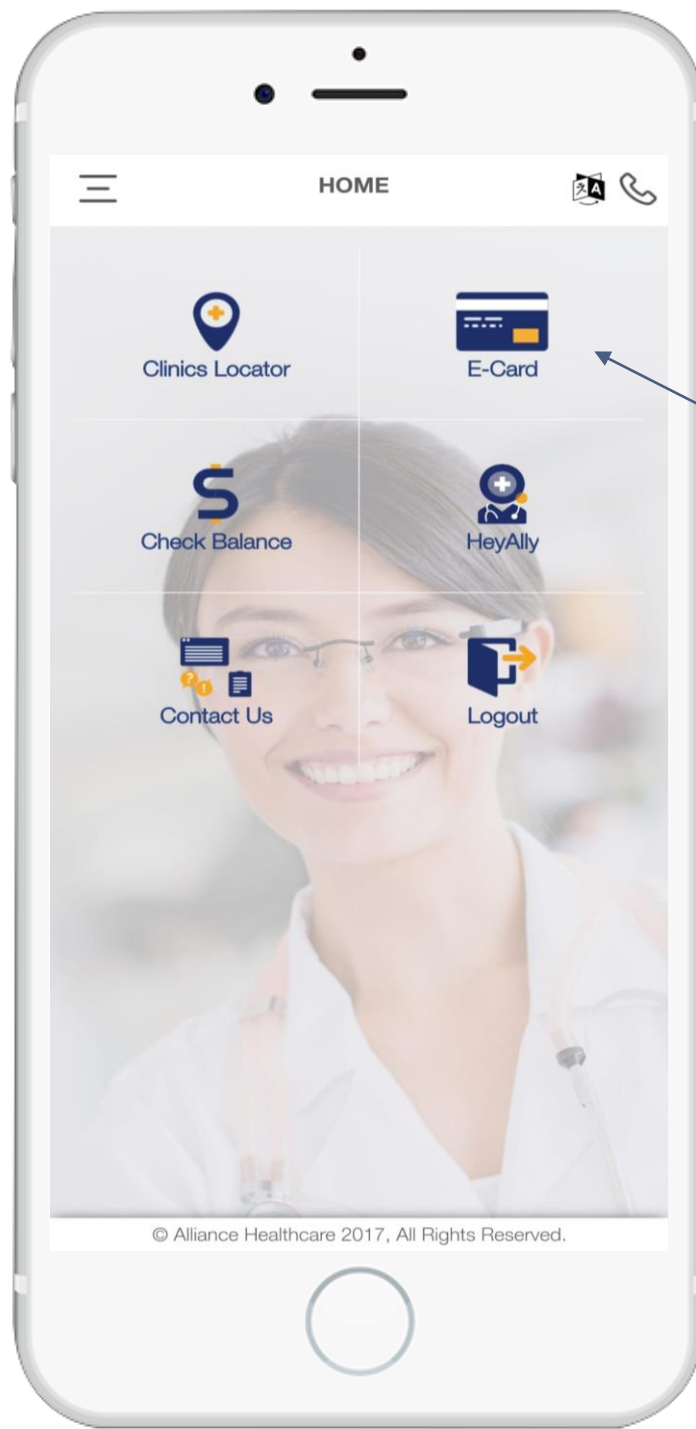


Contact Clinic

- You can call the clinic directly by pressing the “Call Clinic” button.

Disclaimer: Users are advised to verify details and operating hours with the clinics.

- Get direction to the clinic through Google Map.



E-Card

Tap the “E-Card” tile.

- Select Member or Dependent’s e-Card.
- Tap to view front and back of the e-Card. Your benefit details will be shown on the e-Card.
- Tab on the “Circle” tab will rotate the eCard to a full screen view.
- Real-time validation available to prevent fraudulent use.





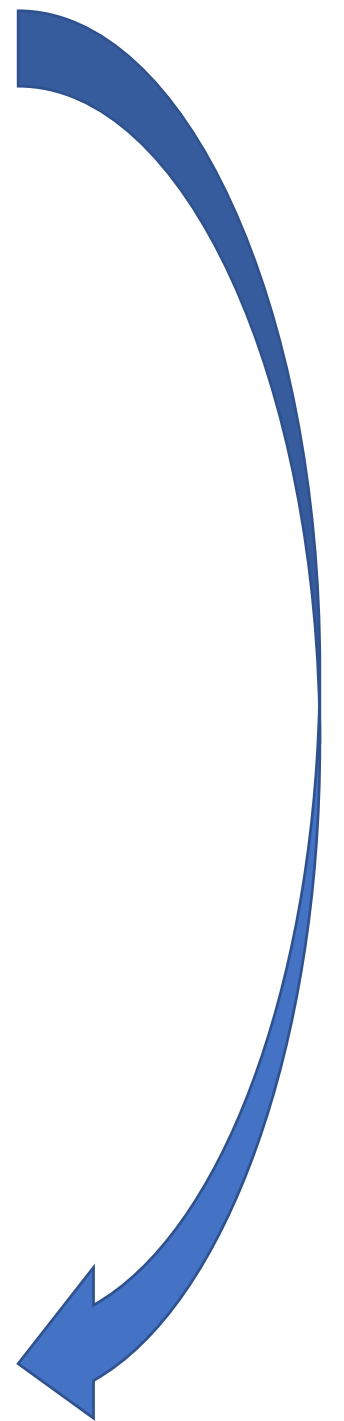
1. Identification

Present your e-Card and your photo ID for registration at the clinic.



2. Attendance Form

Sign on the attendance form as advised by the clinic assistant.



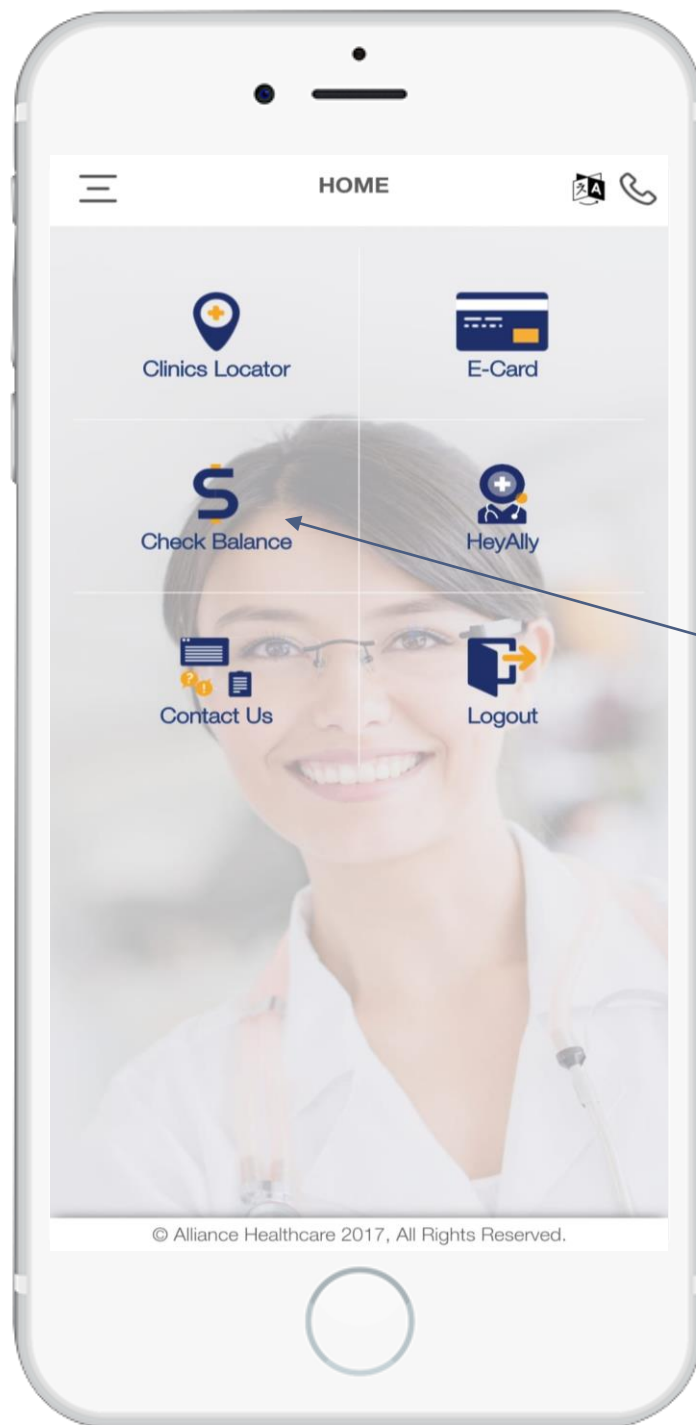
3. See the doctor

Attending doctor to render service.



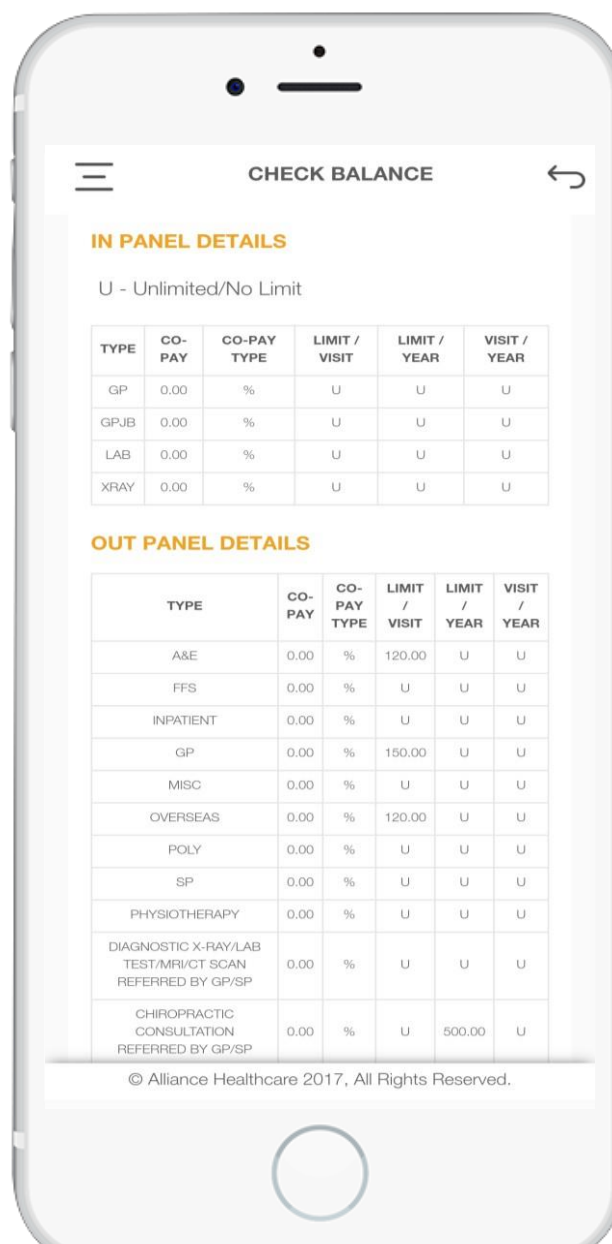
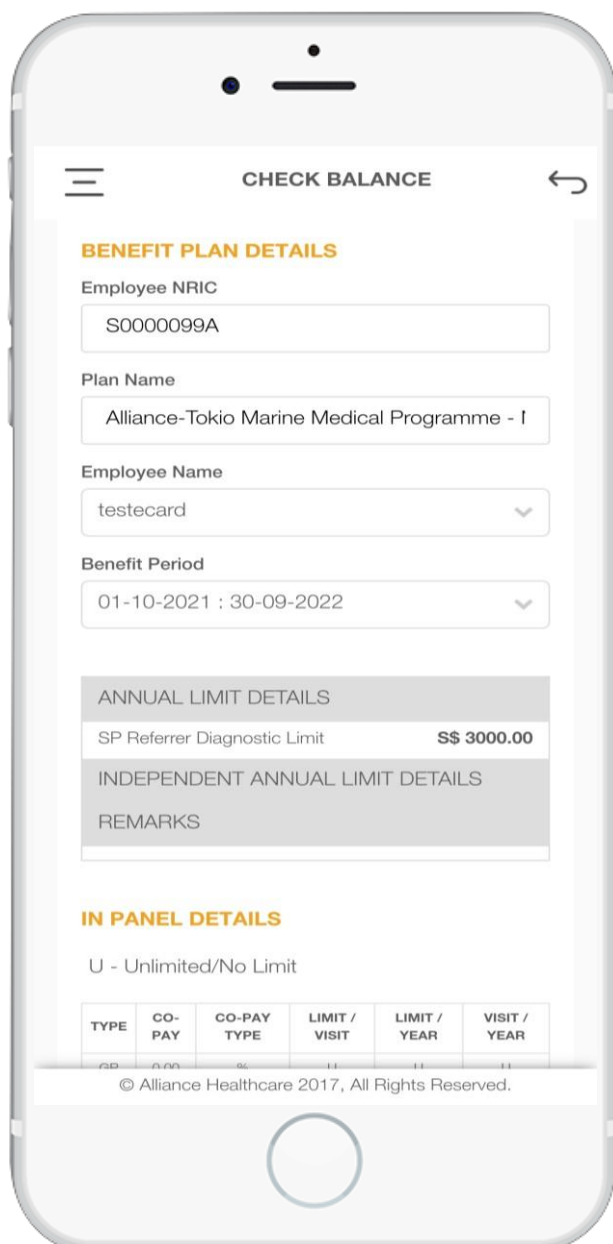
4. Collect Medication

Pay co-payment (if any), collect medications, MC & back home to rest.



Check Balance

Tap the "Check Balance" tile.

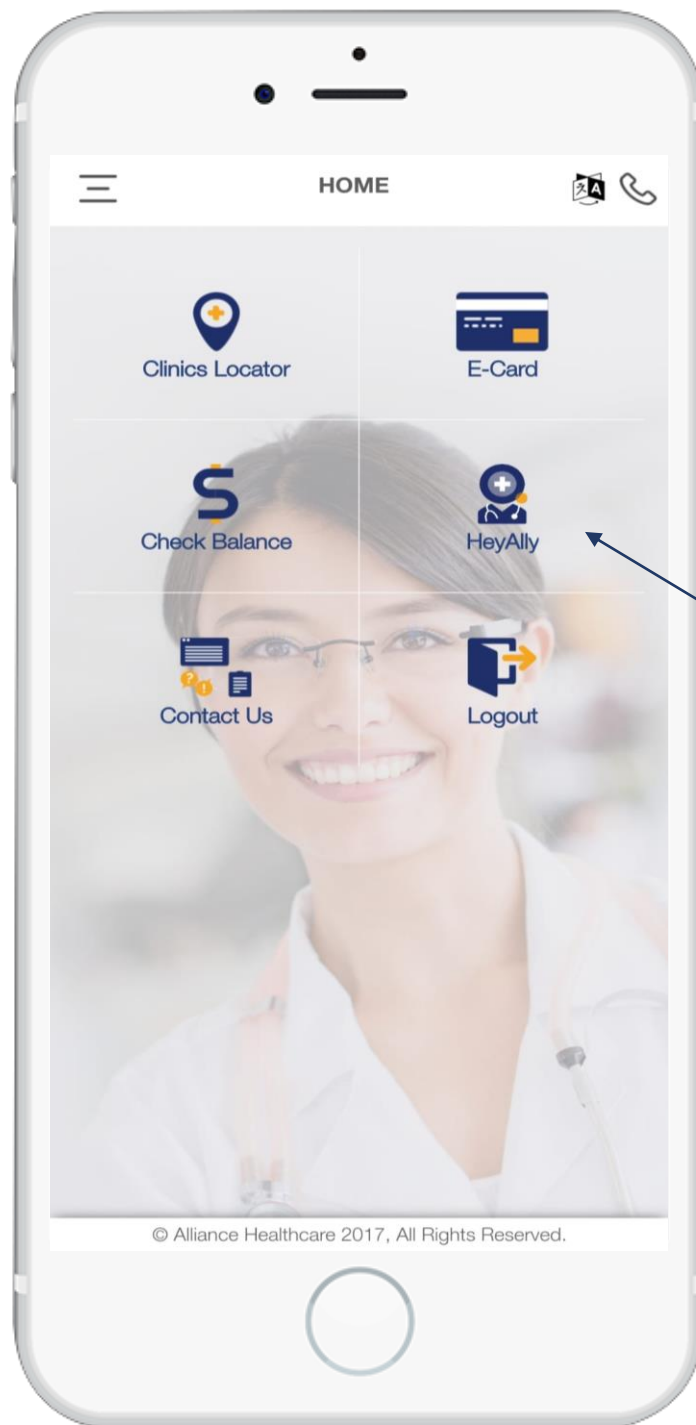


- Users can check their benefits plan details as well as their annual limit balance.

Push Notification

- Users will receive Push Notification whenever the clinic has submitted a claim for their visit.





Telemedicine

Tap the "HeyAlly" tile for Telemedicine Service.


Please go to hospital A&E if you have serious medical conditions and not all medical conditions are suitable for Teleconsultation.



For First-Time User:

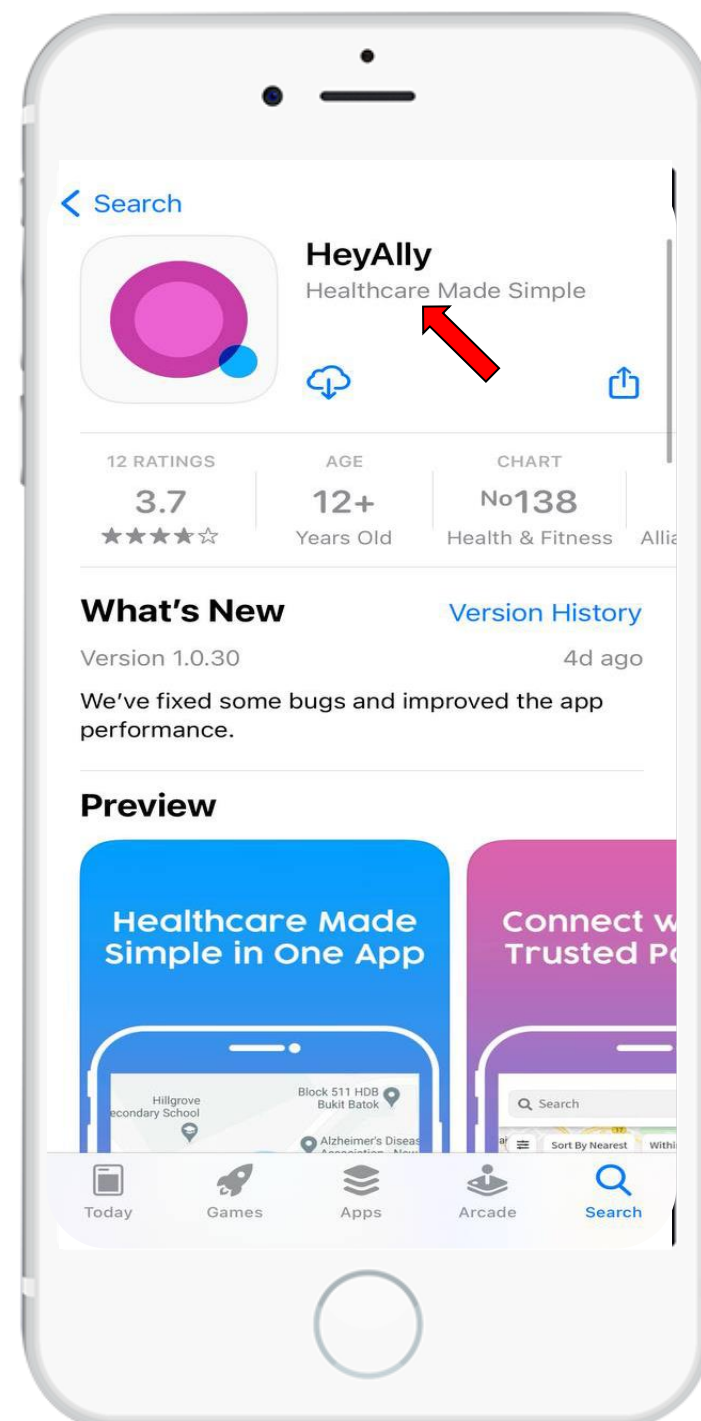
Step 1

- You will be asked to download HeyAlly app if you have not downloaded it yet.
- Download HeyAlly App via App Store or Google Playstore.

Download Now!





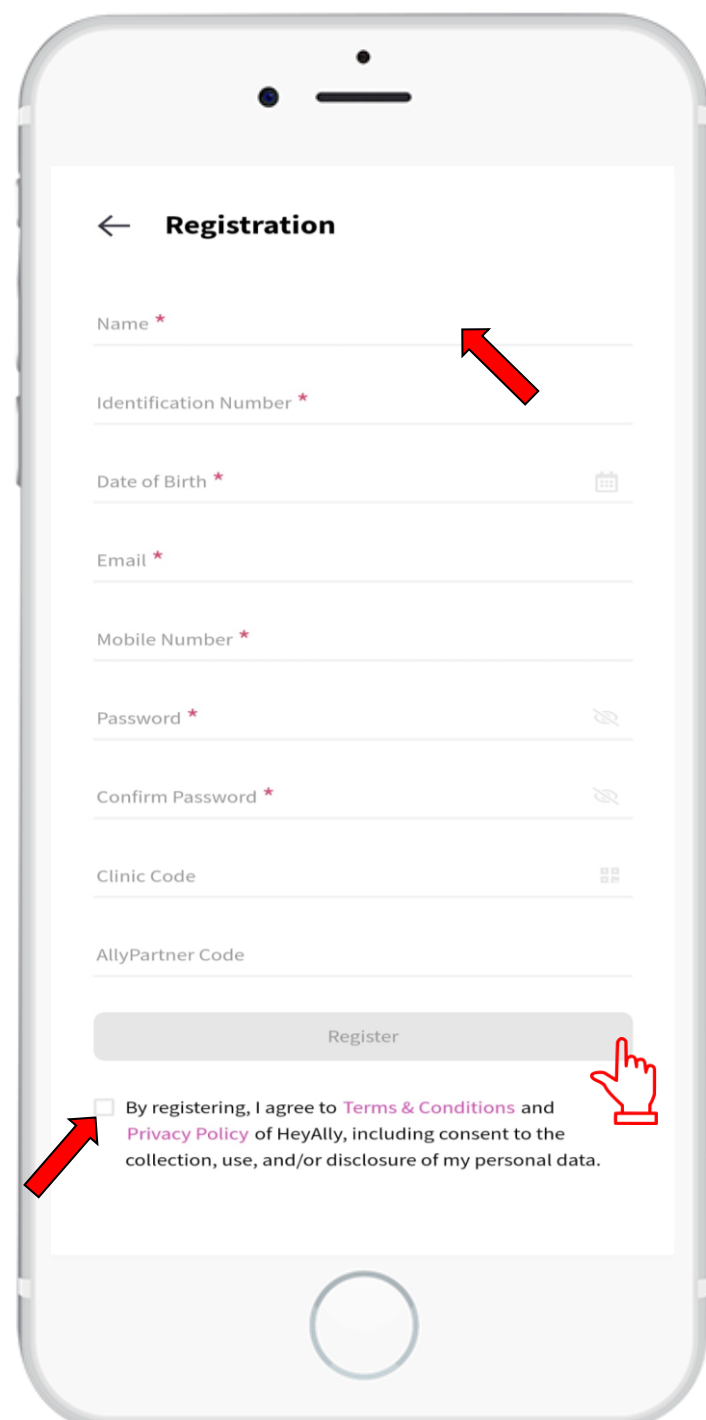
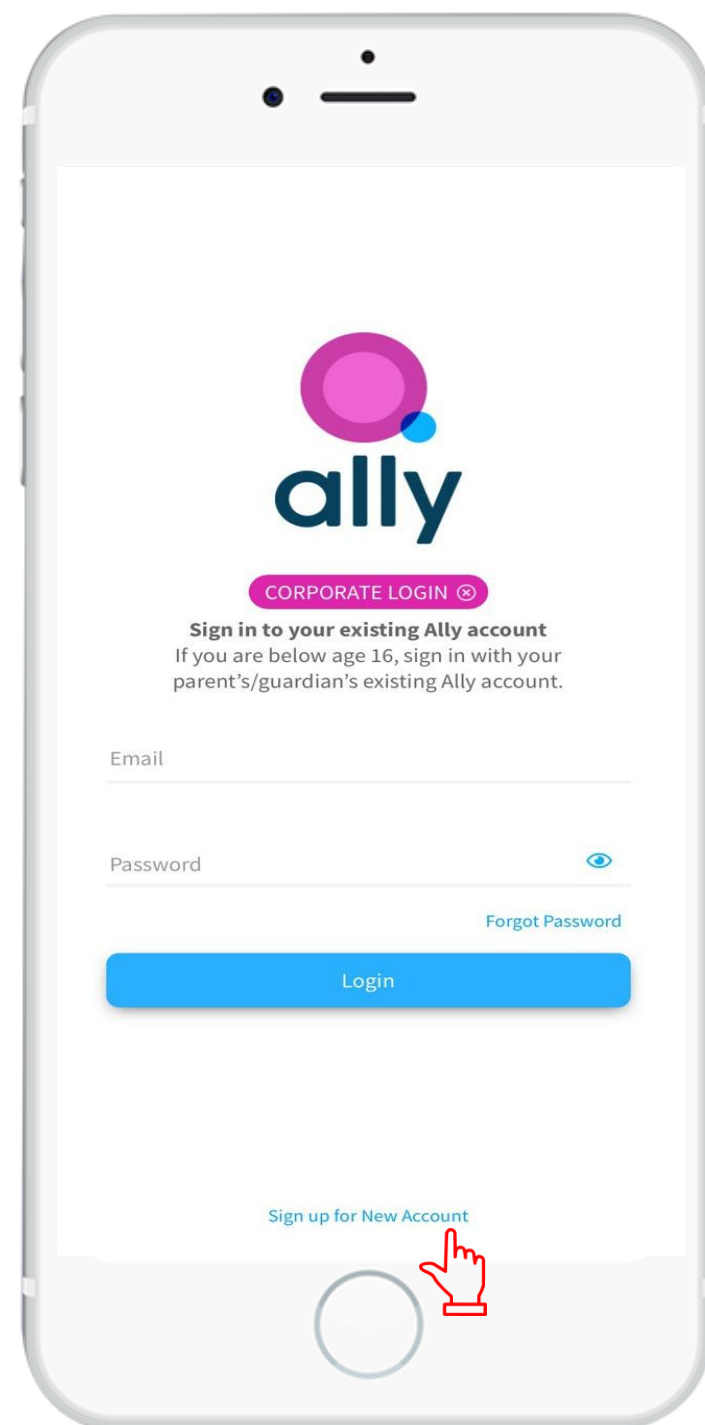
Step 2

- Log into HeyAlly from iCARE.

Please skip to **Step 2c** if you have an existing HeyAlly member (individual) account.

- Tap “Sign up for New Account” to register an account with HeyAlly.

For dependents that is below 16 years old 1st time login, they will be requested to login their parent/guardian’s Ally account so as to bind this account to their parent/guardian’s account. Any payment will be deducted from the parent/guardian’s account.



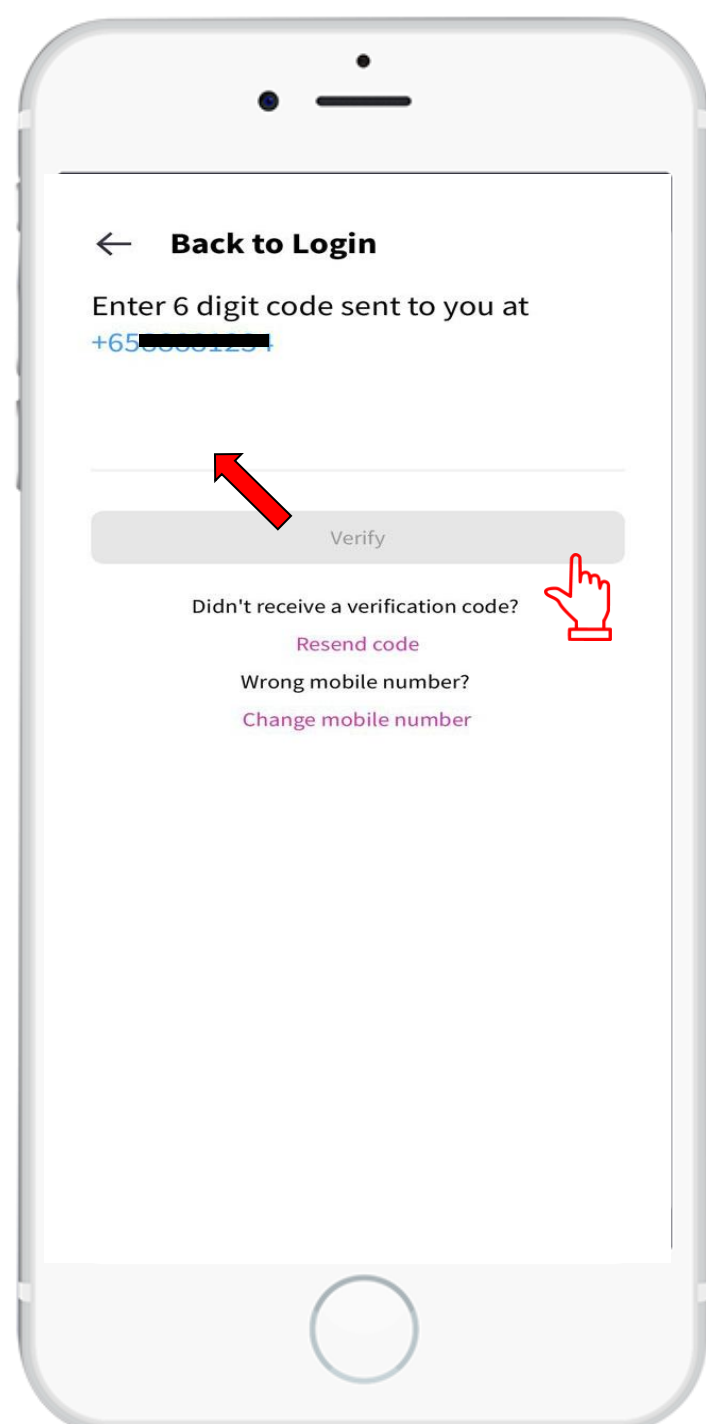
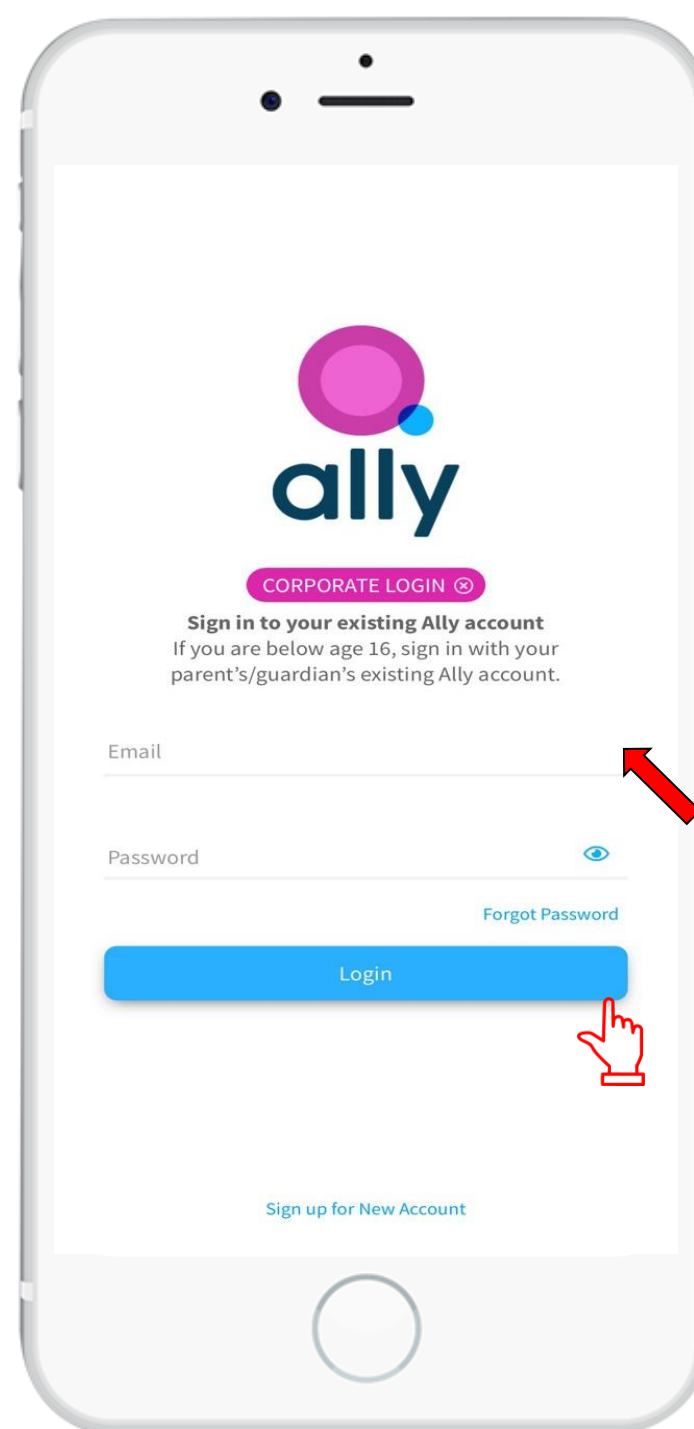
Step 2b

- Fill up the details to complete one-time set-up for HeyAlly account.
- You may use any of your preferred email for registration. The details filled up would be used for Member login. Your Corporate login credential remains unchanged.
- Please ignore Clinic Code and AllyPartner Code.
- Tap on the check box to agree the Terms & Conditions and Privacy Policy, and tap the “Register” tab to complete the registration.

**Identification Number is NRIC or FIN or Birth Certificate number. This is required as per Singapore Ministry of Health’s regulation, and our doctor will perform the verification process at the beginning of the teleconsultation.*

Step 2c

- If you already have an existing HeyAlly Member account, there is no need to sign up for a new account.
- Enter in your **existing email and password**.
- Tap the “Login” tab.
- This is to link your existing account to your corporate account.

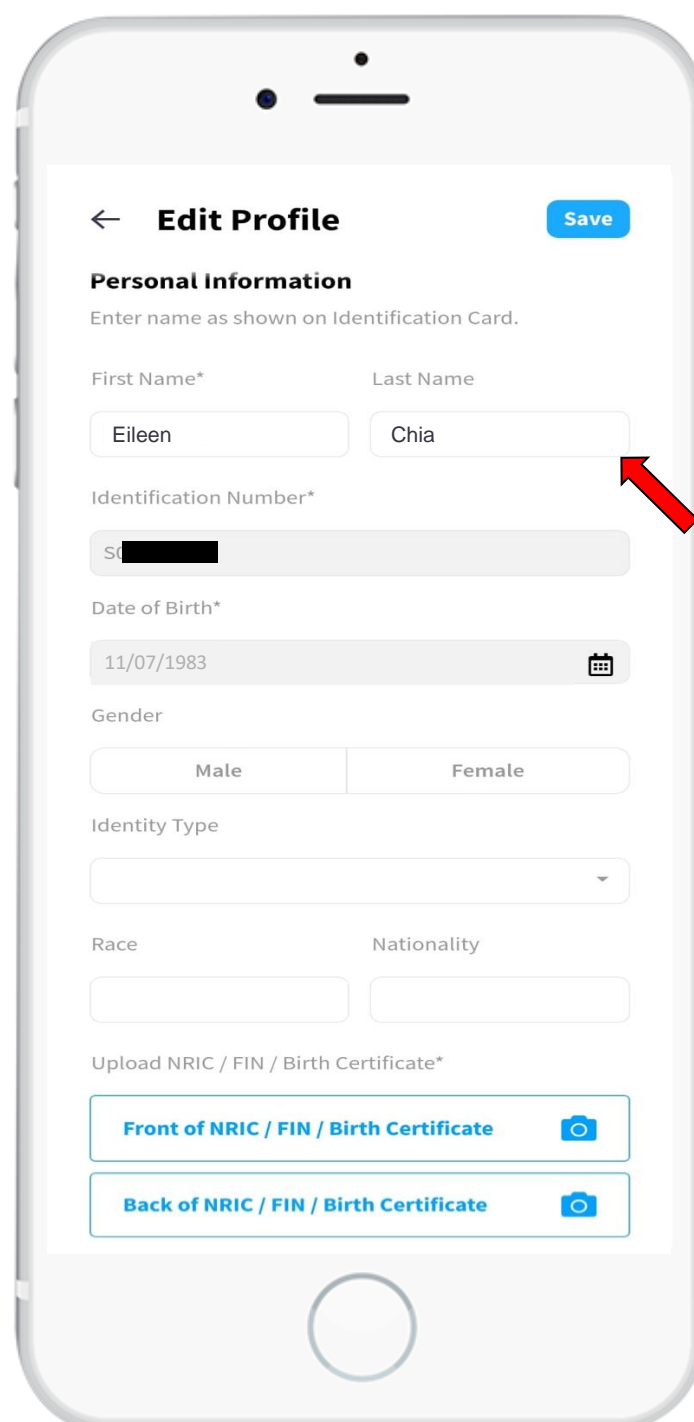
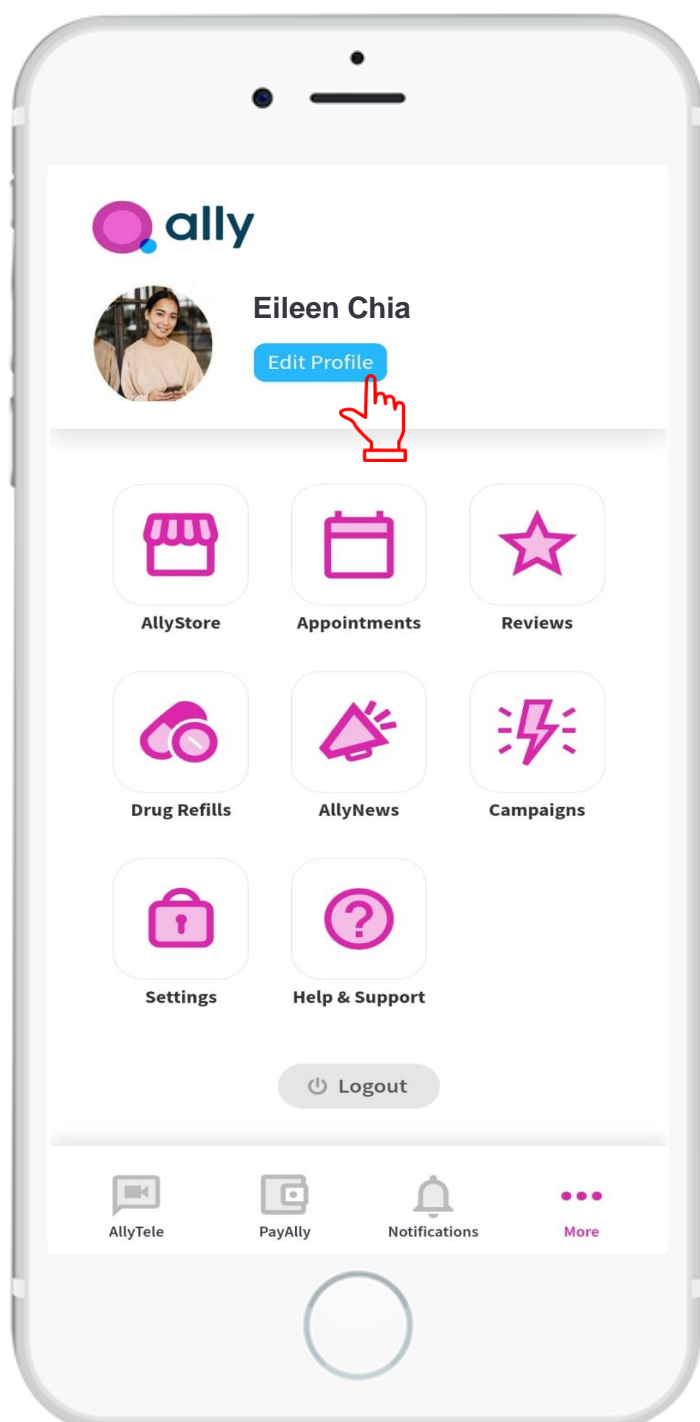
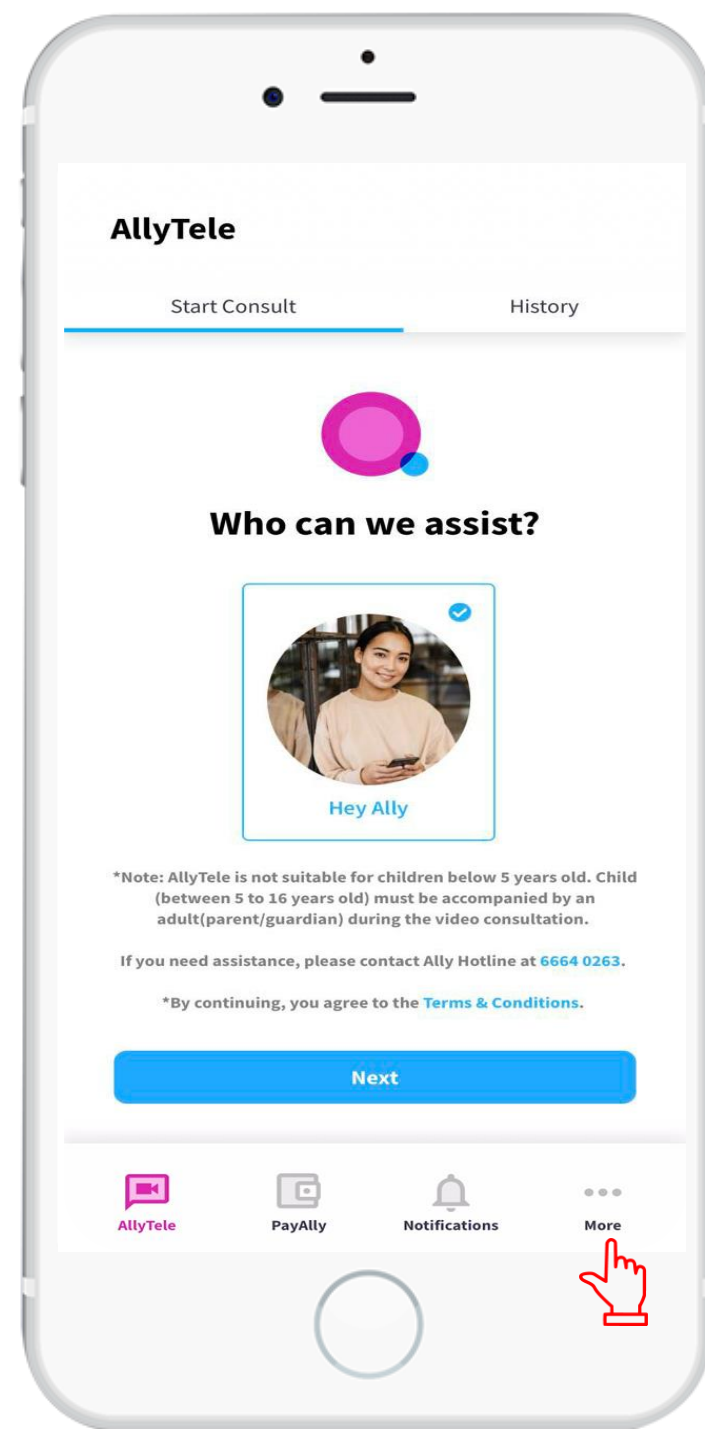


Step 3

- A 6-digit OTP will be sent to the mobile number entered in the Registration page to verify your new registration.
- Double check the mobile number and you can change it if necessary.
- Enter the OTP and tap on the “Verify” tab.

Step 4

- You have now entered HeyAlly main page.
- Tap on the “More” tab to continue your set-up.



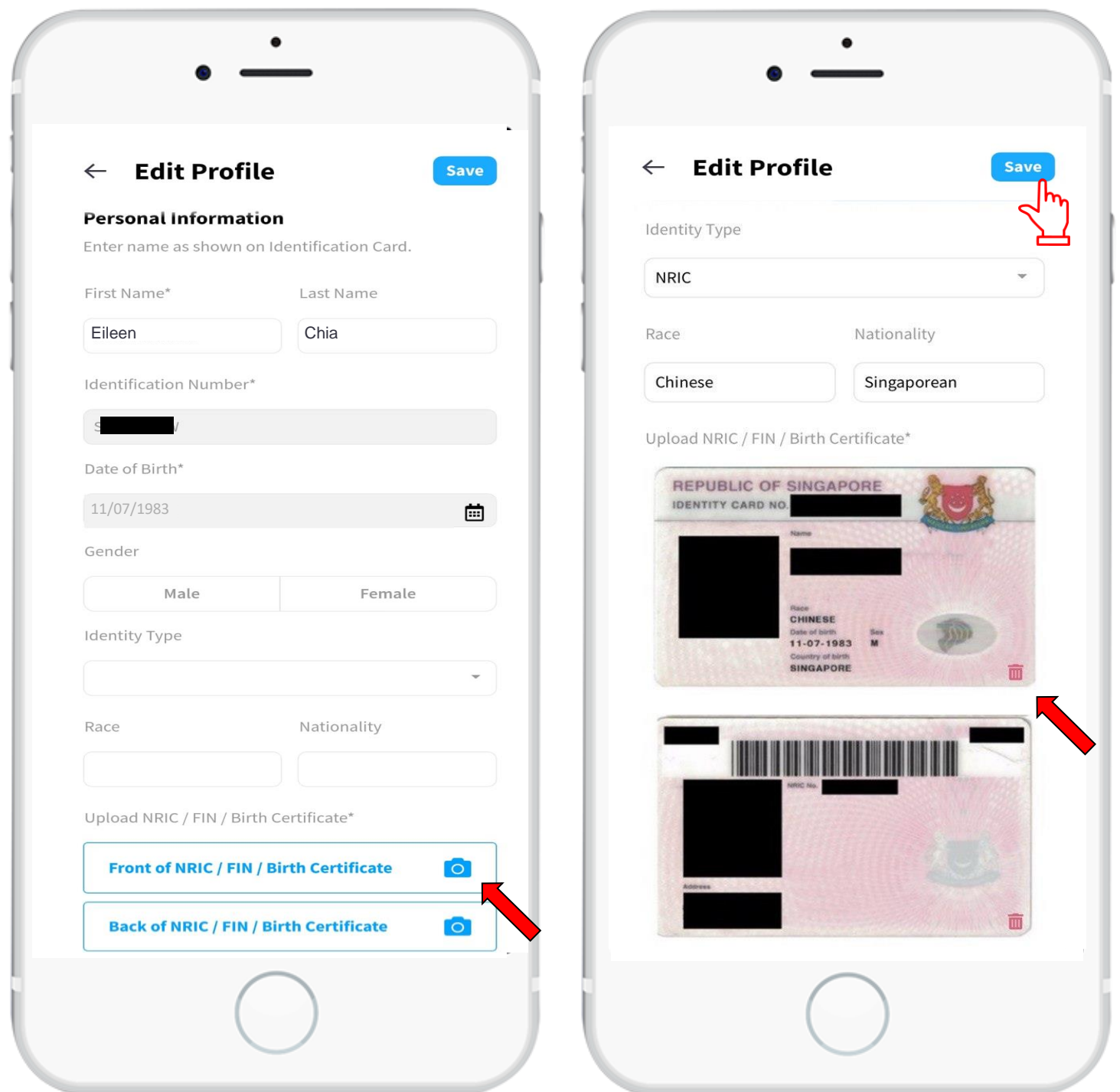
Step 5

- In the “More” page, tap the “Edit Profile” tab.
- In the “Edit Profile” page, check and edit to make sure that your profile is correct as per your NRIC/FIN/Birth Certificate.

Step 6

- Upload the front and back page of your NRIC/FIN/Birth Certificate.
- Tap the “Save” tab to save and exit this page once done.

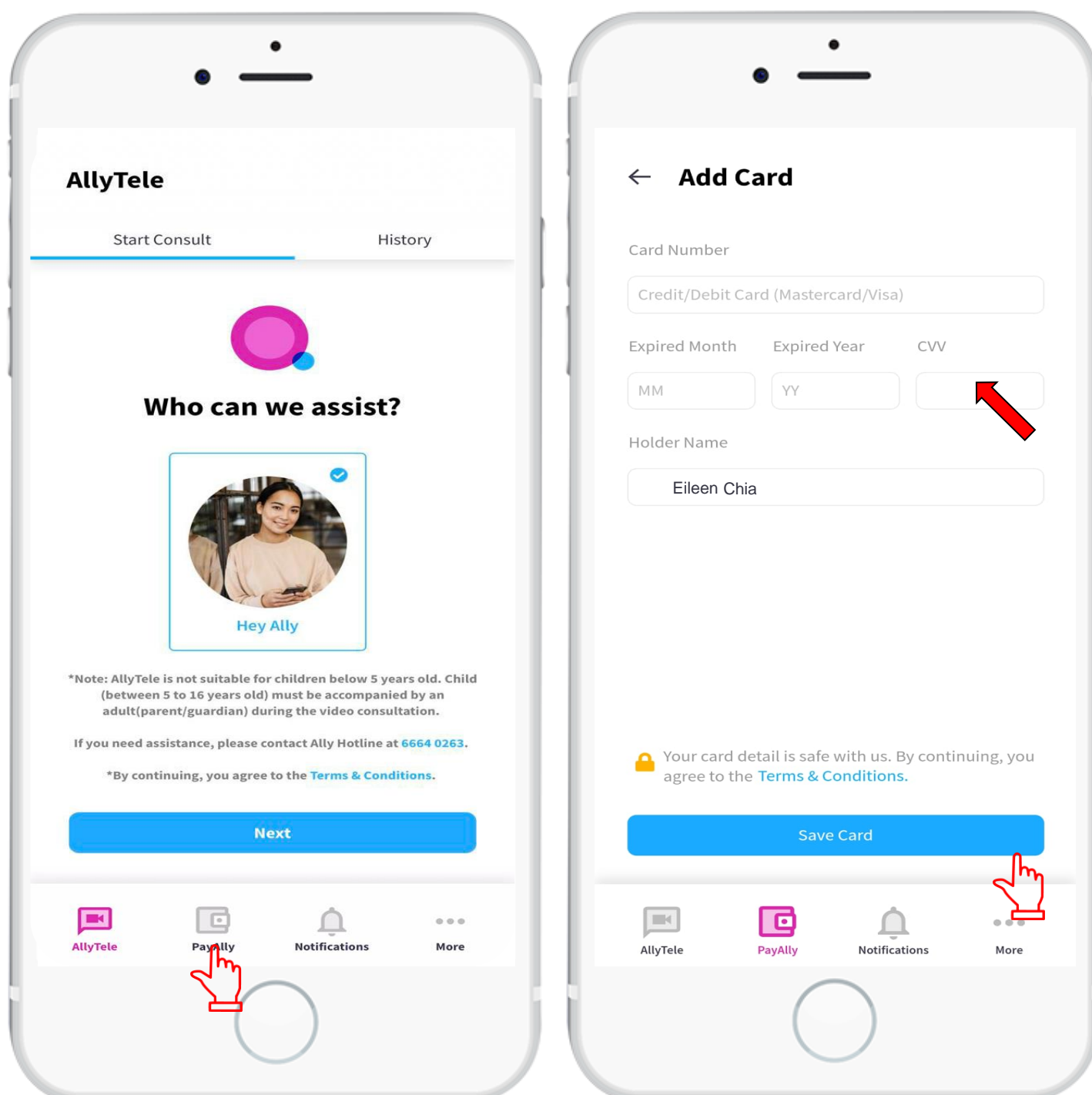
**This is required as per MOH’s regulation, and our doctor will perform the verification process at the beginning of the teleconsultation.*

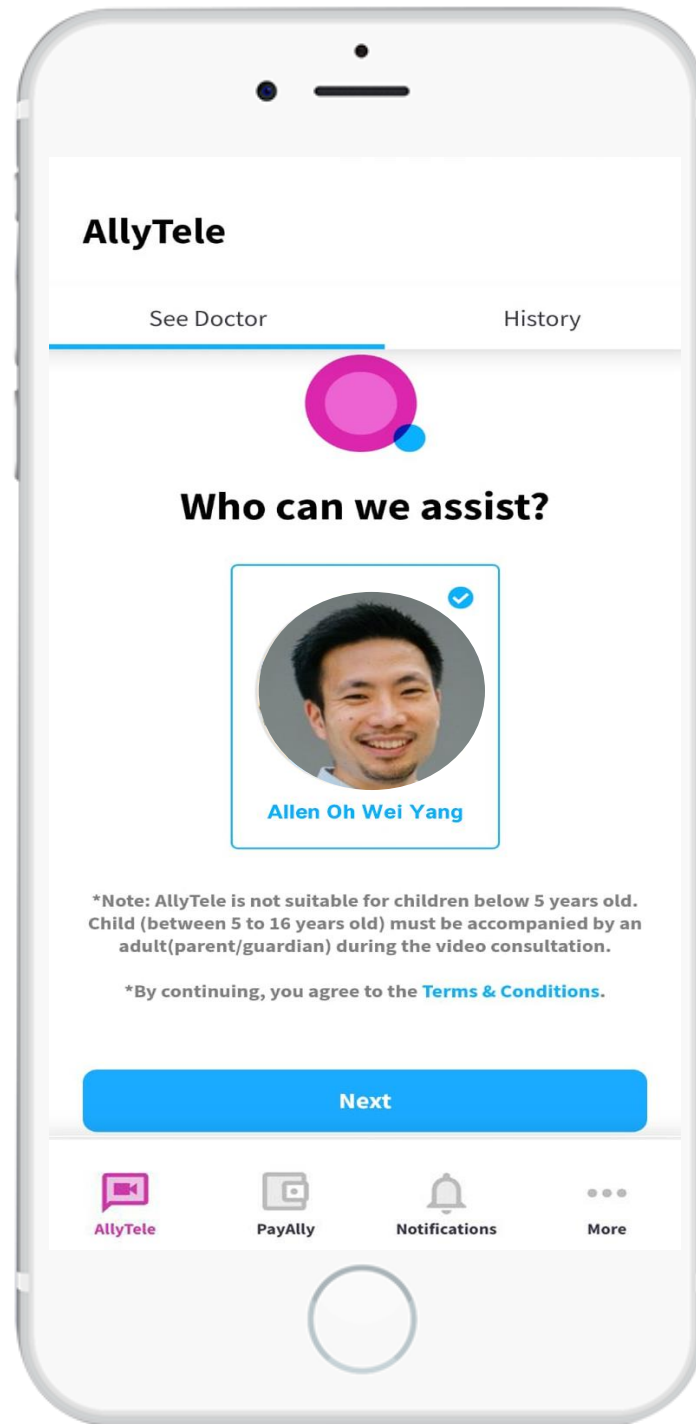
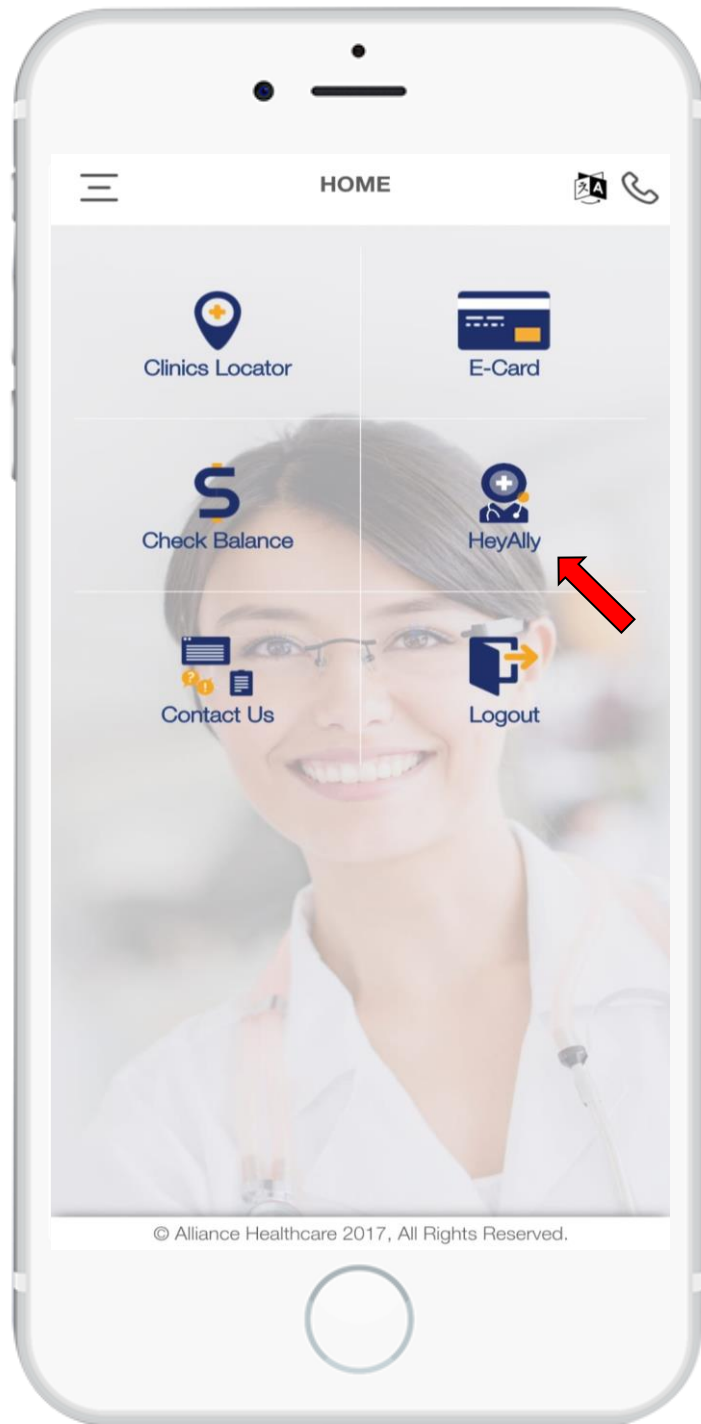


Step 7

- Tap on “PayAlly” tab at HeyAlly main page to complete final set-up step.
- In “Add Card” page, enter your debit or credit card details.
- Tap “Save Card” tab to save this card.
- **Do not worry. Your card details is safe with us.**
- The set-up is completed, and you can start to use HeyAlly app!

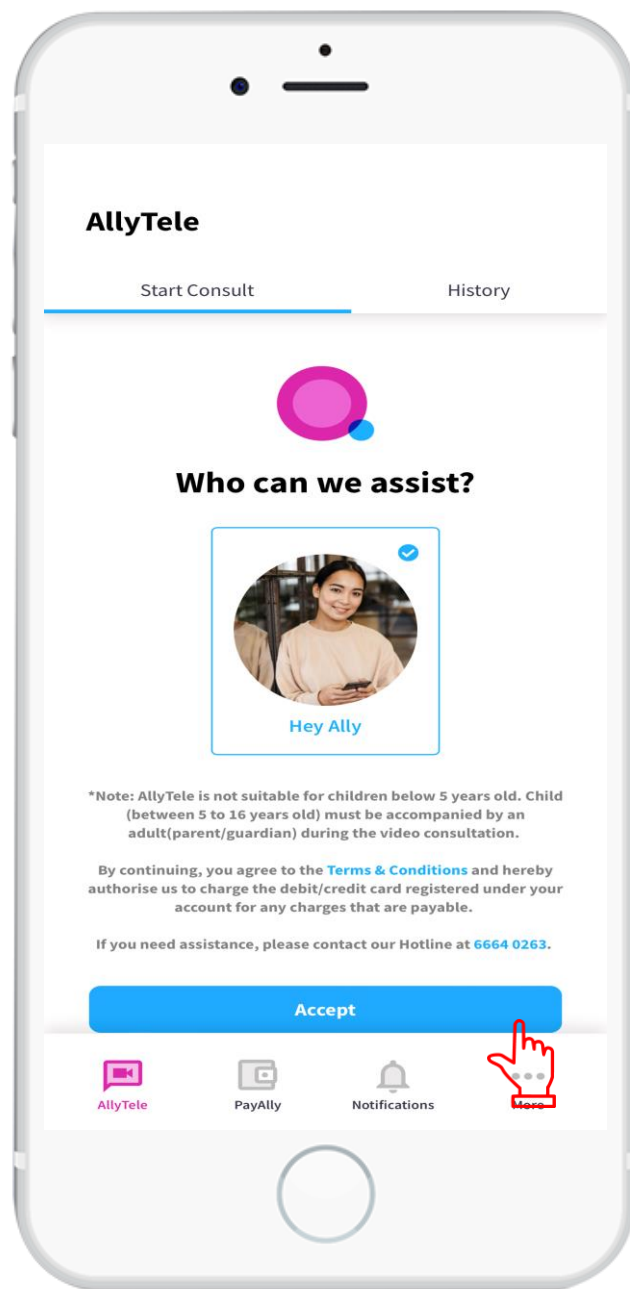
**This is required as per HeyAlly policy, so that teleconsultation can be provided even with insufficient benefit amount. Please note that the difference of the amount and any co-payment will be deducted from this debit or credit card.*



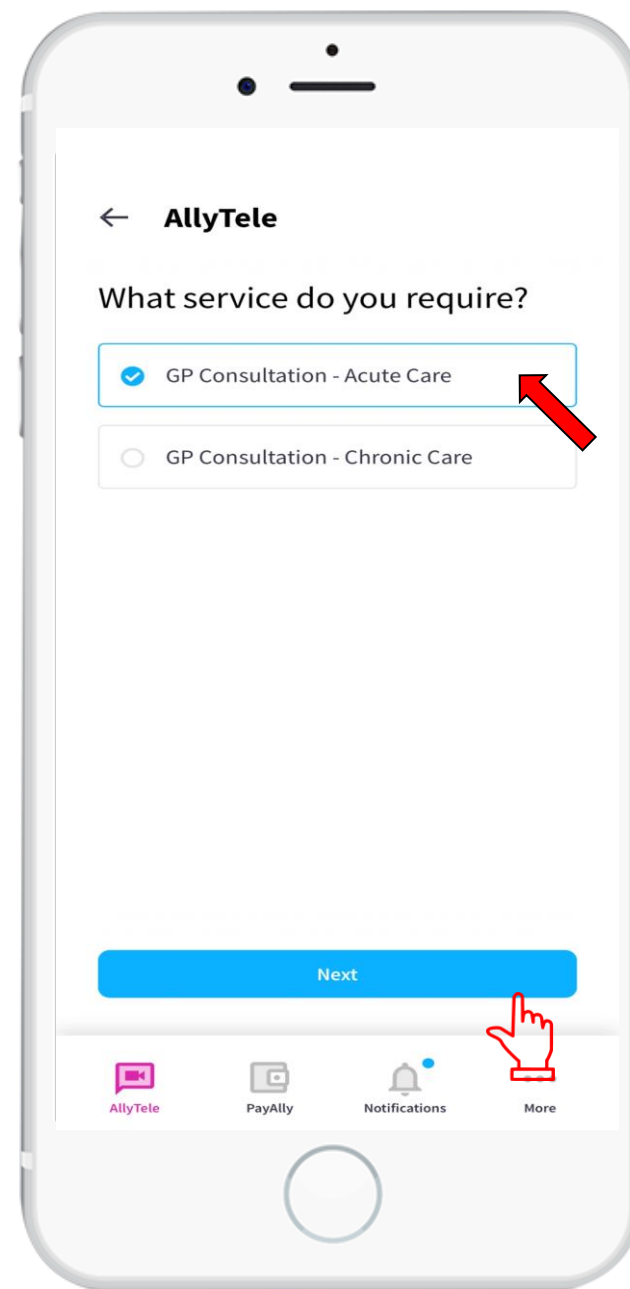


For Subsequent Login:

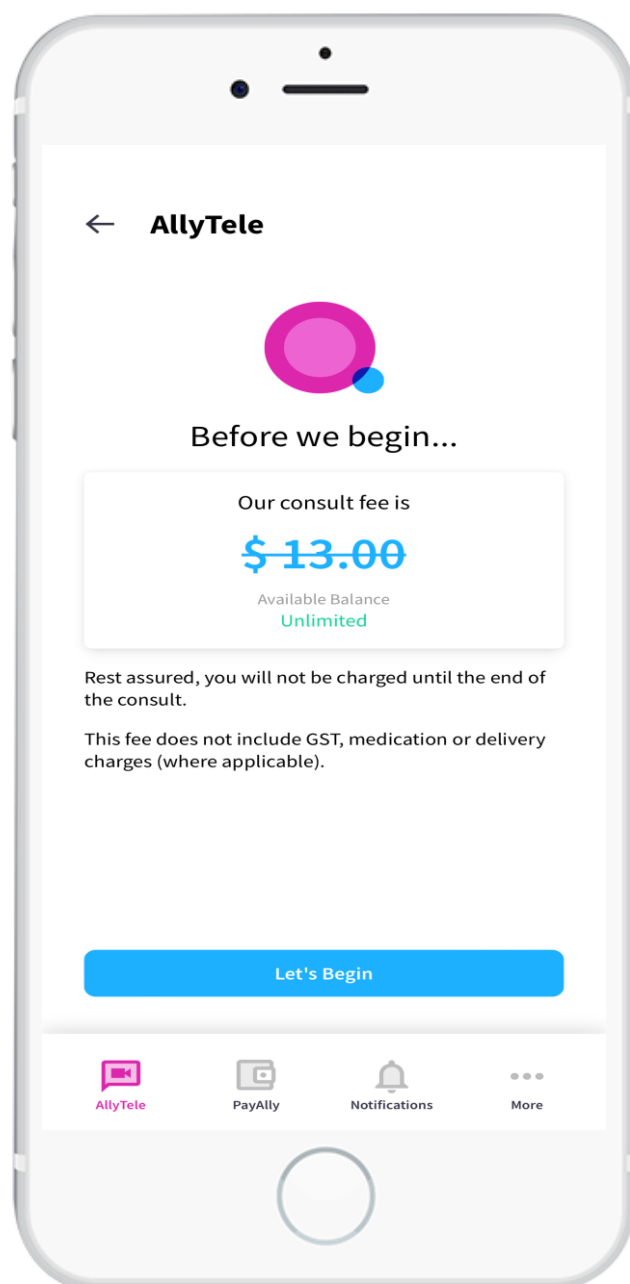
- Tap onto “HeyAlly” from your Alliance iCARE App and you will be redirected to the HeyAlly App – Telemedicine page without having to login again.



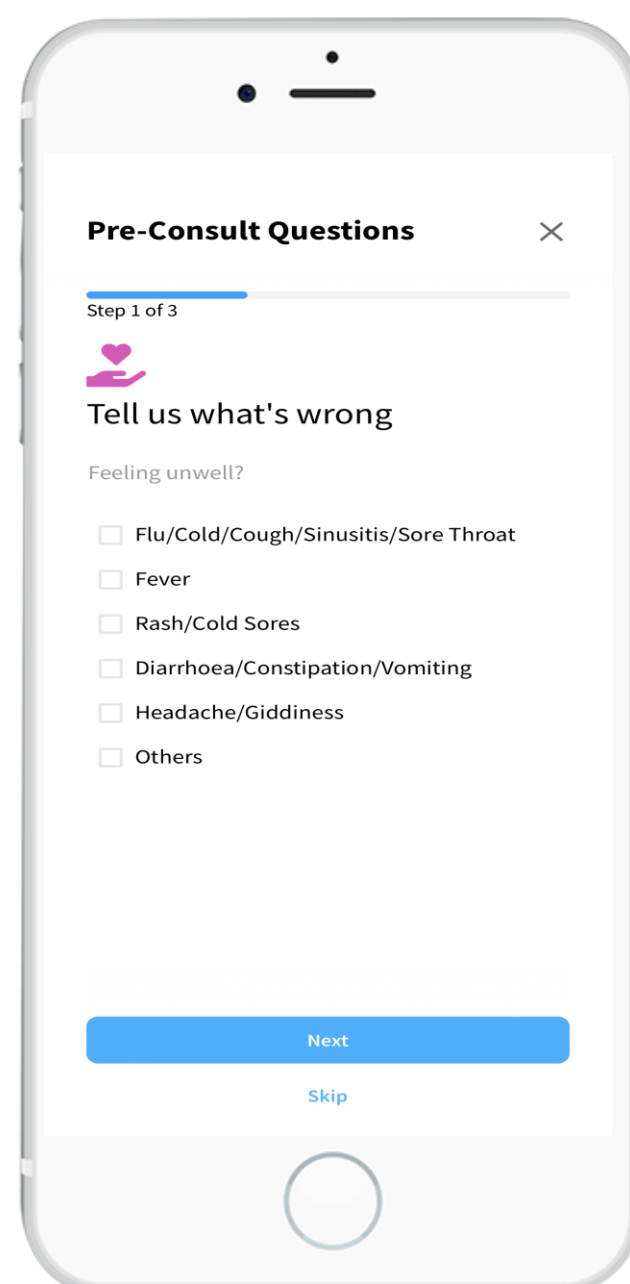
1. On HeyAlly main page, tap on "Accept" tab.



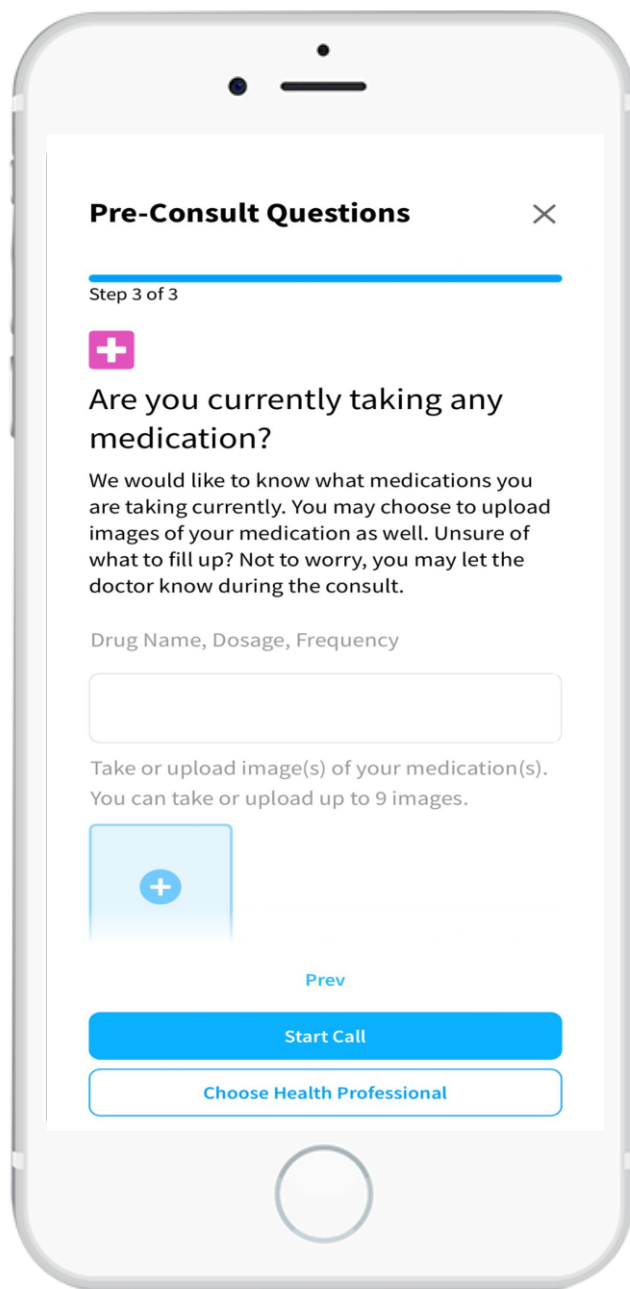
2. Select type of service and tap on "Next" tab.



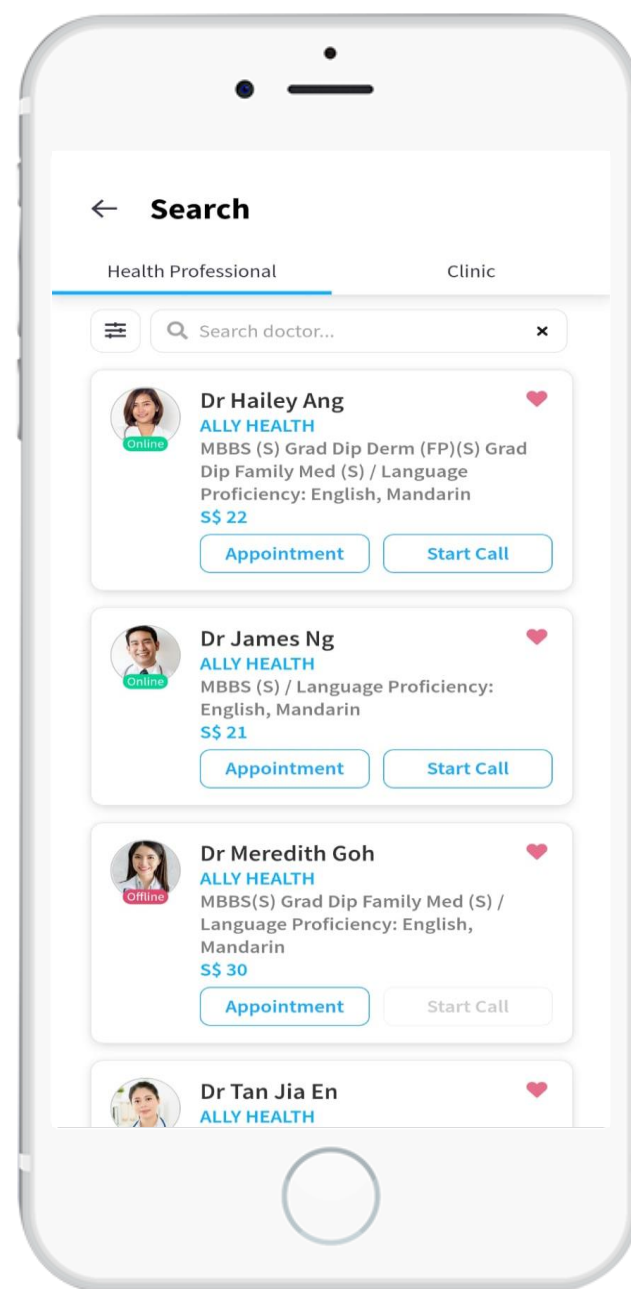
3. You will be shown the consultation fee and your available medical benefit balance.



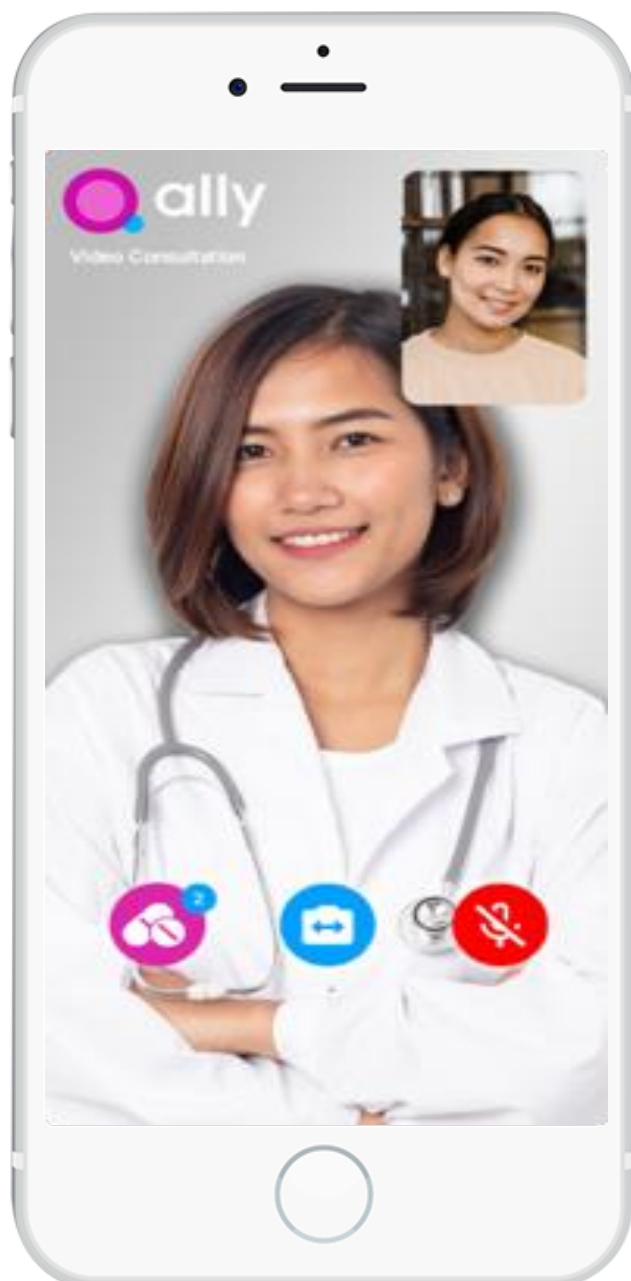
4. Choose your current condition. This is to also make sure you are suitable for Teleconsultation.



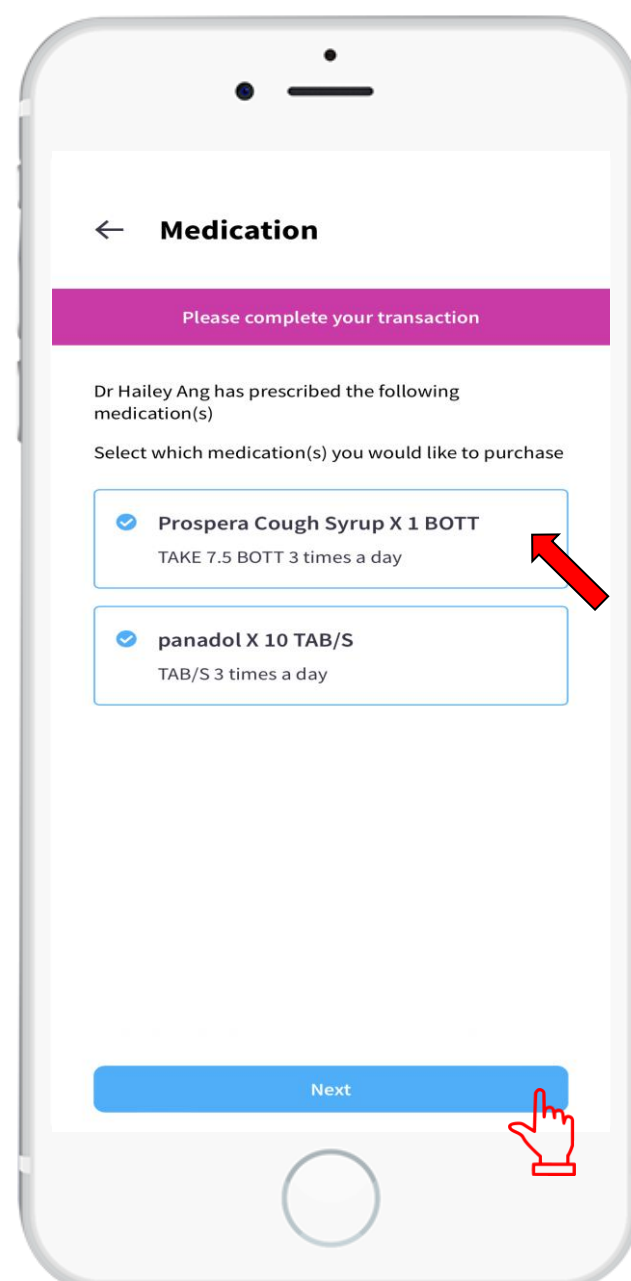
5. Share your current medication situation (if any).



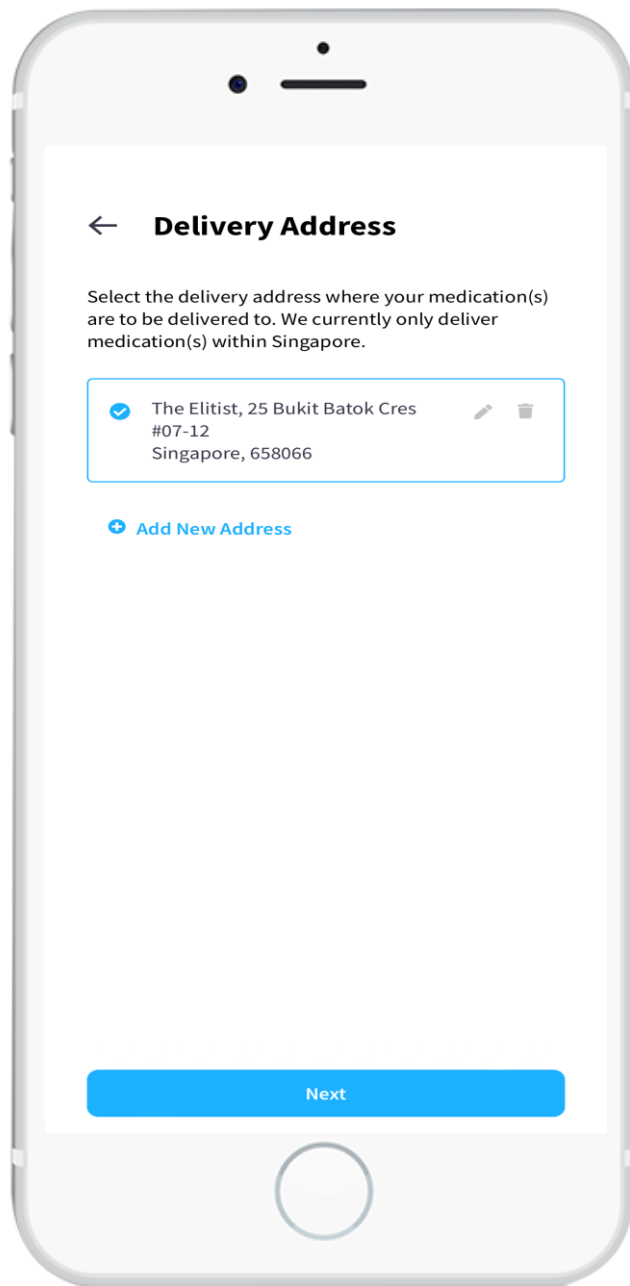
6. Choose your preferred doctor (that is available). Tab "Start Call" tab to start the teleconsultation. You can also make an appointment.



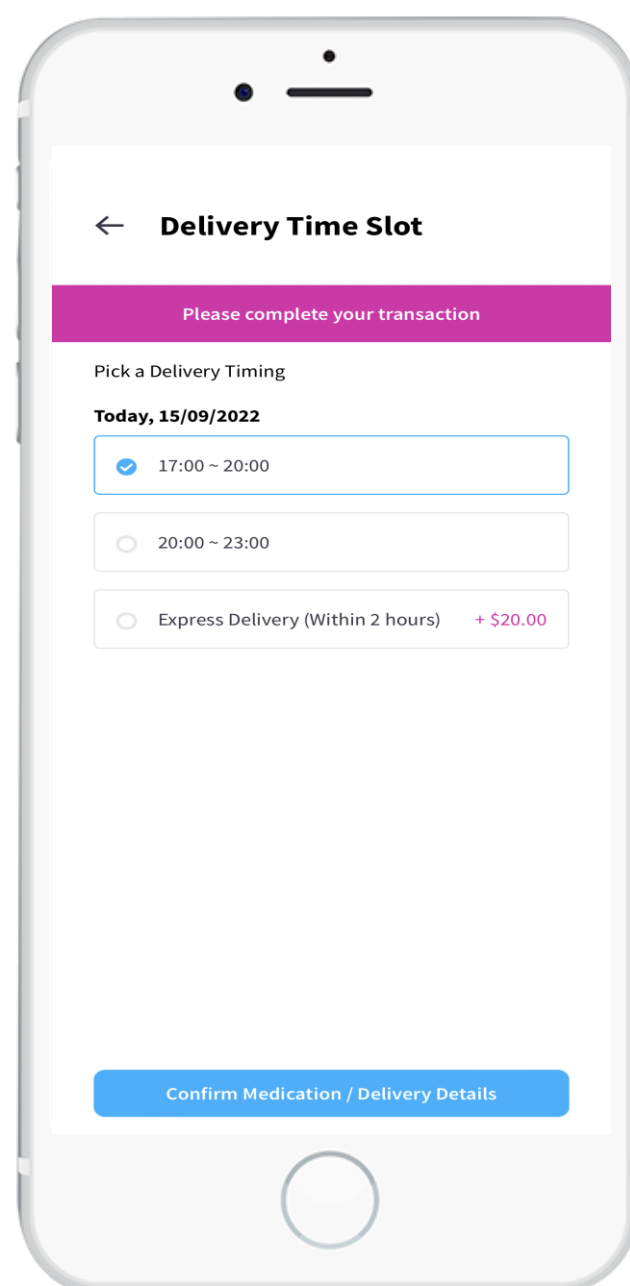
7. Start the teleconsultation and speak to our doctor about your condition. *Please have your NRIC ready for verification by the doctor.



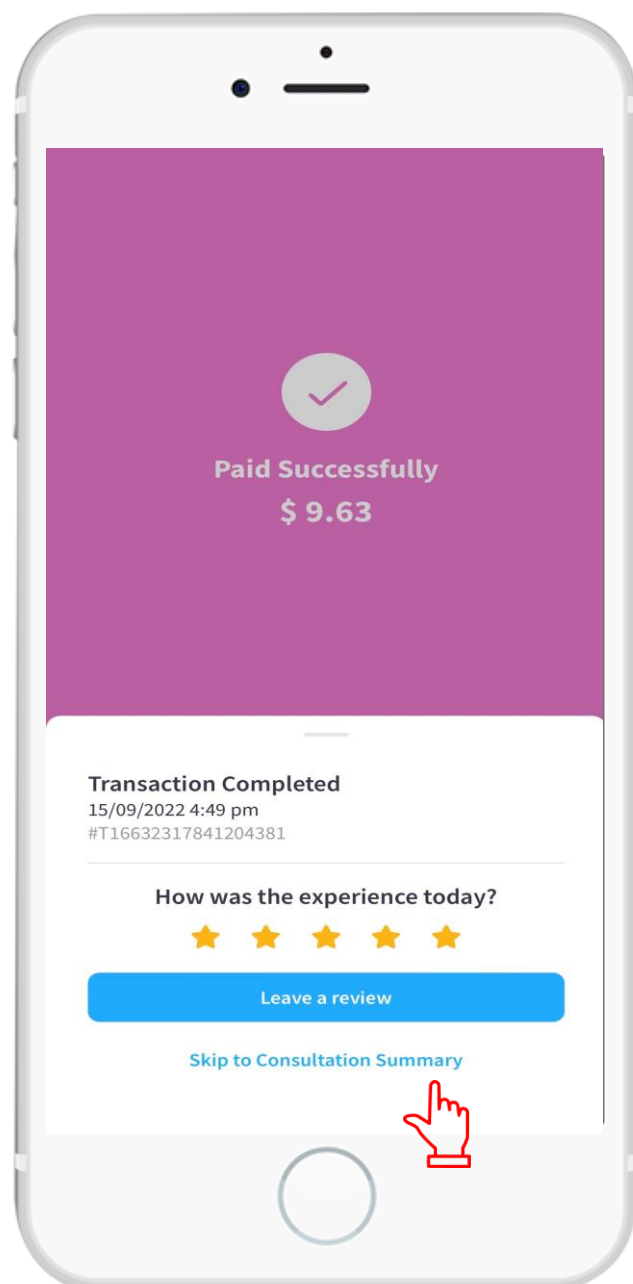
8. You can select the medication required according to the doctor's prescription and tab the "Next" tab.



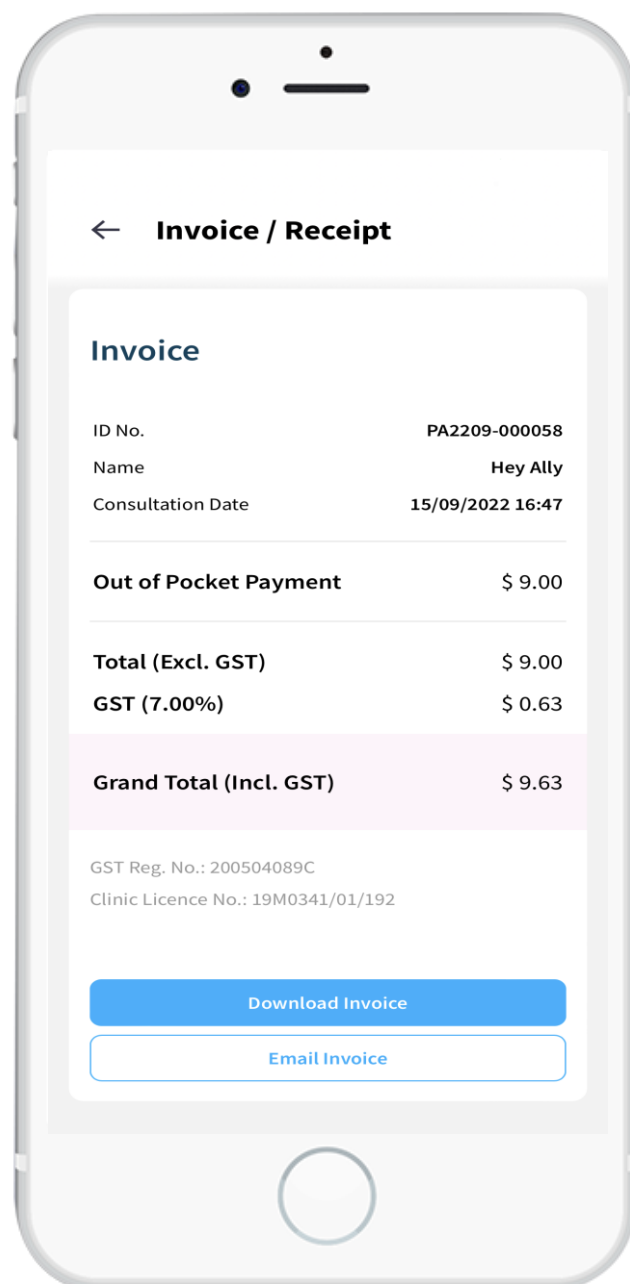
9. Choose your preferred medication delivery address or add a new one.



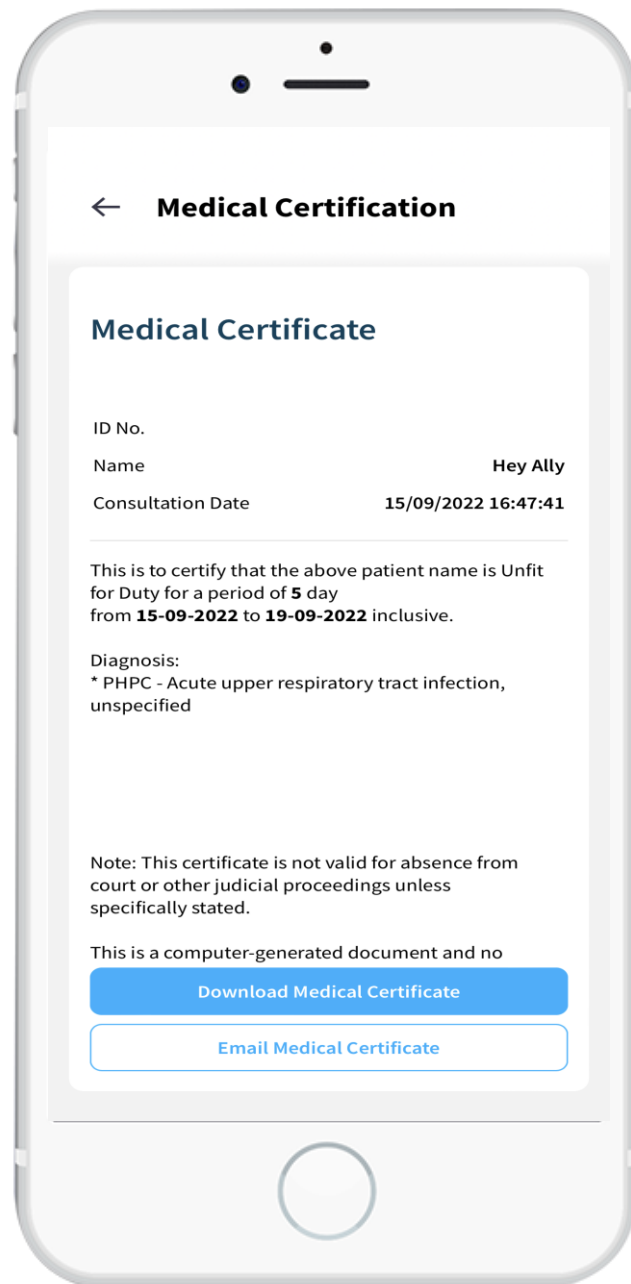
10. Choose your preferred medication delivery timeslot. Express delivery is possible (within 2 hours) but chargeable else it is within 4 hours from time of visit.



11. Final charges will be shown. Tab the "Skip to Consultation Summary" tab.



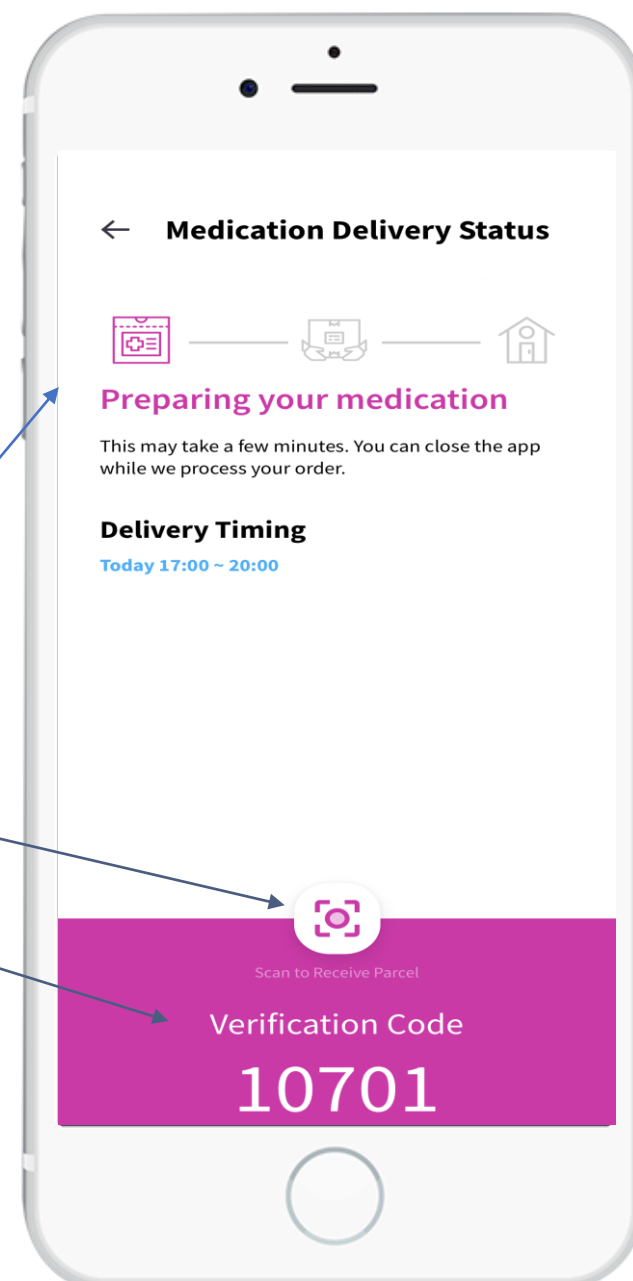
12. You can view the breakdown of the charges and download or email the invoice.



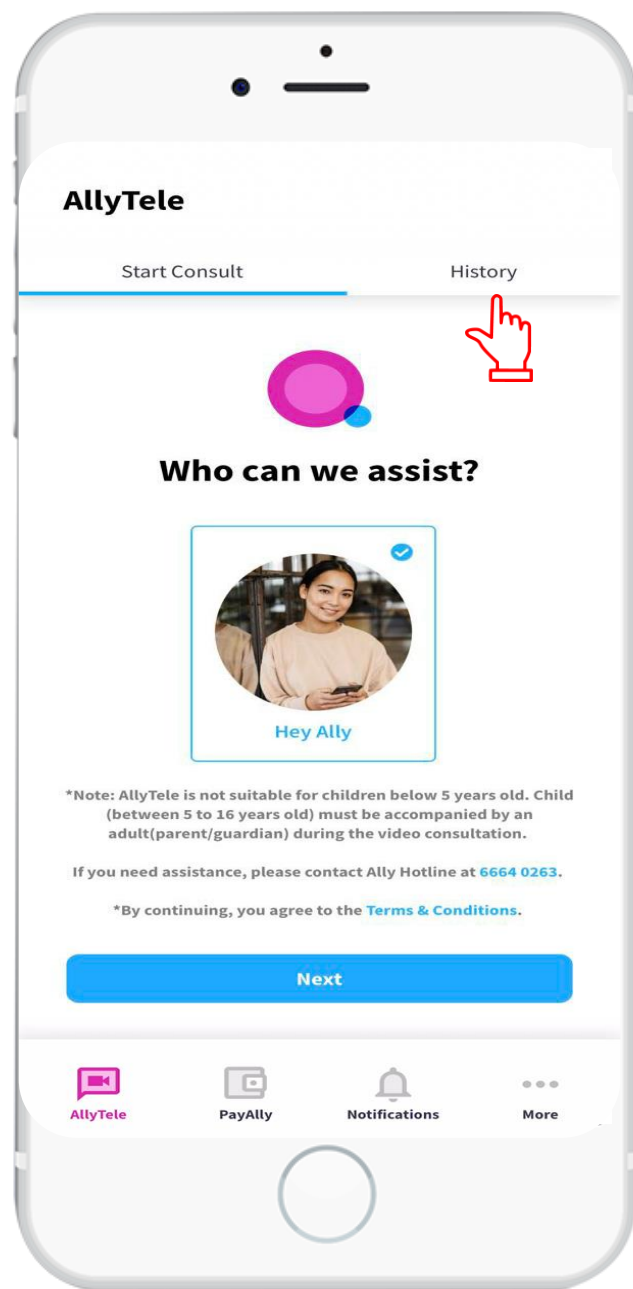
13. You can view your digital medical certificate (MC). You can also download or email your medical certificate.

14. You can monitor the delivery of medication to your preferred address.

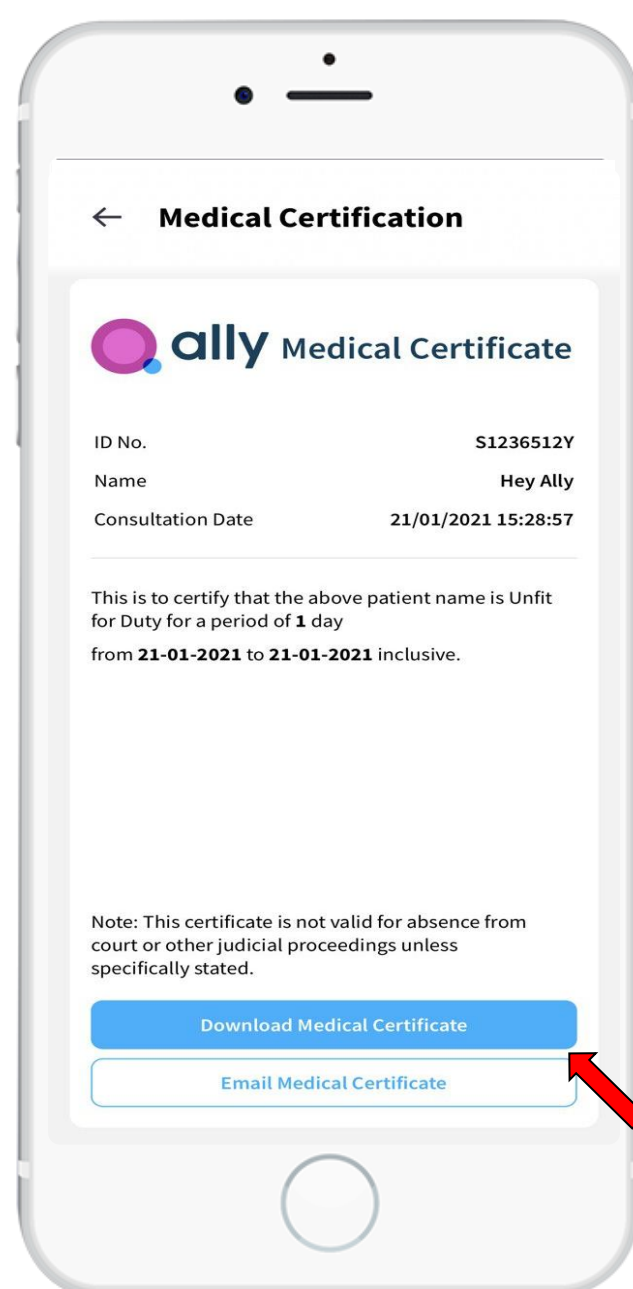
Once the package arrives, please scan the package's QR code or provide the Verification Code for validation to receive the medication.



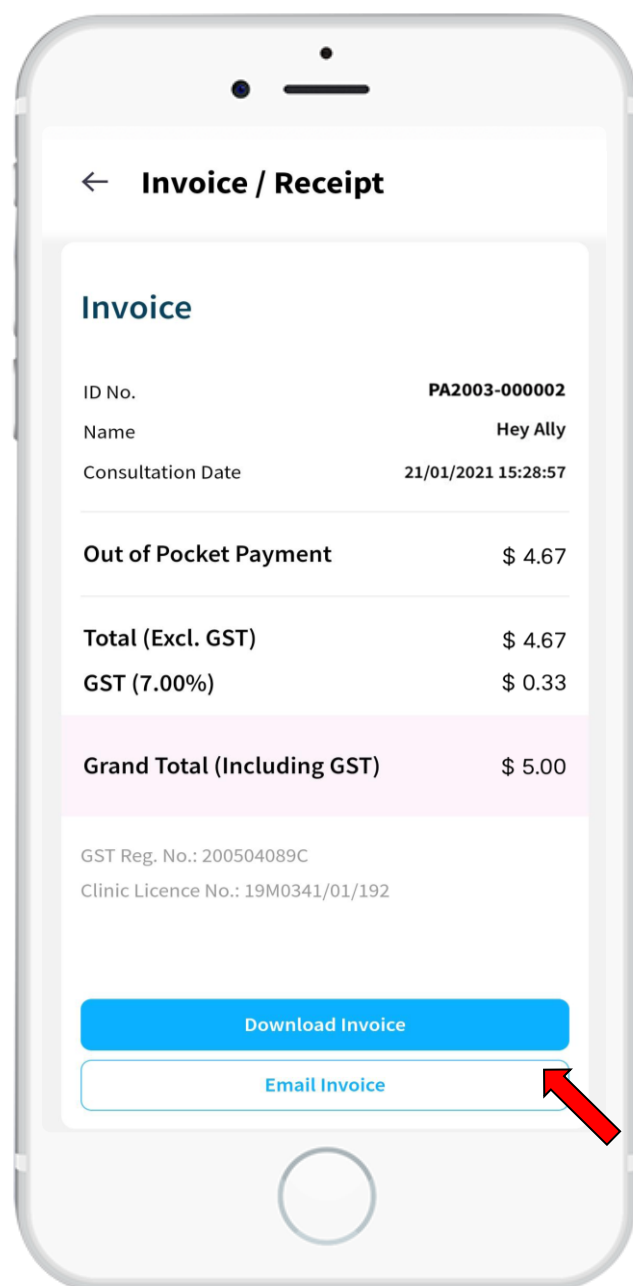
23 | Using HeyAlly – Checking of Documents



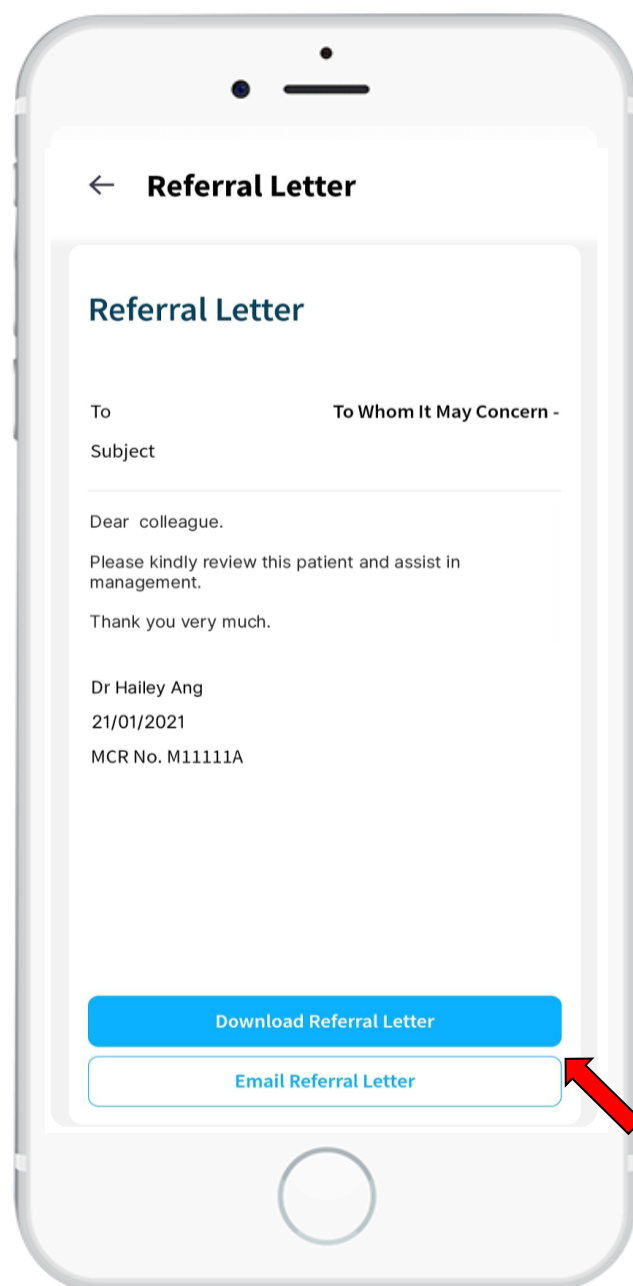
1. On HeyAlly main page, tap on “History” tab to access your documents.



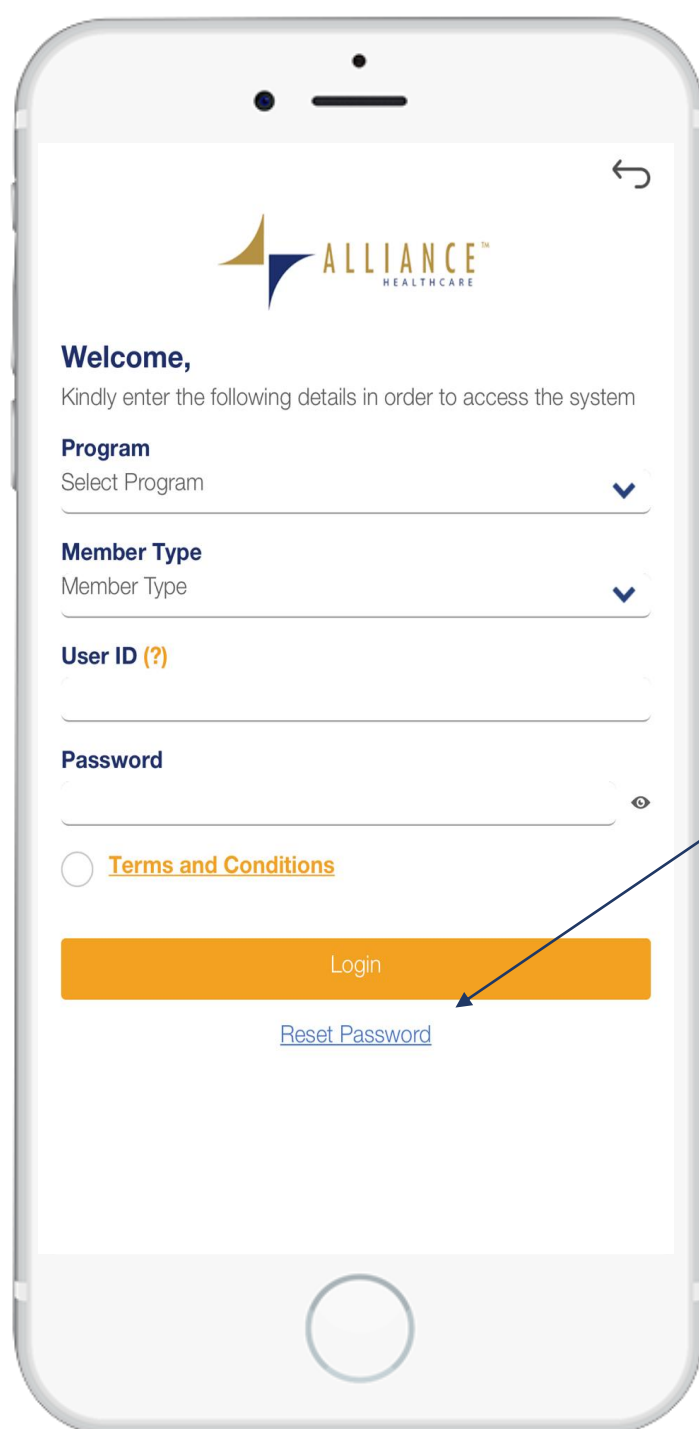
2. View Medication Certificate (MC), if any. You can also download or email your MC.



3. View invoice / receipt, if any. You can also download or email your invoice.



4. View referral letter from doctor, if any. You can also download or email your referral letter.



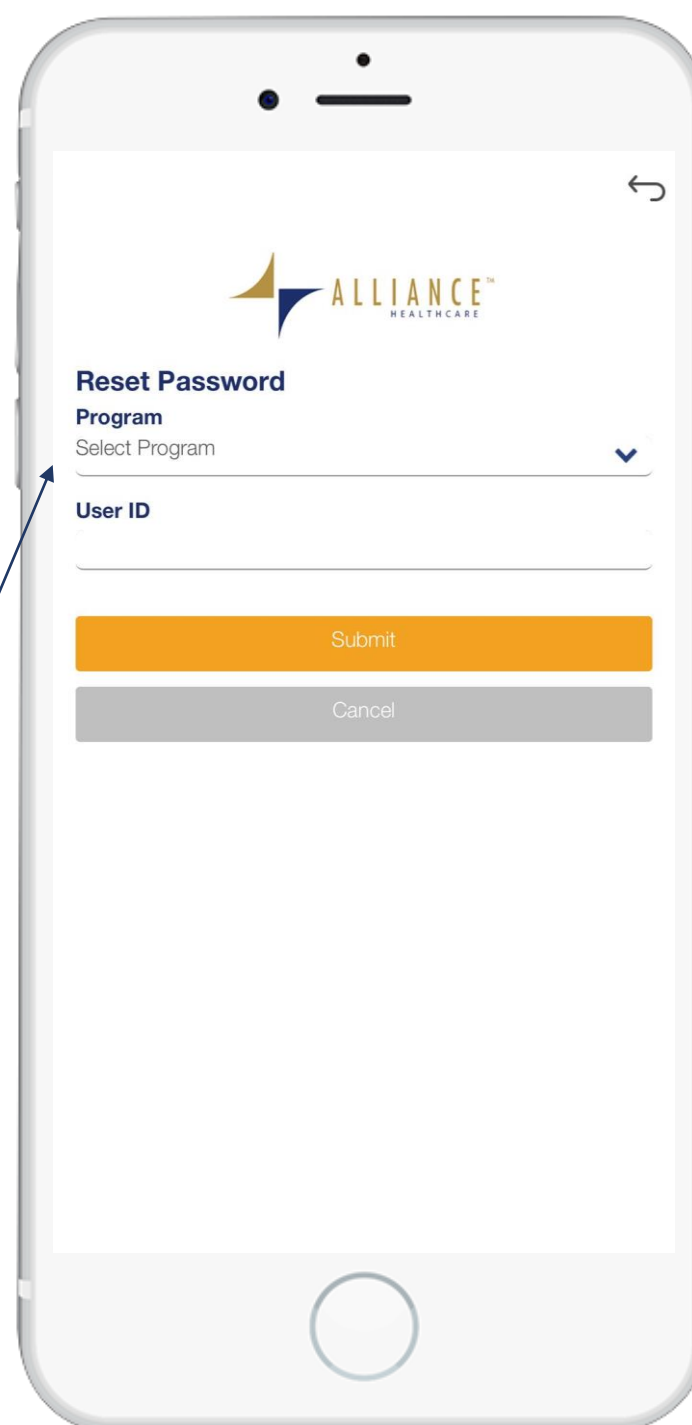
Reset Password

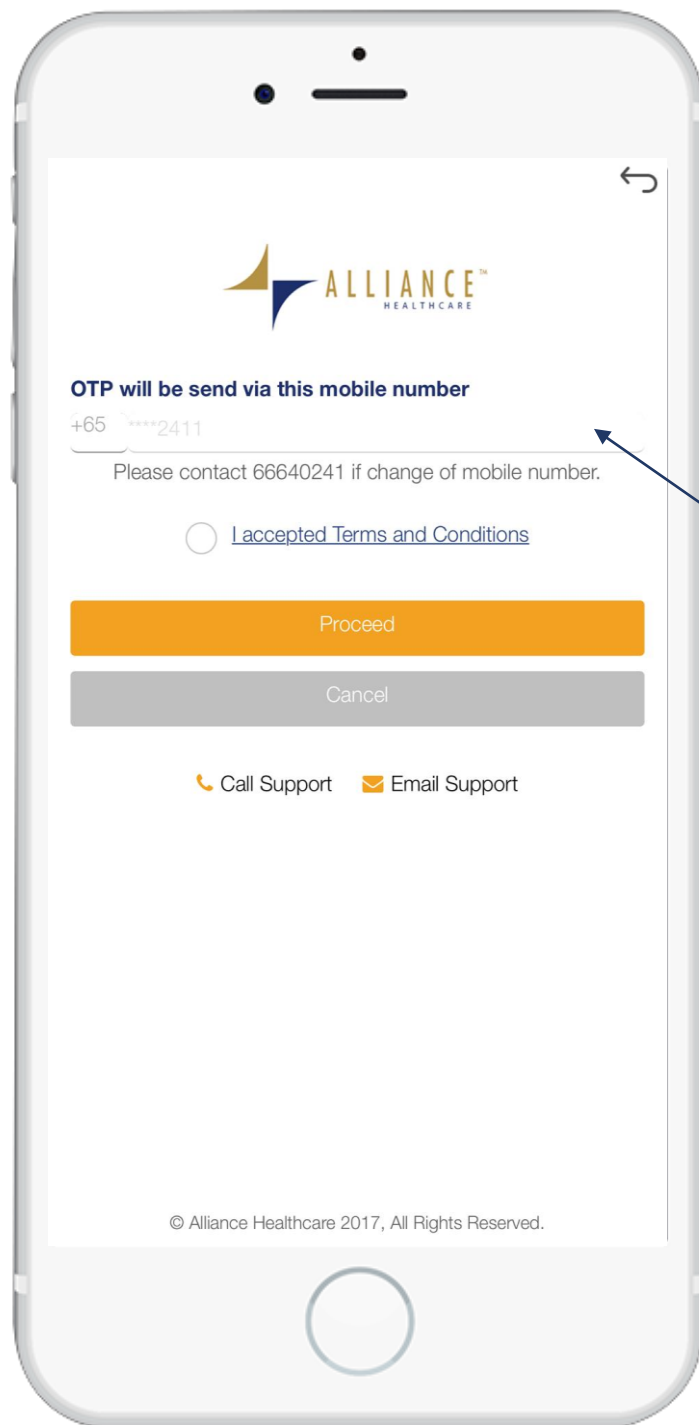
Step 1

- Tap on the “Reset Password” tab on the login page.

Step 2

- Under Program, select “Alliance Healthcare”.
- Key in your User ID and tap “Submit” tab.



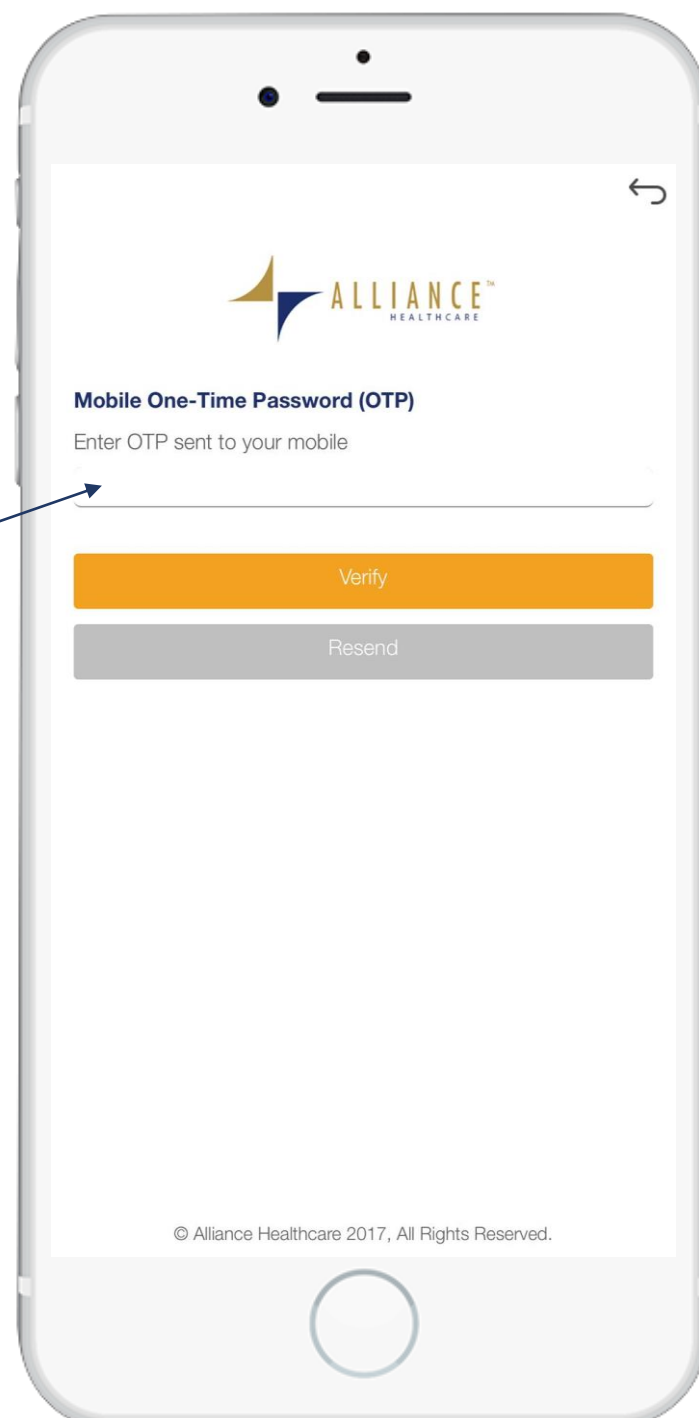


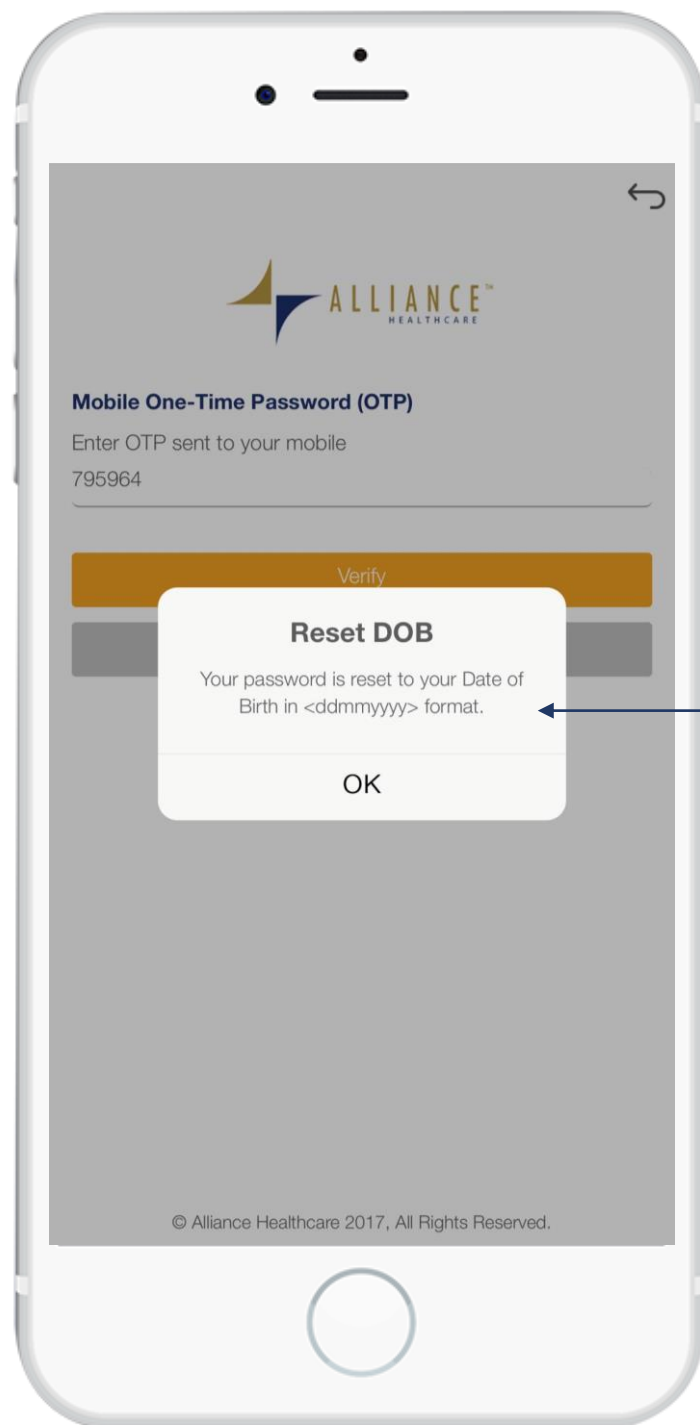
Step 3

- An OTP will be sent to your registered mobile number.
- Accept the Terms and Conditions before tapping on "Proceed".

Step 4

- Enter the OTP received.



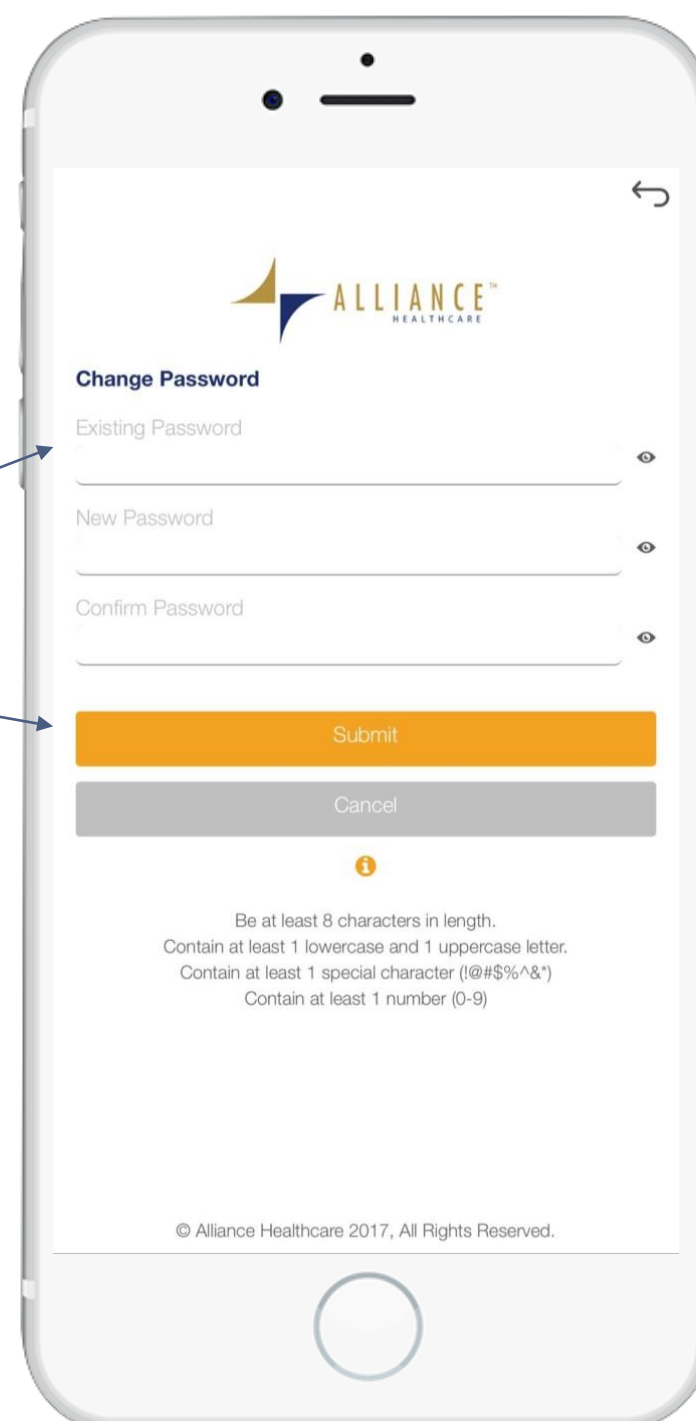


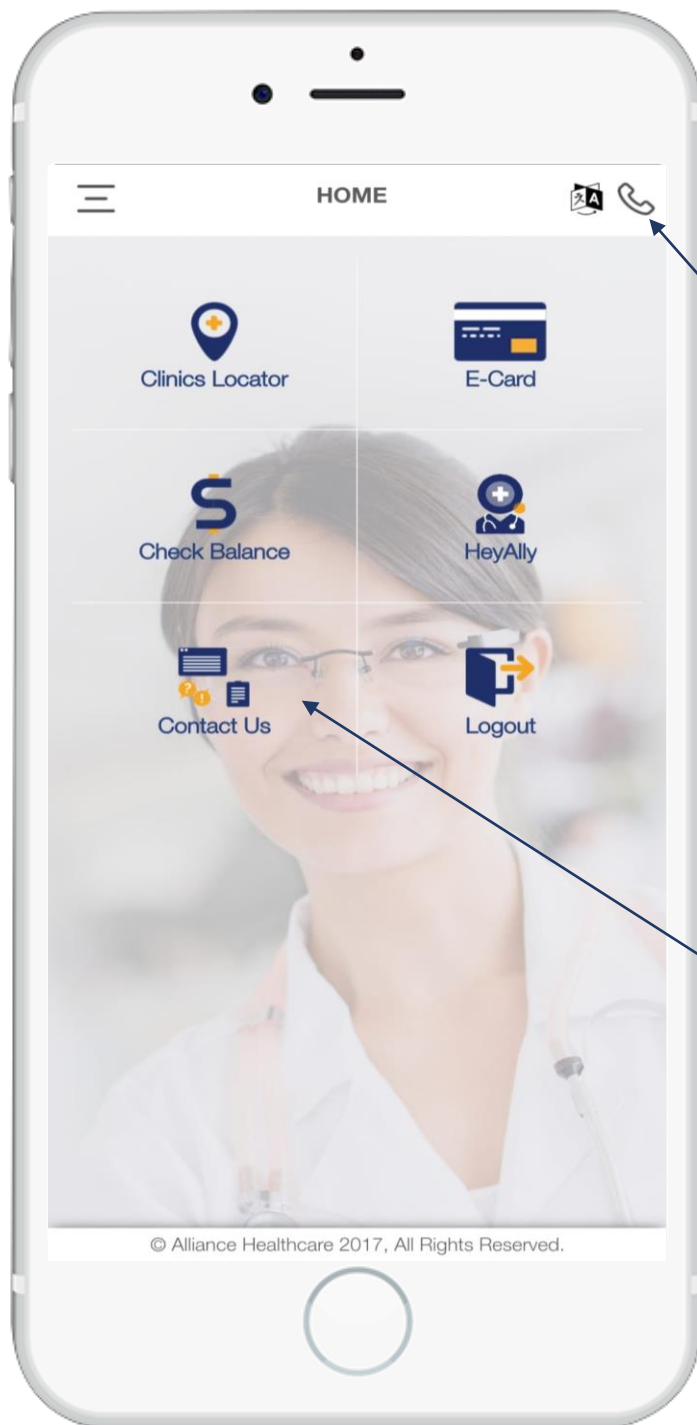
Step 5

- Your password will be reset back to your Date of Birth in **<ddmmyyyy>** format.

Step 6

- Upon login with default password, you will be prompted to change password again.
- Under Existing Password, key in your Date of Birth in **<ddmmyyyy>** format.
- Create new password and tap on "Submit" tab.





Tap here to contact us directly via your phone if support is required regarding the use of the apps.

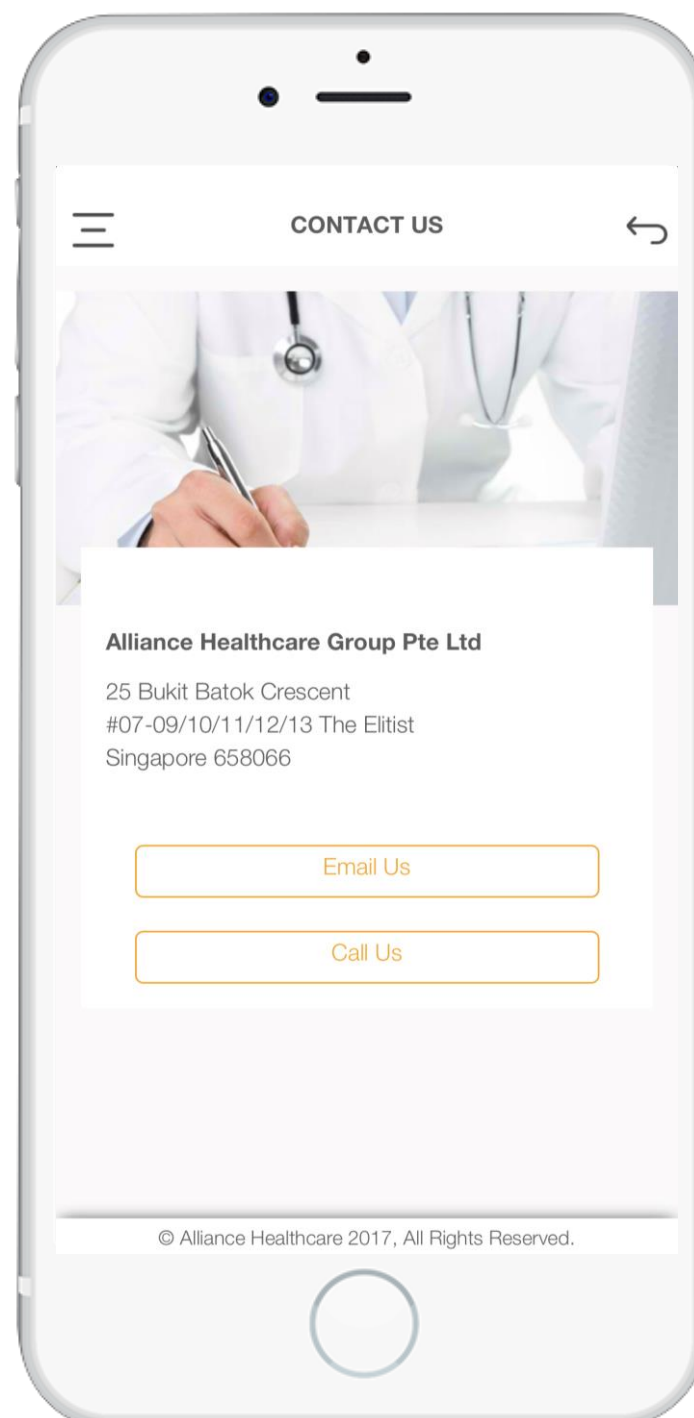
Contacting Us

- Alliance Hotline: **6664 0241**
(Contact Centre opens daily from **8am to 10pm**)
- Email: contactus@alliancemedinet.com

Download iCARE Mobile App at:



Download HeyAlly Mobile App at:





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*A faster
way to
Alliance
Medinet
Website*

