

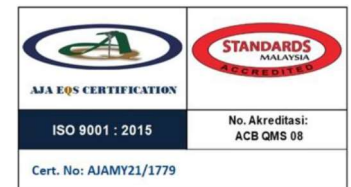
Welcome to Healthcare Anywhere, Anytime



International Assistance
Healthcare Anywhere, Anytime

IA Mobile App Download & Usage Guide

In collaboration with:



How to Download the app



International Assistance
Healthcare Anywhere, Anytime

Apple Store

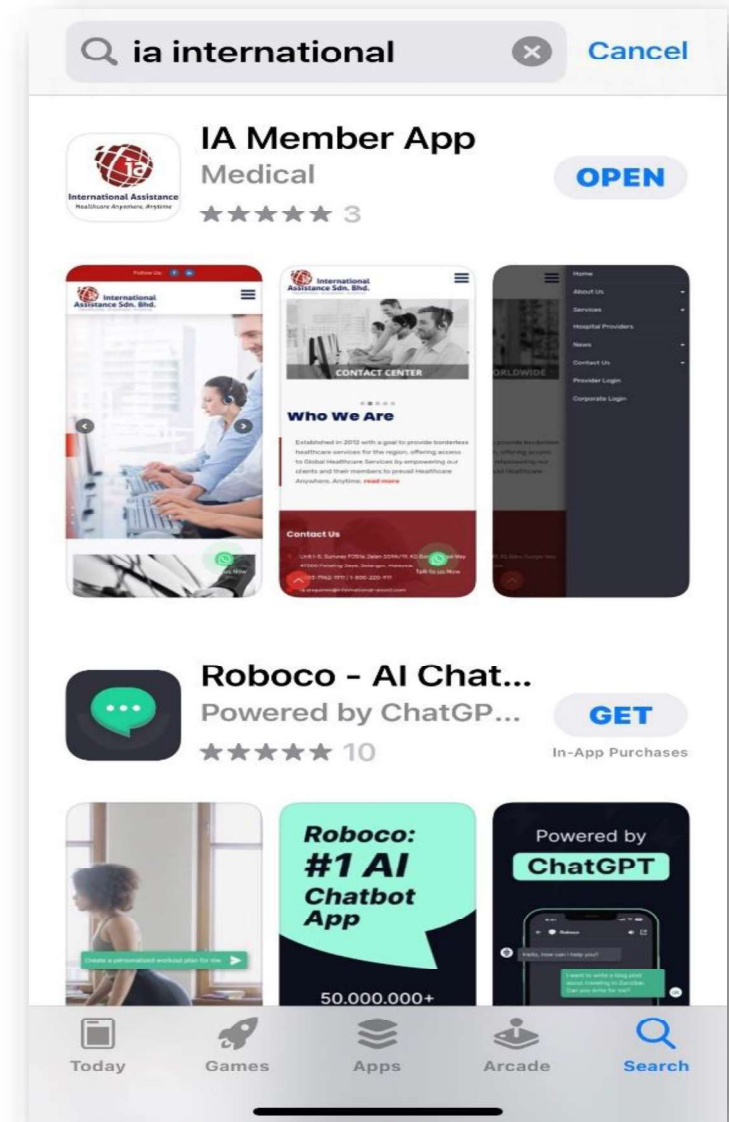


- Go to your Apple Store on your phone
- Type in under Search for “IA INTERNATIONAL”
- Download the application

Google Play Store



- Go to your Google Play Store on your phone
- Type in under Search for “IA INTERNATIONAL”
- Download the application



Main Application Screen



International Assistance
Healthcare Anywhere, Anytime



International Assistance
Healthcare Anywhere, Anytime

Member Login

Email

Password

☐ Remember me
[Forgot your password?](#)

SIGN IN

[Don't have account?](#)

[Sign up →](#)

[Privacy Policy →](#)

New Member Registration

- Key in your email address
- Key in your password

Sign Up Screen



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International Assistance
Healthcare Anywhere, Anytime

IA MOBILE APP REGISTRATION

Fullname

NRIC / Staff ID /
Full Student ID

Email

Phone

0123456789

Terms And Conditions
Click [here](#)

REGISTER

- Key in your Full name, FULL STUDENT ID, Email address and Mobile Phone Number
- Click “REGISTER”
- User default password is 123456
- User must then log in and “CHANGE PASSWORD”
- Refer to the last slide on how to change your password.
- Once completed, the user can log in with the new password and begin using the app.

Main Application Screen after Registration is Completed



International Assistance
Healthcare Anywhere, Anytime



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Member Login

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☐ Remember me
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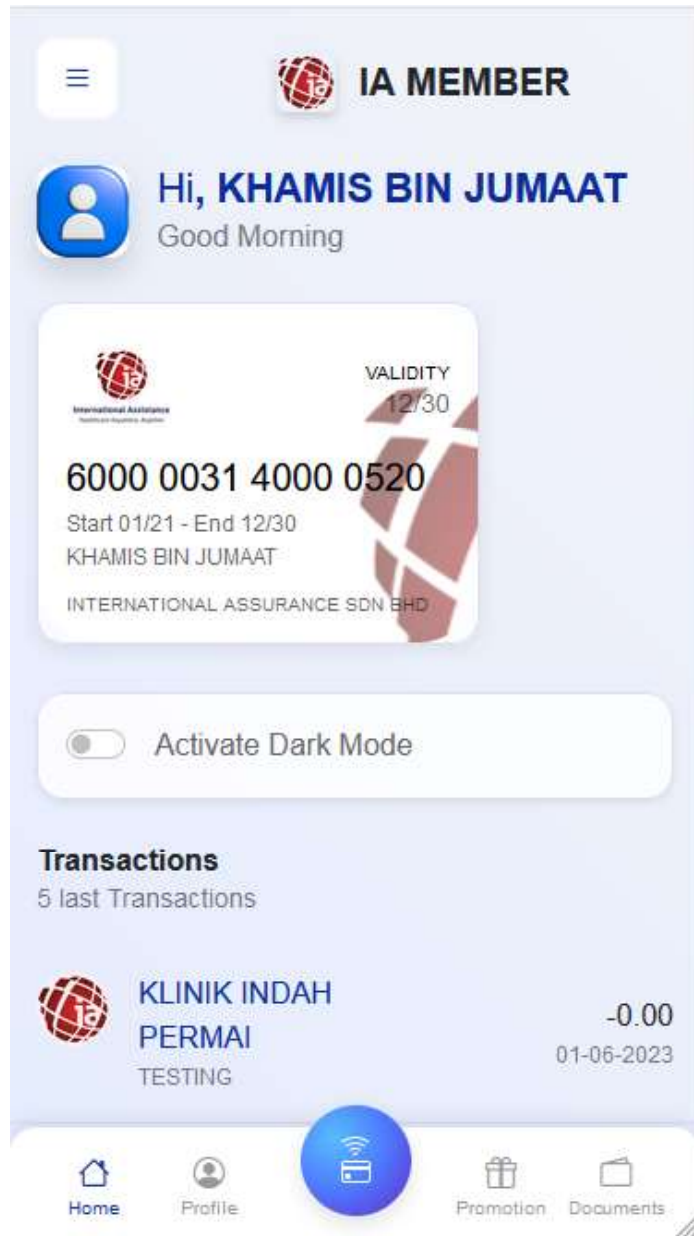
[Privacy Policy →](#)

- Key in your email address
- Key in your password
- Click "SIGN IN"

Dashboard Screen



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- This is the main Dashboard Screen. You can click on the E-Card to access the extended menu.

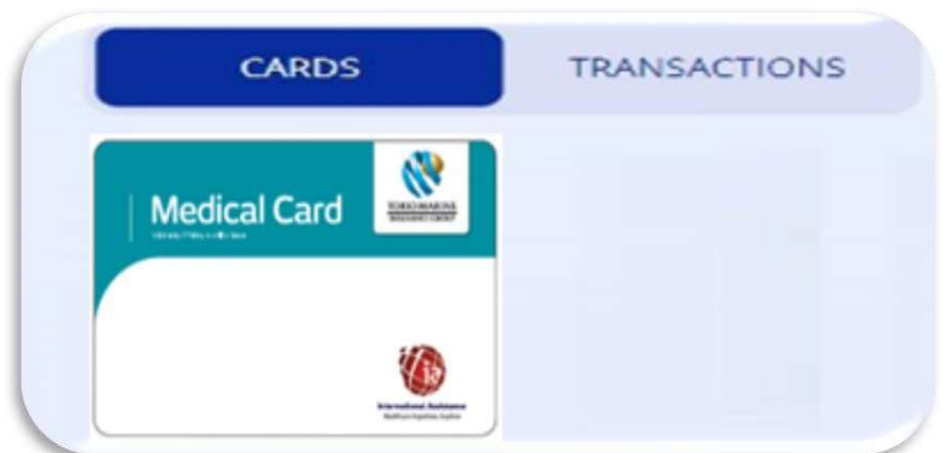
Payor Screen



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The Payor Details screen displays corporate policy information and a grid of actionable buttons. At the top, a header bar includes a back arrow, the International Assistance logo, and the title 'Payor Details'. Below this, a section titled 'CORPORATE POLICY INFO' contains fields for 'START DATE' (2021-01-01), 'END DATE' (2030-12-31), and 'STATUS' (Active). A grid of six buttons follows: 'PLAN BENEFITS' (yellow), 'EXCLUSION' (red), 'REQUEST GL' (green), 'VIEW GL' (green), 'PANEL LIST' (green), and 'SUBMIT CLAIM' (yellow). At the bottom of this grid are two large buttons: 'CARDS' (blue) and 'TRANSACTIONS' (light blue). The bottom navigation bar features icons for 'Home', 'Profile', a central 'Payor Details' button with a 'VALIDITY 12/30' indicator, and 'Coming soon' and 'Documents'.

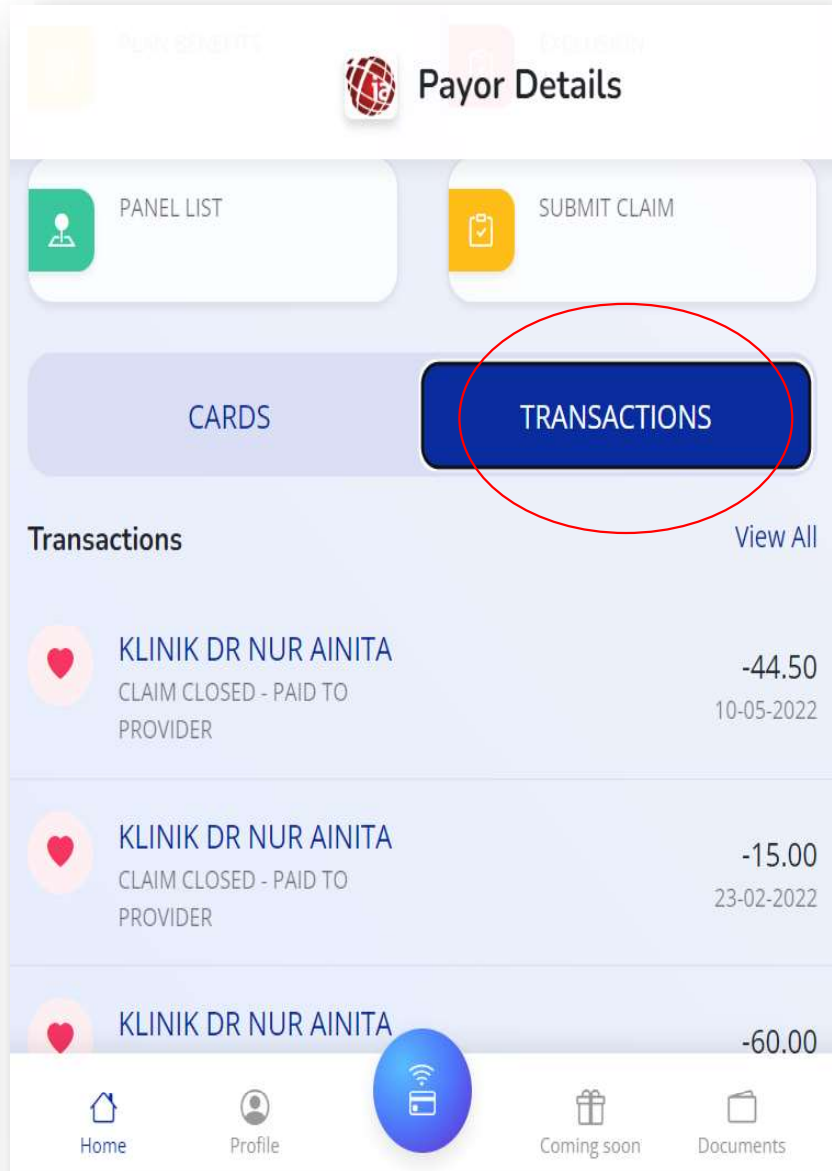
- This is the Payor Screen with the clickable options & you will be able to see your Policy Information and E-Card.



Payor Screen



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➤ This will show claims made during a particular visit.

Medical Benefit Screen

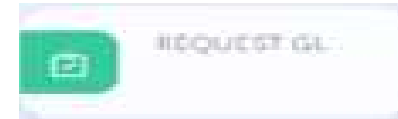


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➤ This explains the benefit listing for the member as advised by Segi University.

Request GL Screen



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Healthcare Anywhere, Anytime

←



Please fill below form for GL Request

Select Provider

--

Select Physician

--

Please Select date

SEND

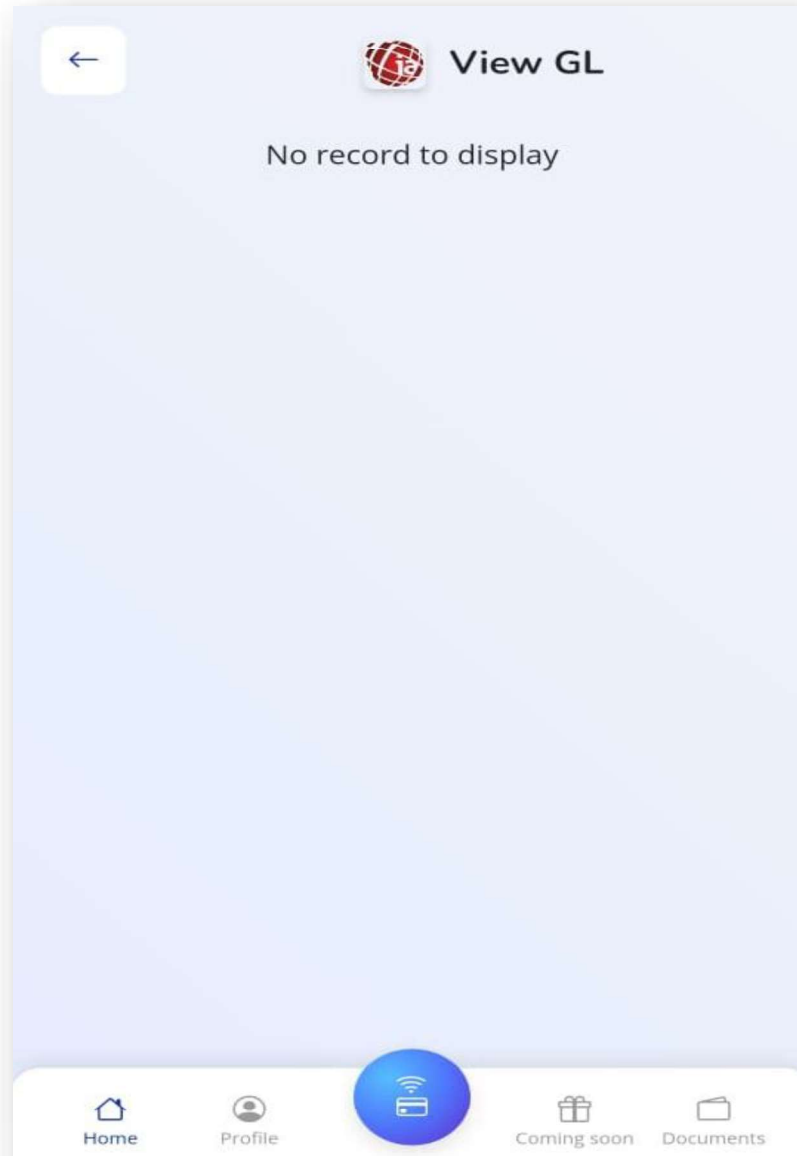
Home Profile **Request** Coming soon Documents

- This is the Request GL Screen where you will be able to select from your panel providers and specialist doctors in the hospital along with the intended date of visit. Once you click “SEND” an IA representative will receive a notification and contact you to verify details before proceeding to begin the process of issuing the GL.

View GL Screen



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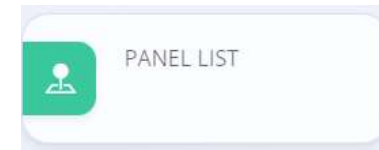


- This is the View GL Screen which will show your GL once it has been issued and a copy sent to the hospital.

IA Panel Option



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The mobile app interface for the 'Panel List' search function. It features a search bar with the placeholder text 'Enter Your Keywords', a dropdown menu for selecting a state (currently showing '--State--'), and a 'SEARCH' button. Below the search bar, it displays 'Total: 1588' results. The first result is for 'POLIKLINIK DR AZHAR DAN RAKAN RAKAN MERBOK', located at '38, PEKAN MERBOK', 'Kuala Muda / Kedah', with a phone number '04-457 5969'. Below the result, there are buttons for 'GOOGLE MAP' and 'WAZE'. At the bottom, there is a navigation bar with icons for 'Home', 'Profile', 'Current location', and 'Documents'.

Type in the hospital/clinic name, area or address if you know or select the State and click “SEARCH”.

This will open Waze/Google Maps for directions.

My Profile



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A screenshot of a mobile application's 'Profile' screen. At the top, there is a back arrow and the title 'Profile' next to a small globe icon. Below this is a member card for 'MEMBER TEST' with a blue profile icon and the text 'Member Since : 01-06-2022'. The card displays three fields: 'Gender' with the value 'M', 'Date of Birth' with '25-04-1987', and 'Relationship' with 'PARENT'. Below the card are three input fields: 'Phone Number' with '0123456789', 'Email' with 'membertest@ia.com', and 'New Password' which is currently empty. A large blue 'SUBMIT' button is positioned below the input fields. At the bottom, a navigation bar contains five icons: 'Home', 'Profile' (which is circled in red), a third icon, 'Coming soon', and 'Documents'.

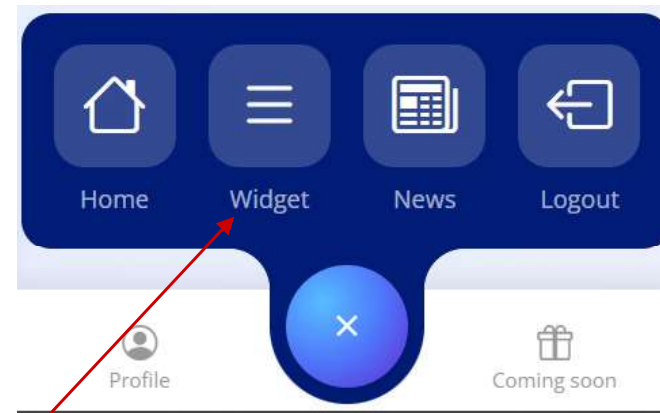
My Profile (Details of Member) and also for to update Password.

Additional Menu Options



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The BMI Calculator app interface shows a light blue background. At the top, there is a back arrow and the app title 'BMI Calculator' next to the International Assistance logo. Below this, there are two input fields: 'Height in Centimeter :' with the value '165' and 'Weight in Kilogram :' with the value '52'. A blue 'CALCULATE' button is positioned below the input fields. The result, '19.10', is displayed in large bold text, followed by the text 'Your BMI falls within the normal or healthy weight range'. At the bottom, there is a navigation bar with five icons: Home, Profile, a highlighted Widget icon (indicated by a red circle and a red arrow), Promotion, and Documents.



Click on the Additional Menu and select Widget to calculate your BMI



TOKIO MARINE
INSURANCE GROUP



International Assistance
Healthcare Anywhere, Anytime

Installation Guide to on IA Mobile App Installation for China region phones

In collaboration with:



TOKIO MARINE

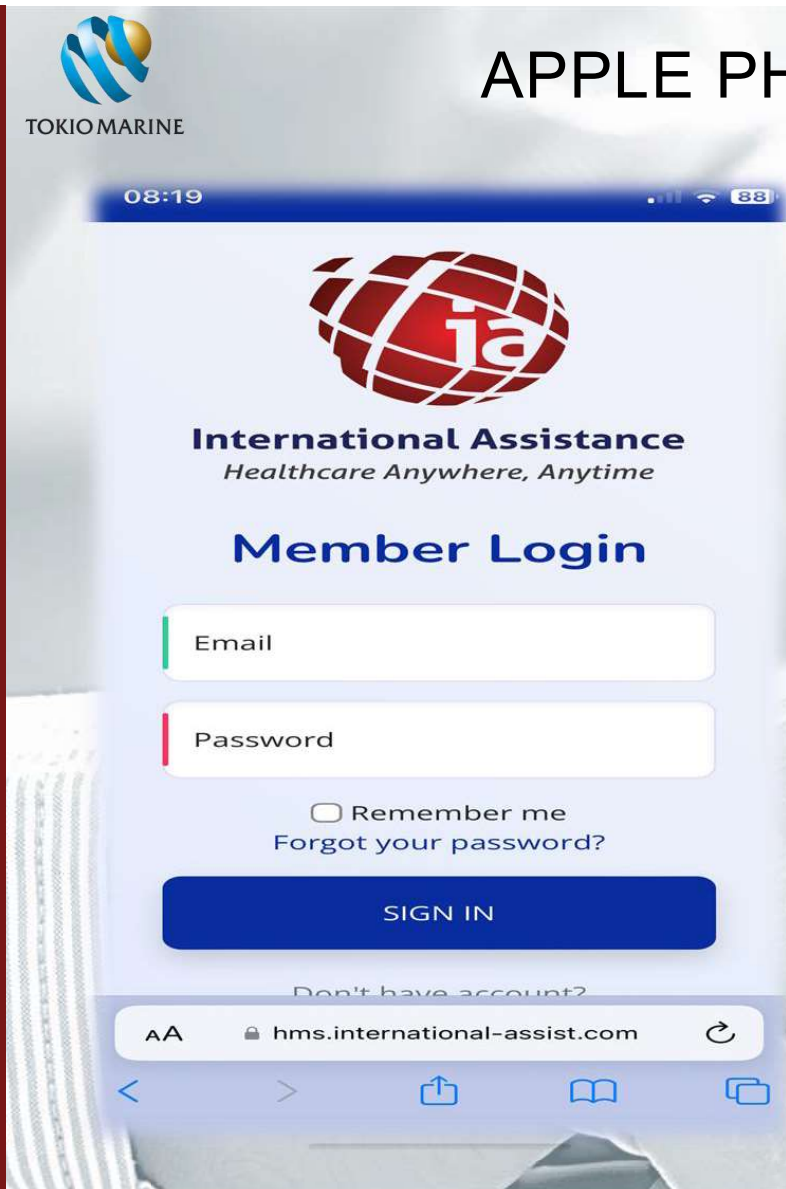
 AJA EQS CERTIFICATION	 STANDARDS MALAYSIA ACCREDITED
ISO 9001 : 2015	No. Akreditasi: ACB QMS 08
Cert. No: AJAMY21/1779	

APPLE PHONES – SAFARI BROWSER

STEP 1:

**OPEN YOUR SAFARI WEB BROWSER ON YOUR
IPHONE AND KEY IN THIS WEB ADDRESS BELOW:**

https://hms.international-assist.com/member_login/



The screenshot shows the International Assistance Member Login page on an iPhone. The status bar at the top displays the time 08:19, signal strength, Wi-Fi, and battery level at 88%. The page features the International Assistance logo (a red globe with 'ia' inside) and the tagline "Healthcare Anywhere, Anytime". Below the logo is the "Member Login" heading. There are two input fields: "Email" and "Password". A checkbox labeled "Remember me" and a link "Forgot your password?" are positioned below the password field. A blue "SIGN IN" button is at the bottom of the login section. A link "Don't have account?" is visible below the "SIGN IN" button. The Safari browser's address bar shows the URL "hms.international-assist.com" with a lock icon and a refresh button. The bottom of the screen shows the iPhone home indicator and Safari navigation icons (back, forward, share, bookmarks, tabs).

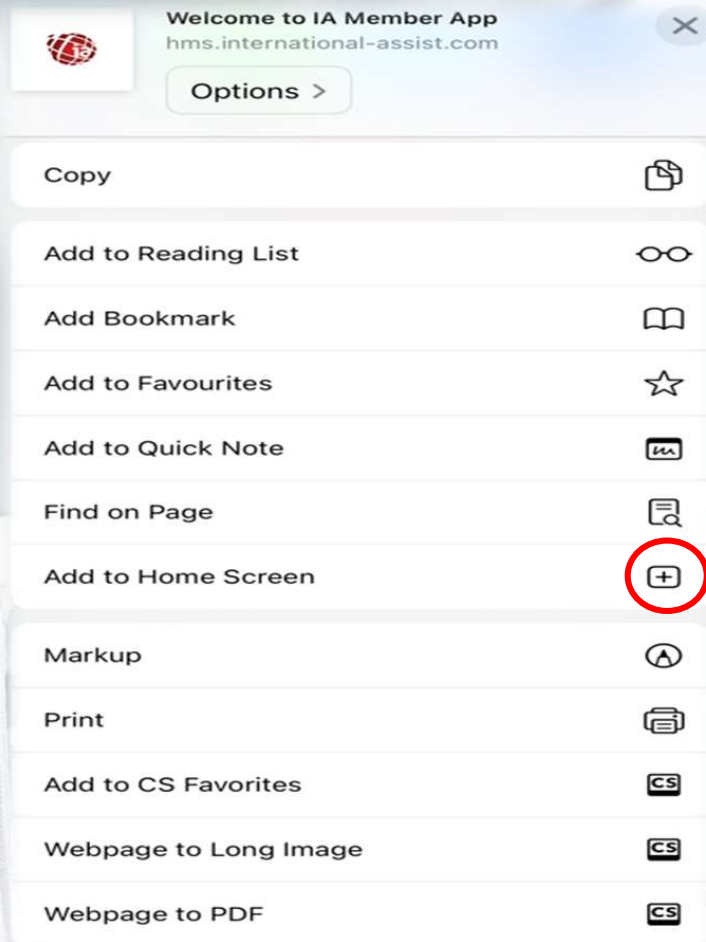
APPLE PHONES – SAFARI BROWSER

STEP 2:

CLICK THE **SHARE ICON** TO OPEN THE EXTENDED MENU



APPLE PHONES – SAFARI BROWSER



STEP 3:

CLICK THE ADD TO HOME SCREEN OPTION

APPLE PHONES – SAFARI BROWSER

Cancel

Add to Home Screen

Add



IA Mobile



<https://hms.international-assist.com/me...>

An icon will be added to your Home Screen so you can quickly access this website.

STEP 4:

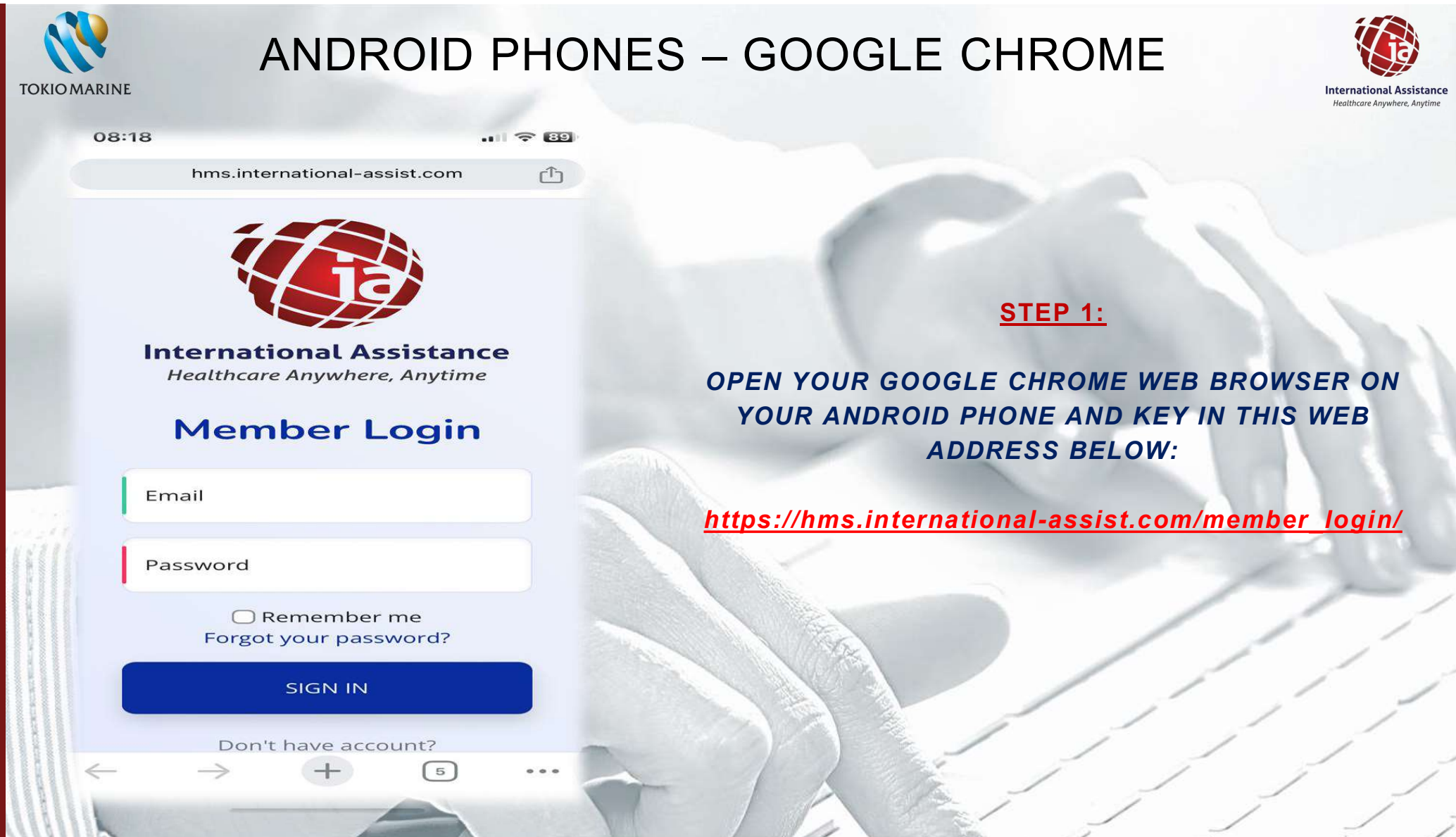
CLICK *ADD*. THE SHORTCUT WILL BE PLACED IN YOUR PHONE.

ANDROID PHONES – GOOGLE CHROME

STEP 1:

**OPEN YOUR GOOGLE CHROME WEB BROWSER ON
YOUR ANDROID PHONE AND KEY IN THIS WEB
ADDRESS BELOW:**

https://hms.international-assist.com/member_login/



ANDROID PHONES – GOOGLE CHROME

08:18    89%

hms.international-assist.com 



International Assistance
Healthcare Anywhere, Anytime

Member Login

Email

Password

☐ Remember me
Forgot your password?

SIGN IN

Don't have account?

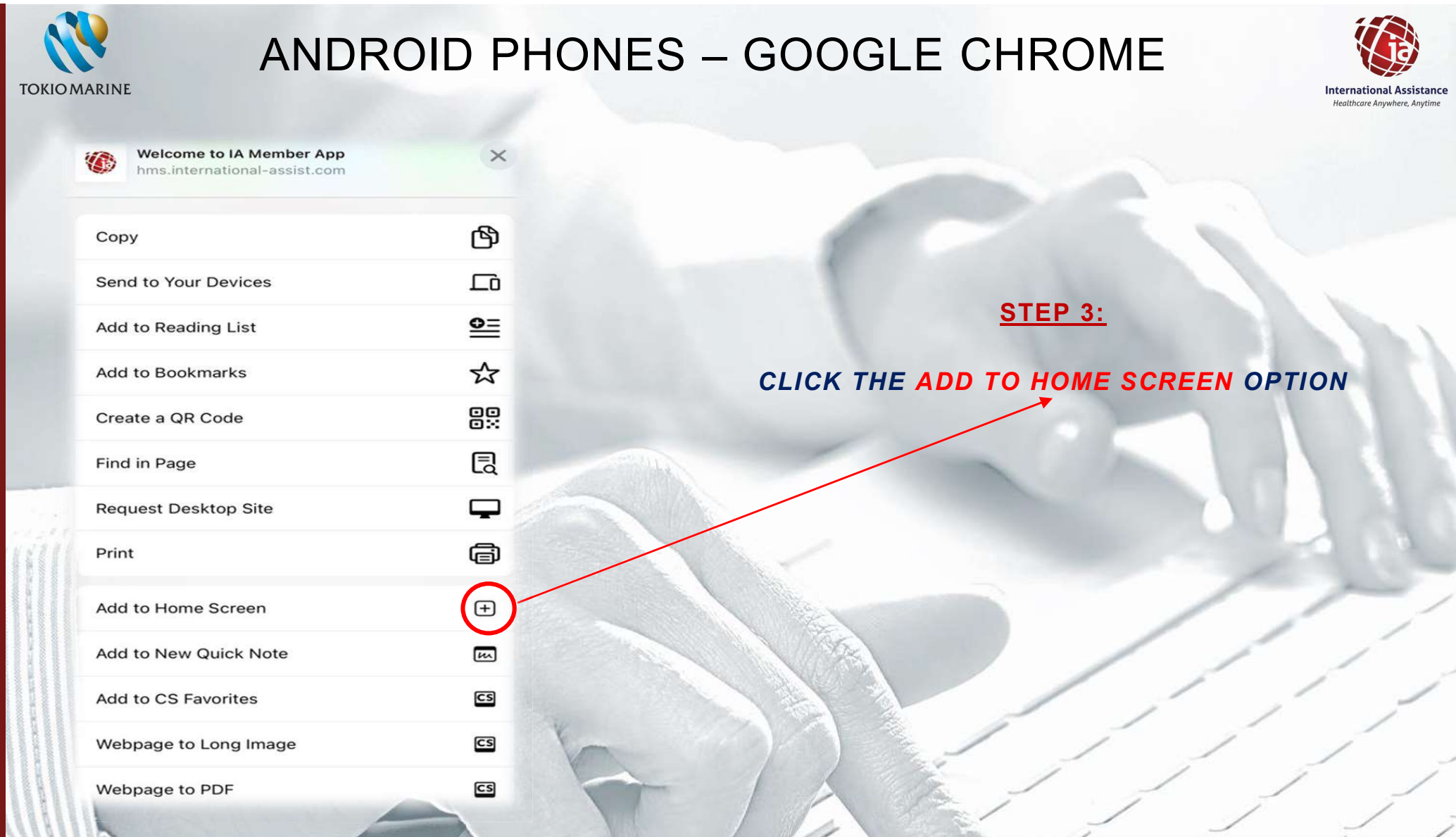
STEP 2:

CLICK THE *SHARE ICON* TO OPEN THE EXTENDED MENU

ANDROID PHONES – GOOGLE CHROME

STEP 3:

CLICK THE ADD TO HOME SCREEN OPTION



ANDROID PHONES – GOOGLE CHROME

Cancel

Add to Home Screen

Add



IA Mobile



<https://hms.international-assist.com/me...>

An icon will be added to your Home Screen so you can quickly access this website.

STEP 4:

CLICK *ADD*. THE SHORTCUT WILL BE PLACED IN YOUR PHONE.