HEALTH INSURANCE PREMIUM

User Guide

(for Applicants)

This service is managed by:

Mauritius Network Services

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Table of Contents

Introduction

The **Health Insurance Premium Online Application System** is a web-based application designed to implement a simplified and convenient processing of applications to authorise the **Ministry Of Social Security, National Solidarity and Reform Institutions** to pay the Health Insurance Premium amount representing the monthly premium of a health insurance Policy No. to the concerned Insurance Company for a period of time as provided in Section 5F of the National Savings Fund Act of Mauritius for the Insurance Policy Holder.

This system maintains confidentiality of all the information provided by the end users and will allow access to authorized end users only.

The Insurance Company registered with MNS or the applicants who will be using the system to secure applications from the Ministry Of Social Security, National Solidarity and Reform Institutions are referred in this manual as "You".

1.1 The Document Manual

This manual contains the necessary guidelines and process in using the " Ministry Of Social Security, National Solidarity and Reform Institutions Health Insurance Premium Application". Screen shots were included in this manual to provide better understanding and actual picture of the system design.

1.2 Conventions used in this book

This manual uses certain conventions to distinguish different types of information easily.

Buttons   The buttons mentioned in this document are enclosed within "angle bracket".

For example: <New>

Fields   There are various types of data entry fields found in this system. These include normal text fields, date fields, check boxes, etc.

Images   Various screen shots of the system's main screens, alert window are available in this manual.

Are you sure you want to save the record?

OK   Cancel
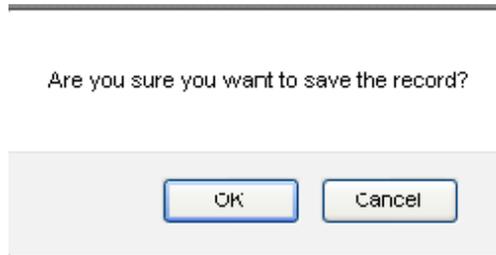
Icons Icons are some of the GUI (Graphical User Interface) tools available in this online application system. Their functions are to reinforce information and perform specific task. Icons are documented in this manual as small graphic symbols.

For example: ⊙ *this icon represents the display function.*

Menu and Option   To access most of the [Screens] in the system, the user will need to navigate through the menu panel, select the corresponding menu group and option or function.

Getting Started

This chapter provides you information about the various requirements and steps to access the Ministry Of Social Security, National Solidarity and Reform Institutions Health Insurance Premium Application.

2.1 System Requirements

Before using the Ministry Of Social Security, National Solidarity and Reform Institutions Health Insurance Premium Application, you must ensure that your computer meets the following requirements:

- ✓ Internet connection, preferably a broadband connection.
- ✓ Any of the following Web browsers:

> ✓ Microsoft Internet Explorer 6 or higher
>
> ✓ Mozilla Firefox 3 or higher
>
> ✓ Google Chrome
>
> ✓ Apple Inc Safari 3.2 (Windows) or higher

NOTE: The hardware requirements depend on the web browser that you are using. You must refer to your web browser's manuals to verify this information.

2.2 User Requirements

To access the system, you must have an account with Mauritius Network Services. Registered
users are provided with valid USERID (Mailbox ID) and Password.

NOTE: Please contact the representatives from MNS for further details in setting an account.

2.3 System Tools

The system composed of various tools and screens that will provide you the convenience of using this online application service.

This section provides information about the system tools and screens that you will be using. Tools and screens available for each user may vary depending on their assigned user role and access rights. The system tools includes: command buttons, icons, hyperlinks, menus and field types.

2.3.1 Command buttons

Command buttons are user interface elements that provide a simple way to execute actions or commands. They appear as small rectangular boxes labeled with the task they perform. Various types of command buttons are available in the system. Some of them are those that we usually encounter while using the basic computer or web (internet) applications such as:

LIST OF THE BASIC COMMAND BUTTONS IN THE SYSTEM:

<Delete>   This button allows you to completely delete or remove a document when you confirm deletion.
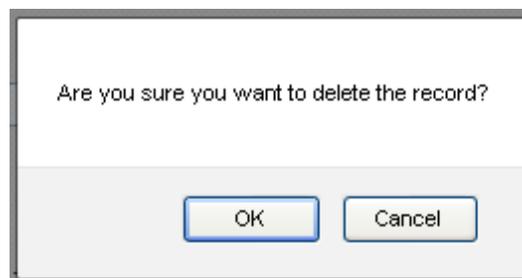
If the deletion process is successful, a confirmation will appear as shown below.

\<Exit\>   Click this button if you want to navigate away from the current application or screen.

NOTE : Before clicking \<Exit\>, ensure that you have properly saved the document first (if necessary).

\<New\>   You must click this button if you want to generate a new form or create a new field for some document details (if necessary).

\<Ok\>   Click this button to confirm your agreement on certain conditions stated in the relevant screens or sub-applications.

\<Print\>   This command control button which is available in the [Import/ Export Permit] allows you to print a copy of the application form in PDF (Portable Document Format).

\<Save\>   This button allows you to save the updates or documents that you created. Once the system successfully completes the process, the [Record Save] will appear (see figure below).
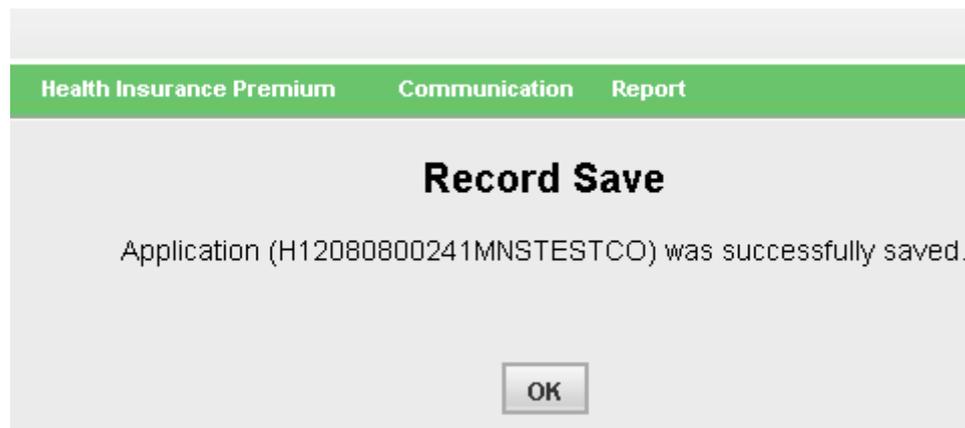
2.3.2 List of customized command buttons in the system:

\<Clear\>   This button allows you to clear all the information that are currently available in the application form.   This button is also available in all View List screens such as [New Form], [Retrieve Form], and others. When clicked, this button clears the list of records currently displayed.

\<CSV\>   This button is available only in applications under the {Report} menu. You may click this button to view the report in CSV (Comma Seperated Values) or Excel format.

\<PDF\>   This button displays the report in PDF (Portable Document Format).

\<Search\>   This button allows you to retrieve the list of records available in the system. It is available in all View List screens. such as [New Form], [Retrieve Form].

\<Send\>   This button allows you to send the accomplished application form to Ministry Of Social Security, National Solidarity and Reform Institution.
If the submission process is successful, a confirmation message will be displayed indicating the reference number of your application.
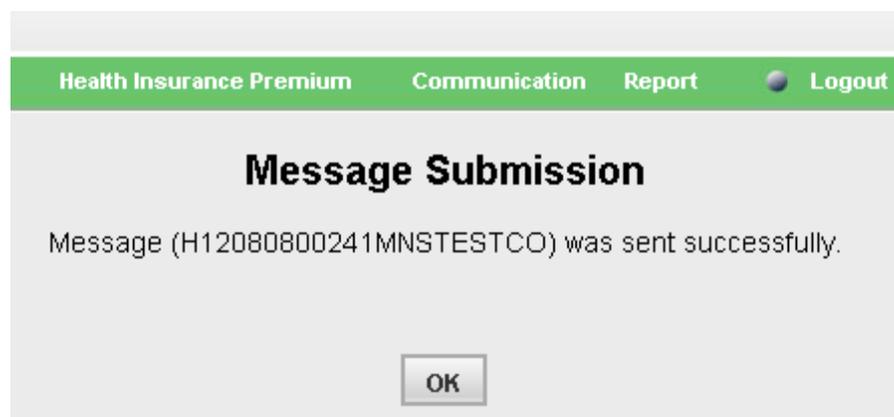
NOTE: This button will only appear if you saved the application form as complete.

2.3.3 Hyperlinks

Hyperlinks are active texts, numbers, or fields that when clicked, leads you to the reference application or page. Hyperlinks can be easily distinguished as they appear in underlined blue colored text such as the page numbers.

2.3.4 Icons

Icons are small, on-screen, graphic elements that represent applications, files or tasks. Clicking on the icon, selects the item that the icon references. Icons were also used in various ways:

➢   Just like any other Graphical User Interface tools, some icons in the system execute the relevant tasks when clicked.

> And some icons will reinforce relevant information from a source file. These icons require your interaction to complete or process a task. Just like the Search icon which is represented by a magnifying glass.

LIST OF ICONS IN THE SYSTEM:

⊙	This icon's task is to display the relevant application form. This icon is available in the search results section of View List Screens.
●	This icon allows you to logout from the system. This is available at the extreme right of the menu together with the Logout hyperlink.
📅	This icon activates the popup calendar when clicked. When the calendar is inactive it appear as a small icon embedded beside the date fields.

To browse through previous months, you may click

◀ *or* ▶

or for succeeding months.

To browse through previous years, you may click or for succeeding

: ⏮ *or* ⏭ .

years.

To select date, simply click on the relevant option in the calendar.

The pop up calendar reverts to its inactive state once you clicked on a specific date.

	When clicked this icon will close the relevant window.
	This icon represents the "delete task". When clicked, the system deletes the entire row of the relevant record.

2.3.5 Data entry field types

Data entry fields or data fields are spaces allocated for specific information required in the system. The length of information that you can enter in each field varies depending on the form.

    NOTE: Some fields are mandatory, you can easily distinguish these data fields as they are

                           *

marked with asterisk as shown.

LIST OF DATA FIELD TYPES USED AVAILABLE IN THE SYSTEM:

Text   Allows you to enter letters, combination of letters and numbers (alphanumeric) that do not require calculations such as Codes, Importer/Exporter's name, Address name and other relevant entries.

Numeric   This field accepts numeric (numbers) values only such as premium amount.

Date   There are two ways of entering the value in this field. First is by manually entering the information using the format: DD/MM/YYYY and the other method is by activating the calendar icon

Grids   Some details in the Import/ Export permit application forms and screens are presented in table format.

	Job No	Application Date	Insurance Holder Name	Policy Number	Send Date	Period	Comp Status	Doc Status
⊙	H12080800241MNSTESTCO	08/08/2012	t t	TR	13/08/2012	2012/10 To 2012/11	Complete	Sent
⊙	H12071300209MNSTESTCO	13/07/2012	ashee rai	POLICY 530	13/07/2012	2013/01 To 2014/12	Complete	Acknowledged
⊙	H12071300207MNSTESTCO	13/07/2012	test dfd	45	13/07/2012	2120/12 To 2121/01	Complete	Acknowledged
⊙	H%12071300206MNSTESTCO	13/07/2012	tst name tst name	POLICY 245		2012/09 To 2012/12	Entry in Progress	Created
⊙	2012071200198MNSTESTCO	12/07/2012	Ahana Kapoor	POLICY 7890	13/07/2012	2012/09 To 2014/12	Complete	Acknowledged

Radio Buttons   For radio buttons , the system will only allow you to click or select one option for each criterion specified as shown below.

Gender	○ Male ⊙ Female *
Marital Status	⊙ Single ○ Married *

2.3.6 The Screens

Most of the system's screens where you can access the application forms and reports compose of: the Search Criteria Section and the Search Results Section.

Where:

The Search Criteria Section contains:

(1) Various data fields wherein you can indicate your preferences in filtering the search results.

(2) The command control button **<Search>** which executes the search process when clicked.

(3) The command control button **<Clear>** which deletes the list of search results in the display area when clicked.

Figure below shows the search criteria for the Health Insurance Premium System.

The entries in some of the search criteria are case insensitive (For example JOBNO name: abc. If end user enters A b c in the input box, the system will still display the record a b c as it still match the search criteria).

The criteria will be matched against any part of the field (beginning, middle and end). Considering the example in the first Note, the system will return all the records with a b c, like for example 1 A b c, ABC3A.

NOTE: Fields available in the search criteria of every screen vary depending on the menu options that you selected, in the same way that the fields in the Results section vary depending on the screen or application. The most common search criteria available is the period covered (Date From / To).

And the Search Results Section contains the following details:

(1) List of records that fully and partially matches the entries in the search criteria.

(2) "Total number of applications found" which are available at the upper and bottom left of the Search Results table.

(3) The page numbers which appear at the upper and bottom right of the Search Results table.

(4) The Scroll bar which is only available when the list of records to be displayed in a page is more than the capacity of your screen's display area. You may drag the scroll bar up or down to view the list of all the records in the page.

The Search Results section can only display maximum of Fifty (50) records.

If the system retrieves more than Fifty (50) search results, the following hyperlinks will appear: Page Numbers, Next, Previous and Last. The active page number appears in black font and without underline.

1 2 Next Last

2.3.7 The Menu Bar

In the Ministry Of Social Security, National Solidarity and Reform Institutions Health Insurance Premium Application, the menu bar is a horizontal bar fixed at the top of the screen under the governing body and the system's name.

The system's menu bar includes the following details:

(1) **Menus** composed of a group of options or functions that are relevant in the application process. It includes {TradeNet home}, {Health Insurance Premium}, {Communication} and {Report}.

(2) **Menu pane** refers to the list of options or functions displayed when you select a system menu. These functions or menu options represents various User Interface Screens wherein you can process the required tasks.

(3) **Log out** button and hyperlink which allows you to properly close the application system.
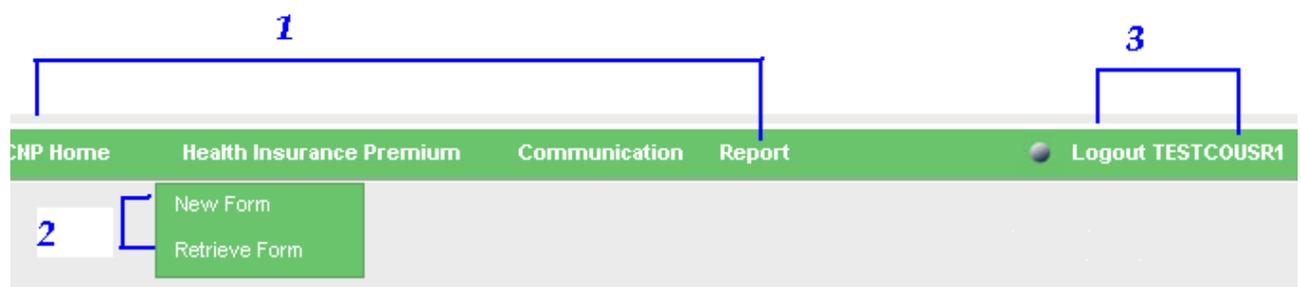
To view the functions:

Step 1: Click on the relevant Menu for example {Health Insurance Premium}. The menu pane will appear with the functions available.

Step 2: Simply click on the most relevant function to select.

Step 3: The corresponding user interface screen will appear. Below are the lists of menus and the functions available in the system.

LIST OF MENUS AND FUNCTIONS IN THE HIP SYSTEM:

{CNP Home}   When selected, this menu will display the [CNP Homepage].

{Health Insurance Premium} This menu consists of the functions relevant in creating, updating and monitoring the application. The options included in this group are:

  [New Form]   This option allows you to generate a new application form.

  [Retrieve form] This option allows you to view the complete lists of application forms that you created. You may also view the application's complete detail if required. Simply click

  and the relevant application form will be displayed.

{Communication}   This menu group consists of functions that allow you to retrieve and verify some details in the application forms that you sent to Ministry Of Social Security (MSS). This menu also provides you the option to view the summary notifications and messages that you received from MSS. The options included in this group are:

  [Retrieve Messages]   This applications serves as your mailbox, you may view the summary of your incoming messages and notifications here.

  [Reset Send Status]   This option allows you to reset the value in the Application Status of the form from Sent to Reset so that the system will allow you to resubmit it to MSS.

{Report}   You may generate report in CSV or PDF or you may simply view it in HTML (web). The option included in this group is:

  [Audit Log]   This option allows you to generate a report of the actions or processes performed on the application form.

Accessing the Health Insurance Premium Application (HIP)

This chapter provides the necessary information on how to access the "HIP Application System". Detailed information is available including images of the actual screens.

3.1 Accessing the CNP web page

The CNP Portal is your only gateway to access the CNP Homepage.

Step 1: You need to enter the CNP's URL in your web browser's address bar and press enter on your keyboard or click , which is located at the extreme right of the web address bar.

> (1) Web Browser's address bar is the box located at the top of your web browser's window which displays the entire URL or web address.

3.2 Login / Authentication Process

The Authentication screen of the [CNP Homepage] serves as the security control of the system. This is where you need to provide your **USER ID** and **PASSWORD** for the identification and authentication process or most commonly referred as Login process.

To begin with the login process you need to:

> (1) Enter your User ID.
>
> (2) Enter your Password.
>
> (3) Click OK.

NOTE: The screens, menus and functions that you can access in this system depend on your assigned user role and access rights.
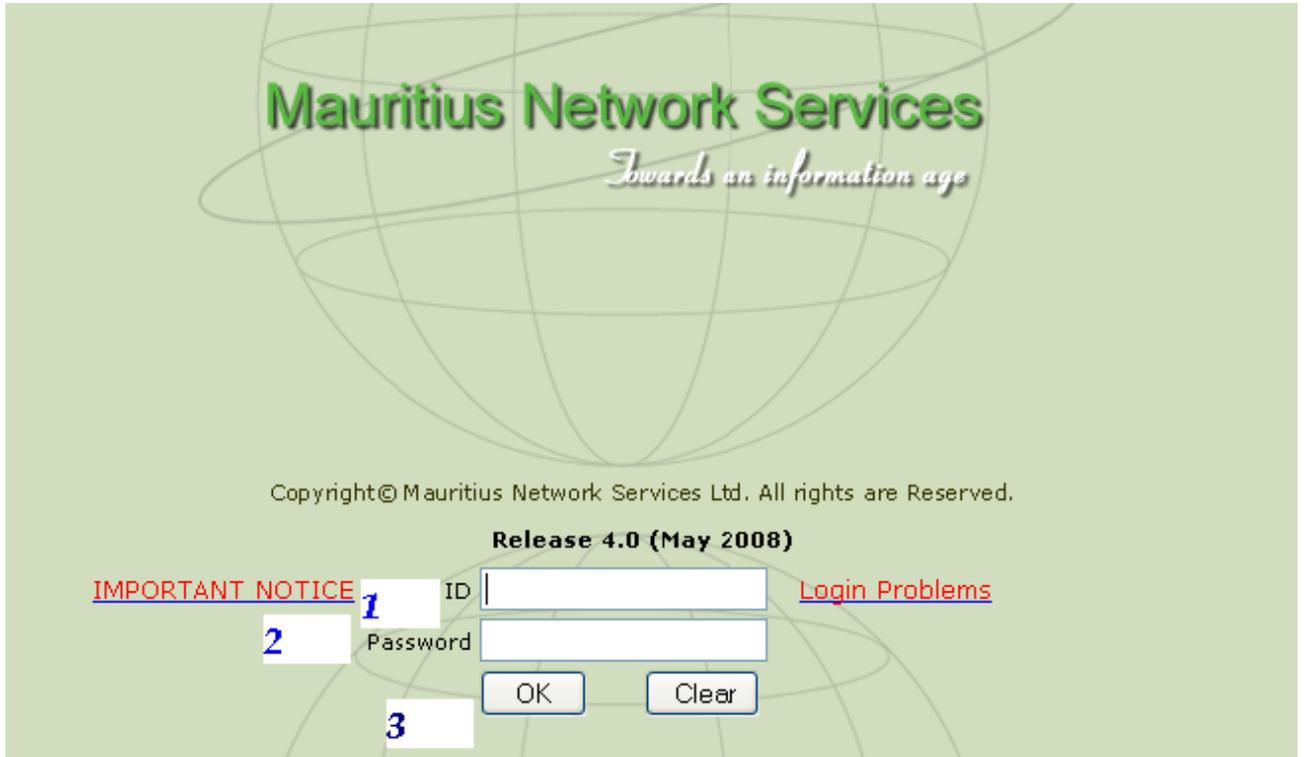
3.3 Accessing the [Ministry of Social Security, National Solidarity and Reform Institutions HIP Application] Main page

Step 1: Upon successful login, you will be greeted by the CNP HomePage's [License Message Screen]. You need to indicate your acceptance on the Terms and Conditions stipulated under the MNS (Mauritius Network Services) agreement.

(1) Clicking **<Ok>** indicates your acceptance and compliance to the following terms and conditions:

"The use of this system and all its accompanying materials is governed by the terms and conditions stipulated under the MNS Network Services Agreement.

By proceeding beyond this panel, you indicate your acceptance of such terms and conditions. In the event that you do not agree to these terms and conditions,

you shall promptly contact MNS."
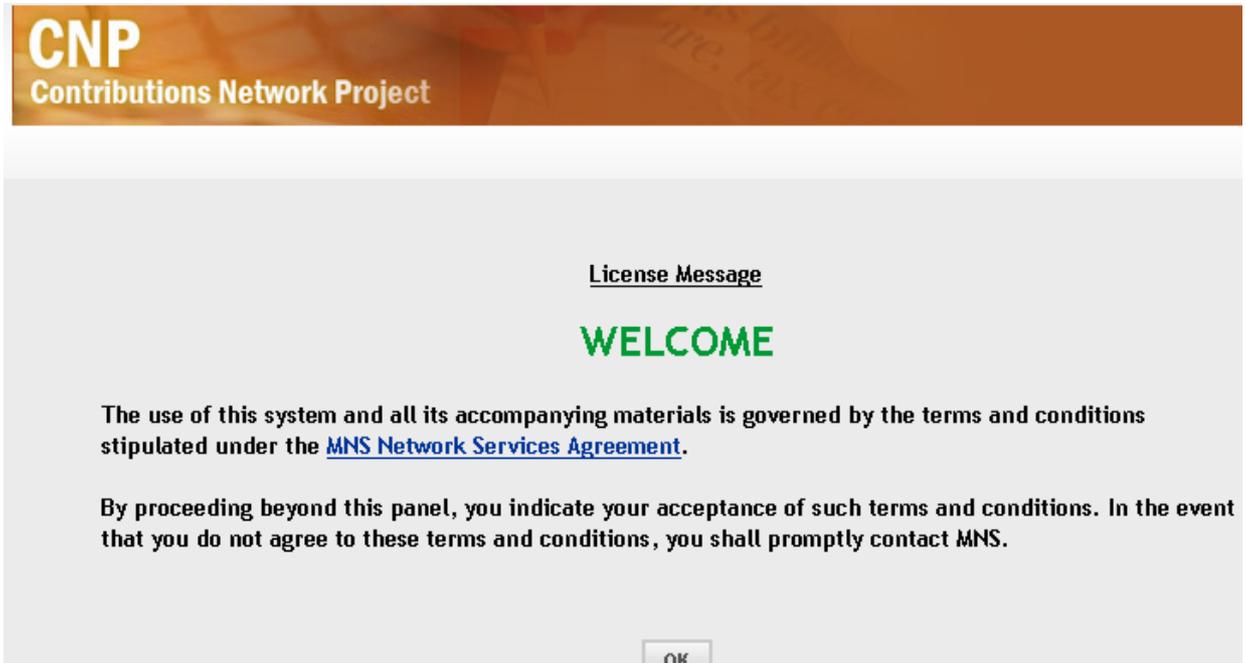
Step 2: You will be directed to the [CNP Homepage] after clicking **<Ok>.**
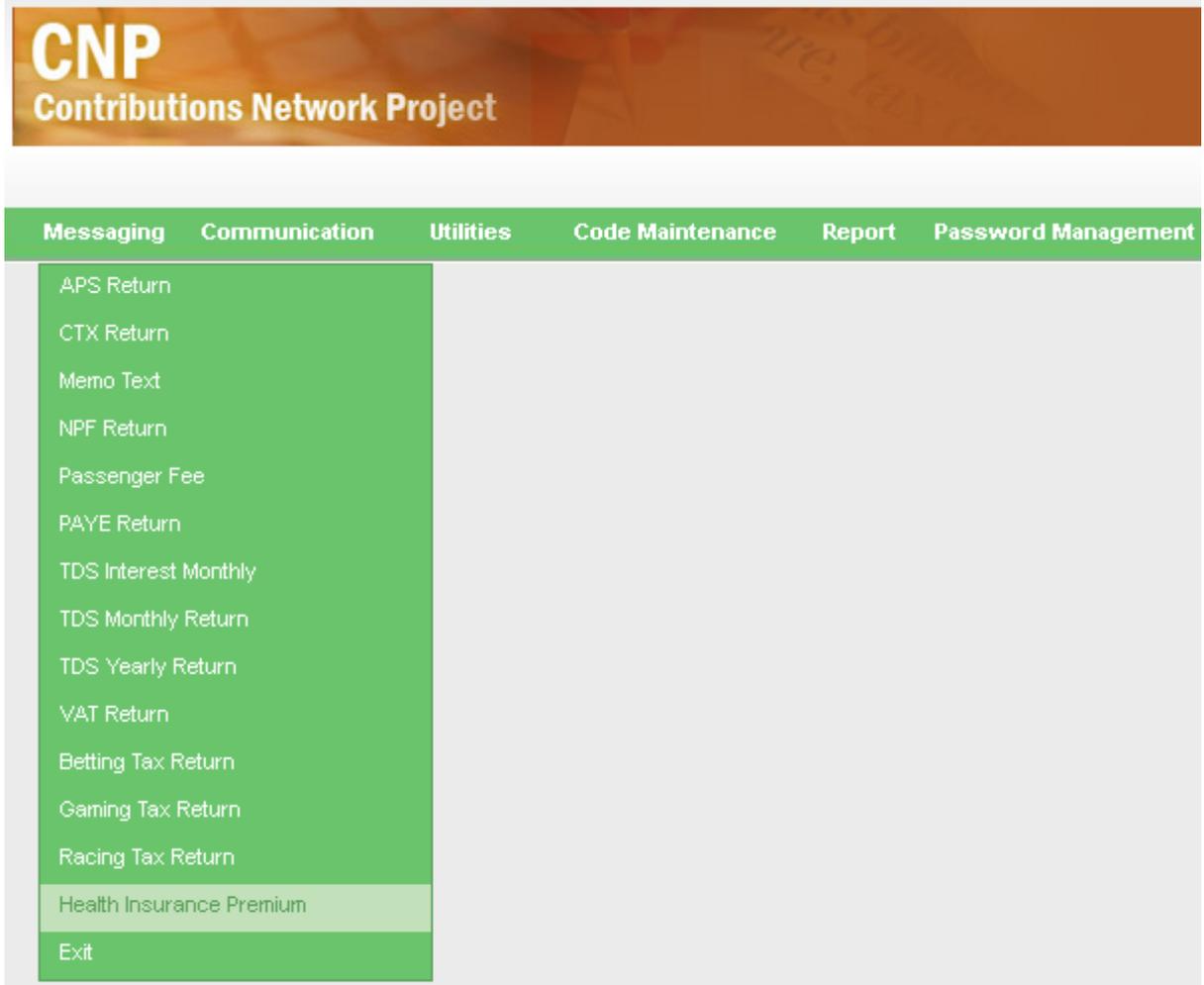
Step 3: Click:

(1) {Messaging}

(2) Health Insurance Premium [CNP Homepage] menu bar as shown below.

Step 4: The [Ministry Of Social Security, National Solidarity and Reform Institutions HIP Application] main page will   appear. You may access the relevant menus and functions as explain earlier in this manual through this screen.

3.4 Log Out Process

You may click on:

    (1) or the

    (2) Logout (hyperlink) at the right side of the menu bar to log out from the system.

NOTE: For security purposes the system will automatically log out if left idle within a specified period. An error message will appear once you try to access the system
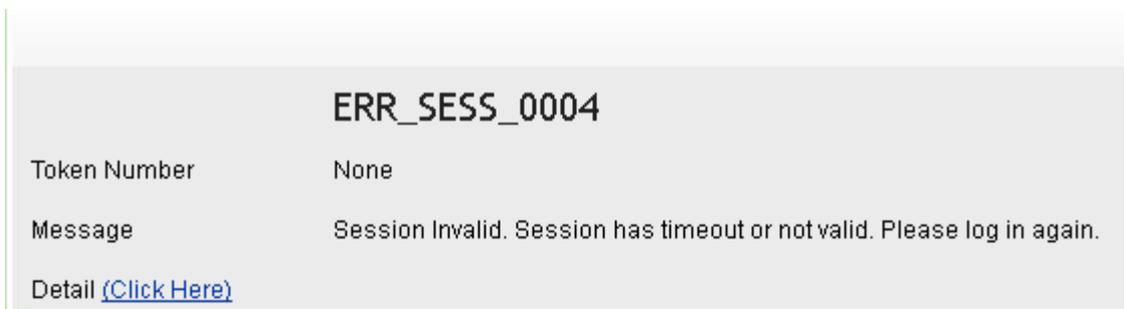
3.5 Accessing the Health Insurance Premium Menu

The {Health Insurance Premium} composed of two functions which when clicked opens the relevant screen.
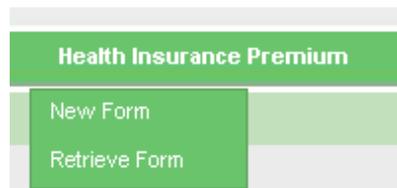
The {Retrieve Form}of the functions in the {Health Insurance Premium} were designed using List formats which provide you with the convenience to retrieve the relevant application forms using the search process. As mentioned in the previously the screens are divided into two sections, the Search Criteria and the Search Results.

3.5.1 New application

Step 1: Click the New Form function from the HIP menu pane, the [New Health Insurance Premium Form] will appear.

The [New Health Insurance Premium Form] composed of a new application form with empty data fields. Most of the entries required in these data fields are required from you and some are system generated which will only appear once you save the application.

You can easily identify the data fields that require entries from the users or applicants. These data fields appear active (with white background) or editable and some may appear non-editable but the search icon appears beside the data fields which implies that the entry in the relevant field can be retrieved from the system's database.

Step 2: Enter all the required details of each data field in the [New Health Insurance Premium Form] and click <Save>.

Ministry of Social Security
National Solidarity and Reform Institutions
Health Insurance Premium

CNP Home   **Health Insurance Premium**   **Communication**   **Report**   ● **Logout TEST**

New Health Insurance Premium Form

Job No.		Sent Date	
Doc Status	Created	Comp Status	Incomplete
Date Created	13/08/2012	Created By	TESTCOUSR1
Last Modified On		Last Updated By	

Insurance Company Details

Insurance Company Name	INSURANCE COMPANY LTD		
Address	ROYAL ROAD	Tel No.	4253625
	TERRE ROUGE	Email	ins@hotmail.com
	PORT LOUIS		

Bank Details for transfer of contributions

Name of Bank	BANK OF MAURITIUS	Account No	4545452

Insurance Policy Holder Details

First Name: _____ *

Last Name: _____ *

Address: _____ *

_____

_____

Tel No.: _____

Title: ○ Miss ○ Mr ○ Mrs *

National Identity Card Number: _____ *

Gender: ○ Male ○ Female *

Marital Status: ○ Single ○ Married *

Date of Birth: _____ * 📅

Email: _____

Insurance Policy Details

Insurance Policy Number: _____ *

NSF Amount: _____ *

Frequency of Payment: ⊙ * Monthly

Start Date of Policy (YYYYMM): _____ *

End Date of Policy (YYYYMM): _____ *

Employer Details * ⌄

[New]

Employer Name *   **Employer Registration No.** *

✖ _____   _____

[New]

[Save]   [Exit]

The only active command control buttons in the newly generated application forms

are: (1) <Save>

    (2) <Exit>

3.5.1.1 Header Section

All entries in this section are system generated. Data Entry fields appear as "Read only" or non-editable.

LIST OF DATA ENTRY FIELDS IN THE HEADER SECTION:

Job No.   Refers to the unique identification number generated by the system for each application created.

Created By   A system generated information base on the USERID that was used to create the application form.

Date Created   Refers to the date when the application form was created.

Last Updated   Refers to the date when you processed the latest update to the application form.

Last Updated by   Refers to the USERID when you last processed the latest update to the application form.

Doc Status   Refers to the application or document status.

                  Status values:

1. Created
2. Sent
3. Sent Failed
4. Reset
5. Acknowledged

Comp Status   The system will only generate a "Complete" status value once you have already complied on all the requirements indicated by MSS.

                  Status values:

1. Complete

2. Incomplete

3. Lock For Entry

Sent Date   Date when the application form was sent to MSS.

3.5.1.2 Insurance Company Details

The Insurance Company Details data field entries in this section are system generated and user provided information. All entries in this section are system generated based on the Authentication details that you used during the login process. Entries in this section are set as "Read only" or non-editable.

LIST OF DATA ENTRY FIELDS IN THE INSURANCE COMPANY DETAILS SECTION:

Insurance Company Name Name of Insurance Company

Address   Address of Insurance Company

Tel No.   Telephone number of Insurance Company

Email   Email address of Insurance Company

Bank Details for transfer of contributions

The Bank Details for transfer of contributions data field entries in this section are system generated and user provided information for transfer of premium amount to the Insurance Company.

LIST OF DATA ENTRY FIELDS IN THIS SECTION:

Name of Bank   Name of Bank for the transfer of contributions

Account No   Bank account number for the transfer of contributions

3.5.1.3 Insurance Policy Holder Details

Insurance Policy Holder Details section allows you to enter informatiuon such for the intended Policy Holder such as name and address and other details.

LIST OF DATA ENTRY FIELDS IN THE INSURANCE POLICY HOLDER DETAILS SECTION:

First Name

You need to enter the First name of Health Insurance Holder name in this field. You may enter up to a maximum of (30) alphanumeric characters including spaces and special characters. Entry in this field is mandatory.

Last Name

You need to enter the Last name of Health Insurance Holder name in this field. You may enter up to a maximum of (30) alphanumeric characters including spaces and special characters. Entry in this field is mandatory.

Address

You need to enter the Address of Health Insurance Holder name in this field. You may enter up to a maximum of (50) alphanumeric characters including spaces and special characters. Entry in this field is mandatory.

Tel No.

You need to enter the Tel No. for the Insurance Policy Holder in this field. You may enter up to a maximum of (25) alphanumeric characters including spaces and special characters.

Title

You need to choose the Title of the Insurance Policy Holder in this field. Entry in this field is mandatory.

National Identity Card Number

This data entry field refers to the National Identity Number (for citizens) or Passport Number (for foreigners) of the applicant. Entry in this field is mandatory.

Gender

You need to choose the Gender of Health Insurance Holder in this field. Entry in this field is mandatory.

Marital Status   You need to choose the Marital Status of Health Insurance Holder. Field is mandatory.

Date of Birth   You need to enter the Date of Birth for the Insurance Policy Holder in this field. You may enter the shipment date by:

1. directly entering the relevant date in the data entry field using the format DD/MM/YYYY, or

2. by activating the calendar icon which is embedded at the right side of the Date of Birth data field. Entry in this field is mandatory.

Email   You need to enter the Email Address of Health Insurance Holder name in this field. You may enter up to a maximum of (35) alphanumeric characters including spaces and special characters.

3.5.1.4 Insurance Policy Details

All the details regarding premium amount payments are available in this section. Insurance Policy Details section allows you to enter information such for the Insurance Policy such as policy number, premium amount and time period.

LIST OF DATA ENTRY FIELDS IN THE INSURANCE POLICY DETAILS SECTION:

Insurance Policy Number   You need to enter the valid Insurance Policy No. in this field. You may enter up to a maximum of (15) alphanumeric characters including spaces and special characters.

NSF Amount   Refers to the amount of payment that will be transferred to the Insurance Company Bank Account in Mauritius Rupee. Value must be between 1 and 2,147,483,647. Entry in this field is mandatory.

Frequency of Payment   Refers to the frequency of payment to be effected to the Insurance Company Bank Account. By default the field is set to Monthly and is non-editable. Field is mandatory.

Start Date of Policy (YYYYMM)	Refers to the starting period of payment to be effected to the Insurance Company Bank Account. You are required to input the date in the YYYYMM format only. Field is mandatory.
End Date of Policy (YYYYMM)	Refers to the Ending period of payment to be effected to the Insurance Company Bank Account. You are required to input the date in the YYYYMM format only. Field is mandatory

3.5.1.5 Employer Details

This section contains the Employer Details for the Insurance Policy Holder.

Step 1: To create new Item entries, you need to click:

   (1) <NEW> to create an empty row will appear. Ensure that you provide all the required

      entries in the data fields marked with red asterisk *.

   (2) You may click to delete the entire row of Employer details if necessary.

LIST OF DATA ENTRY FIELDS IN EMPLOYER DETAILS SECTION:

Employer Name	This field refers to the description of Employer Details where the Insurance Policy holder is employed. You may enter up to(105) alpha numeric characters. Entry in this field is mandatory.
Employer Registration No.	This field refers to the Employer Registration number of the Employer of the Insurance Policy holder. You can enter up to a maximum of Fifteen (7) numeric characters in this field. Entry in this field is mandatory.

3.5.1.6 Communication Buttons

This section is available at the bottom of the application form just below the Employer details Section only when MSS has received the form and has sent an acknowledgment like below.

You can view the acknowledgment messages or information from MSS on clicking on the acknowledgment button.
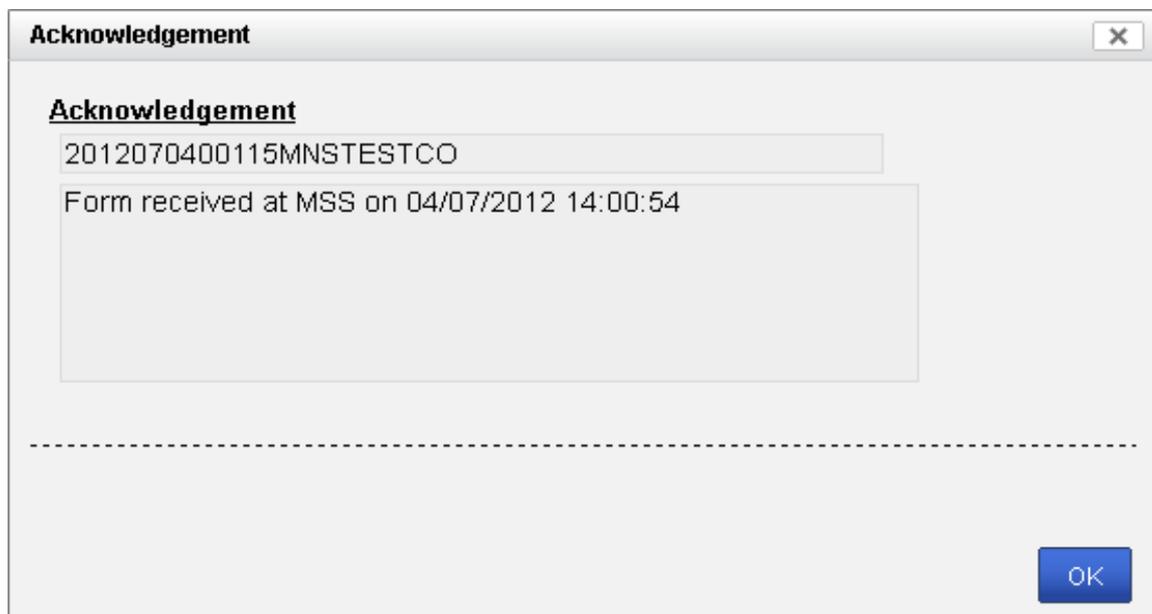
New Health Insurance Premium Form

Job No.	H12081400261MNSTESTCO	Sent Date	
Doc Status	Created	Comp Status	Locked For Entry
Date Created	14/08/2012	Created By	TESTCOUSR1
Last Modified On	14/08/2012 15:58:48	Last Updated By	TESTCOUSR1

Insurance Company Details

Insurance Company Name	INSURANCE COMPANY LTD
	Tel No. 4253625
Address	ROYAL ROAD
	Email ins@hotmail.com
	TERRE ROUGE
	PORT LOUIS

Bank Details for transfer of contributions

Account No 4545452

Name of Bank	BANK OF MAURITIUS

Insurance Policy Holder Details

First Name	Ashee *	Title	● Miss ○ Mr ○ Mrs *
Last Name	Rai *	National Identity Card Number	B041184040198A *
Address	9th mile *	Gender	○ Male ● Female *
	Triolet	Marital Status	● Single ○ Married *
	Mauritius	Date of Birth	04/11/1984 *
Tel No.	4016800	Email	ashee@mns.intnet.mu

Insurance Policy Details

Insurance Policy Number ***** POLICY 458

Insurance Policy Number

NSF Amount 500 *****

Frequency of Payment ⦿ *****Monthly

Start Date of Policy (YYYYMM) 201209 *****

End Date of Policy (YYYYMM) 201211 *****

Employer Details ***** ⌄

New

Employer Name *****	Employer Registration No. *****
✖ Mauritius Network Services Ltd	51

New

Save   Clear   Delete   Send   Print   Exit

The saved copy of the application form is exactly the same as the newly generated form except that

- ✓ Your entries and the system generated entries are already available in the relevant data fields.
- ✓ There are more active command control buttons which include
    (1) <Save>
    (2) <Clear>
    (3) <Delete>
    (4) <Send>
    (5) <Print>
    (6) <Exit>

3.5.1.7 Retrieve Form

This function allows you to display the [List Application] wherein you can view the list of all the application forms created under your User ID. A is available at the extreme left of each record in the list. You may click on this icon to retrieve the [Import/ Export Permit].

Step 1: To access the [List of Health Insurance Premium Forms] you need to click {Health Insurance Premium -> Retrieve Form}.

The screen is divided into two sections:

(1) the search criteria and

(2) search results section.
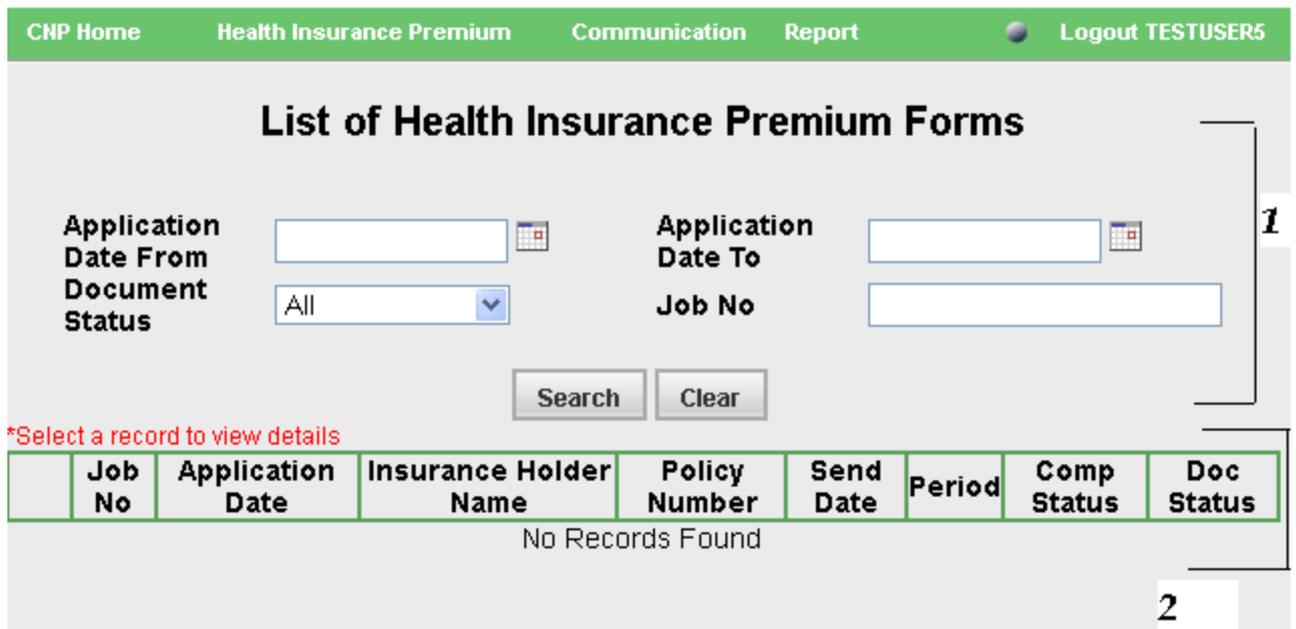
The search criteria composed of the following data fields:

1. Application Date From

2. Application Date To

3. Document Status

4. Job no.

While the search results composed of the following categories:

1. Job No.

2. Application Date

3. Insurance Holder Name

Mauritius Network Services Ltd

4. Policy

5. Send Date

6. Comp Status

7. Doc Status

Step 2: To view the list of forms that you created:

(1) Click <Search>right away (without specifying any search criteria). This will prompt the
system to generate the list of all the forms that you created.

(2) Specify the required entries in the relevant search criteria and then click <Search> to
execute the task. This process will refine the search results.

Step 3: To retrieve a form and view its complete details you must click corresponding to the record.

Application forms with the following application status will be displayed as non-editable or
"read only":

      1. Acknowledged

      2. Sent

3.Reset

Other document status not mentioned above will still appear in "Edit mode".

Step 4: You may access and update pending application forms through this function. Simply retrieve the application form, update the relevant details, click **<Save>** and then **<Send>** if you want to submit to MSS.

3.6 The Communication Menu

This menu group allows you to view the set of chronological records processed in the system. You can access the functions in this menu when you click {Communication}.

3.6.1 Retrieve Messages

This serves as your mailbox for all the notifications and messages that you received from MSS. This function allows you to display the Log of messages and notifications from your MNS inbox.

Step 1: To access this function, you must click {Communications -> Retrieve Messages}. The [Messages and Notifications Retrieval] will appear as shown in the following figure.

LIST OF DETAILS AVAILABLE IN [MESSAGES AND NOTIFICATIONS RETRIEVAL]

Mail ID   Refers to the unique identification number generated by the system for each message and notifications received. The first few characters in the Mail ID refers to the sender's User ID.

Mail Type   Refers to the system generated assigned mail type code.

Content ID   Refers to the system generated the unique identification number assigned to the email content.

Subject   Refers to the subject of the message.

Error Code   Refers to the system generated error code due to failed message process.

Step 2: To navigate away from this page, you may select another menu or click Logout if you do not need to process another tasks.

3.6.2 Reset Send Status

If MSS did not receive the application form that you submitted through the system, you can still re-send it through this function. But first, you need to reset the send status of the application form so that the system will allow you to re-send it.

Step 1: Click {Communications -> Reset Send Status} to display the [List Application to Reset Send Status].

Step 2: The [List Application to Reset Send Status] allows you to retrieve the list of all the application forms that you sent to MSS for approval.

You can retrieve the list of the applications by:

(1) Clicking **<Search>** right away (without specifying the search criteria). This will prompt the system to display the list of all the application forms submitted to MSS. The screen shot below shows the list of all application forms without any search criteria.

(2) Specifying your search criteria in the relevant data fields to refine the search results. You need to click **<Search>** to execute the task. The screen has Job No as search criteria.

JOB NO. This refers to the system generated Job number indicated in the confirmation message when you saved the application form.

The list of application forms with the same job number as specified in this field will be displayed in the search results section of the [Reset Send Status].

The Search Results section in the [Reset Send Status] contains the following details:

1. Job No.

2. Application Date

3. Insurance Holder Name

4. Policy Number

5. Send Date

6. Period

7. Comp Status

8. Doc Status

Only the following three command buttons are available in the [Reset Send Status Screen]

<Search>   Allows you to search an application or simply search all application forms if no search criteria has been specified.

<Clear>   Clears the search criteria if any and the list of records in the result section.

<Reset>   Reset allows you to reset the send status of your selected application form(s). You will notice that the value in the data field Doc Status changes from Sent to Complete.

Step 3: Click <Reset>. The system will prompt you to confirm if you want to reset the send status of your application as shown in the following screen shot.

Step 4: Click <OK>.

    (1) <OK> prompts the system to proceed in resetting the send status of the application

    (2) <Cancel> prompts the system to disregard the task which is to reset the send status of the application.

Step 5: The [Record Reset] will appear confirming that the relevant application was successfully reset.

Step 6: (1) <OK> prompts the system that you acknowledged the confirmation. The system will close the [Record Reset] .

Step 7: You must access the [Retrieve Forms] if you need to update the relevant application form before sending to MSS.

Simply access the form. It will be in read-only format. You will notice the change in status for the form(Please refer to screen shot below.)

The only activated command buttons for the reset form are

\<Send\>   Allows you to send the form to MSS.

\<Exit\>   Allows you to exit from the form.

(Please refer to the screen shot below.)

Step 8: After clicking on \<Send\>, You need to click \<Ok\> when the system prompts you to confirm the task.

\<OK\> prompts the system to send the application form to MSS.

The [Message Submission] will appear confirming that the application form was successfully submitted.

3.6.3 Print Forms

This function allows you to print multiple completed application forms in batch.

Step 1: Click {Communications -> Print Forms} to display the [List of Completed Health Insurance Premium Forms] as shown below.

Step 2: The [List of Completed Health Insurance Premium Forms] allows you to retrieve the list of all completed application forms.

You can retrieve the list of the applications by:

(1) Clicking **<Search>** right away (without specifying the search criteria). This will prompt the system to display the list of all completed application forms. The screen shot below shows the list of all application forms without any search criteria.

2) Specifying your search criteria in the relevant data fields to refine the search results. You need to click **<Search>** to execute the task. The screen has the followings as search criteria:

- Application Date From
- Application Date To
- Job No
- Policy No

The Search Results section in the [List of Completed Health Insurance Premium Forms] contains the following details:

1. Job No.
2. Application Date
3. Insurance Holder Name
4. Policy Number
5. Send Date
6. Period

Only the following three command buttons are available in the [List of Completed Health Insurance Premium Forms]

<Search>   Allows you to search an application or simply search all completed application forms if no search criteria has been specified.

<Clear>   Clears the search criteria if any and the list of records in the result section.

<Print>   Print allows you to print the selected application form(s).

Step 3: Once you retrieved the list, select the application forms to be printed. Click <Print>. The system will prompt you to confirm if you want to print the selected records as shown in the following screen shot. Please note that you can only view the summary of application forms in this screen.

NOTE:

(1) To select all the application forms in the List, tick the checkbox at the left side of the   Job Number.

(2) To print specific application forms, you must tick the checkboxes corresponding to the relevant application forms only.

(3) <Print> prompts the system to print the relevant application forms.

Step 4: After selecting all the relevant application forms to be printed, click <Print>

Step 5: You need to click <Ok> when the system prompts you to confirm the task.

(1) <OK> prompts the system to proceed with the printing of the application forms.

Are you sure to print the selected record(s)?

OK   Cancel
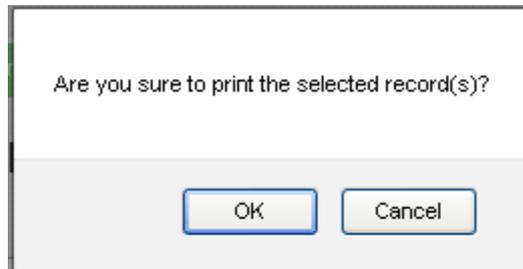
(2) <Cancel> prompts the system to disregard the task.

3.6.4 Send Forms

This function allows you to submit multiple application forms to MSS simultaneously.

Step 1: Click {Communications -> Send Message} to display the [Batch Send-List of Health Insurance Premium Forms] to be sent.

Step 2: You may retrieve the list of all the forms with Status values **"Complete"** and **"Reset".**

You can retrieve the list of the applications to be sent by:

(1) Clicking **<Search>** right away (without specifying the search criteria). This will prompt the system to display the list of all the application forms to be submitted to MSS.

(2) Specifying your preferred search criteria in the allocated data fields to refine the search results.

The screen has the followings as search criteria:

➢ Application Date From

➢ Application Date To

➢ Job No

➢ Policy No

The Search Results section in the [Batch Send-List of Health Insurance Premium Forms] contains the following details:

1. Job No.

2. Application Date

3. Insurance Holder Name

4. Policy Number

5. Status

6. Period

Only the following three command buttons are available in the [Batch Send-List of Health Insurance Premium Forms]

\<Search\>   Allows you to search an application or simply search all completed application

forms if no search criteria has been specified.

<Clear>   Clears the search criteria if any and the list of records in the result section.

<Send>   Prompts the system to submit the relevant application forms to MSS for approval..

Step 3: Once you retrieved the list, select the application forms to be submitted. Please note that you can only view the summary of application forms in this screen.

NOTE:

(1) To select all the application forms in the List, tick the checkbox at the left side of the   Job Number.

(2) To print specific application forms, you must tick the checkboxes corresponding to the relevant application forms only.

(3) <Send> prompts the system to print the relevant application forms.

Step 4: After selecting all the relevant application forms to be submitted, click <Send>

Step 5: You need to click <Ok> when the system prompts you to confirm the task.

    (1) <OK> prompts the system to proceed with the sending of the application forms.
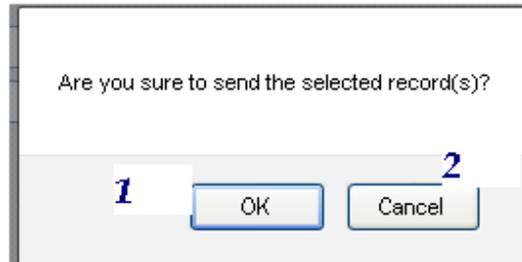
(2) <Cancel> prompts the system to disregard the task.

Step 6: The [Message Submission] will appear confirming that the application forms were successfully submitted to MSS.
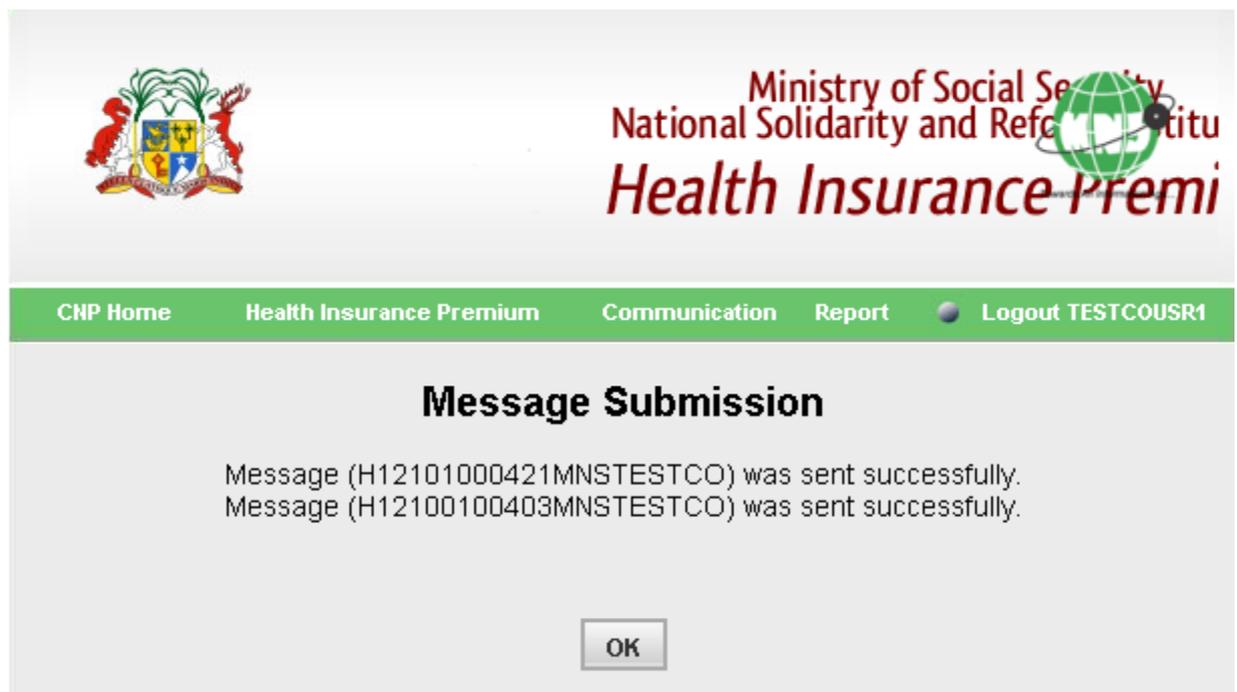
(1)   <OK> prompts the system that you are acknowledging the confirmation message. The system will close the [Message Submission] and redirect you to the [Batch Send-List of Health Insurance Premium Forms]

3.7 Reports

You access the report by simply selecting the Report Sub-Menu [Audit Log] option as shown in the following screen shot.
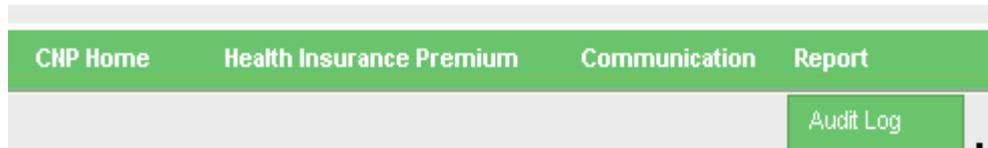
You can generate reports in CSV, PDF or HTML, simply click the appropriate command control button to execute the task.

Reports View List Screen has Two (2) main parts:

➢   Search Criteria

➢   The results section

(please refer to above screen shot for a sample of the report screen).

The ***Search criteria*** section composed of the following:

Search Criteria data fields This refers to the allocated data fields wherein you can enter a detail of the record that will serve as the system's reference in generating the search results.

<CSV>   This command control button allows you to generate a report in Comma Separated Values or mostly known as Excel or Spreadsheet formats.

<PDF>   This command control button allows you to generate a report in Portable Document Format.

<Preview>   This command button allows you to generate a report in HTML Format and displays it in the relevant function's screen right away**.**

<Clear>   This command button will clear any search criteria entered by you and the result list section.

The Search Results section appears in table format. It composed of various categories which are derived from the data fields of the HIP application form.

Generating a report in your preferred format

Step 1: Enter your preferred Search Criteria in the data fields allocated to refine the search results.

Or, click the relevant command button right away without specifying any search criteria to generate a report of all the records available in the system.

Step 2: Click the relevant button representing your preferred format.

Opening a report in CSV and PDF

Step 1: Once you clicked on either of the **<CSV>** and **<PDF>** buttons, the [File Download] will appear.
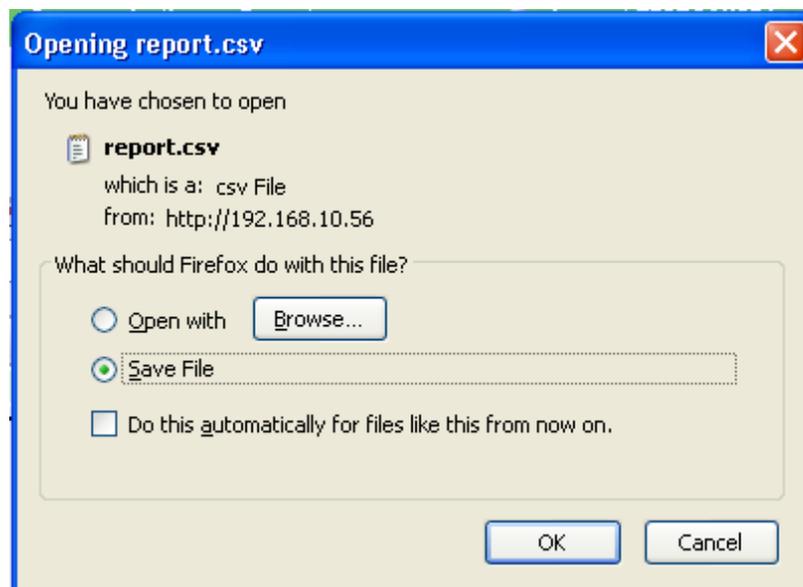
Step 2: Click <Open>.

(1) <Open> prompts the system to download and display the report in your preferred format. The system will automatically generate the report in a new screen.

Saving the report in your preferred format

Step 1: Click the <Save> button in the [File Download]. The system will download the report in either of the following: CSV or PDF (depending on the command control button that you clicked in Step 2 of Generating A Report In Your Preferred Format).

Step 2: The [Save As] dialogue box will appear. You need to select the location where you want to save the report generated, you can browse through the:

      (1) File Directory Path

      (2) Folders Navigation Panel

(3) Files and Folders display area

After selecting the target location, you need to assign a file name and document type in the:

(4) Filename text box

(5) Save as type text box

After providing all the required details, click <Save>.

(6) <Save> prompts the system to save the report generated in your specified location.

(7) <Cancel> prompts the system to disregard the task of saving the report.

3.7.1 Audit Log

The Audit Log in the {Report} allows you to track the series of events performed in the system.

LIST OF SEARCH CRITERIA IN THE [AUDIT LOG]:

TIME STAMP FROM   This refers to the start date and time of the audit logs that will be displayed as a search result.

TIME STAMP TO   This refers to the end date and time of the audit logs that will be displayed as a search result.

USER ID   This refers to the User ID of the end user who processed the task.

AUDIT EVENT   This refers to the specific task performed.

LIST OF SEARCH RESULT DETAILS IN THE [AUDIT LOG]:

EVENT   This column refers to the task performed by the end user on the specified time stamp.

USER ID   This column holds the list of User IDs used by the end users who processed the tasks as specified in the Audit Log.

TIME STAMP   This column holds the relevant date and time when the task was performed.

Format: DD/MM/YYYY HH:MIN:SEC

AUDIT DETAIL   This column holds the event and the reference number of the relevant application form.

For example:

EVENT	USER ID	DATE AND TIME	AUDIT DETAIL
RESET	TESTCOUSR1	2012-08-16 11:31:29.0	Reset Send Status of Job No 2012070400112MNSTESTCO

4. Reset Return Status

Reset Return Status is a functionality provided solely to the admin user where he/she can reset the return status for Health premium form.

Only an admin user can reset the return status of a locked record. After going through the login process(explained earlier in this manual), the admin user can access the functionality of "Reset Return Status" found under the utility menu.
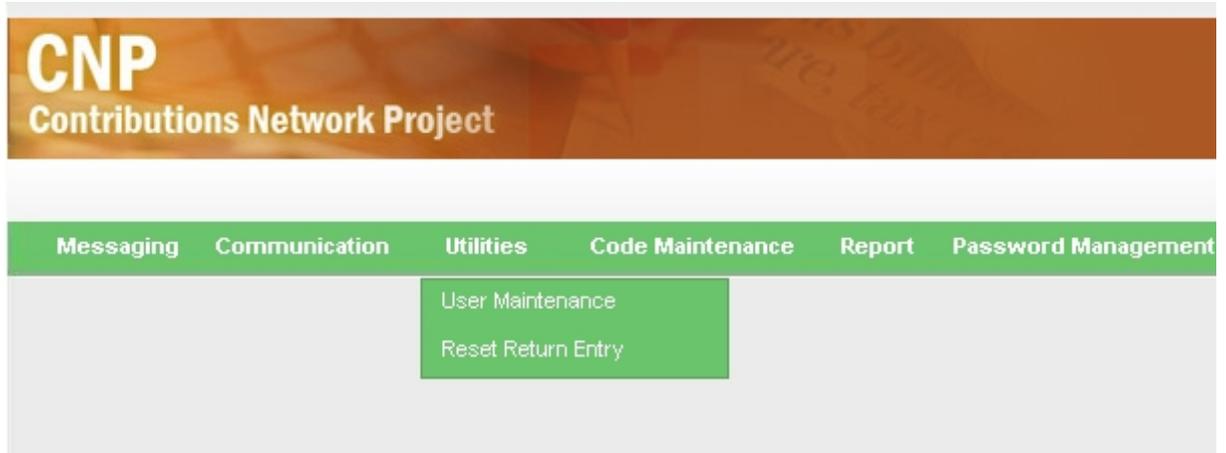
Accessing the Reset Return Status functionality

Step 1: Click {Utilities -> Reset Return Entry} to display the [Reset Return Status For] screen.
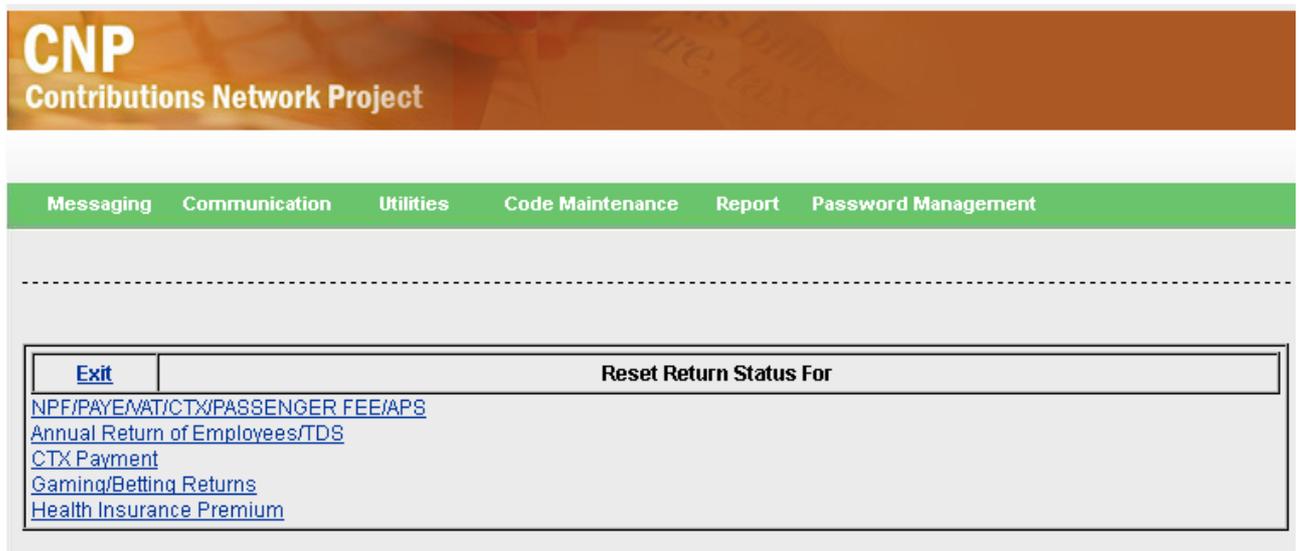
Step 2: Select "Health Insurance Premium" option as shown in the above screen shot. You will be directed to the following screen.
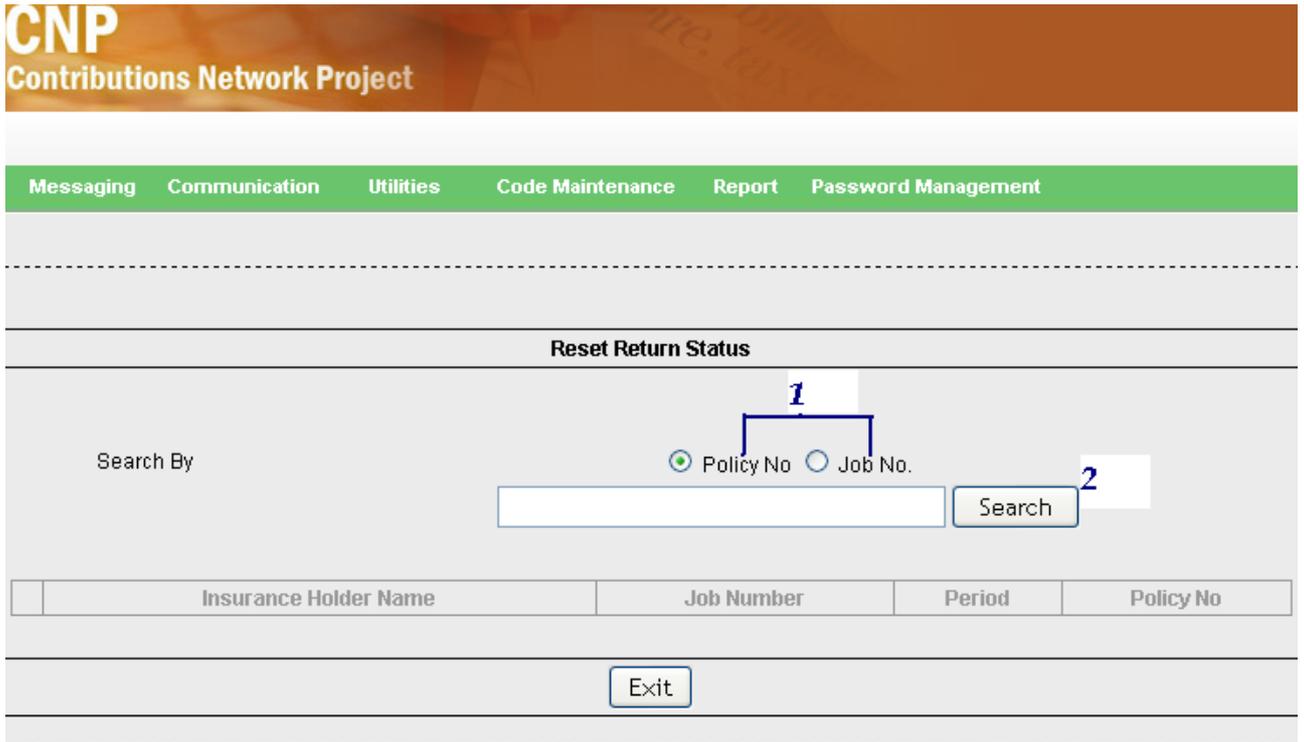
The screen is divided into two sections:

➢ the search criteria and

➢ search results section

The search criteria section consist of two search criterias namely:

1. Policy No

2. Job No

You must input specify at least one of the search criteria to proceed with the reset return status. If you try to search without any criteria then you will be alerted with the following alert message.

The search result section displays a summarized version of the records that match the search criteria. The search result section is composed of the details as :

1. Insurance Holder Name
2. Job Number
3. Period
4. Policy Number

Step 3: Input any search criteria value and click on the <Search> button. Please refer to the screen shot below.

Step 4: For example we have specified the search criteria for policy number.

    (1.) Input policy No.

    (2.) Click on search button

After matching the search criteria, only one record is found and displayed in the search result section.

    (3.) To proceed further you need to check the checkbox on the left as shown in the screen shot above (3).

Please note that you must be sure there's no user login currently in the system at time when you are resetting the return status for the Health premium record. You will notice the message as shown below:

Step 5: Click on the <Reset> button (5) to continue with the reset task.

        Click on the <Exit> button to exit from the form.

        Once the record has been processed, you will be notified with the message that the record status has been successfully updated. Please refer to the screen shot below:

Click on the <Exit> button to exit from the reset status functionality.

APPENDIX A: Glossary of terms

Command buttons - Import/ Export Permit Online Application is a web-based system that uses GUI buttons as a form of executing a command or process.

Dialogue Box/ Message Box - It is a window that pops up on the screen with options that the user can select.

Data field or Data entry field - A space allocated for a particular item of information.

Hyperlink - A clickable link in text or graphics on a web page that takes you to another place on the same page, another page or another website.

Menu - List of options available for the end user to access.

Options - a menu of options that appears below the item when the end user clicks on it. This terminology has been used to specify the list of information available in the system which requires end users to select.

Search Criteria – A search that implies sequential scanning of content or indexes in order to find the results rather than a direct lookup.

Web browser – This is a computer program which enables the end users to access the Internet.

APPENDIX B: Doc Status, Comp Status, and Job No. format

On screen	Comp Status	Description
Complete	C	All mandatory data has been entered.
Incomplete	I	Some mandatory data are missing.
Lock for entry	L	Form in proccess

On screen	Description	Editing allowed
Created	All new document when created.	Yes
Sent	Indicates that the document has been sent.	No
Send Failed	Indicates that the sending of the form has failed.	No
Reset	The document has been reset by the end user to be sent again.	No
Acknowledge	Acknowledge the receive of the Form sent at MSS.	No

Data	Format	Remarks
H	H	Refers to Health Insurance Premium Form
Date	YYMMDD	Document Creation Date.
Sequence Number	NNNNN	These series of numbers appears right after the Document Creation Date.
Company ID	CCCCCCCC	The assigned Company ID is included in the Job Number of the from. And these characters appear right after the Sequence Number.

ANNEX A: Sample print outs of the documents generated

Ministry of Social Security, National Solidarity and Reform Institutions

Payment of Premium to Health Insurance Scheme

Part A *(Insurance Company Details)*

This is to certify that Miss Ahana Kapoor holder of National Identity Number: B041184040198A has subscribed a health Insurance Policy at INSURANCE COMPANY LTD as per Policy Number POLICY 7890 . The monthly premium is Rs 5200 payable as from 2012/09 to 2014/12 .

Bank Details for transfer of Contibutions

Name of Bank: BANK OF MAURITIUS

Account No. 4545452

Tel No: 4253625

Email: ins@hotmail.com

Address: ROYAL ROAD
         TERRE ROUGE
         PORT LOUIS

{Seal of company}

Name: TESTCOUSR1

Signature: ....

Date: ....

Part B *(Applicant Details)*

I, Miss Ahana Kapoor working at / with

2. mcb ltd, registered with the NSF under registration number 589

1. mns ltd, registered with the NSF under registration number 5662

hereby authorise the Ministry Of Social Security, National Solidarity and Reform Institutions to pay the amount of Rs 5200 , representing the monthly premium of health insurance Policy No. POLICY 7890 to the above Insurance Company as from the month 2012/09 to 2014/12 as provided in Section 5F of the National Savings Fund Act.

I undertake to inform the Ministry at least two months in advance in case I decide not to renew the policy.

Tel No: 4016800

Address: Mumbai
         India

Signature: ....

Date: ....

For Official Use

Date Registered: ....

Application Number: 2012071200198MNSTESTCO

Registered by: .... (Name of Officer)