



## Mobile App User Guide



A woman with dark hair, wearing a red long-sleeved top with white drawstrings at the cuffs, is smiling and looking at a smartphone held in her right hand. She is also holding several orange shopping bags. The background is bright and out of focus, with a large, warm sun flare on the left side.

# **Account Creation**


# App Download



- Access your App Store (iOS) or Play Store (Android)
- Type 'GroupCare Lite' in search bar, click on 'Get' / 'Install' button.
- Once download is complete, open the GroupCare Lite app to get started



# Account Creation / Login



Welcome to

**Login**

Don't have an account?  
**Sign Up**

By using DACare, you agree to the  
"Terms and Conditions" and  
"Privacy & Data Protection Policy"

Version: 5.1.0

9:41

< **Create an account**

NRIC / Member Code

Date Of Birth

Email

+ 65 Phone Number

By Clicking on "Sign Up" you agree to our Terms and Conditions and Privacy & Data Protection Policy. Otherwise exit from this app.

Select Your OTP Option

☐ OTP to Mobile ☐ OTP to Email

**Sign Up**

Already have an account?  
**Log In**

9:41

< **Enter OTP**

Enter OTP sent to your email:  
jeremywong@doctoranywhere.com

EBDA -

**Continue**

Didn't receive email?  
Please check your spam folder or  
Resend OTP (60s)

## STEP 1

Click on 'Sign Up'

## STEP 2

Fill in your corporate details and select 'OTP Option'

Click on 'Sign Up'

## STEP 3

You will receive your OTP details via SMS or Email depending on the option chosen

Fill in the 6 digits pin found in the SMS or Email and click on 'Continue'

# Account Creation / Login



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< Terms & Conditions

**Website/Mobile App - Terms and Conditions**

The following terms and conditions will govern the use of the Websites and Mobile Applications including the web and mobile content provided by us to you.

**Understanding your rights, obligations and Responsibilities**

In the following paragraphs, "you" refers to all persons who are named under the account and "us", "us" or "our" refers to NTUC Income Insurance Co-operative Limited and/or its holding company and/or its subsidiaries (collectively "Income") and/or the subsidiaries of its holding company and Adego Health Pte Ltd and its holding company (collectively "Adego").

Please read these Terms and Conditions carefully. By accessing the website income.groupcare.com.sg and all its pages (collectively "Websites") and downloading the mobile application named "GroupCare Life by Income" (collectively "Mobile App"), you agree to be bound by these Terms and Conditions. If you do not agree to any of these Terms and Conditions, do not access the Websites or download the Mobile App.

The Websites and Mobile App consist of various websites, pages and menus which currently provide users access to online resources, including various communication tools, online forums, commercial services, personalised content and information (collectively "Online Facilities"). Certain sections, pages and menus on the Websites and Mobile App may contain additional terms and conditions, which are in addition to these Terms and Conditions. In the event of a conflict, these Terms and Conditions will prevail.

In using the internet to gain access to your account, you will be exposed to the following risks:

1. If you do not have sufficient technical knowledge or you do not take safety precautions, unauthorised people may gain access to your computer or internet-linked devices (mobile phone included).
2. Unauthorised people may without your knowledge gain access to your computer/mobile phone and monitor your regular access to your account and your transactions with your account.
3. There may be computer/mobile apps viruses or other malicious software which may interfere with your access to your account.
4. If you access your account through a public computer or other peoples' mobile phone, this may expose your account to viruses and malware software and/or surveillance.

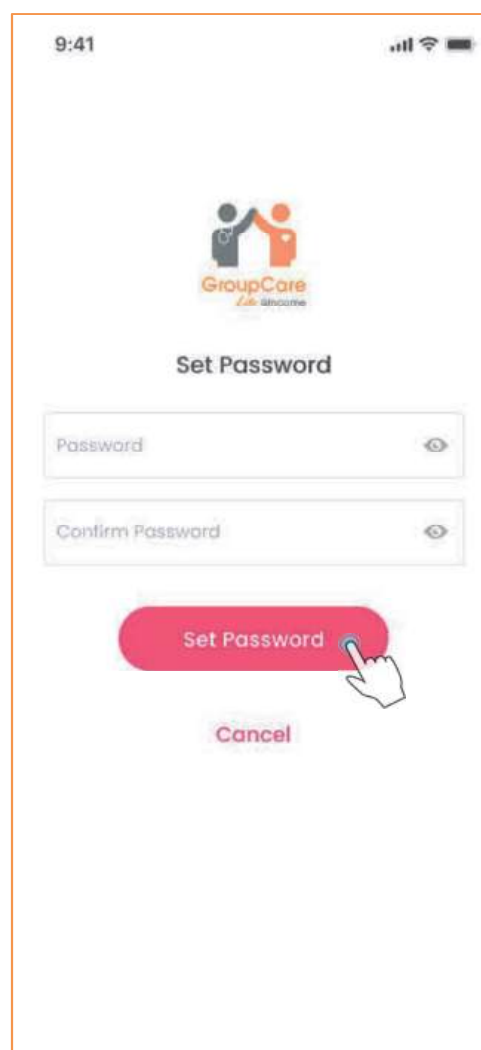
You are liable for all instructions and transactions that are carried out through the use of your username and password to access your account whether or not authorised by you. We will not be liable to you, if you:

- (a) fail to comply with the Terms and Conditions set out herein;
- (b) disregard the security measures which you must take; or
- (c) fail to take precautions when using the internet to access your account.

If you suffer from any damages due to our direct willful default or gross negligence, we will be liable to you and to your store for such direct damages. However, we will not be liable to you for any

☒ I Accept

Continue



9:41

GroupCare Life @Income

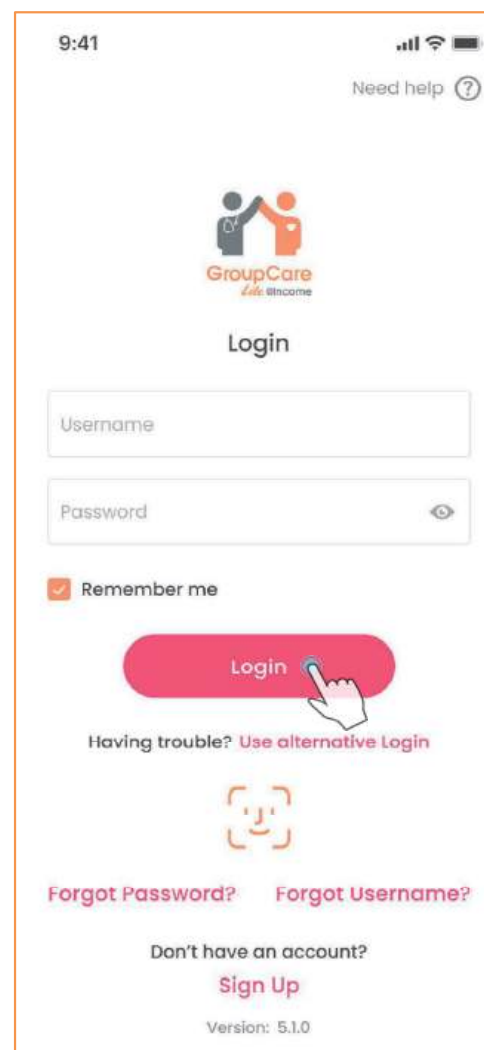
Set Password

Password

Confirm Password

Set Password

Cancel



9:41

Need help ?

GroupCare Life @Income

Login

Username

Password

☒ Remember me

Login

Having trouble? Use alternative Login

Forgot Password? Forgot Username?

Don't have an account? Sign Up

Version: 5.1.0

## STEP 4

Accept the terms and conditions

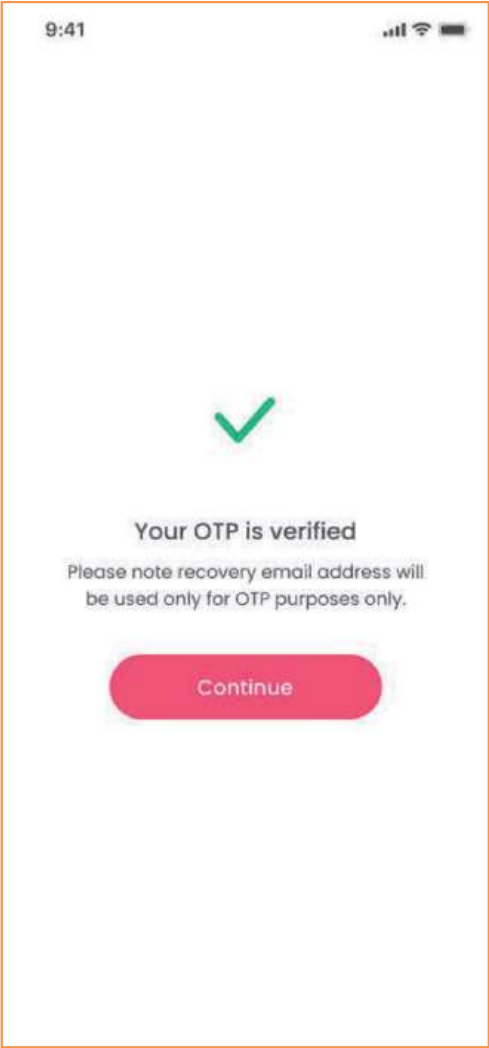
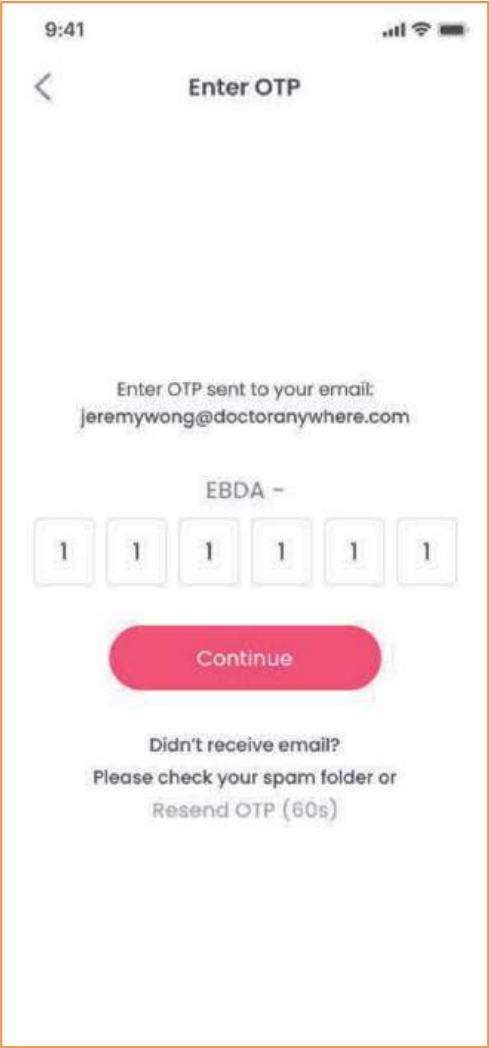
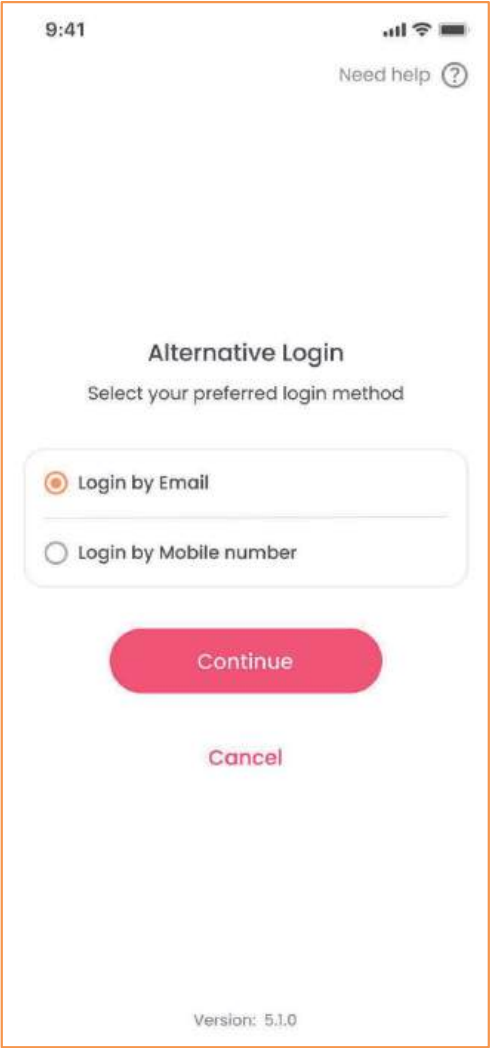
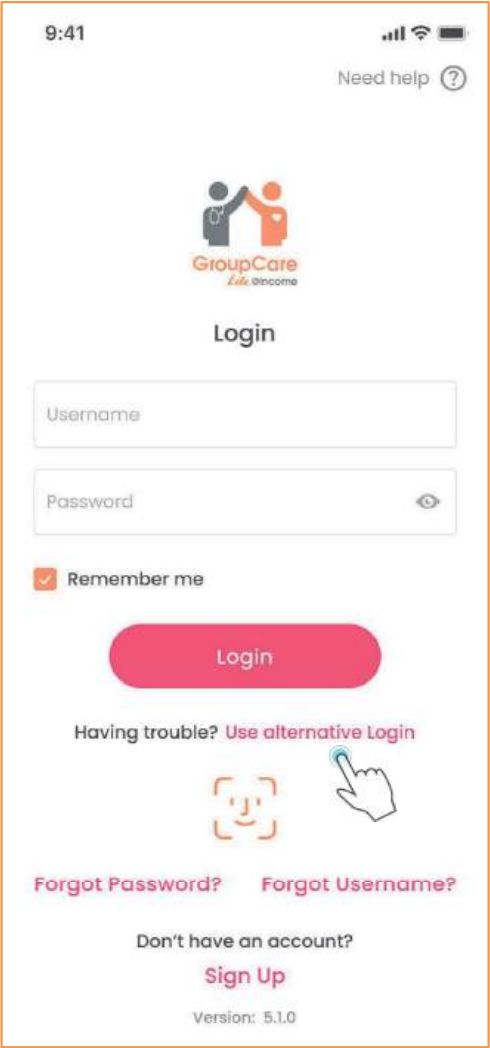
## STEP 5

Set your password

## STEP 6

Return to the login screen and log in with your username and password

# Alternative Login




**STEP 1**  
Click On 'Use Alternative Login'

**STEP 2**  
Select either Login by Email or Mobile Number

**STEP 3**  
Input the OTP received to be verified

# Forgot Password


9:41 Need help ?

  
Login


☒ Remember me

Login


Having trouble? [Use alternative Login](#)



[Forgot Password?](#) [Forgot Username?](#)

 Don't have an account?  
[Sign Up](#)

Version: 5.1.0

  
Forgot Password

Submit

Cancel

## STEP 1

Click On 'Forgot Password'

## STEP 2

Enter your email address

## STEP 3

You will receive an email to reset your password

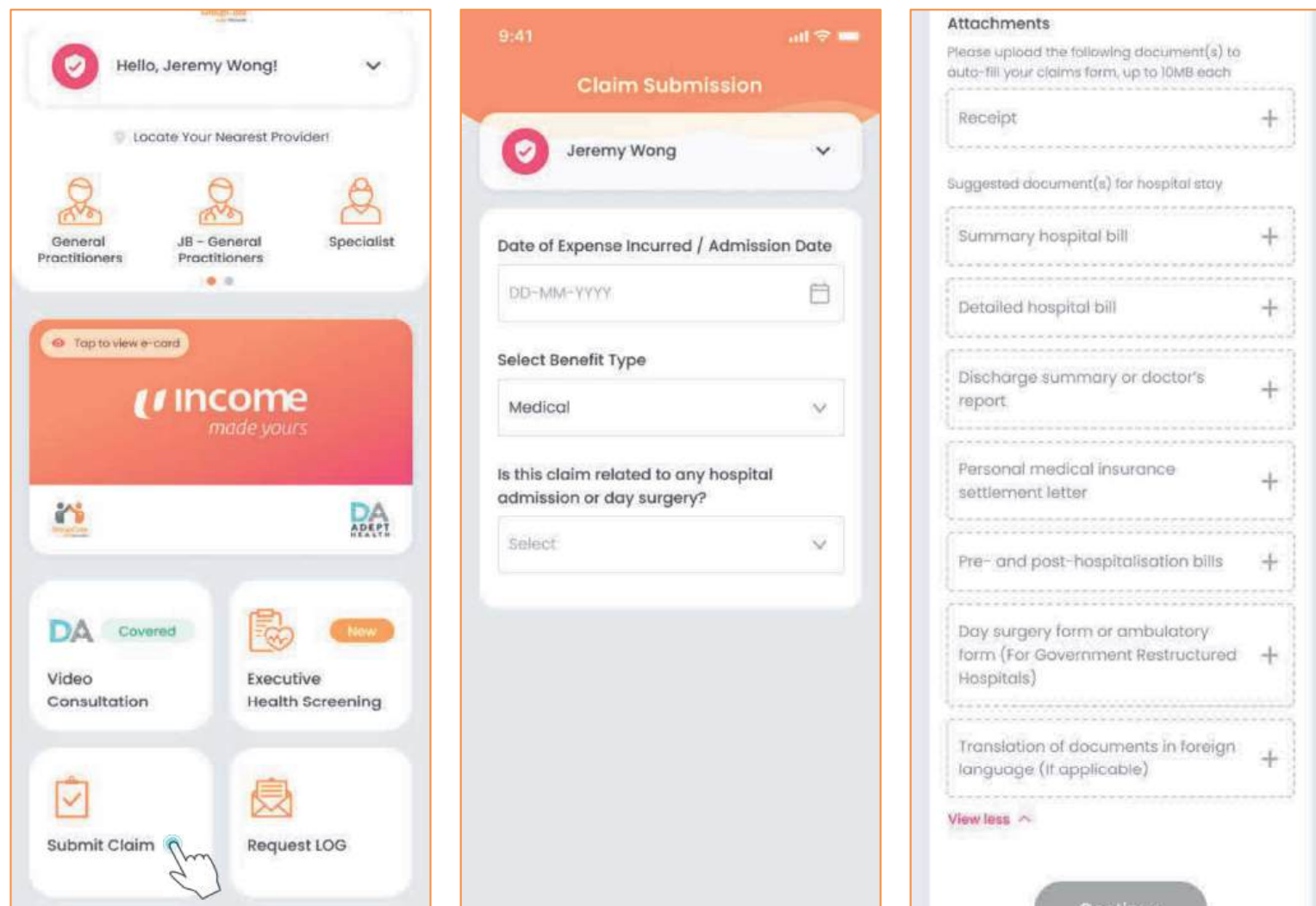
# User Guide





# Submit Claims

Members can submit their claims and upload claim documents



The first screenshot shows the app's home screen for user Jeremy Wong. It includes a greeting, a 'Locate Your Nearest Provider' button, and icons for General Practitioners, JB - General Practitioners, and Specialist. Below this is a large orange banner for 'income made yours' and logos for DA ADEPT HEALTH and GroupCare. At the bottom, there are four buttons: 'Video Consultation' (DA Covered), 'Executive Health Screening' (New), 'Submit Claim' (highlighted with a hand icon), and 'Request LOG'.

The second screenshot shows the 'Claim Submission' screen. It features a header with the user's name 'Jeremy Wong'. Below the header, there are three main sections: 'Date of Expense Incurred / Admission Date' with a date picker (DD-MM-YYYY), 'Select Benefit Type' with a dropdown menu (Medical), and 'Is this claim related to any hospital admission or day surgery?' with a dropdown menu (Select).

The third screenshot shows the 'Attachments' screen. It prompts the user to 'Please upload the following document(s) to auto-fill your claims form, up to 10MB each'. Below this, there is a list of suggested documents for hospital stay, each with a plus icon for upload: 'Receipt', 'Summary hospital bill', 'Detailed hospital bill', 'Discharge summary or doctor's report', 'Personal medical insurance settlement letter', 'Pre- and post-hospitalisation bills', 'Day surgery form or ambulatory form (For Government Restructured Hospitals)', and 'Translation of documents in foreign language (If applicable)'. At the bottom, there is a 'View less' link and a 'Continue' button.

## STEP 1

Click on 'Submit Claim'.

## STEP 2

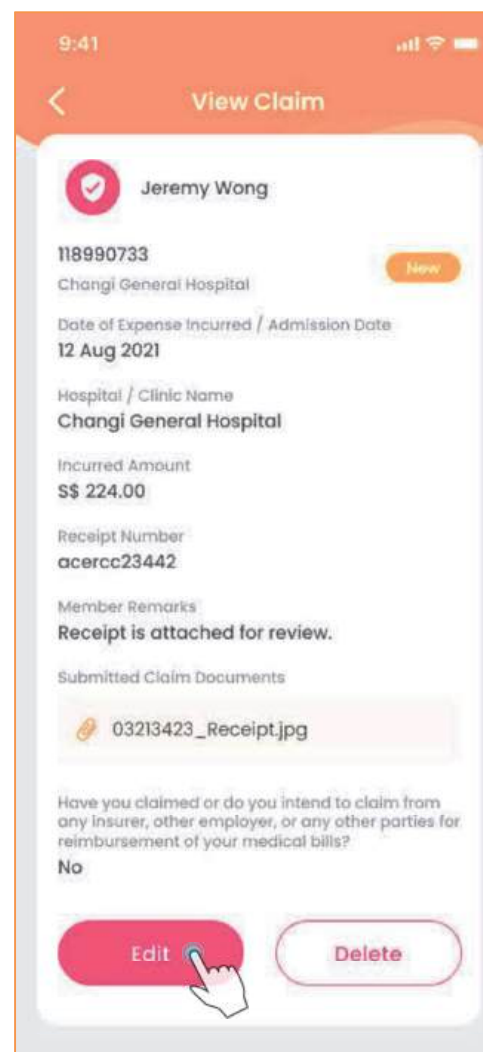
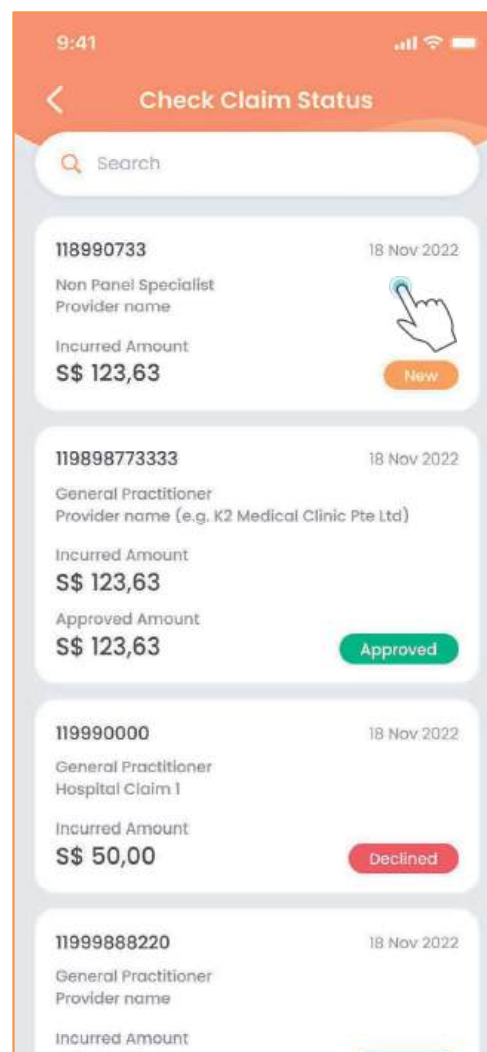
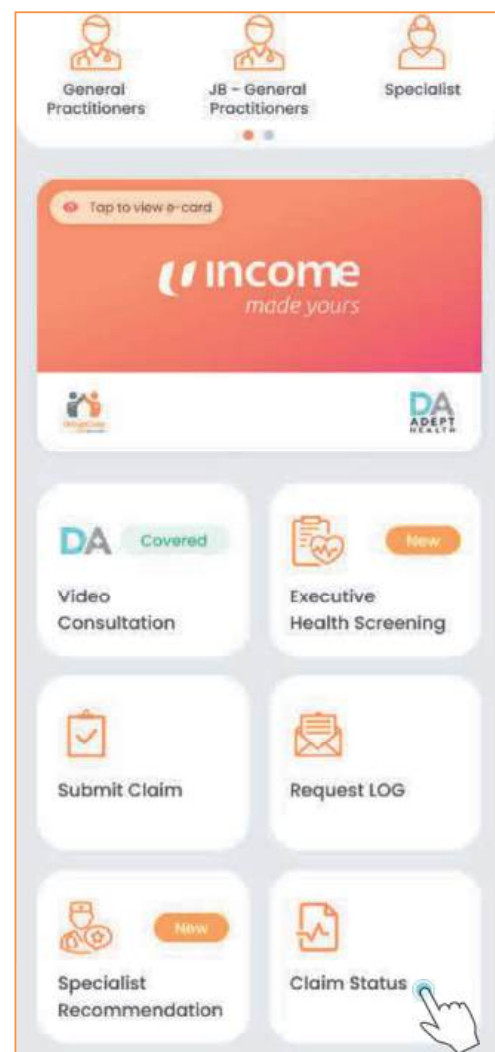
Key in all the necessary details and submit your supporting documents.

## Important

Document upload size is limited to 10MB per file and up to 20 files per submission.

# Check Your Claim Status

Members can check their (and dependent) claims status, edit or delete their claims



## STEP 1

Click on 'Claim Status'.

## STEP 2

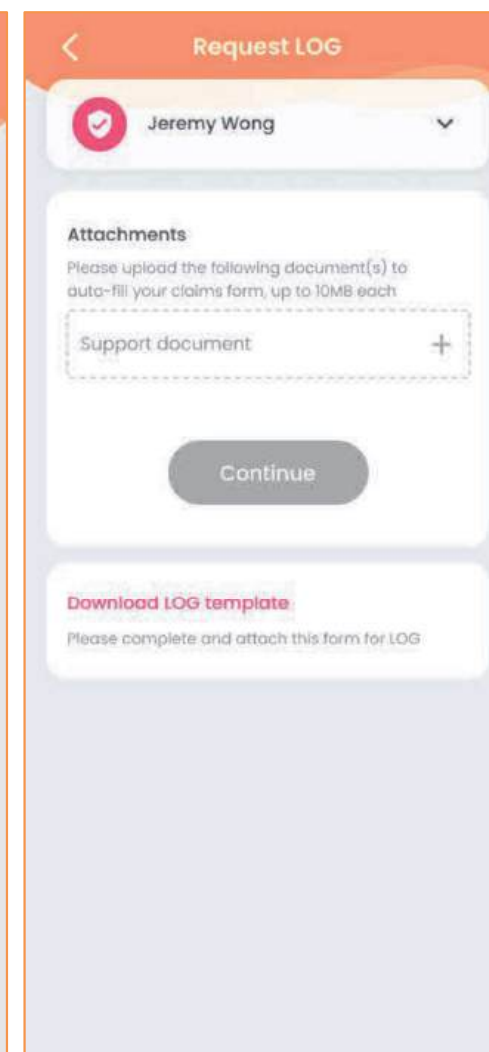
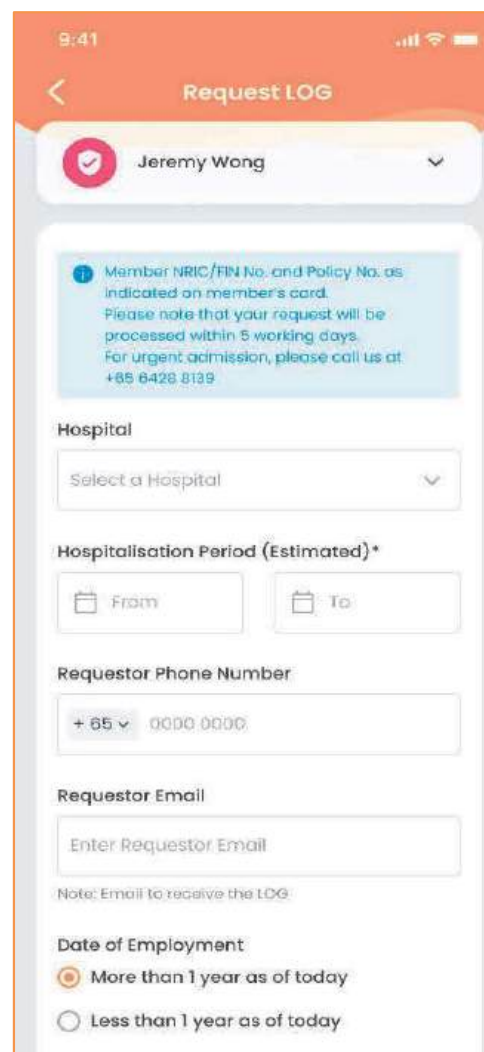
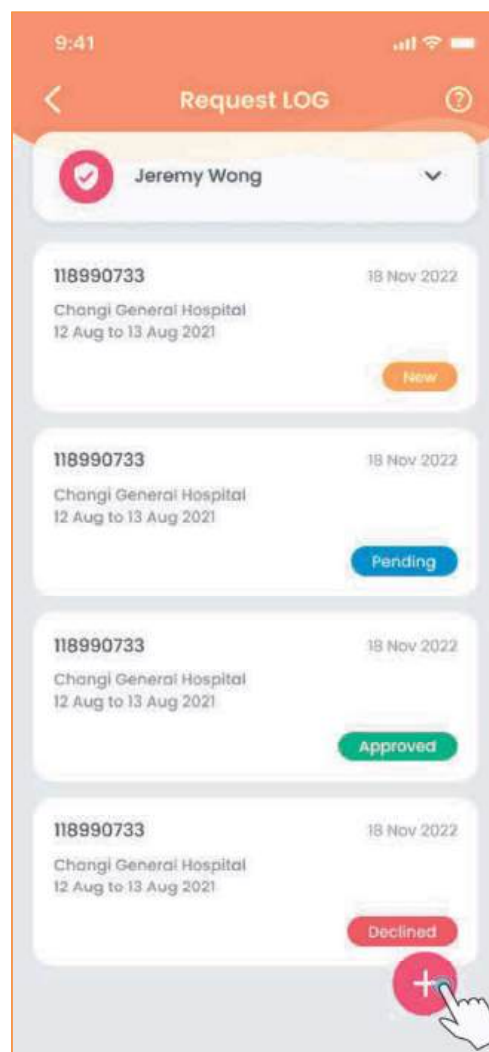
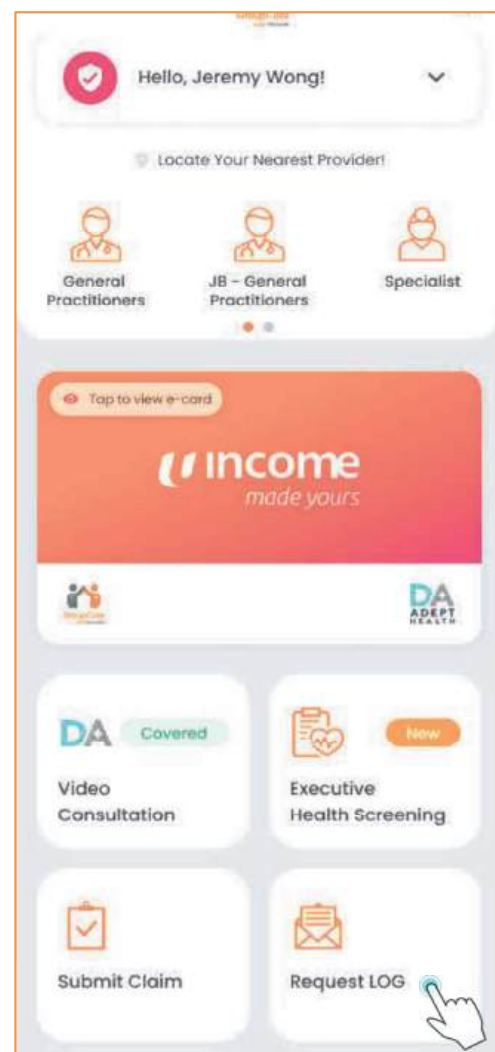
You can 'Edit' or 'Delete' claims that are still under 'New' or 'Pending' status.

If you choose to 'Edit' the claim, you must click on 'Update' after editing your claim to ensure your claim submission gets updated.

If you choose to 'Delete' the claim, an alert to delete the claim will be prompted.

# Letter of Guarantee

Members can request for a Letter of Guarantee (where applicable)



## STEP 1

Click on 'Request LOG'.

## STEP 2

You can view your past LOG request history or request for a new LOG.

## STEP 3

Key in the necessary details and upload your supporting documents.



# We are Here to Help

## Single contact point for all your enquiries

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For enquiries regarding Registration, Login or other Troubleshooting Matters

**Tel:** +65 6428 8139

**Email:** [groupcare.life@adepthealth.com.sg](mailto:groupcare.life@adepthealth.com.sg)

**Operating Hours:** Mondays to Fridays  
9.00am to 6.00pm (excluding Public Holidays)

**For Emergency ONLY:** Stay on the line for our 24/7 customer care team to assist you.

