

ENAYA- Neuron Member Portal User Manual

Welcome to the ENAYA-Neuron Program Portal. Our main goal is to provide the finest services desired by our members in the field of Health Insurance. Kindly follow the following steps in order to register your personal Information.

1. If you are a new user, firstly register by clicking the “New Registration” link at the login page.

Government of Dubai logo: حكومة دبي
GOVERNMENT OF DUBAI

neuron
ENAYA

هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

English عربي

Member Login

If you are a new user please register first by clicking the 'New Registration' link.

Member Login

ENAYA-Neuron ID*

Password*

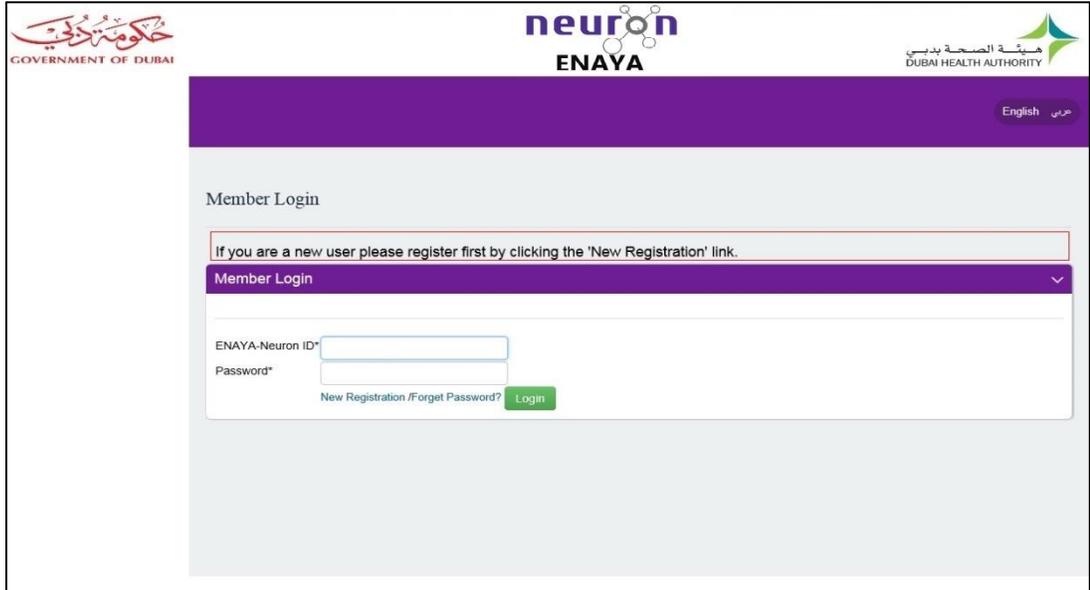
New Registration Forgot Password? Login

- To register, the User has to provide the ENAYA-Neuron ID*, Password, Confirm Password and Mobile Number; E-mail is optional. The Mobile Number provided here will be used to receive any notifications belonging to you or your dependents, i.e. (receiving password reset or Pre-Approvals notification).

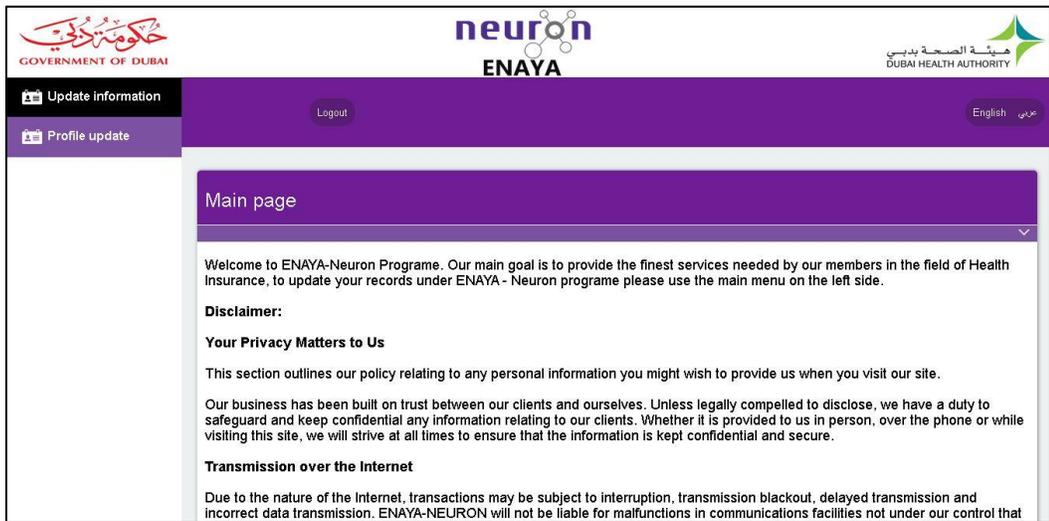
*in-case you are insured under your department please use your ENAYA-Neuron Card number otherwise please use the first 11 digits of one of your dependents card like below sample.

| | | | |
|--------------|--|--------------------------------------|----------|
| Name: | Naqash Khan | الاسم: | نقاش خان |
| Nationality: | UAE | الجنسية: | الإمارات |
| Staff ID: | 1234 | الرقم الوظيفي: | |
| ID: | 1234567891011 | رقم البطاقة: | |
| Valid From: | 01/01/2015 | تاريخ الصلاحية: | |
| DOB: | 31/10/1996 | تاريخ الميلاد: | |
| Deductible: | Network: Nil DHA: Nil | الخصم: الشبكة: هيئة الصحة في دبي: | |
| Category: | A | المنف: | |
| Network: | Platinum | الشبكة: | |
| Inclusions: | G-10, G-15 | التضمينات: | |
| Co-Ins: | OP: 20% IP: 20% PH: 20% Optical: 50% Dental: 20% | | |

- Once the User is registered, the registered ENAYA-NEURON ID and password can be used to login to the main page.



- Once you logged on to the main page, you can select the menu accordingly and update your details and details of your family and / or Password and other options available.



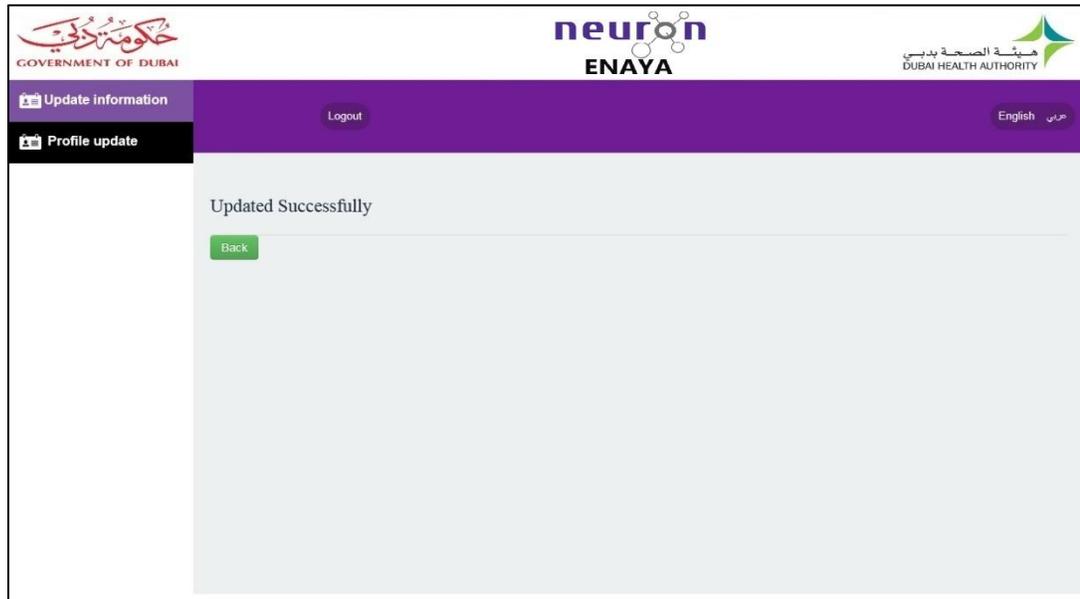
- Once the user selects 'Update Information' Menu; all active members (Principal and dependents) will be listed. Then one can click on the edit link to update the details of a particular member.

The screenshot shows the ENAYA web application interface. At the top, there are logos for the Government of Dubai, neuron ENAYA, and the Dubai Health Authority. The navigation bar includes 'Update information' and 'Profile update' menus, a 'Logout' button, and language options for 'English' and 'عربي'. The main content area is titled 'Member Information' and contains a table with the following columns: ENAYA-Neuron ID*, Full Name (English), Arabic Name, Emirates ID*, Mobile Number*, and Email. There are five rows of data, each with an 'Edit' link. Below the table, there is a pagination control showing '1'.

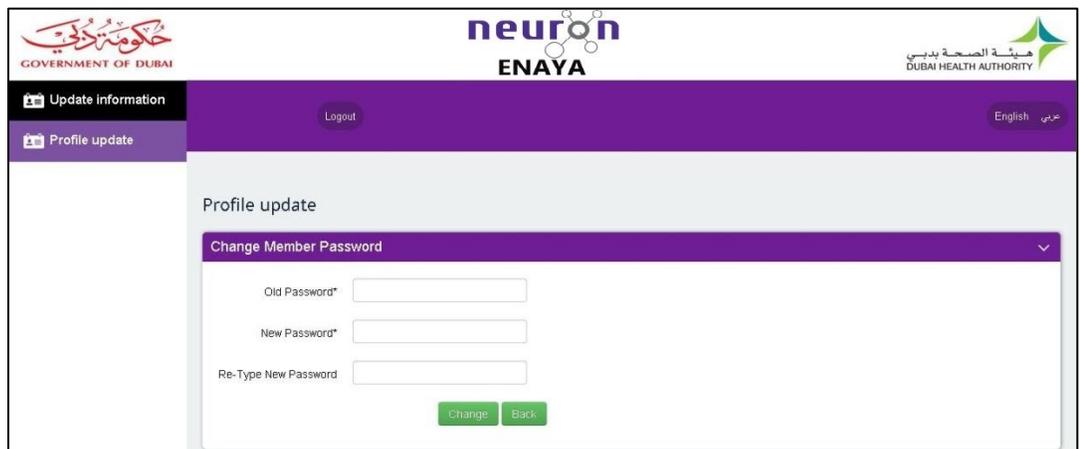
- When the User clicks on the Edit link of a member, the below screen will appear. Here User can update Emirates ID, Mobile Number, Land Line Number and E-mail ID.

The screenshot shows the ENAYA web application interface with the 'Member Information' form open. The form contains the following fields: Full Name (English), Arabic Name, Emirates ID*, Land Line, Mobile Number*, and Email. A green 'Save' button is located at the bottom of the form. The navigation bar and logos are the same as in the previous screenshot.

7. Once the User saves the data, a successful message screen will appear

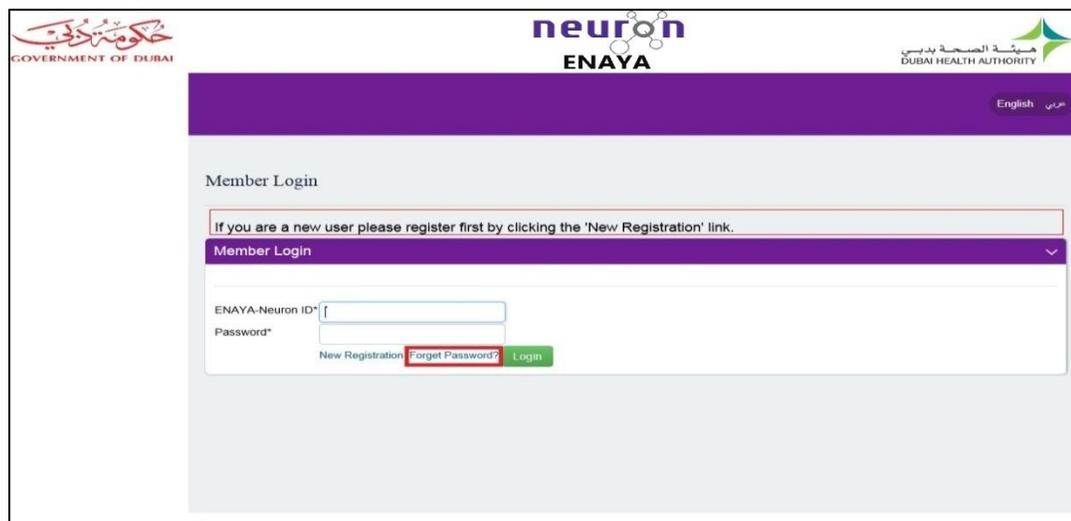


8. When the User clicks on 'Change Password' menu, the below screen will appear which will allow the User to change his current password with the new one; besides he can also replace the registered Mobile Number with a new one.



9. If you forget your Password, you can reset it by clicking the 'Forget Password?' link at login page. This functionality will allow you to receive an SMS with a one-time auto generated password through your registered mobile number via the ENAYA-Neuron Program.

Note: You need to change the automatic password that was sent to your Mobile and create a new password.



10. Once you click on the 'Forget password?' link, the below screen will appear whereby you need to enter your registered Neuron Id and Mobile Number to validate your Identity.

