

Nishauri Mobile Application Process Flow.

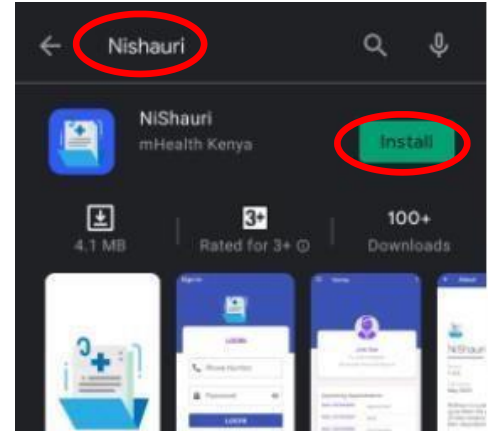
1. How to Download Nishauri Application

Users of the Nishauri application shall be able to download and update the mobile app from the Google playstore according to the process below:

Access the Google playstore

Search for Nishauri application by mHealth Kenya on the search bar

Install the application

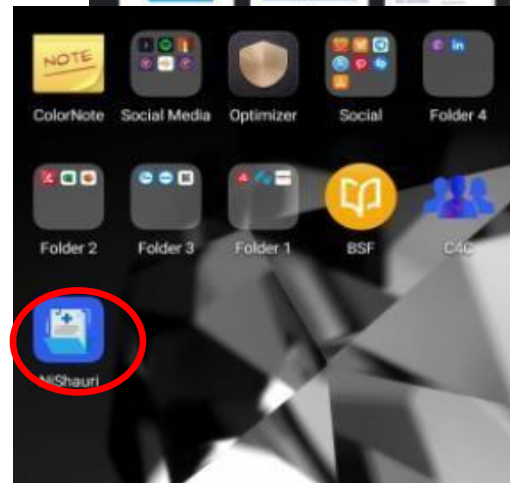


2. How to Access Nishauri Application

To access the Nishauri application, follow the process below:

Load you applications on your mobile

Navigate to the installed Nishauri application to access and open it.



3. Signup

This process shall allow the users to create their own profile on the Nishauri platform.

NB: Please note that this process shall only be successful for persons who are already registered in the Ushauri platform as clients (and have CCC No.s) or their dependants such as HEIs and clients under the age of 18.

To signup, follow the process below:

On the Login page, click “*New User? Signup*”

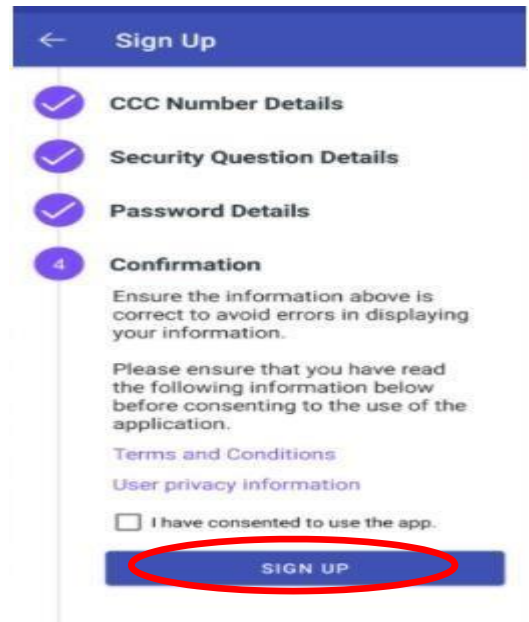
This will take you to the next page that allows input of user details such as CCC No, phone No. among other details.

Select Security question and response

Input *password details*

Check the *consent box* to consent on using the app

Click *Sign up* to complete user profile creation on the Nishauri app.



← Sign Up

- ✓ CCC Number Details
- ✓ Security Question Details
- ✓ Password Details
- 4 Confirmation

Ensure the information above is correct to avoid errors in displaying your information.

Please ensure that you have read the following information below before consenting to the use of the application.

[Terms and Conditions](#)

[User privacy information](#)

I have consented to use the app.

SIGN UP

4. Login to Nishauri

Once a user has created their account on their Nishauri app, they’ll be able to login. Follow the process below

Load the Nishauri application

Input *phone number* used at signup

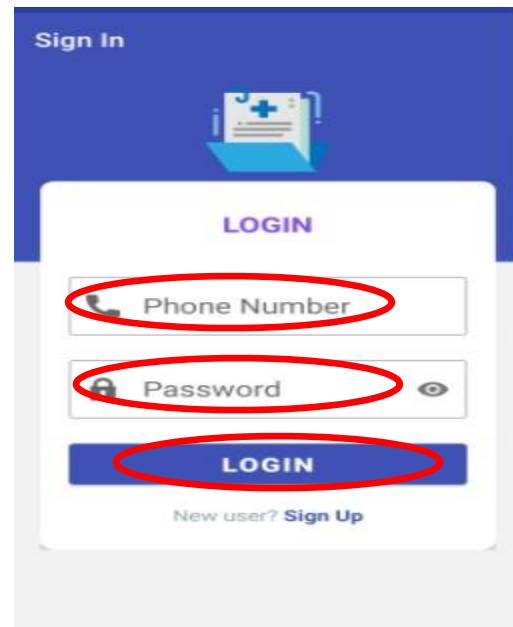
Input *Password* used at signup

Click on the *Login* button to login

5. Dashboard

This page displays the client summary i.e. appointment trends and lab result trends according to the images below.

To get this information, click on the Dashboard icon at the bottom of the page.



Sign In

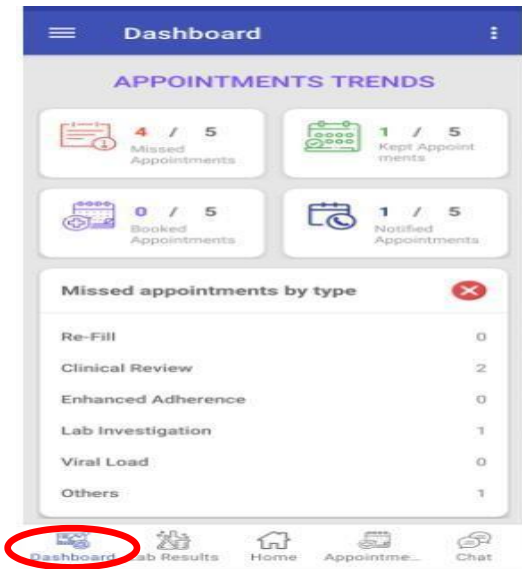
LOGIN

Phone Number

Password

LOGIN

New user? [Sign Up](#)

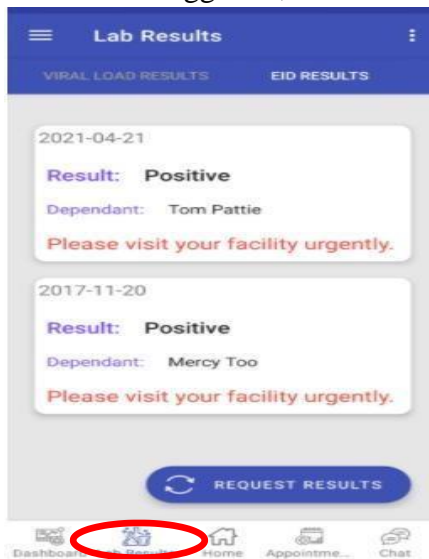


6. Lab Results

This page displays the lab results for the client and their dependents. It also allows refreshing to get the most current lab results. To get this, follow the process below:

6(a) View Lab Results

Once logged in, click on *the Lab Results* page at the bottom of the page

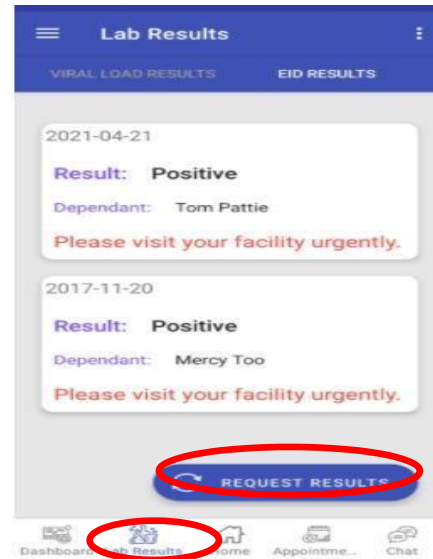


6 (b) How to Request Lab Results

Access the Lab results page

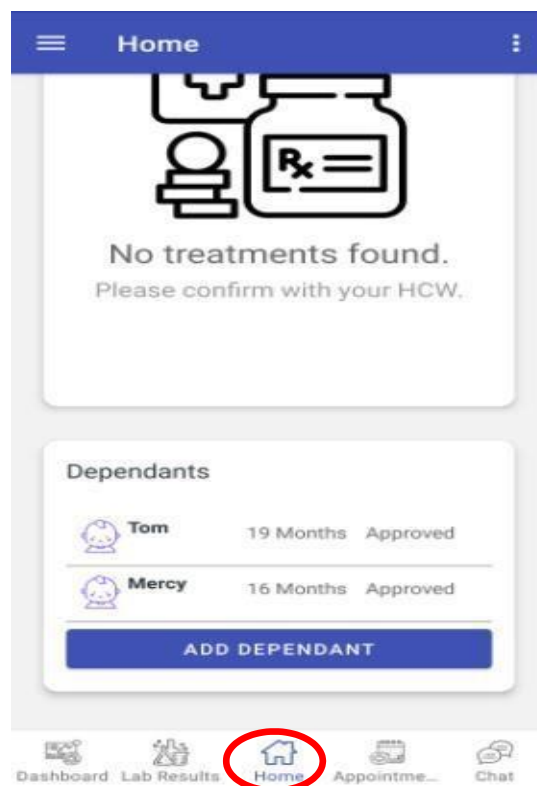
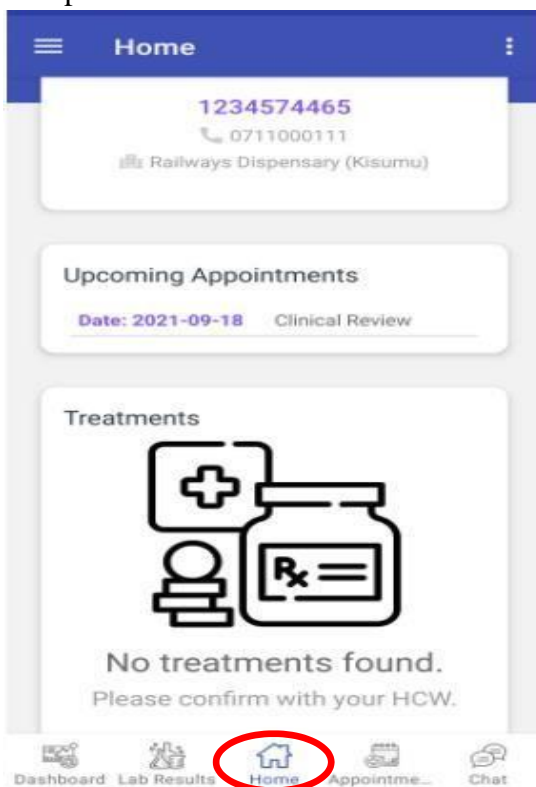
Click on the Request Results button

The system will refresh the page thus giving you all the lab results for the client and their dependents



7. Home Page Details

The Nishauri Home Page will display details such as Upcoming appointments, Treatment details, and Dependents



8. How to Add Dependents

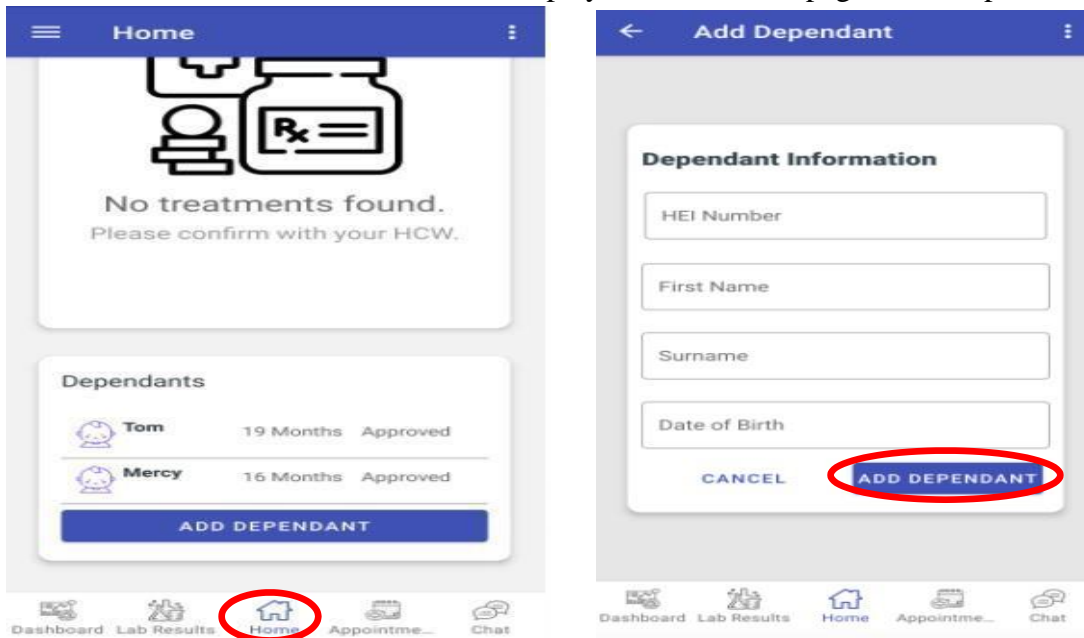
A client could be having one or more dependents in the system. These can be added via the Home page. Follow the process below to add dependents

Login to the Nishauri app

Access the *Home page* icon as highlighted below

Scroll down on the screen and click on *Add Dependents* on the home page Input details of the dependent and click on the *Add Dependent* button to save details

NB: Details should be saved and displayed on the home page in the dependents list



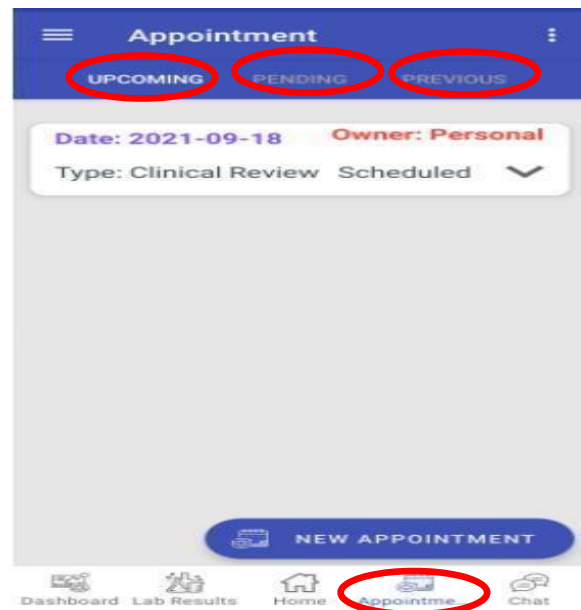
9. Appointments

This shall allow the user to view their upcoming, pending and previous appointments list.

9 (a) View Appointments

To access appointments follow the process below:

- Login to the Nishauri app
- Access the *Appointments* page icon as highlighted
- Click on the Upcoming, Pending or Previous to view appointments in this lists.

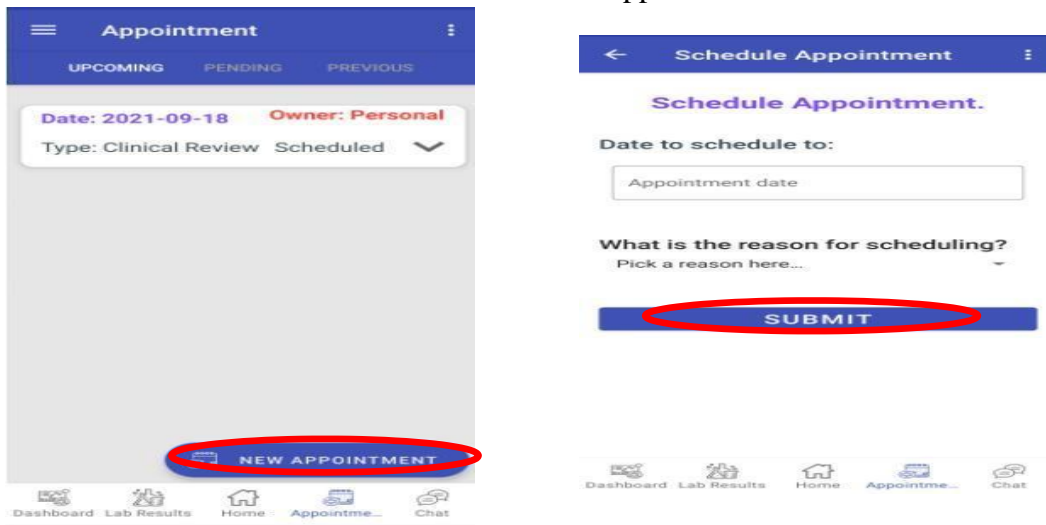


9 (b) Reschedule/Schedule an Appointment To reschedule an appointment, follow the process below:

- Login to the Nishauri app
- Access the *Appointments* page icon as highlighted below
- Click on the 'New Appointment' button on the *Upcoming* appointments page to reschedule an appointment
- Click on the 'New Appointment' button on the *Pending* appointments page to schedule an appointment
- Select Date to schedule

Select reason to scheduling

Click on Submit to save details of the new appointment



10. Chat

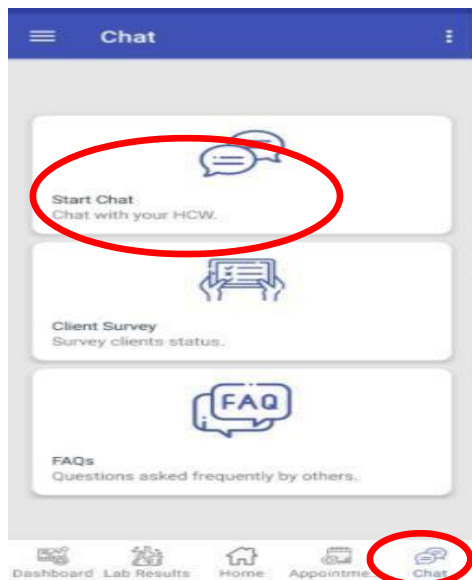
The chat feature shall allow users to send messages to their healthcare provider at their facility.

To access this feature, follow the process below:

Login to the Nishauri app

Click on the *Chat* page icon at the bottom of the page

Click on *Start Chat* to begin writing your message



11. Client Survey

This feature shall allow a client to fill out responses on surveys that have been pushed to them.

To access this feature, follow the process below:

Login to the Nishauri app

Click on the *Chat* page icon at the bottom of the page

Click on the *Client Survey* to begin taking the survey

Click on the *Continue* button to start taking the survey

Click on *Next Section* to proceed to the next section of the survey

Click on *Submit* button once the client has completed the survey

See images below for the process.

