

# **MINEWORKERS PROVIDENT FUND**

## **Mobile App Guide**

Mineworkers Provident Fund

Mobile App Guide

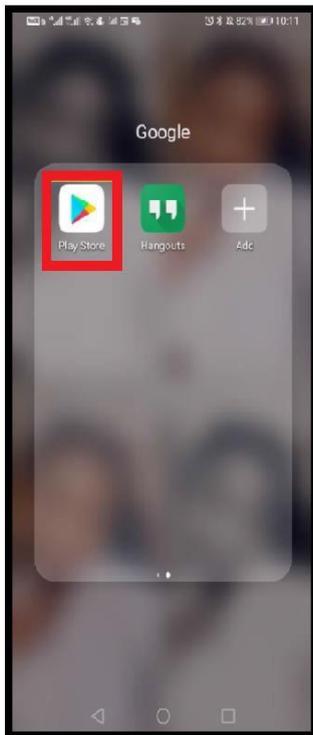
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## 1. HOW TO DOWNLOAD THE APP ON PLAYSTORE

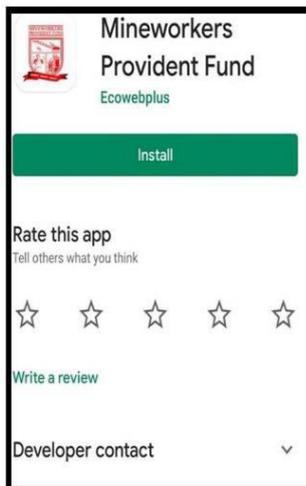
To access the “**Mineworkers Provident Fund App**” the user will have to download the App from their Google Play Store on an Android phone as shown on **figure 1** below.

Figure 1



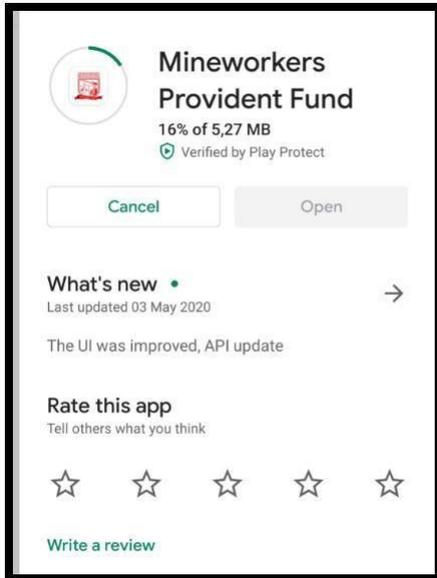
After the user has selected the “**Play store**” they will have to search for “**Mineworkers Provident Fund**” and select “**Install**” as shown on **figure 2** below.

Figure 2



After the “Install” option has been selected the screen below will be displayed.

Figure 3



## 2. HOW TO REGISTER

When the App has finished downloading on the phone, the screen below will be displayed.

Figure 4



Once Sign In option has been selected, the screen below will be displayed.

An existing user must capture their credentials and then Sign In. A new user must select the “**register**” option as show below.

Figure 5

MINEWORKERS PROVIDENT FUND

**SIGN IN**

username

password

This field is required.

[Forgot Password?](#)

**Register**

**SIGN IN**

By Signing in, I agree to the T&Cs

[Terms & Conditions](#)

Once the user has selected the “**Register**” option the screen below will be displayed.

Figure 6

MINEWORKERS PROVIDENT FUND

**SIGN UP**

Surname

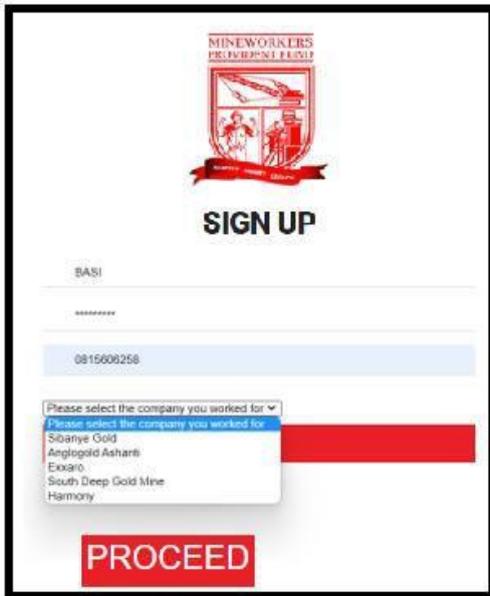
Industry No or Member Number

Mobile Number E.g 073.....

**SIGN UP**

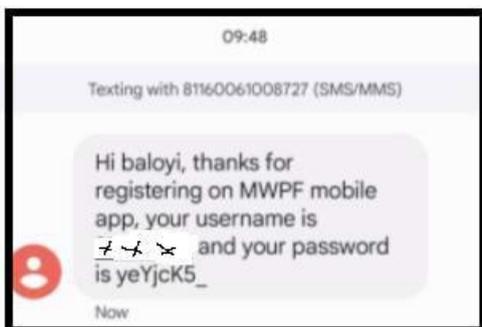
The user will then capture the “**Surname**”, “**Industry/Member Number**” and “**Mobile Number**” to complete the registration process. Once all the details are successfully verified, the user will have to select the Mine he/she belongs to as per below.

Figure 7



Once the correct Mine name is selected, the user will get an SMS confirming the registration. The SMS will provide a user with a username as well as a temporary password as per below.

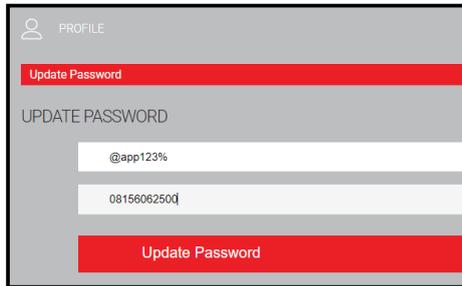
Figure 8



### 3. HOW TO UPDATE THE PASSWORD

The user must then sign in using the credentials on the SMS. After sign in is complete the user will be required to update his/her password as per the screen below.

Figure 9

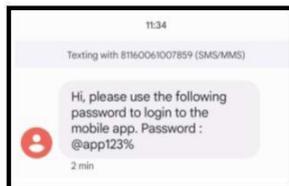


Field 1- new password

Field 2- member's mobile number

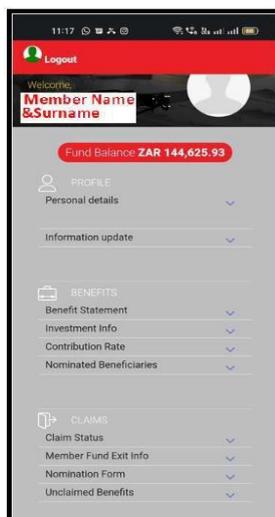
Once the user has completed updating the password, they will receive an SMS containing the new updated password.

Figure 10



Once the user has logged in, the screen below will be displayed.

Figure 11

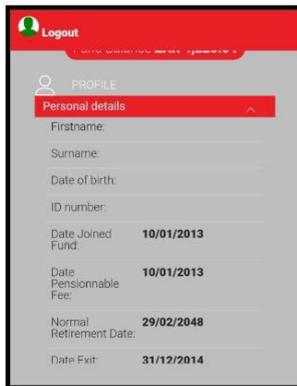


## Profile Menu

Under “**Profile**” the user will be able to view their “**Personal details.**”

When “**Personal details**” option is selected, the screen below will be displayed showing the member’s personal details.

Figure 12



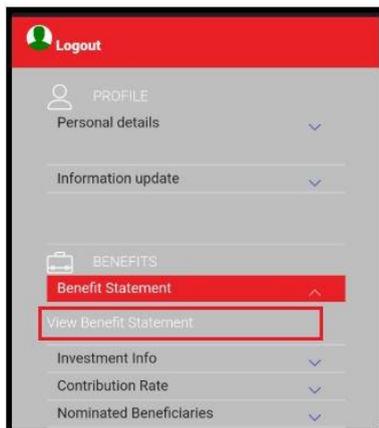
## Benefits Menu

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Under “**Benefits**” the user will be able to view their “**Benefit Statement**”, “**Investment Info**”, “**Contribution Rate**” and “**Nominated Beneficiaries**”.

When “**Benefit Statement**” option is selected the screen below will be displayed.

Figure 13

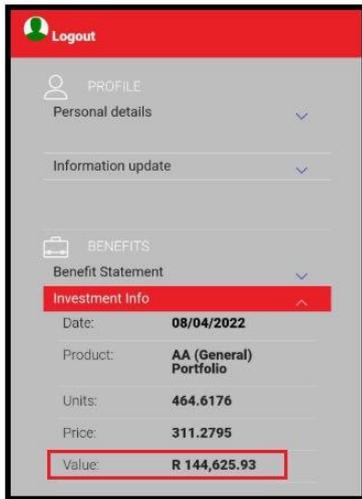


The user will then select the “**view benefit statement**” hyperlink as shown above, and the statement will be downloaded on the user’s phone.

When the “**investment Info**” is selected, the screen below will be displayed.

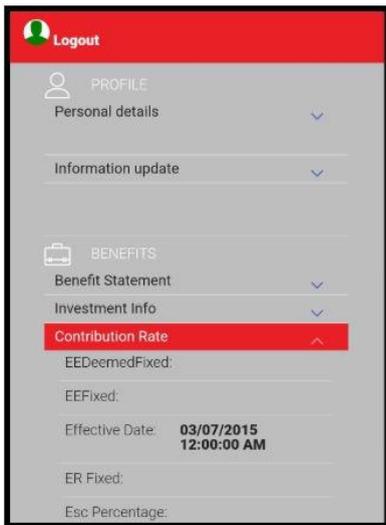
NB: The member’s Fund Credit will be displayed as “**value**” as shown below.

Figure 14



When “**Contribution Rate**” is selected, the screen below will be displayed.

Figure 15



When “**Nominated Beneficiaries**” is selected, the screen will display any beneficiaries that were updated.

## Claims Menu

Under “**Claims**” the user will be able to view their “**Claim Status**”, “**Member Fund Exit Info**”, “**Nomination Form**” and “**Unclaimed Benefits**”.

**NB:** Claim status is not yet available; it will be updated at a later stage.

#### 4. HOW TO RESET YOUR PASSWORD

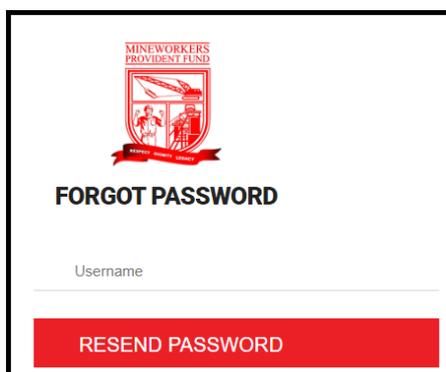
Should a user forget their password, they are able to reset it. On the home screen, the user must select the Forgot Password functionality as shown below.

Figure 16



Once the **“Forgot Password”** option has been selected, the screen below will be displayed.

Figure 18



The user must capture their **“Username”** and select the **“Resend Password”** option. Once that is done, the user will receive an SMS with a temporary password.