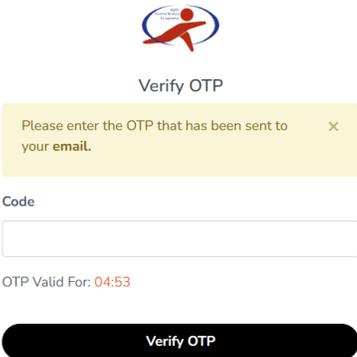
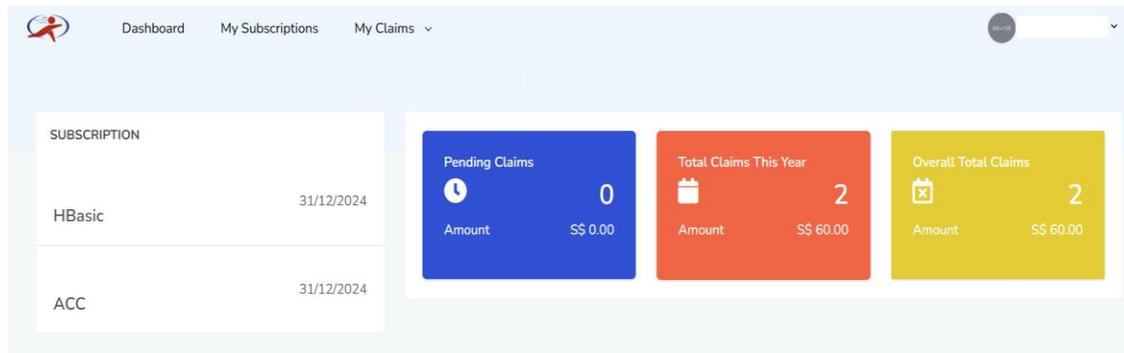


AUPE Welfare Scheme for Hospitalisation (AWS-H) - New Subscription and Claims Portal

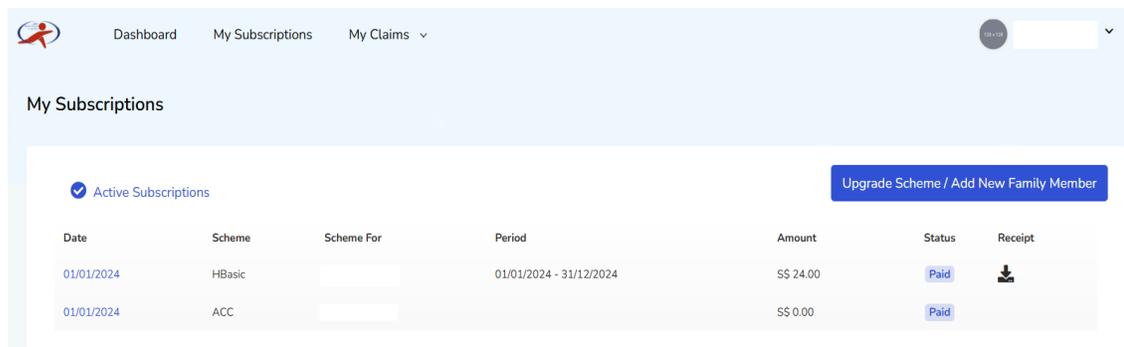
Step-by-Step Guide (For AUPE Union and AUPE Credit Cooperative members)

S/N	Description
1	<p>Visit https://awsh.aupe.org.sg/member/signin; or scan this QR Code:</p> 
2	<p><u>For New Subscribers to AWS-H Scheme</u> To subscribe to the AWS-H Scheme, please click “To subscribe to the AWS-H Scheme, click HERE!”</p>
3	<p><u>For Existing Members of AWS-H Scheme (First Login)</u></p> <ol style="list-style-type: none">Click “Forgot Password?”It will prompt for the email address, so that the password can be sent to the email address you used to register for AUPE Union/AUPE ACC membership <p>*Refer to Page 5 for further information if your email address is not found.</p>
4	<p><u>For Existing Members of AWS-H Scheme (Subsequent Login)</u></p> <ol style="list-style-type: none">Enter your email address you used to register for AUPE Union/AUPE ACC membershipEnter passwordClick the “Login” button
5	<p>You will receive a prompt to verify the OTP. Retrieve the OTP sent to your email address.</p> <ol style="list-style-type: none">Enter the OTP CodeClick “Verify OTP” 

6 You will be redirected to the main page (i.e., the Dashboard), where you can view your subscription details, including statistics on your pending claims, total claims for the year, and overall total claims:

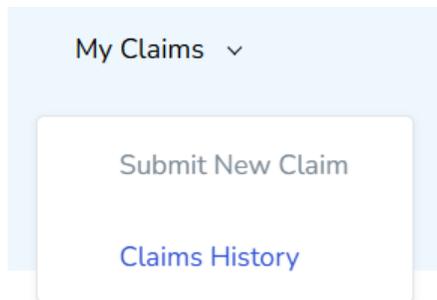


7 When you select “My Subscriptions,” you will be able to view all your subscription details:



8 When you select “My Claims,” you will be able to:

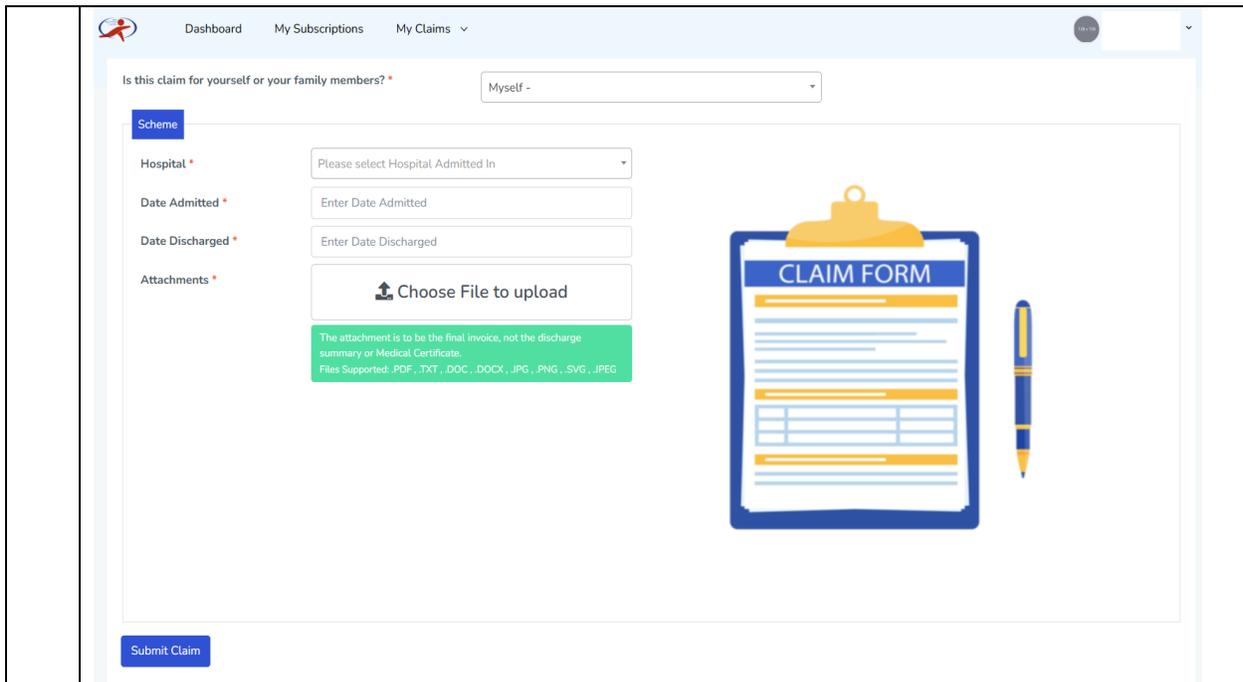
- a) Submit a New Claim
- b) View Claim History



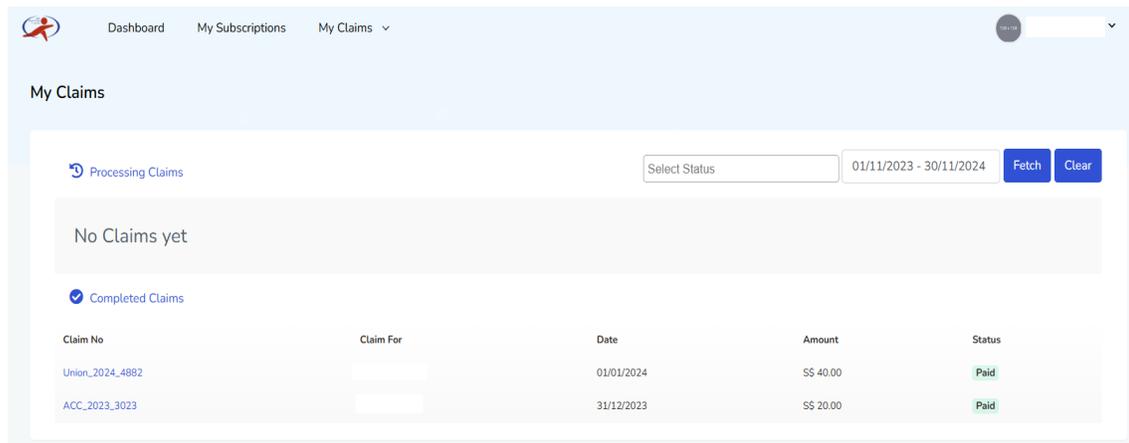
9 Before submitting a new claim, please ensure that you have received the finalised tax invoice from the hospital, as you will need to upload a softcopy of the invoice along with your claim.

To submit a new claim, click “My Claims” > “Submit New Claim.”

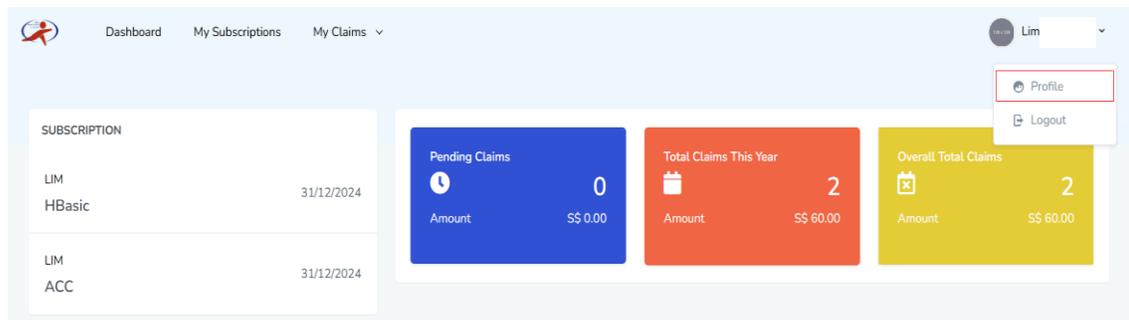
A screenshot of the new claim is enclosed below:



10 To view your claims, "My Claims" > "Claims History."
A screenshot of the claim history is enclosed below:



11 Your user profile can be found in the top right-hand corner of the main page.
A screenshot of the user profile is enclosed below:



12 You can edit your email address, mobile number, and preferred name under the “Personal Particulars” tab.

Personal Particulars Change Password Change Profile Picture Bank Details for Claims Payout Billing Details

FullName * LIM

Date Of Birth * 02-06-1993

Masked NRIC * XXXXX 91J

Email Address * @msn.com

Mobile Number * 968

Preferred Name * Lim

Save

13 You can change your password under the “Change Password” tab.

Personal Particulars Change Password Change Profile Picture Bank Details for Claims Payout Billing Details

Existing password * Enter Existing Password

New Password * Enter New Password

Confirm Password * Enter Confirm Password

Change Password

Password must meet the following criteria:

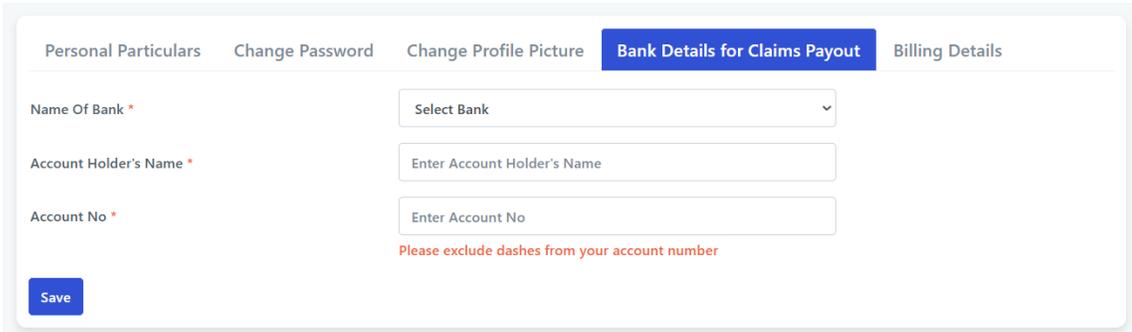
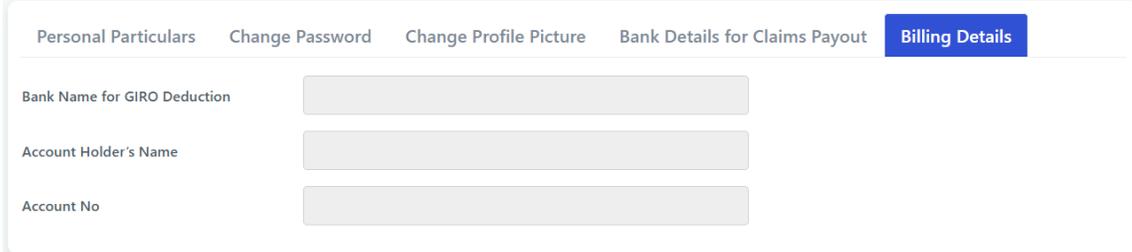
- Must be at least 6 characters long
- Must contain at least one lowercase letter (a-z)
- Must contain at least one uppercase letter (A-Z)
- Must contain at least one digit (0-9)
- Must contain at least one non-alphanumeric character

14 You can upload your profile picture under the “Change Profile Picture” tab.

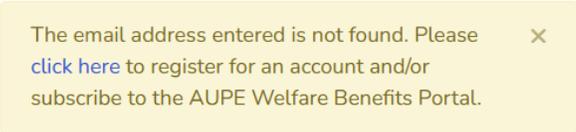
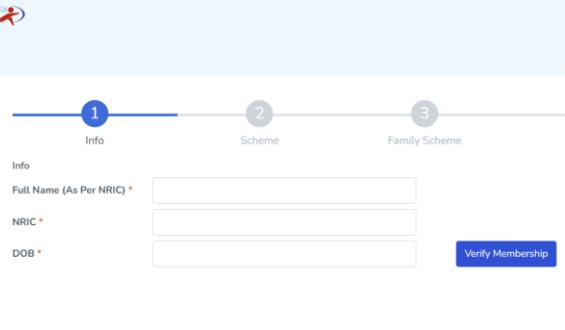
Personal Particulars Change Password Change Profile Picture Bank Details for Claims Payout Billing Details

Profile Picture Choose File No file chosen

Clear Selection Save

15	<p>You can change your bank account details for claims payouts under the “Bank Details for Claims Payout” tab.</p> 
16	<p>You can view your subscription billing details under the “Billing Details” tab.</p> 

Others

S/N	Description	
1	<p>If you encounter this error message:</p>  <p>Please mouse over the blue “click here” link and verify your membership using your Full Name, NRIC, and Date of Birth. Then click “Verify Membership.”</p> 	

If you encounter this error message:

Not a Valid ACC Member

Not a Valid Union Member

Please send us an email with your Full Name, Date of Birth and contact details to gsc@aupe.org.sg so that we can assist you further.