



AUTOMATED QUEUE MANAGEMENT SYSTEM

ONLINE USER MANUAL

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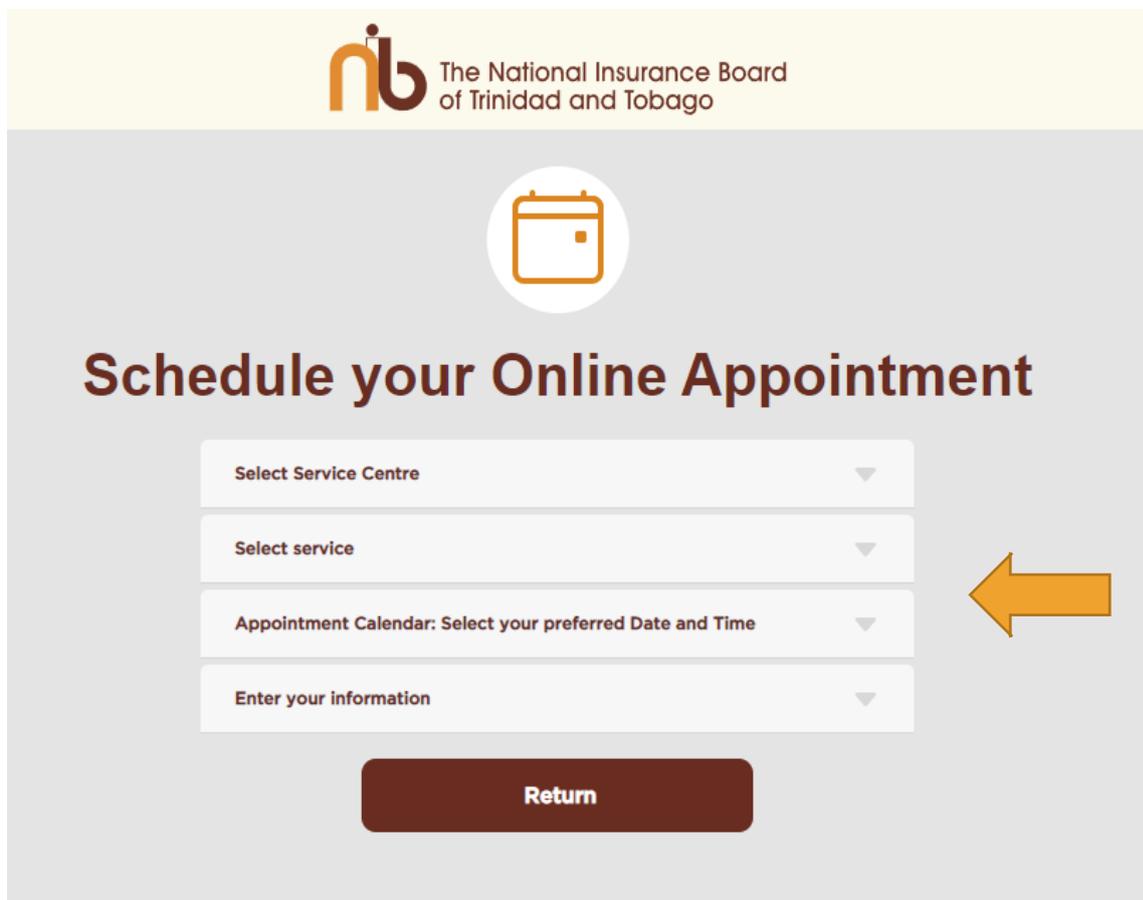
QUICK START GUIDE

The Online Appointment Scheduling Form consists of four (4) tabs, as seen in the image below:

1. Select Service Centre
2. Select Service
3. Select Date and Time
4. Complete Personal Information Form

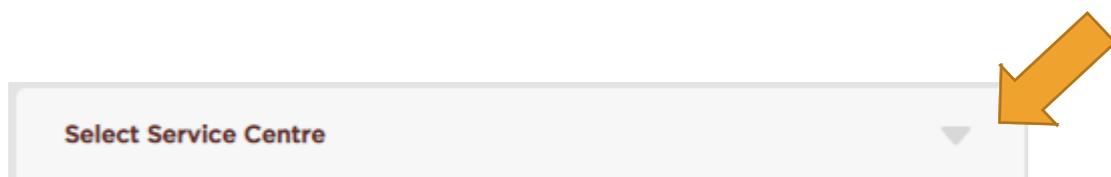
You can navigate backwards by clicking the respective tabs.

Once complete you will receive a Confirmation Page with an **appointment code**. You will also receive the appointment code via Email and/or SMS.



The screenshot shows the top of the NIBTT website with the logo and name 'The National Insurance Board of Trinidad and Tobago'. Below the logo is a calendar icon. The main heading is 'Schedule your Online Appointment'. There are four tabs: 'Select Service Centre', 'Select service', 'Appointment Calendar: Select your preferred Date and Time', and 'Enter your information'. A large orange arrow points to the 'Appointment Calendar' tab. Below the tabs is a dark red 'Return' button.

Individual tabs can be expanded by selecting the down arrow on the right side of the tab.



A close-up of the 'Select Service Centre' tab. The text 'Select Service Centre' is displayed on the left, and a small grey downward-pointing arrow is on the right. A large orange arrow points to this arrow.

QUICK LINKS

1. Book an Appointment Here: <https://appointments.nibtt.net/>
2. Become Familiar with the Web Appointment Portal:
https://www.nibtt.net/News_09/2022/NIBTT-Email-Appt-System.html
3. Frequently Asked Questions:
https://www.nibtt.net/News_09/2022/FAQ%20Appointment%20Portal.pdf
4. Benefit Claims Application Guidelines: https://www.nibtt.net/benefits_09/Claims-App-Guidelines/detailedinfo.html

BOOK AN APPOINTMENT

To access the appointment webpage, visit our website www.nibtt.net or <https://appointments.nibtt.net/>

SELECT YOUR SERVICE CENTRE

Select your preferred service centre by typing in the text field, navigating the map or from the list below the map as in image below. Upon selection you are automatically taken to the next page.

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Select Service Centre

Select your preferred Branch

Search Branch

Map showing service centres: Scarborough, Diego Martin, Port of Spain, Arima, Sangre Grande, Couva, San Fernando, Point Fortin, Penal, Cedros, Macuro, Toco, Mayaro, Guayaguayare.

- Arima**
Cor. Woodford & Sorzano, Street, Arima
- Barataria**
35-36 Fifth Street, Barataria
- Chaguanas**
Cor. Market & Ramsaran, Street, Chaguanas

SELECT YOUR BENEFIT

Select the appropriate Benefit/ Service from the list provided, as shown in image below You may need to scroll as required. Upon selection you are automatically taken to the next page.

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Schedule your Online Appointment

Select Service Centre ▼

Select service ▼

Select the service that you would like to schedule. Reviews and continuation do not require an appointment. Funeral Grant and Payments are "walk-in" services. No appointment required.

- Death Benefit
- Disablement Benefit
- Injury Benefit
- Invalidity Benefit
- Maternity Benefit

Appointment Calendar: Select your preferred Date and Time ▼

Enter your information ▼

Return

SELECT YOUR PREFERRED DATE & TIME

On the calendar select your preferred date and time.

- a. First Select your preferred Date. You may need to navigate by month.
- b. Select your preferred Time from the list provided. Upon selection you are automatically taken to the next page.

Where no time is listed, there are no appointments for that day.

The screenshot displays the 'Schedule your Online Appointment' page. At the top, there is a header with the NIBTT logo and the text 'The National Insurance Board of Trinidad and Tobago'. Below the header is a large orange calendar icon. The main heading is 'Schedule your Online Appointment'. Underneath, there are three dropdown menus: 'Select Service Centre', 'Select service', and 'Appointment Calendar: Select your preferred Date and Time'. The 'Appointment Calendar' dropdown is highlighted with an orange arrow. Below the dropdown is a calendar for April 2022. The calendar shows the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates. The date '4' is highlighted in a dark grey box. Below the calendar is a 'Time*' dropdown menu with the text 'Select an available schedule'. This dropdown is also highlighted with an orange arrow. At the bottom of the form, there is a section labeled 'Enter your information'.

COMPLETE PERSONAL INFORMATION FORM.

The Personal Information Form is for the Claimant. This person is the individual applying for the Benefit.

Complete form as required by inserting information into the fields as necessary. The placeholder text is there to guide you. When an error occurs with what you entered a validation warning (depicted in Red) appears. Information is to be filled as indicated by the placeholder text within each field.

Once complete click **“Schedule Appointment”** to confirm your booking. *This button is only active when ALL required fields are completed.*

The screenshot displays the 'Enter your information' form for The National Insurance Board of Trinidad and Tobago. The form is titled 'Enter your information' and includes a section for 'Appointment Details' showing 'Retirement Benefit' for 'Barataria' at '35-37 Fifth Street, Barataria' on '06/04/2022 10:30'. Below this, a message states: 'Enter your contact information in the fields below to continue. A confirmation message will be sent to your preferred method of communication once your appointment has been successfully scheduled.' The form contains several input fields: 'First Name*' (JOHN), 'Last Name*' (DOE), 'Date Of Birth (dd/mm/yyyy)' (11/21/1988), 'Email Address' (placeholder: Insert your email address here. For eg: john@gmail.com), 'Telephone/Call (968XXXXXXXXX)' (968XXXXXXXXX), and 'T&T National ID Card/Passport Number/Drivers Permit/International ID' (placeholder: Insert either your T&T National ID Card Number or Passport Number or Drivers Permit or International ID here). There is also an 'Additional information' field. At the bottom, there is a 'Clear Fields' button, a checkbox for 'I accept the Terms of Service and Privacy policies', and a 'Schedule appointment' button. A red border highlights the 'Date Of Birth' field, and another red border highlights the 'Schedule appointment' button. Two orange arrows point to these elements.

GUIDELINES FOR PERSONAL INFORMATION FORM

An appointment code and confirmation details will be sent to your Email Address/Cellular Phone upon completion. The information required are:

- **First Name:**
This field is required. Enter the first (given) name of the person applying for the Benefit to this application.
- **Last Name:**
This field is required. Enter the last (family) name of the person applying for the Benefit to this application.
- **Date of Birth:**
This field is required. Enter the Date of birth of the Claimant in the DD/MM/YYYY format. The date of birth must be at least 18 years prior to effective date of application.
- **Email Address:**
Enter the e-mail address for the person to contact on matters related to this application. Only one email address is allowed.
- **Contact Number:**
This field is required. Enter a daytime phone contact (cellular/landline) for the person to contact on matters related to this application. **Note:** SMS confirmation messages are sent to Cellular contact Only.
- **National Identification:**
Electronic ID, Driver's Permit, Passport, International ID where applicable.
- **Additional Information Field**
Enter any additional relevant notes (e.g.NI number) or Third-Party information (Full name, Contact number).
- **Terms of Service and Privacy Policy**
This field is Required. Review and Check box to accept Terms of Service Policy.
- **Schedule Appointment & Return Buttons**
Confirm and continue to book appointment by clicking **Schedule Appointment** button. The Return button will return you back to the start.

CONFIRMATION PAGE

The confirmation screen appears **confirming your appointment** as in image below. **Your reference number is VERY IMPORTANT for check-in to the Service Centre.** You can reschedule or cancel your appointment or advance to the NIBTT's website.

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of Trinidad and Tobago

Your appointment is booked

We have sent you a confirmation to your email and cell phone entered. Check your spam or junk mail for your confirmation message

Go To Branch

Arrive 15 minutes in advance and show your reference number
to the Customer Service Representative.

Service: Injury Benefit

Branch office: Arima, Cor. Woodford & Sorzano, Street, Arima

Email Address

Mobile phone number:

Note: -

Reschedule or Cancel **Return to NIBTT**

Note: It is recommended to save your code if you don't have access to email or SMS.

CONFIRMATION E-MAIL AND/OR SMS

Customers will receive an email or SMS text message within a few minutes. Please review your appointment details. The confirmation of your appointment is sent to the email address and/or Cell contact provided via SMS text messages.

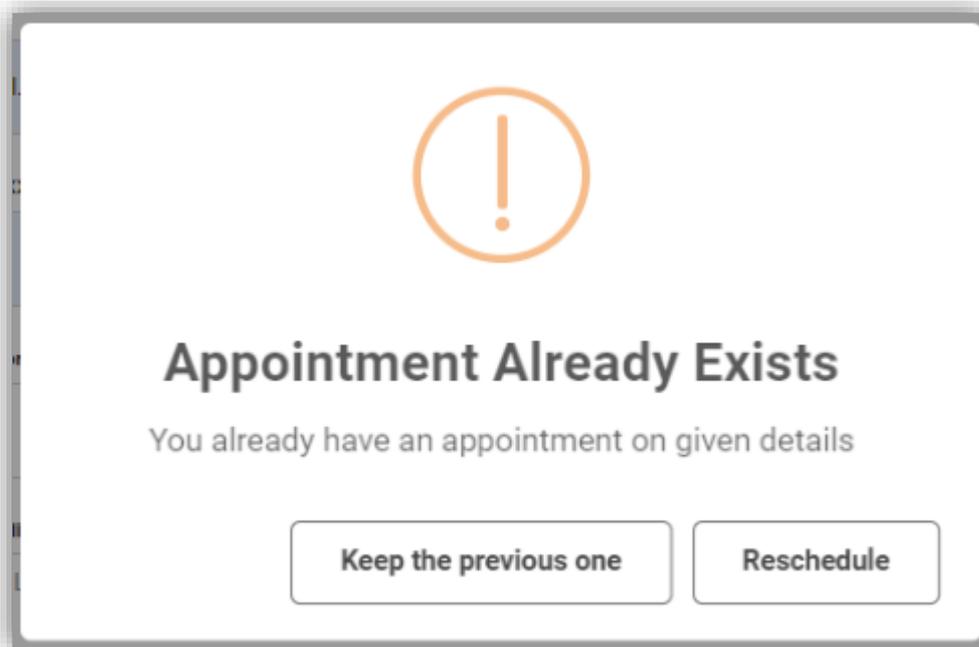
If you have made an error, click the “**Reschedule my Appointment**” link in the email. Use the same information you used to create the old appointment and you will be automatically rescheduled.

For more Information on the Web Appointment Portal and Scheduling an Appointment visit NIBTTs website at <https://www.nibtt.net>

Refer to the Frequently Asked Questions and the Benefits Claims Application Guidelines.

Appointment Already Exists

If you receive the “Appointment Already Exists” message as in the image below, it means you already have an appointment with the details provided.



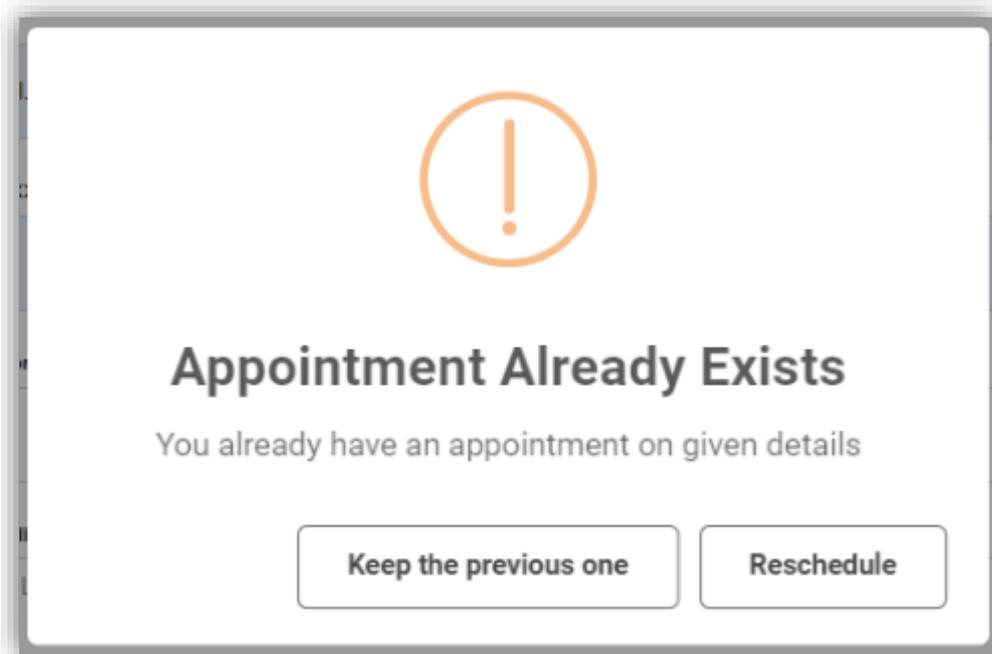
You can either: -

- a. Keep the previous appointment you already made.
- b. Re-schedule your old appointment to this new date and time.

HOW TO RESCHEDULE AN APPOINTMENT

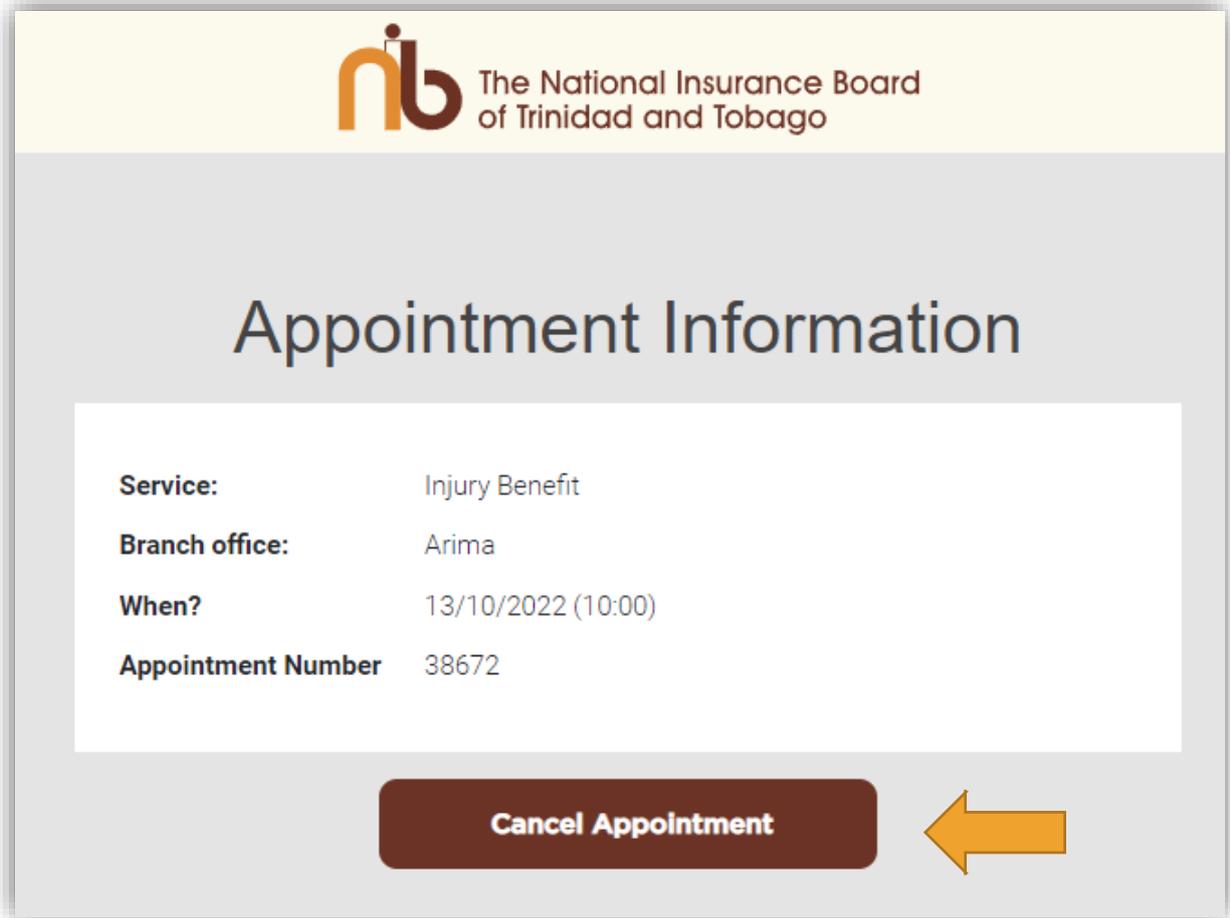
You can reschedule an appointment by simply making another appointment with the same information. Once complete you will receive an “Appointment Already Exists” message as in the image below.

Click the “Reschedule” button to complete your re-scheduled appointment.



HOW TO CANCEL AN APPOINTMENT

You can only cancel an appointment from the confirmation email. Simply click the “Cancel Appointment” button. You will be asked to “Confirm” the cancellation.





In case of any concerns or queries, please reach us at:
customercare@NIBTT.net