

MDA National app – FAQs

1. What are the differences between the MDA App and MDA National Online Services?

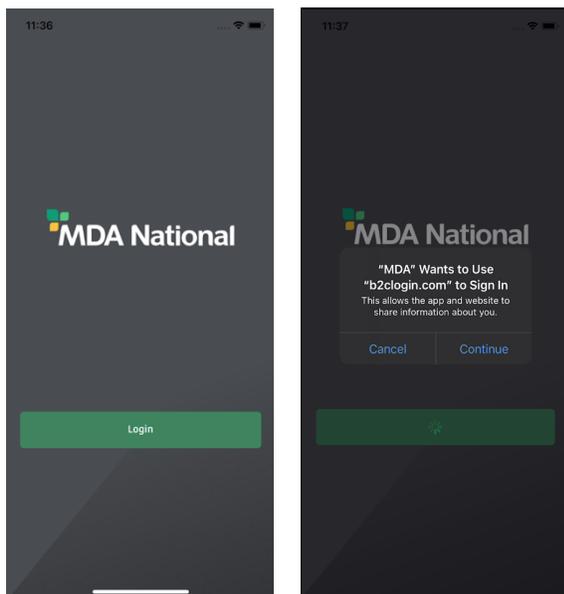
- a. You can access and update various policy details in the App however some policy updates are not available within the App, and can only be made within Online Services. These include:
 - Submitting an overseas cover request
 - Notifying us that you will cease medical practice
 - Setting up a direct debit arrangement for payment of your policy
- b. You can access our extensive library of medico-legal resources via the App, however On-demand eLearning is not available, and can be accessed within Online Services.
- c. MDA App is not designed for practices

2. How do I download the MDA App?

- a. The MDA App is free to download.
- b. iOS Users – go to App Store - type in MDA National
- c. Android Users – go to Google Play store - type in MDA National

3. I am an iPhone user. When I tap the ‘Login’ button, I get an alert from b2clogin asking me to sign in. Is this safe to click?

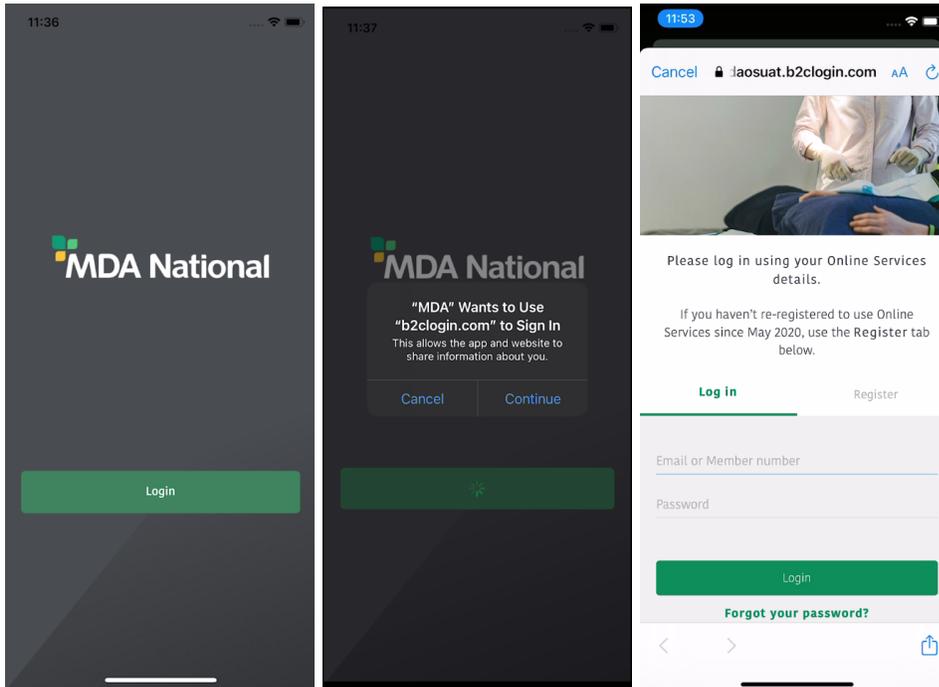
This is a pop-up message from Apple and is displayed for all apps that use Microsoft Azure Active Directory B2C (Microsoft Azure AD B2C). Microsoft Azure AD B2C is an identity management service that enables custom control of how users sign up, sign in, and manage their profiles when using iOS, Android, .NET, single-page (SPA), and other applications. It is safe to click on the ‘Continue’ button.



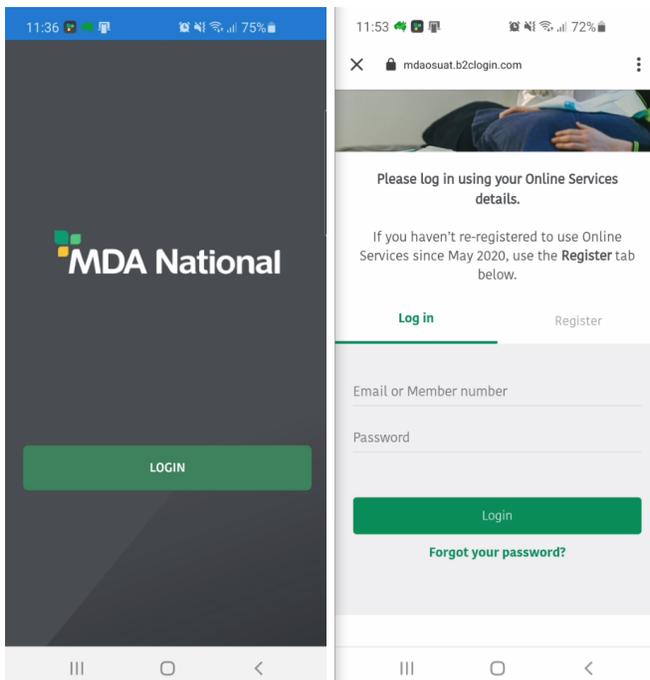
4. How do I log into the MDA App?

- a. On the Log In screen, please enter the email address you use with MDA National or your Member Number, and the password you use to access your MDA National Online Services account.

iOS

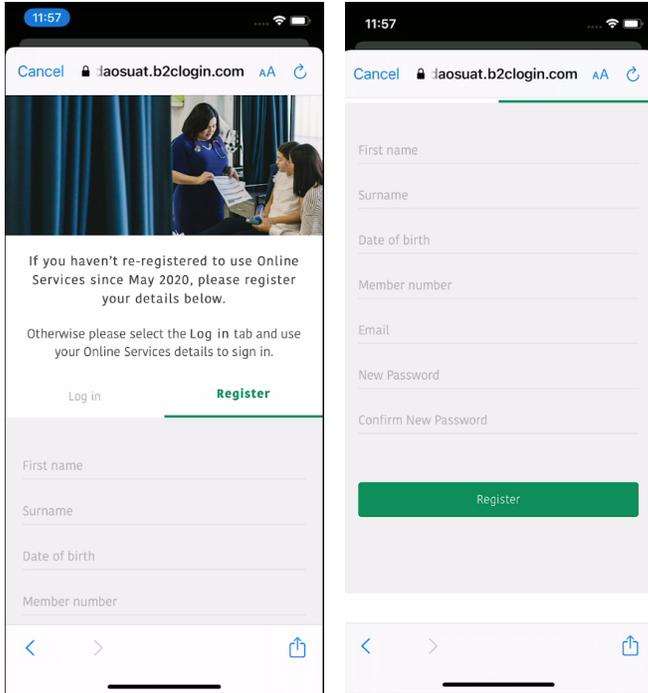


Android

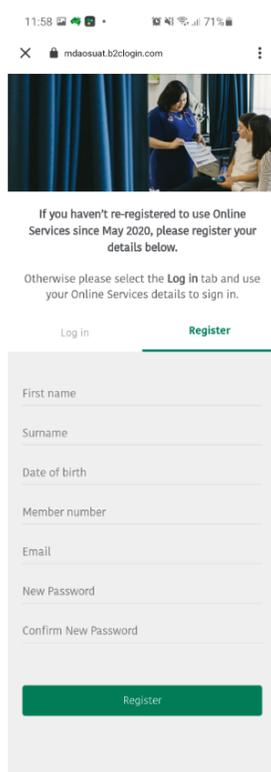


- b. If you have not re-registered to use Online Services since May 2020, use the ‘Register’ tab to register your details. You can then use these details to log into the MDA App.

iOS



Android



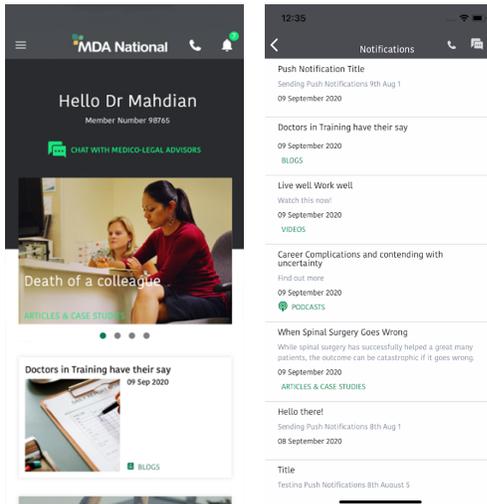
5. My App just closed / crashed or isn't responding. What do I do?

- Go to the Phone App screen and long press on the App to delete it.
- Now reinstall the App as per FAQ 2.
- If the issue persists, please make a note of your device type (iOS / Android), model name and iOS version (iOS 13 / 12) and email this information to peaceofmind@mdanational.com.au

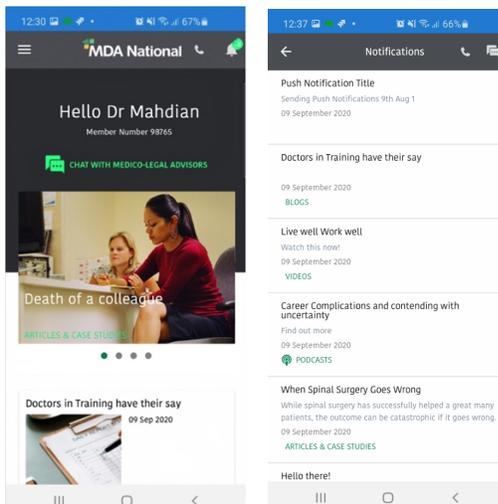
6. Should I allow notifications for MDA National App?

- If you enable notifications for the App, you will be notified when relevant resources such as articles, blogs, webinars and podcasts are available.
- At the top right corner of the App, you can see the Notifications bell icon which will indicate when you have new notifications waiting to review. Tapping on a notification will take you directly to that resource page.

iOS



Android



7. I have forgotten my password. How do I change password?

- From the Hamburger menu, tap on 'My Details' and then 'Login details'.
- Tap on the 'Change Password' button and enter your new password in both the 'New Password' field and the 'Confirm New Password' field, then tap 'Submit'.
- You can continue using the App and remember to use your new password the next time you login.

8. How do I change my email address?

- From the Hamburger menu, tap on 'My Details' and then 'Contact details'.
- Enter your new email address in the 'Email Address' field, scroll to the bottom of the form and tap 'Update'.
- The App will log you out after changing your email address, and you will need to log in again with your new email address. Tap on 'Login', enter your email address or Member Number and your password.

9. Live Chat

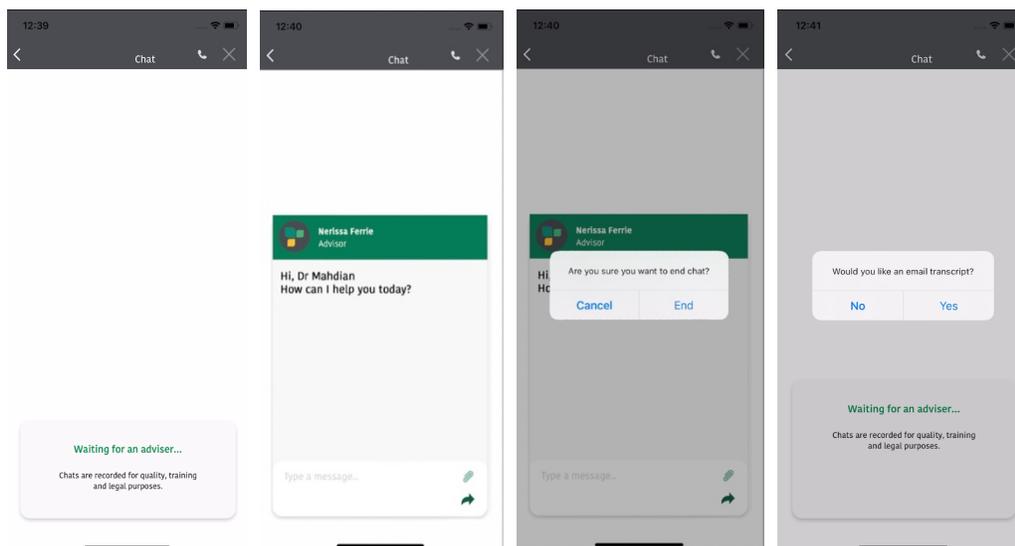
The MDA National App supports Live Chat functionality with our Medico-legal Advisory Service and Member Services.

- When you request a chat, an adviser will be alerted and will then pick up your chat.
- Once an adviser has been allocated to you, you can ask questions as well as share documents/images with the adviser.

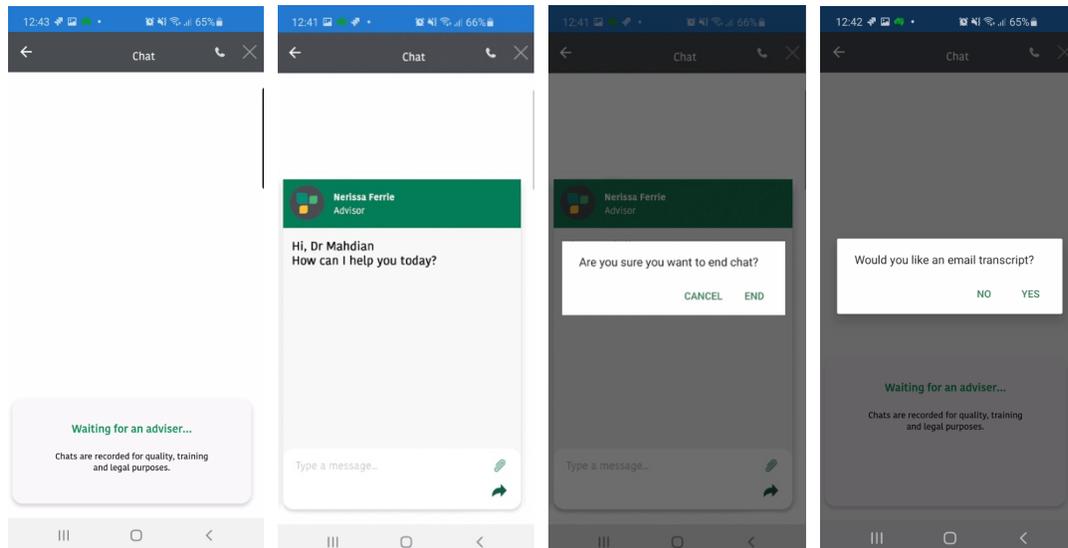
File types that can be shared include: JPG, JPEG, PNG and PDF up to 10MB in size.

- Once your conversation has been finalised and you are happy to end the chat, you have the option to have the chat transcript emailed to you for future reference. The chat transcript will be emailed to the email address used to log into the App.

iOS



Android



10. I have noticed an issue / bug with my App. What do I do?

While we have tried our best to fine tune the App, no application is bug-free. If you notice any bugs, you can help us fix it by providing us as much information as possible including:

- a. Take a screenshot of the broken screen or a screen recording of the screen.
- b. List down the steps taken before you encountered the issue.
- c. Your name, Member number and email address used to log into the App.
- d. Your device type (iPhone / Android); phone model name (e.g. - iPhone 11 Pro / Samsung S11 / One Plus)
- e. Send the details to peaceofmind@mdanational.com.au