New UI features

New mUzima Help Feature (V2.4.0)

There are more ways you can get help how to use mUzima App: there are visual and audiovisual help contents.

Now, there is a new way how you can find help i.e you are able to ask help or report a problem via the new help dialog.

To send your message follow the steps below:

1. To open the new help dialog, tap on the 'Asking Help' option on the option menu.
2. Choose the related topic (or choose 'Other').
3. Write your message.
   You can describe the problem giving some pieces of information, for instance:
      * what you were doing when the problem occurred
      * what you expected to happen
      * what actually happened
4. If you are ready to send the message, tap on the "Send" button.
   (You can withdraw your message by tapping on the 'Cancel' button.)
5. After clicking on the 'Send' button, the application tries to open an email client.
   For example gmail app will be opened and the you can send your message by clicking on the send email button.


mUzima Feedback Feature (V2.4.0)

The new feedback feature gives you the opportunity to share your experience about mUzima App.

To send your feedback message:

1. To open the new help dialog, tap on the 'Send Feedback' option on the option menu.
2. You can rate the application by tapping on the stars.
3. Write your message.
4. If you are ready to send the message, tap on the "Send" button.
   (You can withdraw your message with tapping on the 'Cancel' button.)
5. After clicking on the 'Send' button, the application tries to open an email client.
   For example gmail app will be opened and the you can send your message by clicking on the send email button.
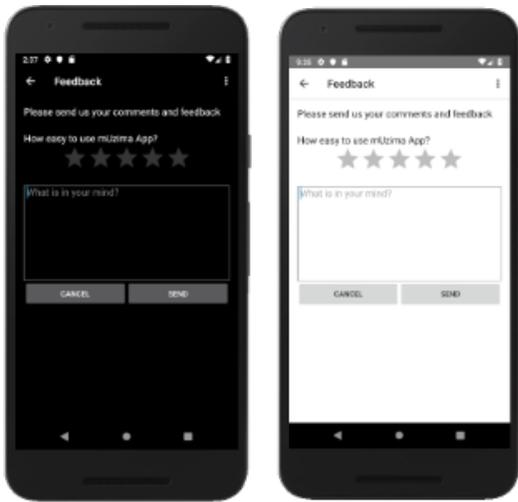
Integration of YouTube API for mUzima Tutorials Feature (V2.4.0)

There is an improvement on how you can watch mUzima tutorial videos, now you can watch them without leaving the app.

 You can reach the tutorial videos as before:

1. Open the Help center page from the option menu by tapping on the Help menu item.
2. Open the mUzima Video Links menu.
3. Choose a video content you would like to watch by tapping on its name. The video will load and start playing automatically.
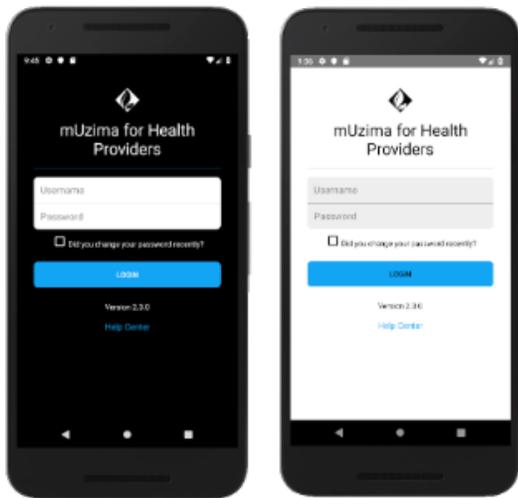

ⓘ   If you use Android version 4.4.2 and there is no YouTube APP on the device you use, to watch the video contents you will be redirected to youtube.

Reaching Help center from the login page (V2.4.0)

You can reach help contents (visual and audiovisual) without logging in.

To open the Help center page without logging in, tap on the 'Help Center' link on the login page.

mUzima Chat Now (V2.4.2)

This feature has replaced the Notifications feature on the dashboard in version 2.4.2. This feature allows for real time messaging between providers who have registered their phone numbers on mUzima. The Chat Now feature is set up and enabled while setting up mUzima.

In order set up and to use the Chat Now feature:

1. Secure two devices
2. Launch your mUzima mobile application. The mUzima disclaimer will be displayed
3. Scroll down and click "AGREE" to agree to the mUzima disclaimer. A pop up requesting to give mUzima access to your device contacts and media will be displayed
4. Click "CONTINUE". A pop-up requesting to give mUzima access to your device contacts will be displayed.
5. Click "ALLOW". A pop-up requesting to give mUzima access to your device photos, media and files will be displayed.
6. Click "ALLOW". A pop-up requesting to allow mUzima to make and manage phone calls will be displayed.
7. Click "ALLOW". A page for entry of your phone number will be displayed
8. Go to the drop-down arrow and select your country. The country code will be auto filled
9. Enter the phone number and click "REGISTER". A verification code will be sent to your number.
10. Enter the code. The phone number will be verified and a page for setting your profile will be displayed.
11. Add a user name and profile photo. Click "FINISH". The log in page will be displayed
12. Enter your username and password and proceed to log in.
13. The mUzima set up page will be displayed.
14. Select the set-up option of your choice and proceed to set up mUzima. The landing page will be displayed
15. Both devices should be set up with steps 1 to 14. Different phone numbers should be used
16. Go to the dashboard of the first device. The dashboard will be displayed
17. Select the "Chat Now" tab. A page for messaging will be displayed
18. Click on the pencil icon at the bottom right hand corner. A page allowing you to select a contact will be displayed.
19. Select the contact of the provider on the other device. A page for typing a message will be displayed
20. Type a message and click on the send icon. The message will be sent and a tick will appear against the message.
21. The provider on the other device will receive a notification of the new message.