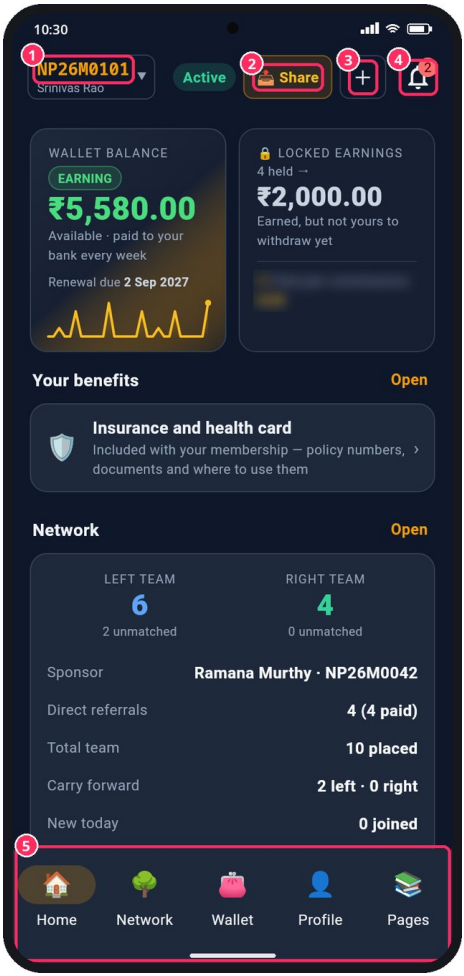
NP App User Manual

From signing in to adding members and paying for them — every step with a screenshot



Network Partner · network.healthcarepartner.in

Healthcare Partner Network Private Limited · Phone: 77805 06670 · Version 1.0 · 15-10-2026

In this manual

Go straight to the page for what you want to do

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The pink numbers on the screenshots

The pink marks 1 2 3 on each screenshot are the same numbers as in the text beside it. That is where you tap.

Names, mobile numbers and amounts in the screenshots are **examples**. Your app shows your own details. A few figures (the fee, the pair count) are blurred on purpose — your app shows your own number.

Installing the NP app

For Android phones · from our website, not the Play Store

1. **Scan the QR code** beside this (or tap the 'NP app' button on the website). The **NP app file (APK)** downloads.
2. When it has downloaded, tap **NP-....apk** in the notification or in **Files › Downloads**.
3. If it asks '**Allow installs from this source?**', open **Settings**, switch on **Allow** (Install unknown apps) and come back.
4. **Install** › **Open**. If a 'Play Protect' warning appears, tap **More details › Install anyway**.

NP app download

Sign in once

The app keeps you signed in until you sign out. You do not need an OTP every time.

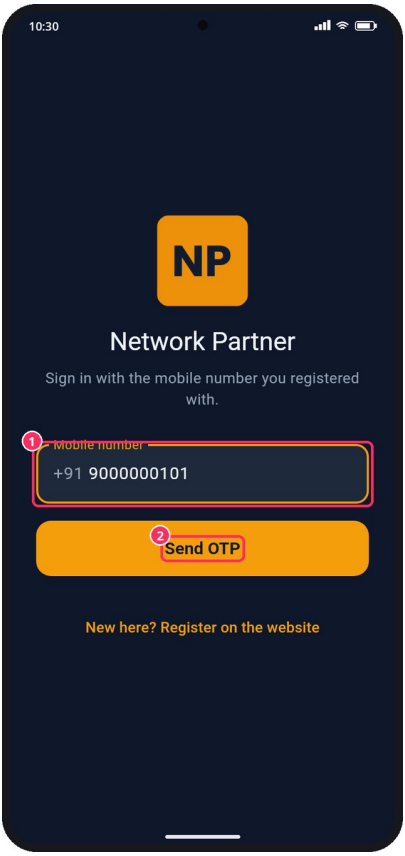
When a new version comes

An 'Update' banner appears on Home. Tap **Profile › NP app › Download update** and install it over the old app — your sign-in and details stay (page 29).

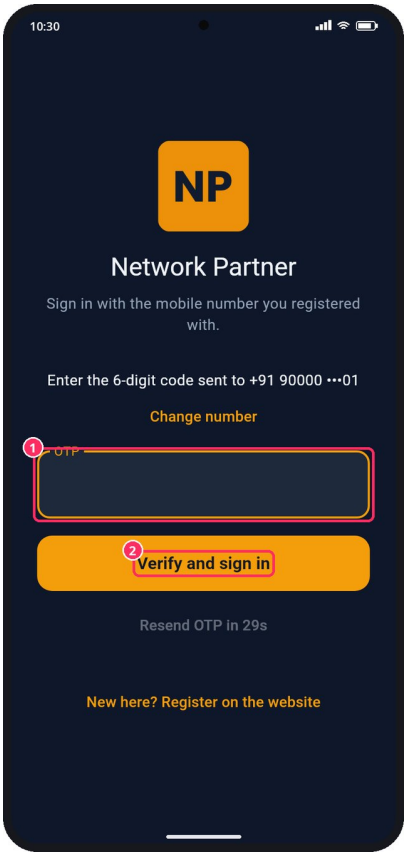
Download the app only from **network.healthcarepartner.in**. Never install APK files that somebody else sends you.

How to sign in

With the mobile number you registered — no password



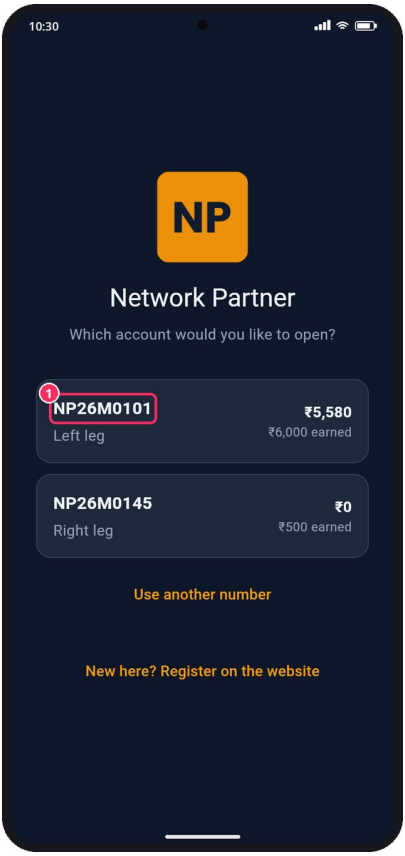
Type your mobile number



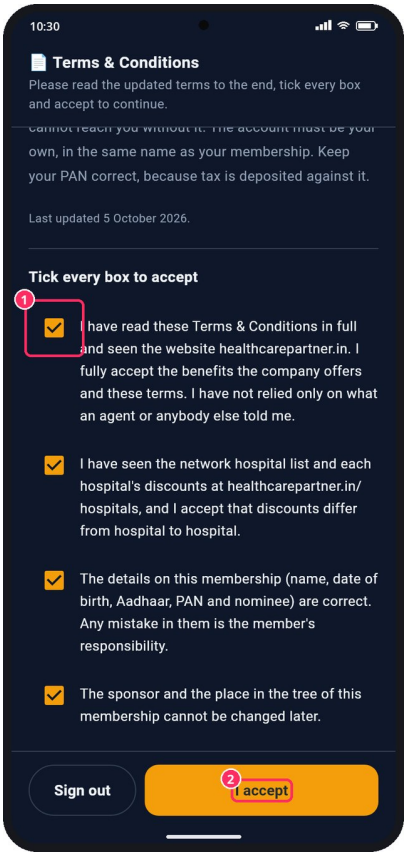
The OTP from the SMS

1. Type your 10-digit number in **Mobile number** (left 1) and tap **Send OTP** 2.
2. Type the **6-digit OTP** from the SMS into the OTP box (right 1). If the phone asks to 'Allow', allow it and the OTP fills itself in. Tap **Verify and sign in** 2.
3. No OTP? Tap **Resend OTP** after 30 seconds. Wrong number? Tap **Change number**.

Choosing an account, and the Terms the first time



Two accounts on one number

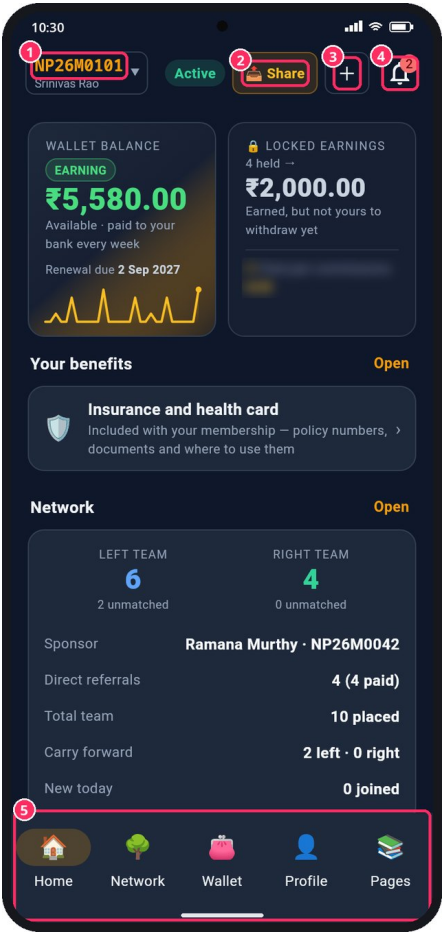


First time — tick 4 boxes

1. With more than one account on your mobile, tap the **Member ID** 1 of the account to open. You can switch later from the header.
2. The first time you sign in, the **Terms & Conditions** appear. Read to the end, **tick the 4 boxes** 1 and tap **I accept** 2.

> Even if your sponsor paid for you, **you accept the Terms yourself**. The app does not open until you do.

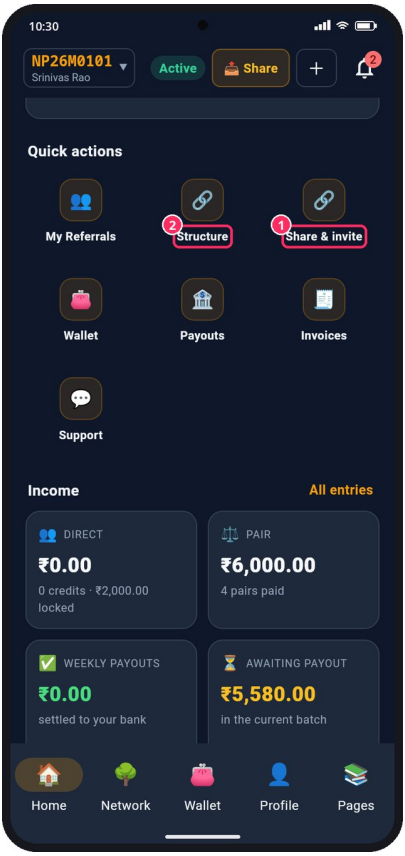
The Home screen — what is where



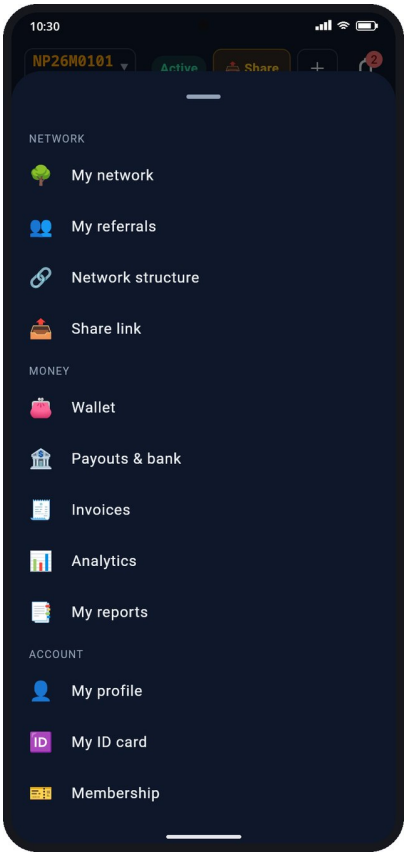
1. **Your Member ID and name** — tap for the menu (every page, switching accounts, Sign out).
2. **Share** — send your referral link (page 8).
3. **+** — Add a member / Members I added (page 13).
4. **Bell** — your notifications. The red number is how many are unread.
5. **Bottom bar** — Home · Network · Wallet · Profile · Pages (Terms, insurance details).

> On Home: your wallet balance, Locked Earnings, your benefits, the size of your left and right teams, and your sponsor.

Quick actions and the account menu



Lower on Home — Quick actions

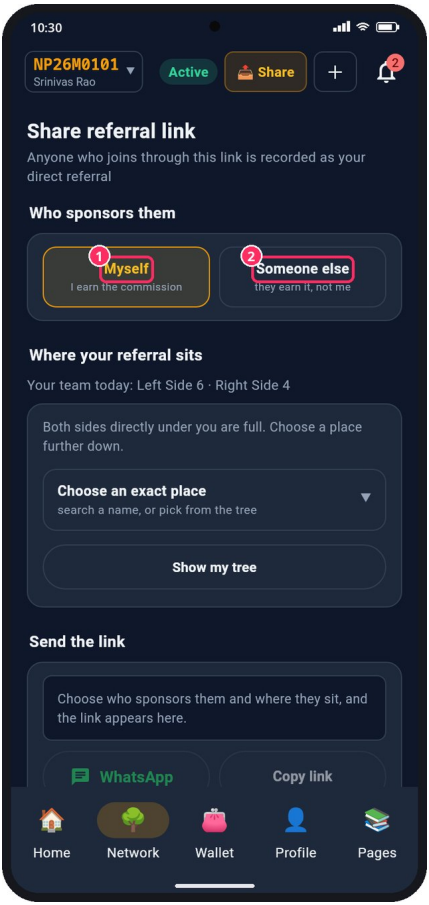


Tap your Member ID — the menu

- **Quick actions:** My Referrals, **Structure** 2, **Share & invite** 1, Wallet, Payouts, Invoices, Support — one tap each.
- **Account menu:** My network, Share link, Wallet, Payouts & bank, My profile, ID card, Membership, My accounts, Support, NP app, Terms — all here. Under **Your accounts** at the bottom you can switch to another account.

Before you share — the sponsor and the seat

Once decided, neither can ever be changed



1 · Who sponsors them

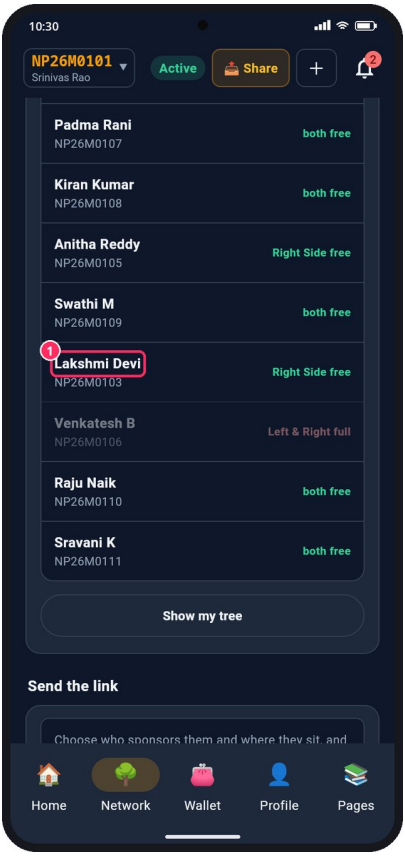
- **Myself** 1 — the direct commission is **yours**.
- **Someone else** 2 — somebody in your team is the sponsor, and the direct commission is **theirs** (page 11).

2 · Where they sit

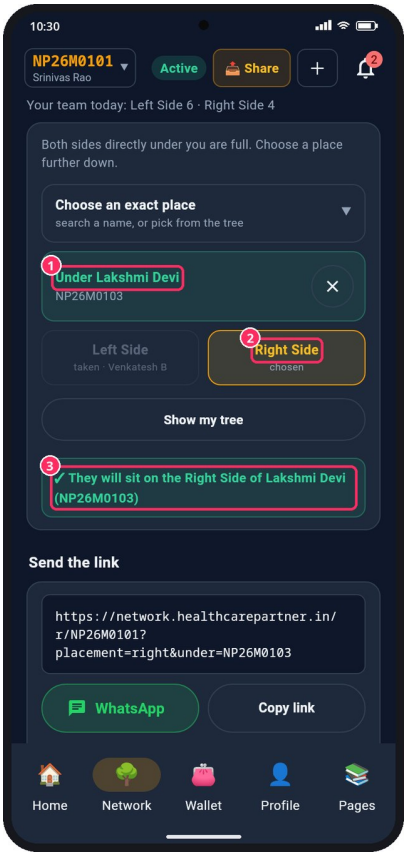
- If the **Left Side / Right Side** directly under you is free, tap that button.
- If both are taken, use **Choose an exact place** to pick a free seat in your team (next page).

The link appears only once both the sponsor and the seat are chosen. Open this screen from **Network › Share link**, or **Share** in the header.

Choosing an exact place



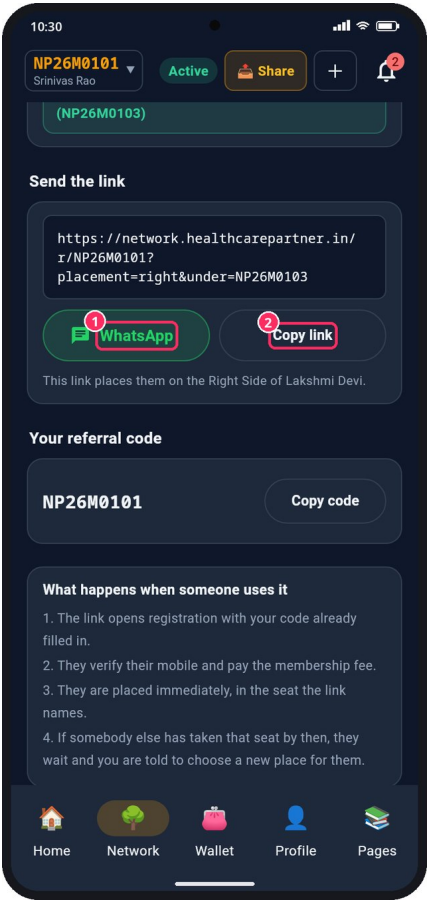
Who has a free side



The seat is set

1. Open **Choose an exact place** (left 1). Beside each member it says **both free / Left Side free / Right Side free**; members marked 'Left & Right full' cannot be chosen. You can search by name, or pick from **Show my tree**.
2. Tap the member (left 2) and **Under ...** appears (right 1). Tap the free **Left Side / Right Side** 2.
3. Check the green **They will sit on the ... Side of ...** 3.

Sending the link



1. **WhatsApp** 1 — WhatsApp opens with the link and your code in a message. Choose who to send it to.
2. **Copy link** 2 — copy it and paste it into an SMS or anywhere else.

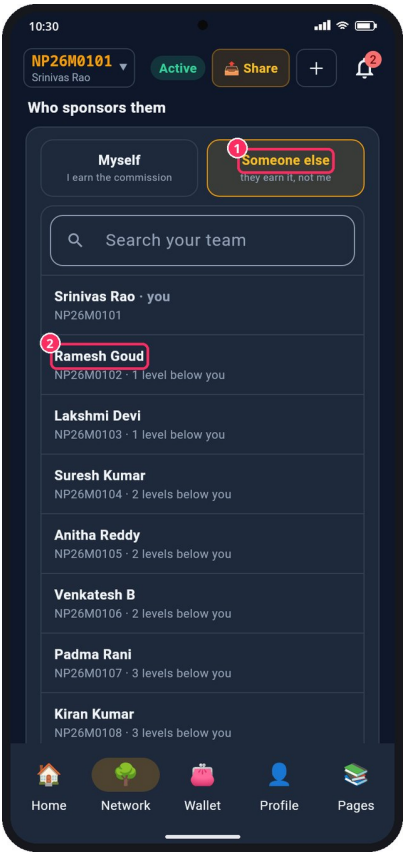
What is in the link?

Your referral code and the **exact seat** you chose. The new person sits in that seat as soon as they pay.

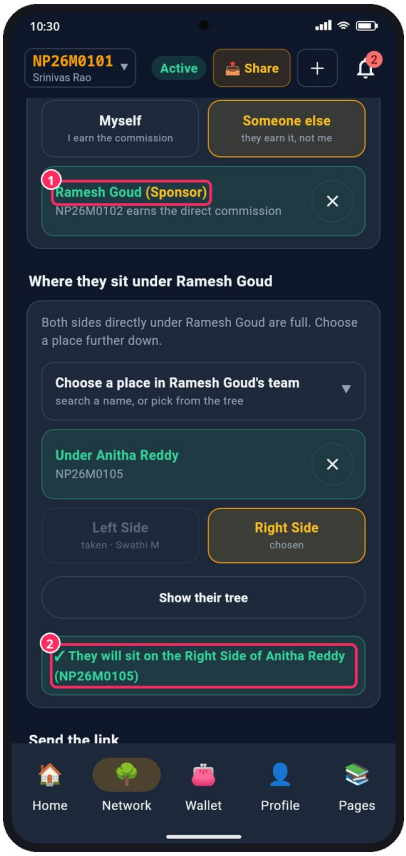
Choose a seat and send a **separate** link to each person. If two people use one link, whoever pays first takes the seat and the other has to wait (page 20).

When the sponsor is someone in your team

For example, making a link on behalf of somebody below you



Choosing a sponsor from your team



A seat in their team

1. Tap **Someone else** (left 1). Your team appears — tap the person who will be the sponsor 2 (you can search too).
2. Their name shows as **… (Sponsor)** (right 1). Then choose a seat under them or in their team 2.
3. Send the link. Whoever joins through it earns the **direct commission for that sponsor**, not for you.

What does the person who gets the link do?

Registration happens on the website — no app needed

1. **Tap the link** from WhatsApp. The registration page opens with the sponsor's code and the seat already filled in.
2. Enter their **mobile number** and confirm it with the OTP. They will sign in with this number later — it **cannot be changed**.
3. **Details:** name (exactly as on Aadhaar), date of birth, gender, email, address (village search), PIN, father's name, occupation, Aadhaar, PAN, nominee, bank.
4. Read the **Terms & Conditions** and tick the boxes.
5. **Pay the fee** — UPI / card / net banking. Only the fee + GST shown on the website.
6. As soon as they pay, they get a **Member ID** and are placed in the seat. They **install the NP app** (page 3) and sign in.

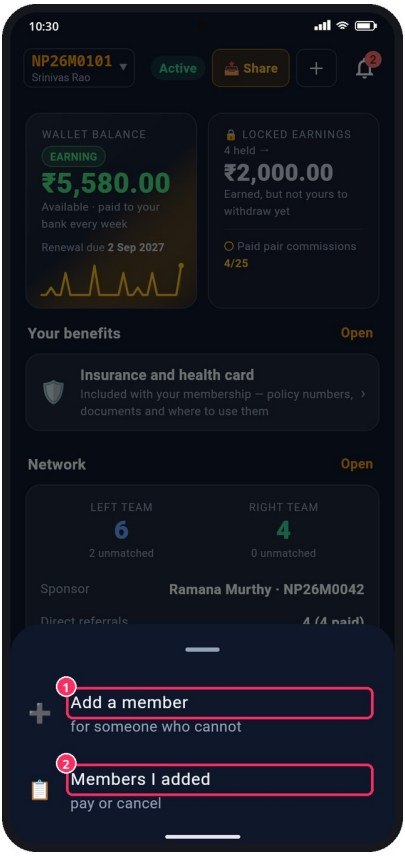
Filling in the form is not enough

Membership starts only once the fee is paid. An unpaid registration is cancelled after a few days. If registration stops halfway, open the same link again and continue with the same number.

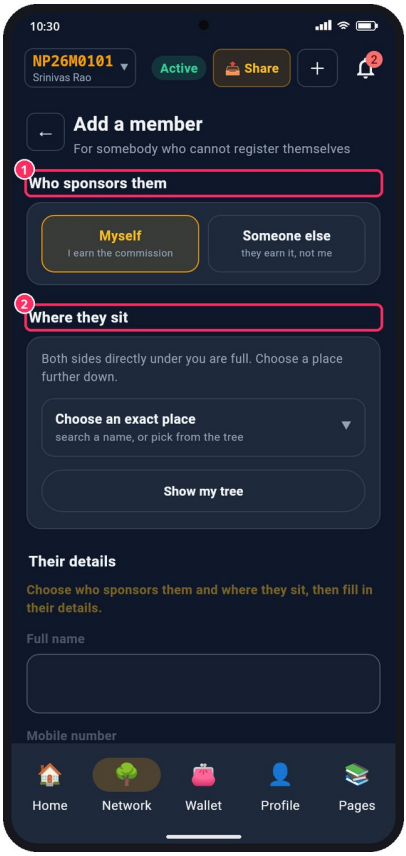
For somebody who cannot register themselves, you can fill in their details with **Add member** (next page).

Add member — filling in the details yourself

For people without a phone or internet, or who cannot do it themselves



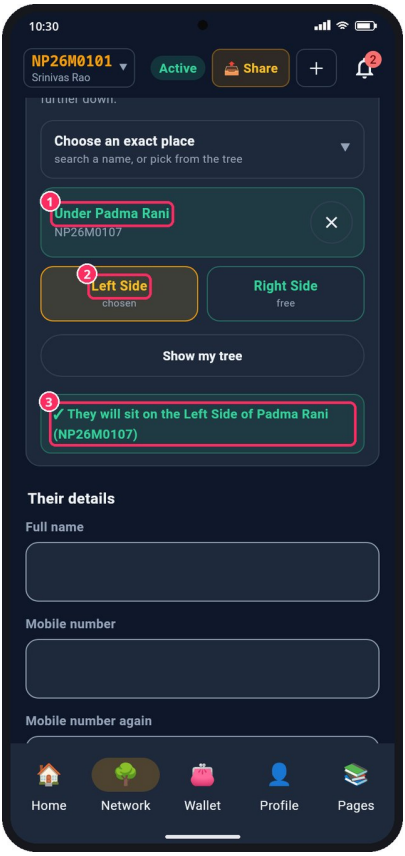
Tap + in the header



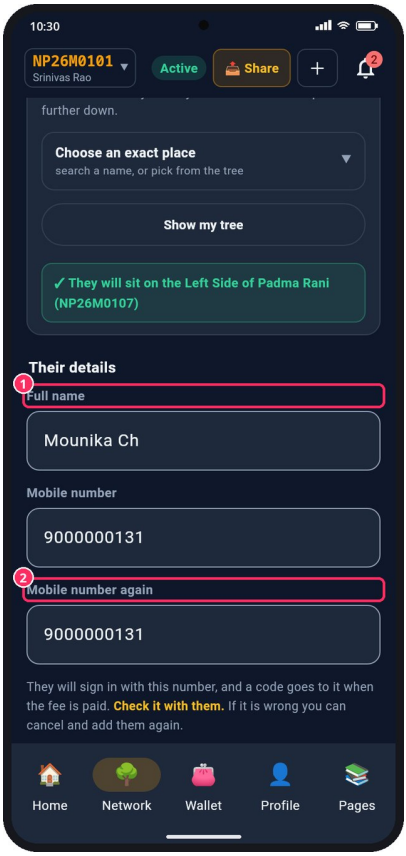
The Add a member screen

1. Tap **+** in the header and choose **Add a member** (left 1). For people you have already added, **Members I added** 2.
2. First, **Who sponsors them** (right 1) — Myself or Someone else.
3. Then **Where they sit** 2 — choose the seat (as when sharing a link, pages 8–9). The form below stays faded and cannot be filled in until the seat is chosen.

The seat and personal details



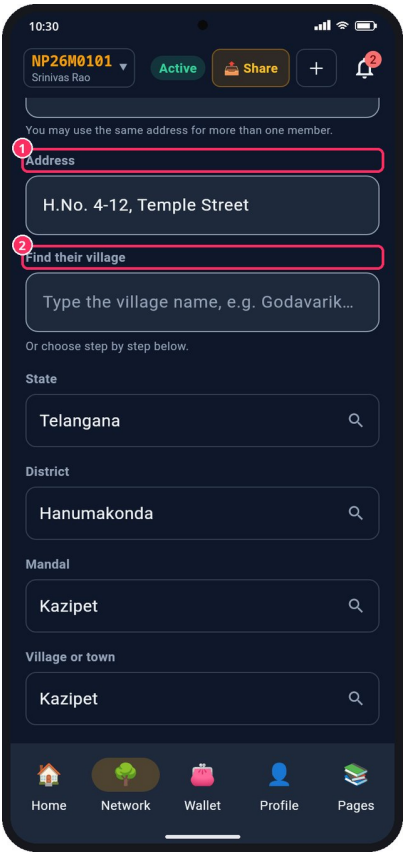
Seat set — the form opens



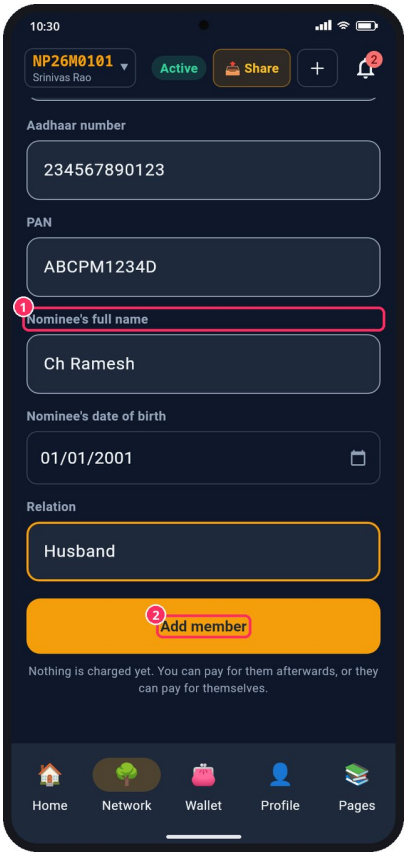
Name, mobile, gender, DOB

1. Check **Under …** (left 1) — who they go under, **Left / Right** 2 and the green message 3.
2. **Full name** (right 1) exactly as on Aadhaar. **Mobile number** twice 2 — their sign-in and OTPs go to this number. **Confirm it with them.**
3. **Gender**, **Date of birth** (pick it on the calendar), **Email** — the rest of the details come below.

Address and insurance details



Village search fills it all

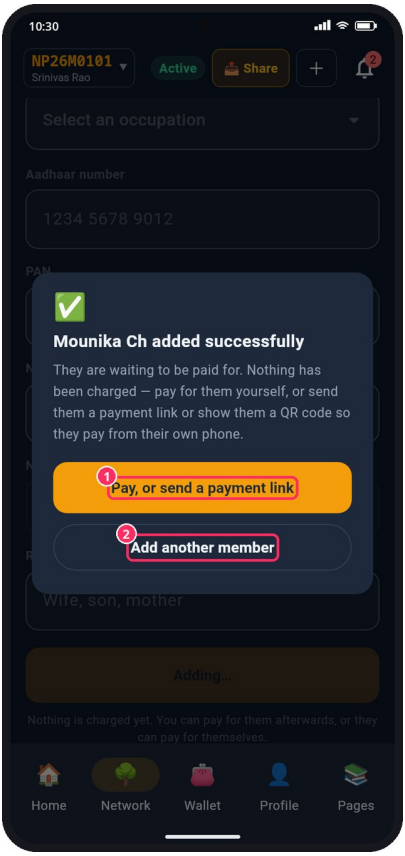


Insurance details, Add member

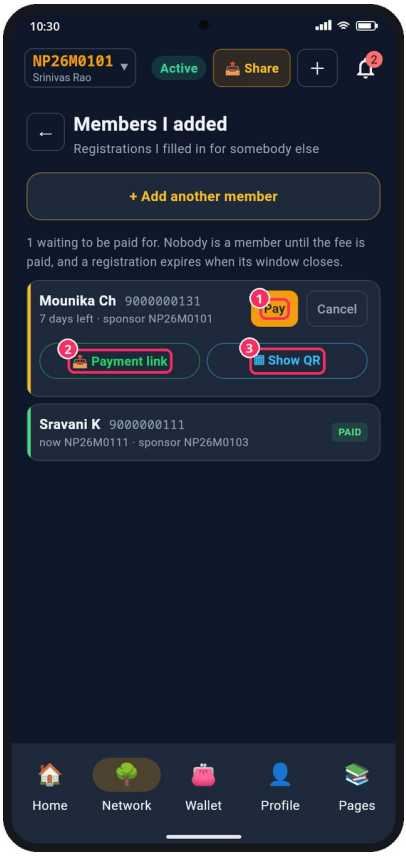
1. **Address** (left 1) — house number and street. Type the village in **Find their village** 2 and pick it from the list: State, District, Mandal and Village all fill in. Then the **PIN code**.
2. **Insurance details:** Father's name, Occupation, Aadhaar, PAN, **Nominee** name (right 1), nominee's date of birth, Relation. **Ask them — do not guess.**
3. Tap **Add member** 2. **Nothing is charged yet.**

> A wrong Aadhaar, PAN or nominee means no insurance, and a claim can be refused. After this, these details can be changed only by the office.

Added — now the payment



Added successfully

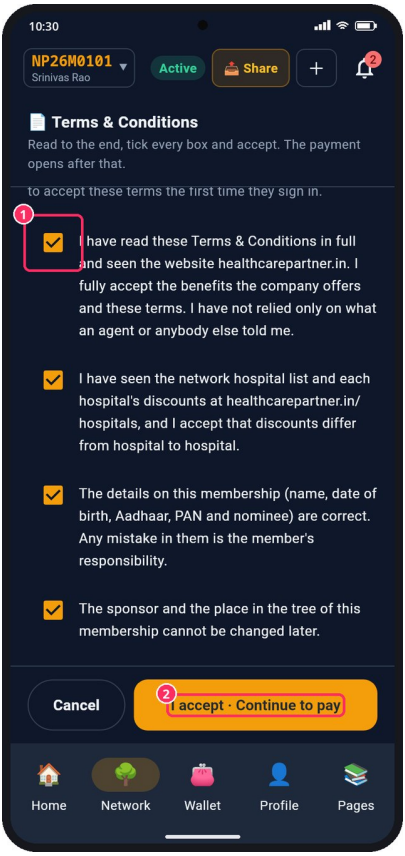


Members I added

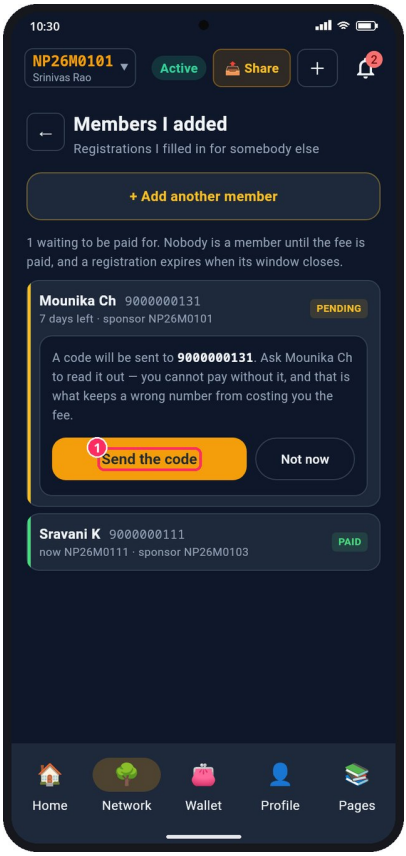
1. **Pay, or send a payment link** (left 1) — to the payment page. To add somebody else, **Add another member** 2.
2. In **Members I added**, each person has 3 ways to pay: **Pay** (right 1) — you pay · **Payment link** 2 — send them a link · **Show QR** 3 — they scan a QR on your phone.

> **Cancel** — if the mobile number is wrong, cancel the registration and add them again with the right number. An unpaid registration also cancels itself after a few days ('... days left').

Way 1 — you pay (Pay)



Terms — 4 boxes

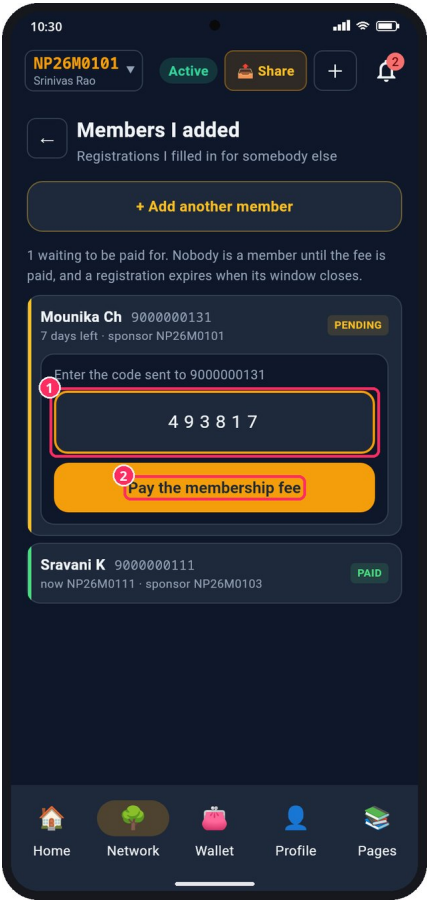


A code to their number

1. Tapping **Pay** opens the Terms. Scroll to the end, **tick the 4 boxes** (left 1) and tap **I accept · Continue to pay** 2.
2. **Send the code** (right 1) — an OTP goes to the new member's mobile. **Ask them to read the code out to you.**

> Why the code? It proves the mobile number really is theirs, so a wrong number cannot waste your money.

Entering the code and paying



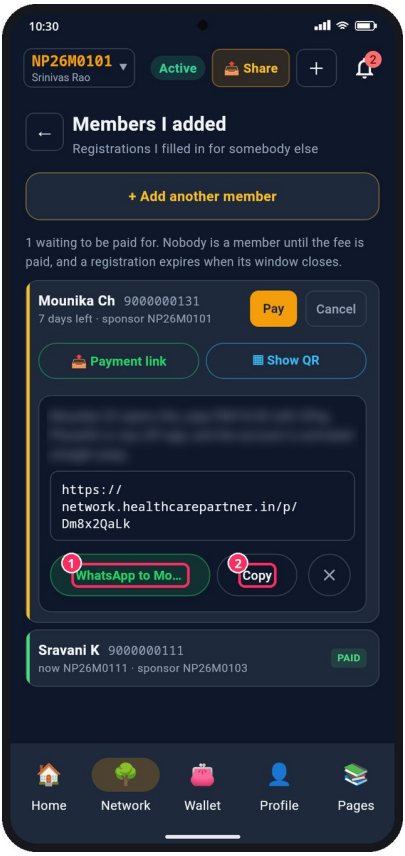
1. Type the **6-digit code** they read out **1**.
2. **Pay the membership fee** **2** — the payment screen opens.
3. Pay with **UPI / card / net banking**.
4. When the payment goes through, it says '**... is now a member**'. The list shows **PAID** beside them, with their new Member ID.

If the payment stops halfway but the money was taken, do not pay again — wait a few minutes and refresh the list, or call **77805 06670**.

Even though you paid, the member accepts the Terms **themselves** the first time they sign in.

Ways 2 and 3 — Payment link, QR

They pay from their own phone



Payment link



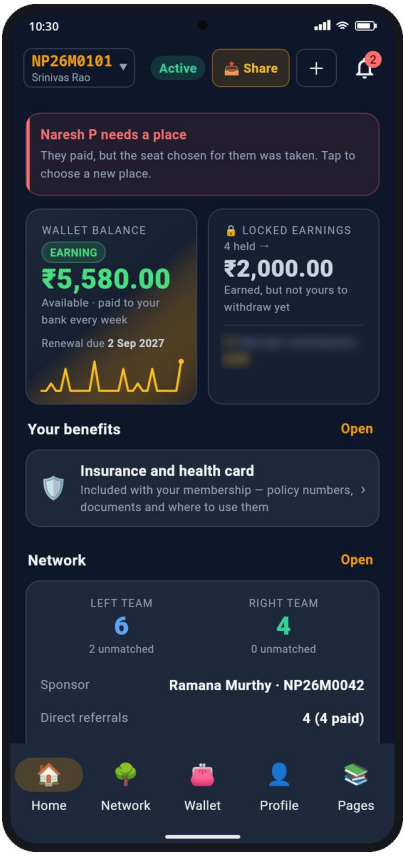
Show QR

1. **Payment link: WhatsApp to ...** (left 1) sends the link straight to their WhatsApp number, or **Copy** 2. They open it and pay with GPay, PhonePe or any UPI app.
2. **Show QR:** after you tick the Terms, a big QR appears. They **scan it on your phone** with their UPI app and pay. If they are far away, **Send on WhatsApp** (right 1) sends a picture of the QR.
3. As soon as they pay, the screen shows **Paid** and the account is active at once.

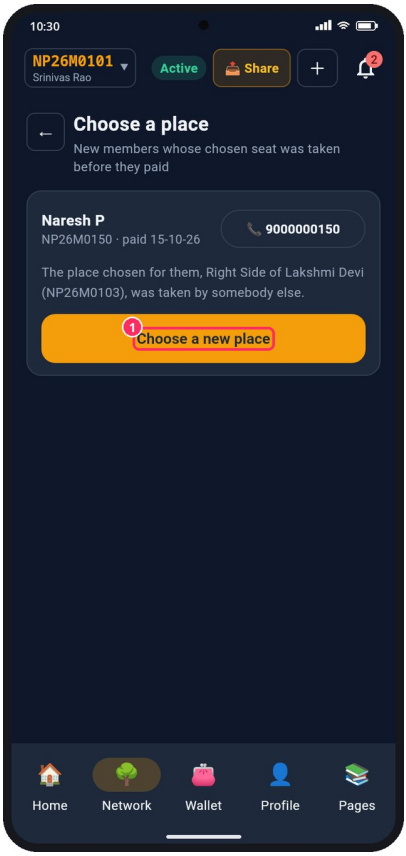
The QR works for 24 hours and can be paid once. If the QR does not show properly, tap 'Whole image'.

What if somebody else takes the chosen seat?

The payment is safe — only a new seat has to be chosen



A red banner on Home

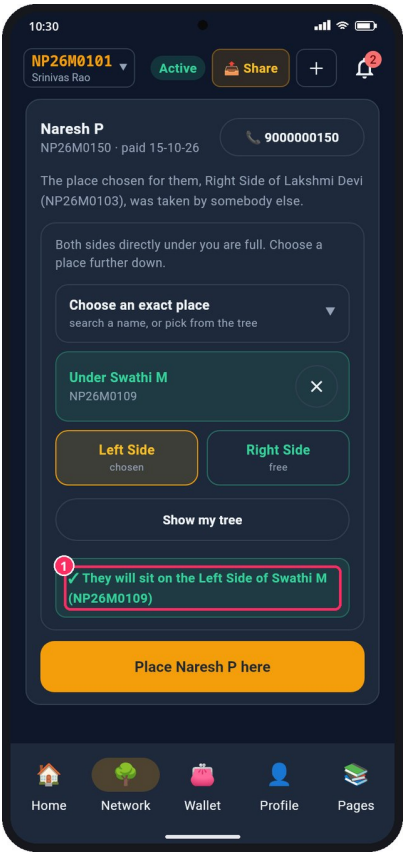


Choose a place

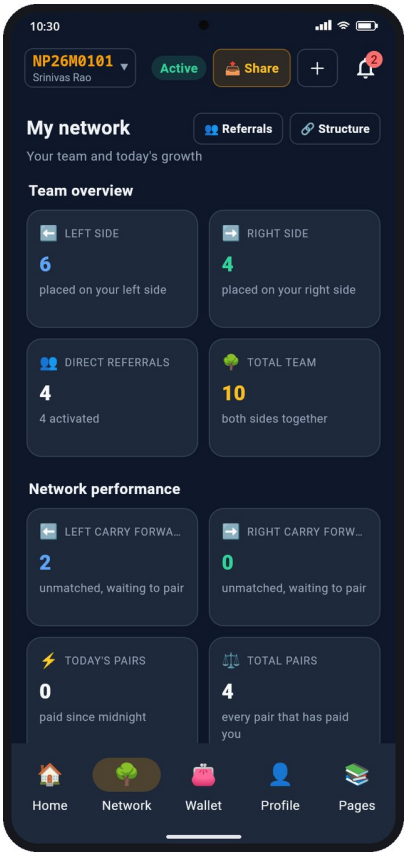
1. If the seat is taken before they pay, the new member **waits**. A red **'... needs a place'** banner and a notification appear on your Home — tap it.
2. **Choose a place** shows their details and the seat they wanted. Tap **Choose a new place** 1.

> Who can choose the new seat? The **sponsor**, the **upline** who sent the link, or the **office**. Do not delay — their team only starts counting once they are placed.

A new place · My network



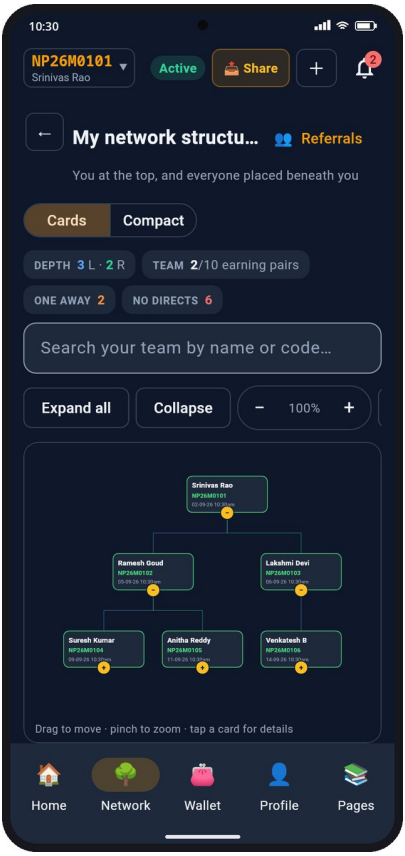
Choose the seat, then Place



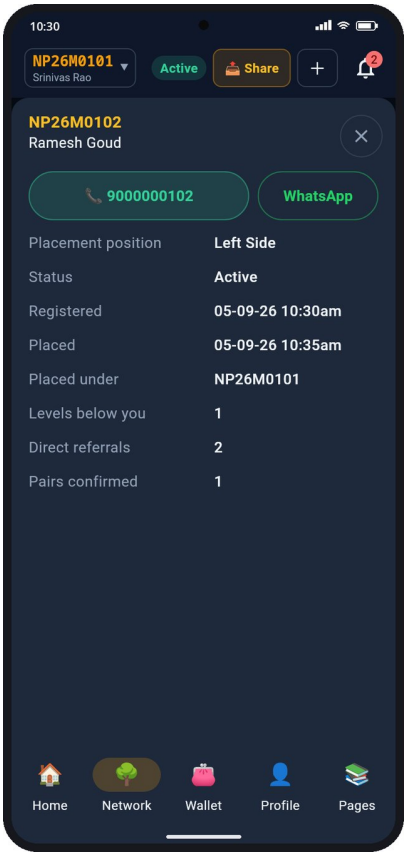
The Network tab

1. Pick a free seat with Choose an exact place, check the green message and tap **Place … here** (left 1). They are placed straight away.
2. **The Network tab:** your left and right side counts, direct referrals, total team, **carry forward** (members not yet paired), today's pairs and total pairs (the ones that paid).

My network structure (the tree)



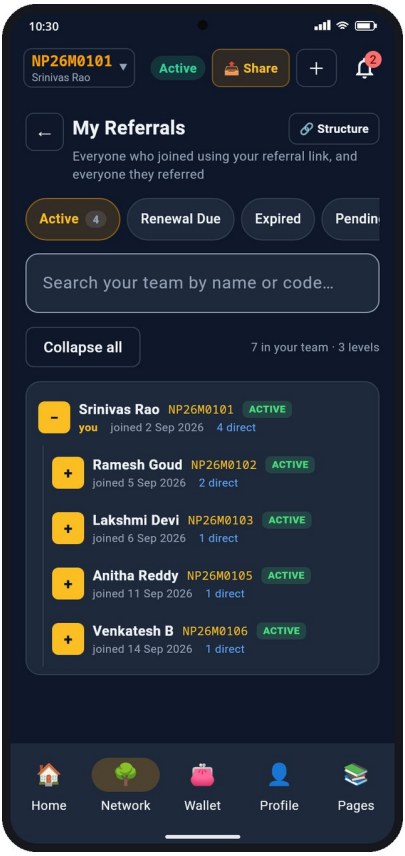
The tree below you



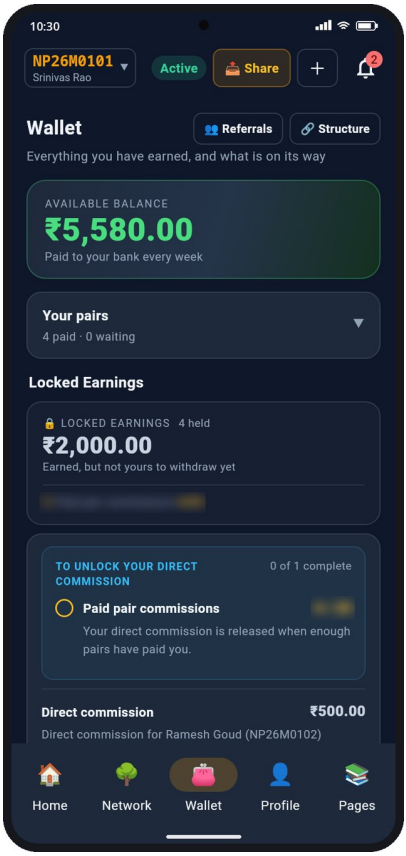
Tap a card — the details

- **You** at the top, and everyone placed on your left and right below. Switch between **Cards / Compact**; **search** by name or code; zoom with −/+ and move it with your finger.
- Tap any card for: placement side, status, registered and placed date and time, who they are under, direct referrals and **pairs confirmed**.
- Only **leaders** (chosen by the company) see team members' mobile numbers and **Call / WhatsApp** buttons. Everybody else sees names and IDs only.

My Referrals · Wallet



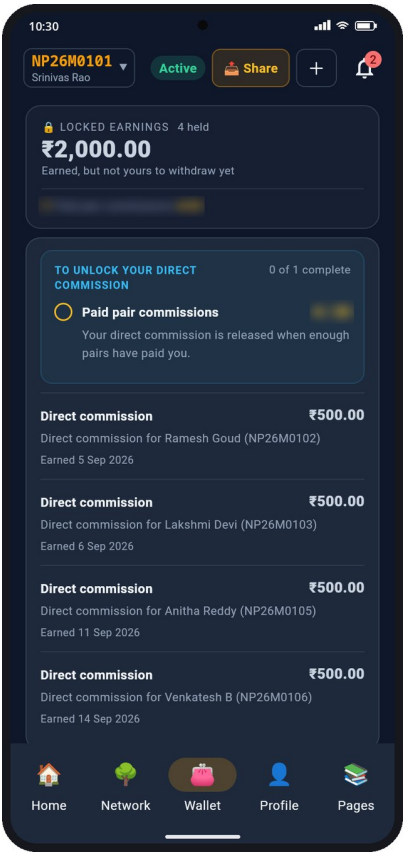
The people you introduced



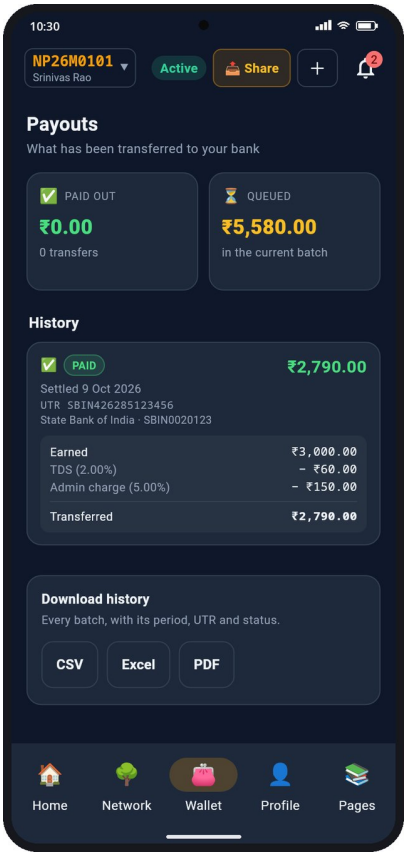
The Wallet tab

- **My Referrals:** Active · Renewal Due · Expired · Pending tabs. Check who is close to renewal and remind them. You can search, and **+** opens their team.
- **Wallet:** the available balance (for the next payout), **Your pairs** (paid · waiting), **Locked Earnings**, and the details of every entry.

Locked Earnings · Payouts



Locked Earnings

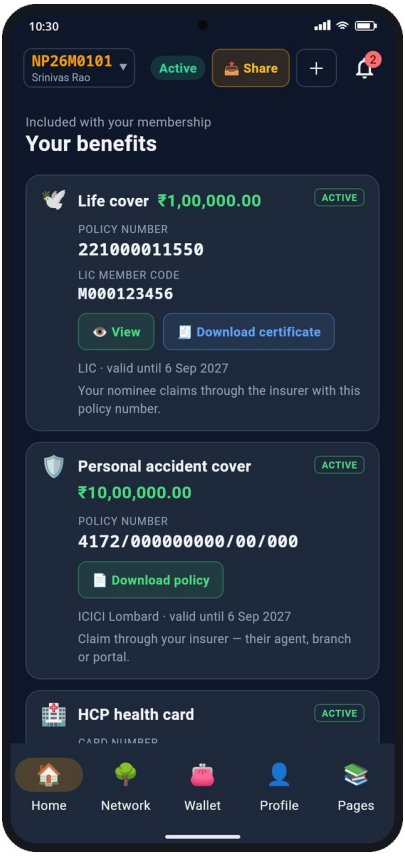


Payouts & bank

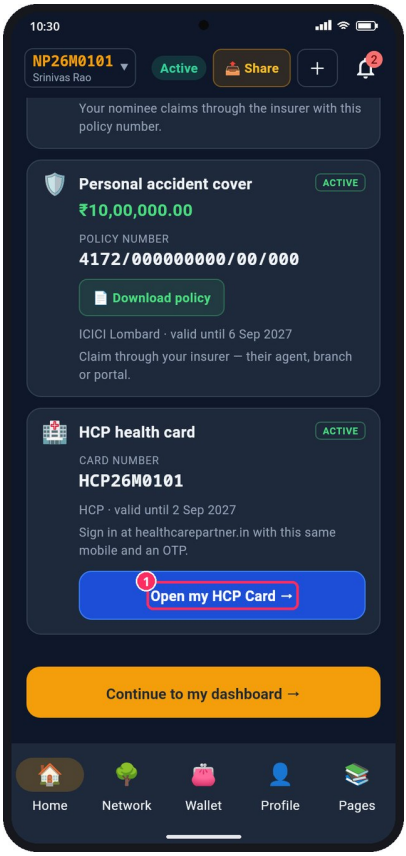
- **Locked Earnings:** your direct commissions are held here. **'To unlock your direct commission'** shows **your own number** of paid pairs still needed (blurred in the screenshot). When it is reached, everything moves to your wallet at once.
- **Payouts:** to your bank every Friday. Each payout shows Earned, TDS, Admin charge, Transferred and the **UTR** number. Download as CSV / Excel / PDF.
- Your bank account must be **in your own name** and verified — see Profile.

Your benefits — insurance, HCP card

Home › Your benefits › Open



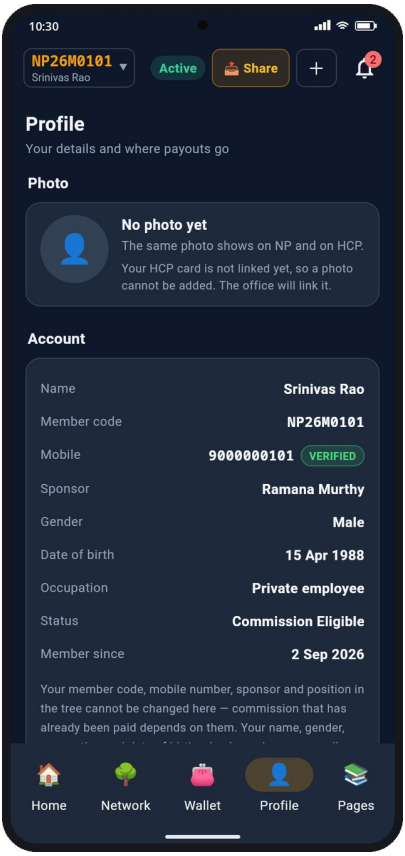
LIC, ICICI Lombard



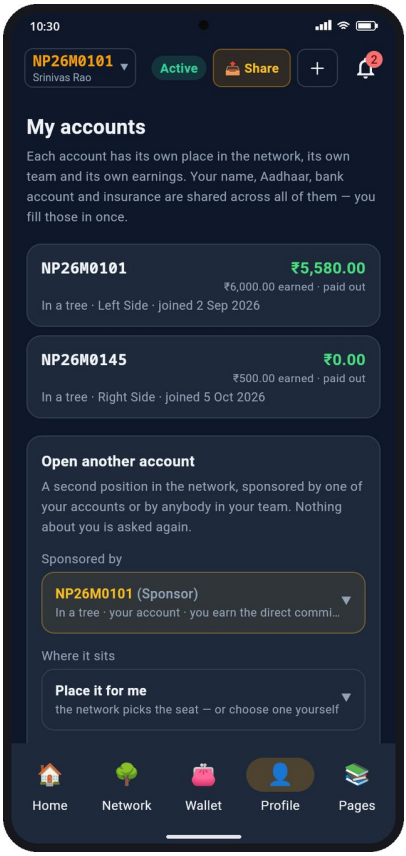
HCP health card

- **Life cover (LIC):** policy number, LIC member code, valid dates. **View** — see the certificate · **Download certificate** — PDF.
- **Personal accident (ICICI Lombard):** policy number · **Download policy**.
- **HCP health card:** card number · **Open my HCP Card** 1 — your card, hospitals and admission support on the HCP website.
- No policy number yet? Your name is still on its way to the insurer.

Profile · My accounts



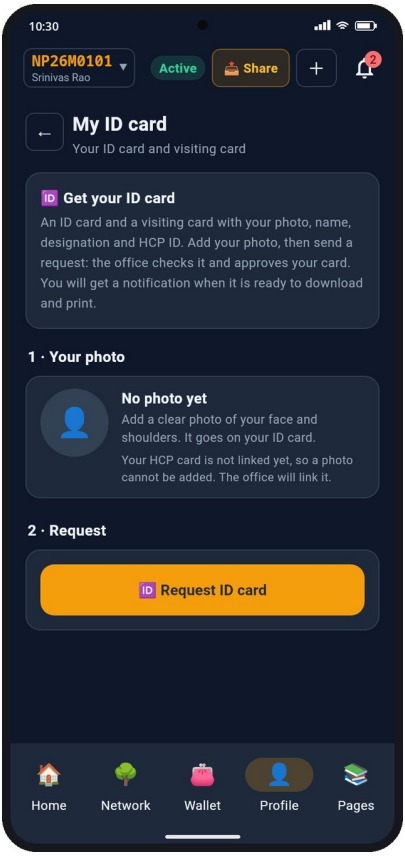
The Profile tab



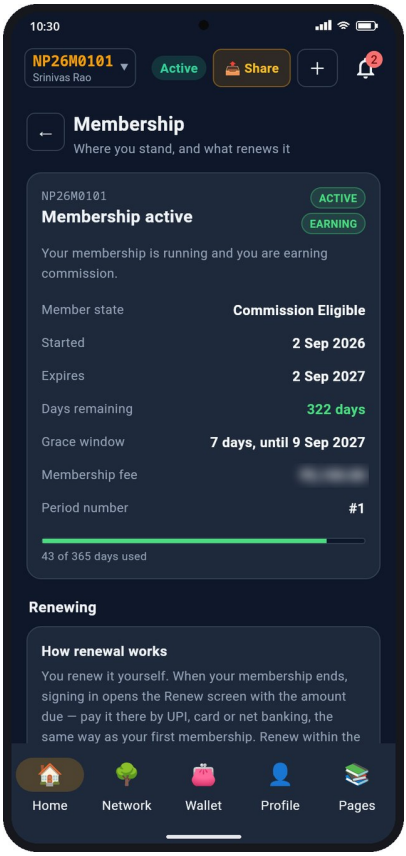
My accounts

- **Profile:** photo, account details, address, KYC (Aadhaar, PAN), nominee, **bank account**. A detail you have just filled in can be changed for **5 minutes**; after that, through the office.
- **My accounts:** every account on your mobile, with its balance. Tap one to switch. **Open another account** — another account (choosing its sponsor and seat).
- Remember: however many accounts you have, you get **only one insurance policy** — on the first account.

ID card · Membership and renewal



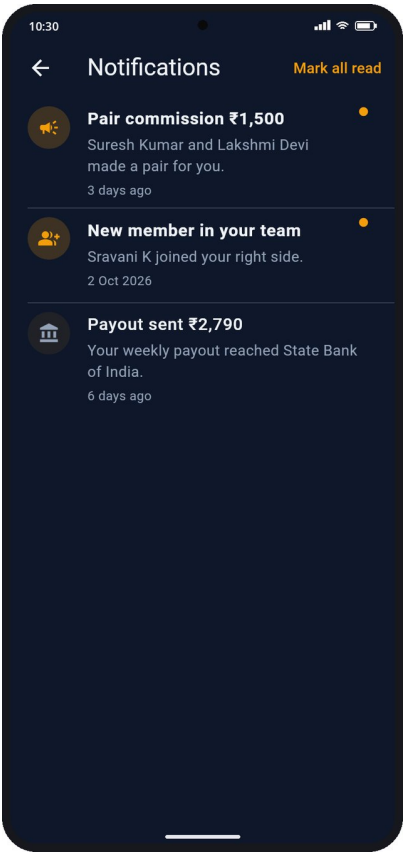
My ID card



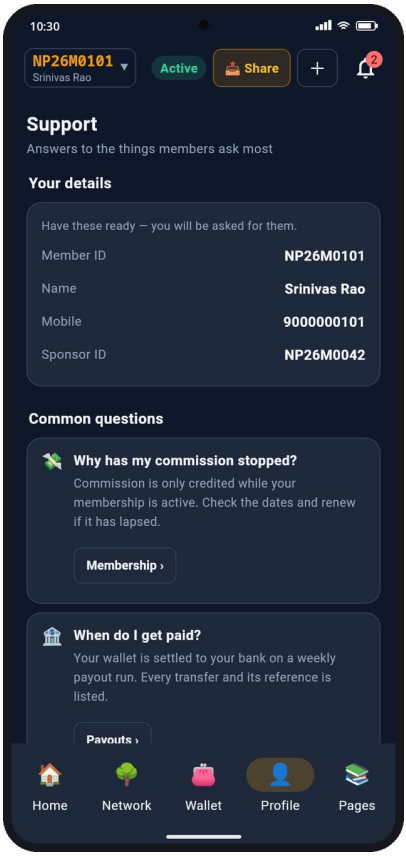
Membership

- **ID card:** first add your **photo** (face and shoulders, clear). Then **Request ID card**. When the office approves it you get a notification — download, print or share it.
- **Membership:** status, start and end dates, days remaining, grace window.
- **Renewal:** renew in the app before the end date. More than 7 days after expiry, your seat and team are lost for good.

Notifications · Support



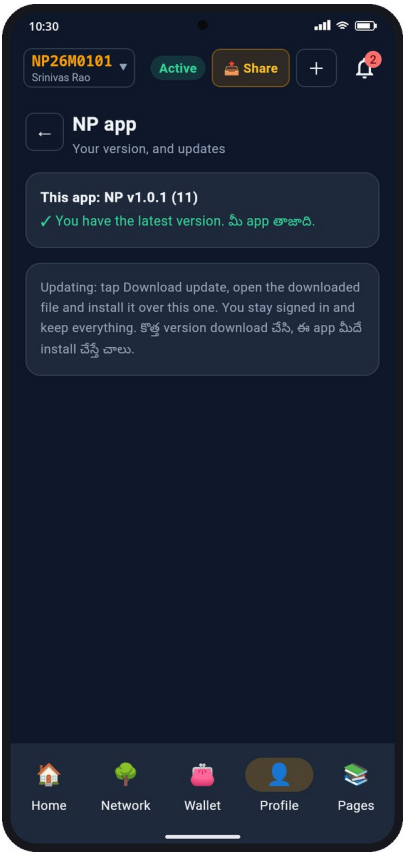
The bell — Notifications



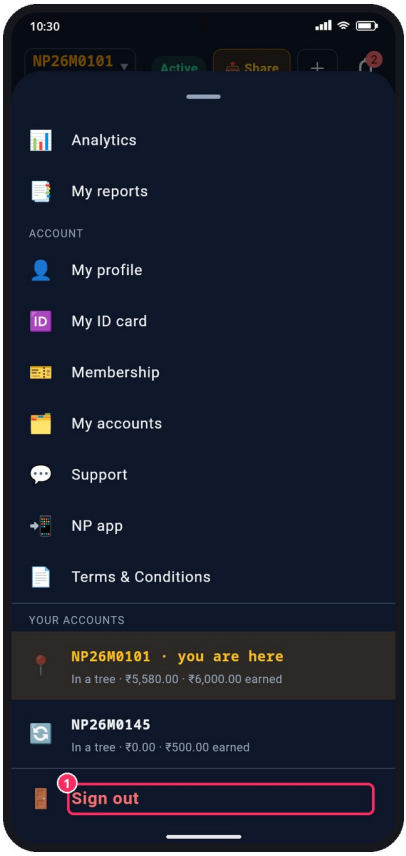
Support

- **Notifications:** pair commissions, new members, payouts, a seat to choose, office announcements. Tap one to open the screen it is about. **Mark all read**.
- To get notifications, **allow notifications** for the NP app on your phone (Settings › Apps › NP › Notifications).
- **Support:** the details the office will ask for when you call (Member ID, mobile, sponsor), common questions, and a call button for the office.

App update · Sign out



Profile › NP app



Sign out, at the end of the menu

- **NP app:** your version. When there is a newer one, **Download update** — open the downloaded file and install it over this app. Your sign-in and details stay.
- **Sign out:** tap your Member ID › **Sign out** at the end of the menu 1. Always sign out if you signed in on somebody else's phone.

Problems and fixes

The OTP does not come
Check your signal and tap Resend OTP after 30 seconds. Make sure it is the number you registered. Still nothing? Call 77805 06670.

It says 'Finish your registration on the website'
There is a registration on that number, but the fee is not paid. Finish it and pay on the website, then sign in.

Share does not show a link
Choose both the sponsor and the seat. The link appears once the green message does.

The Add member form is faded and won't fill in
Choose the sponsor and the seat first. Then the form opens.

I entered the wrong mobile number
Members I added › Cancel › Add member again with the right number. Once paid, the number cannot change.

Money was taken but it is not PAID
Do not pay again. Wait a few minutes and refresh; if it is still not paid, call 77805 06670.

Why is my direct commission locked?
The paid pairs needed are not complete yet — see Wallet › Locked Earnings.

I did not get a payout
The amount was below ₹1,000, or your bank account is not verified — check the bank in Profile.

Rules to remember

1. **The sponsor and the seat never change** — check them before you share or add.
2. Choose a seat and send a link **for each person separately**.
3. **Only the fee + GST shown on the website.** Collecting more means account suspension and commission stopped.
4. **Details must be theirs, and correct** — name and DOB as on Aadhaar; Aadhaar, PAN and nominee asked from them.
5. **Members are not insurance agents.** Never promise what is not on the website or in the Terms. Income is not guaranteed.
6. **Never tell anyone your OTP or code** — the only code you use is that of a member you are paying for, with their permission.
7. **Renew before the end date**; locked money is lost on the expiry day.

> The full plan and commission rules: the **'Referral Commission Plan'** booklet. Membership and insurance: the **'Membership Guide'**.

Need help?

77805 06670

Office · support@healthcarepartner.in

NP website	network.healthcarepartner.in
HCP website	healthcarepartner.in
Branch Office	#1-7-894/1, 1st Floor, Near Raj Hostel / Union Bank, Hunter Road, Hanumakonda, Warangal, Telangana

NP app download

NP website

Terms & Conditions

When you call, keep your **Member ID** and registered **mobile number** ready (they are in Profile › Support).

This manual follows app version 1.0.1. Screens may change a little as the app changes.