TSS
Total Scholastic Solutions

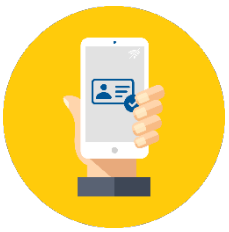
Mobile App User Guide

Welcome

Welcome. Thank you for choosing Total Scholastic Solutions (TSS) as your medical insurance provider. We developed **MyTSS App** for you to download and access your policy coverage details and soft copy ID card right from your mobile phone. In the app, you will have access to:

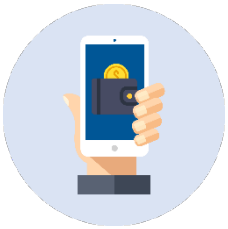
- Your member login
- Policy coverage details
- Policy documents
- Member ID card for policyholders and dependents
- Contact customer service via phone or email

NEW FEATURES



Offline ID Card Accessibility

You can now access Member ID cards even when there is no WiFi access. You just have to log in to the app at least once while online.



iOS Wallet

iOS users can now add your Member ID cards to the Wallet app.

Questions? Reach us 24 hours a day, 7 days a week with TSS Assist: +1.786.814.4125

Member Login

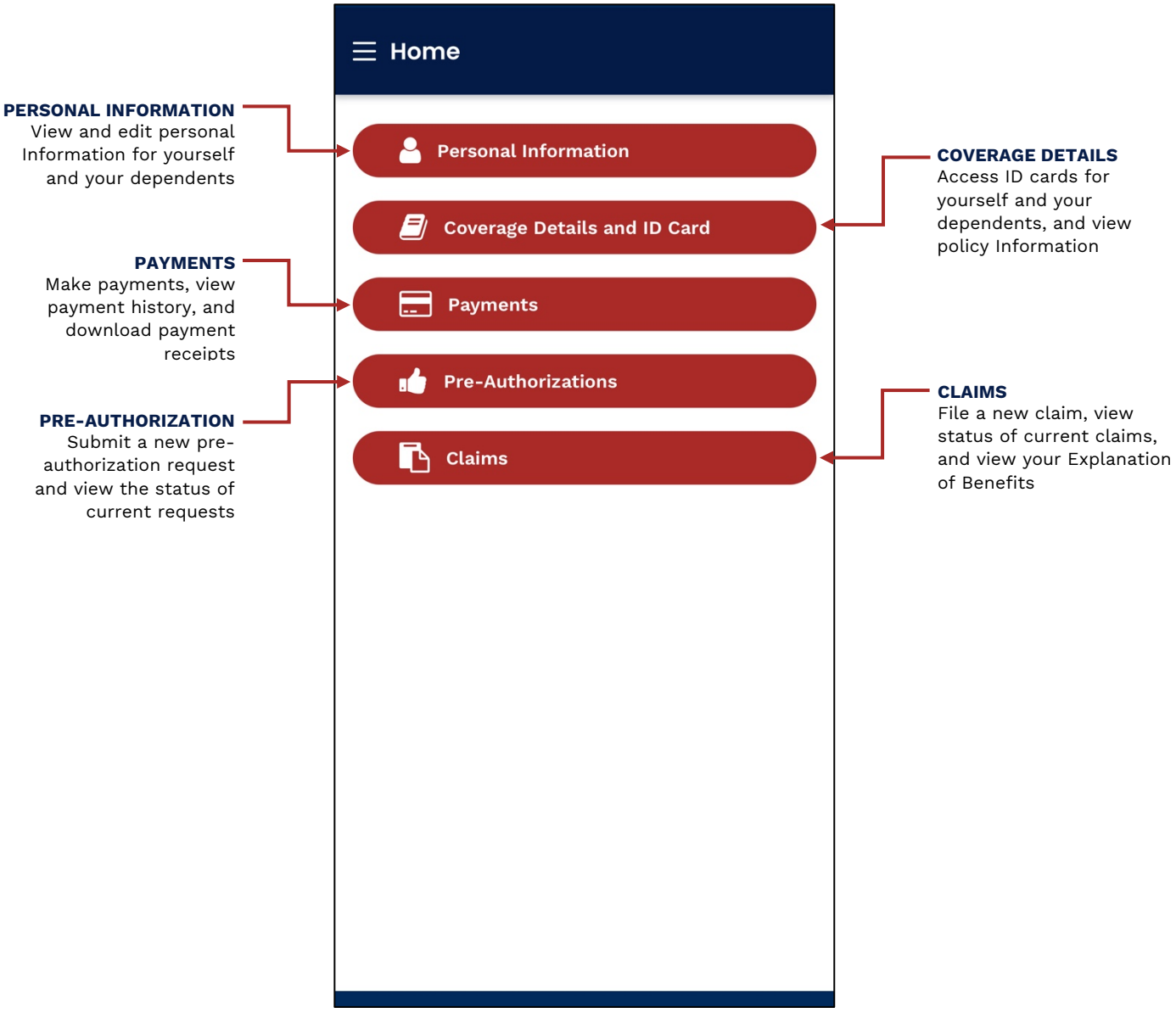
Once the app is downloaded, you can log in to the mobile app by entering your **Username** and **Password**. There are also options to retrieve your username and/or password if needed. Now you have the option to set up **"Face ID"** for quick access to your account.

Homepage

Once you login, you can access these features from the home screen:

- Personal Information
- Coverage Details
- Payments
- Claims
- Pre-Authorization

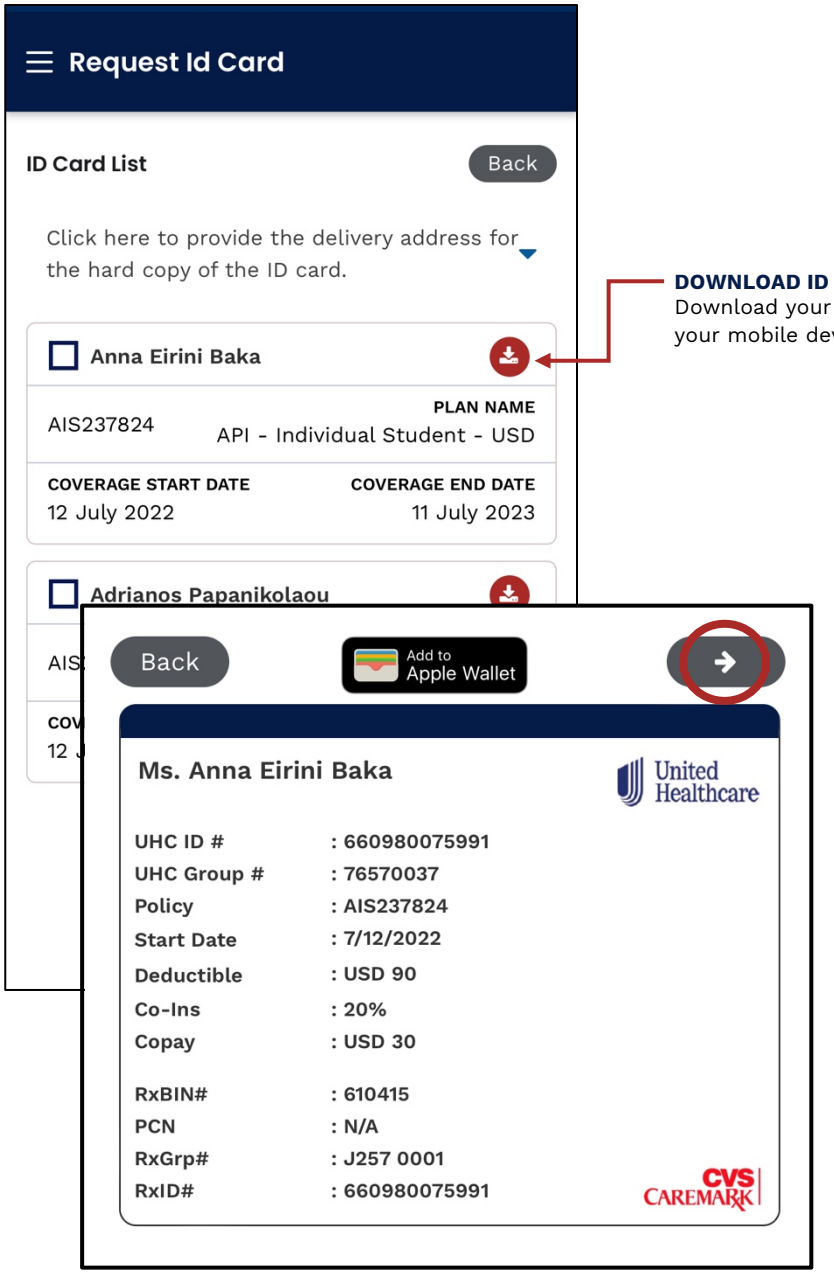
Read the pages below for more details on each feature.



ID Card

Have your Member ID card with you at all times using the **MyTSS app**.

- The **ID Card** screen will display each family member's name and Member ID #.
- Tap on each insured's specific ID Card button to access their ID Card.
- Access to your ID cards even without a WiFi connection.



DOWNLOAD ID CARD
Download your ID card to your mobile device

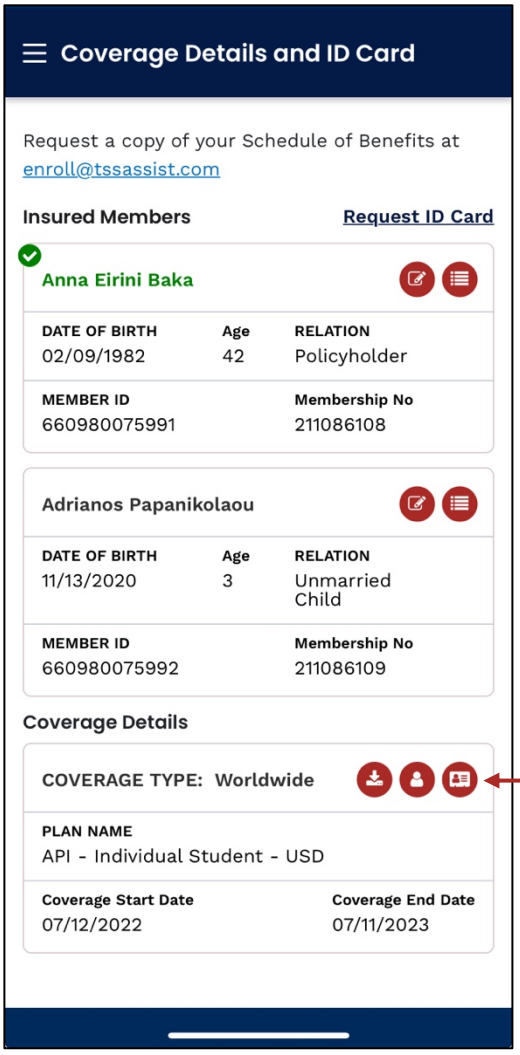
Click the arrow to view the BACK of the ID Card

iOS Wallet
iOS users can now add **thei**r Member ID cards to the Wallet app.

Coverage Details

This screen will list all your policy documents in all coverage periods you are enrolled in. It will also display if you have multiple coverage periods or policies with TSS.

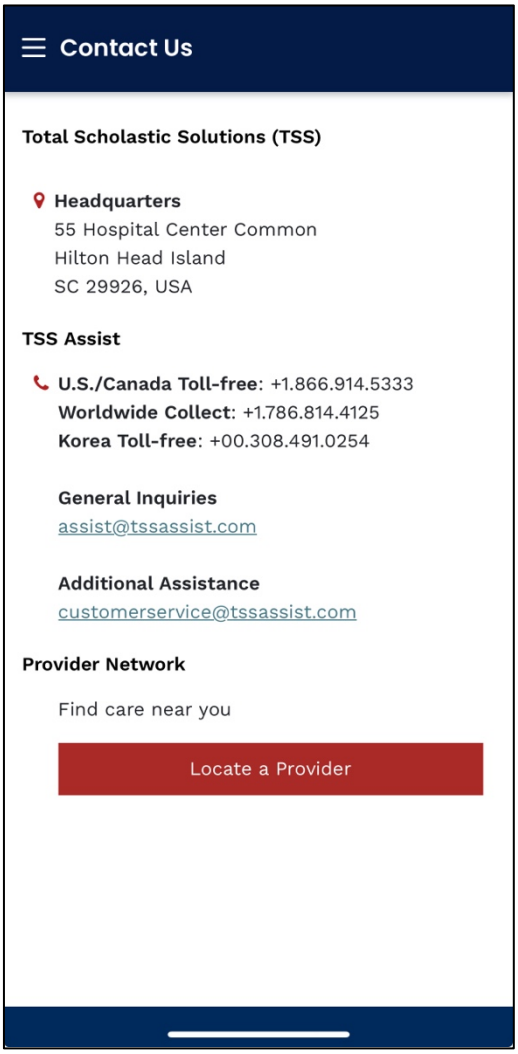
You can click the **download** button to download and view the corresponding policy document.



DOWNLOAD COVERAGE DETAILS
Download policy document to view your coverage details

Contact Us

Click on the **Contact Us** module to view information on how to contact our customer service teams at TSS.



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