INSURANCE COMMISSION

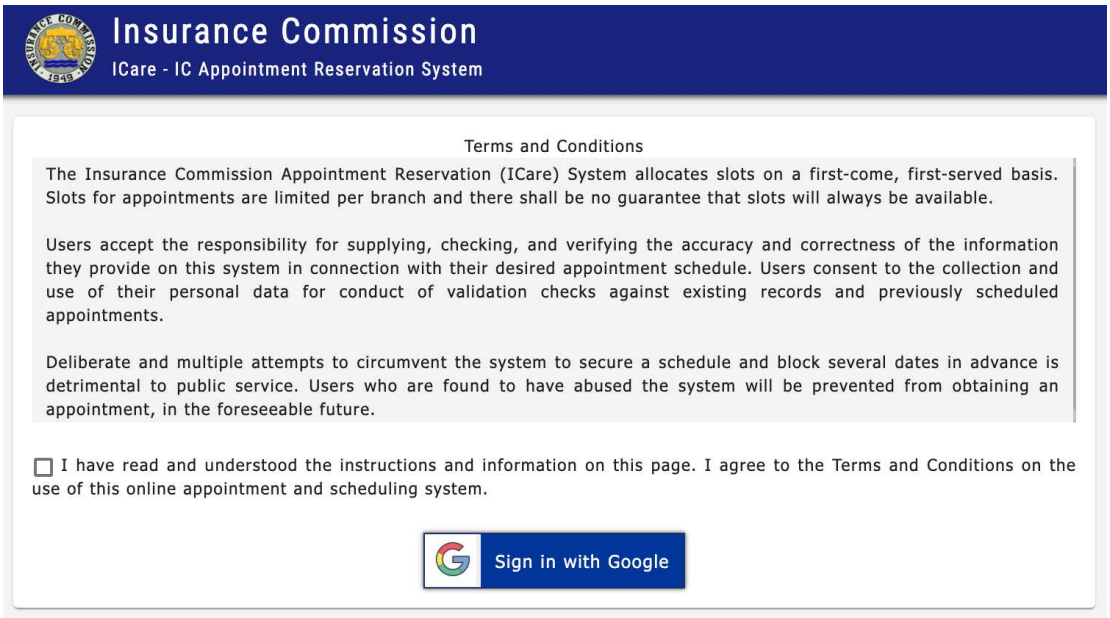
IC Appointment Reservation System

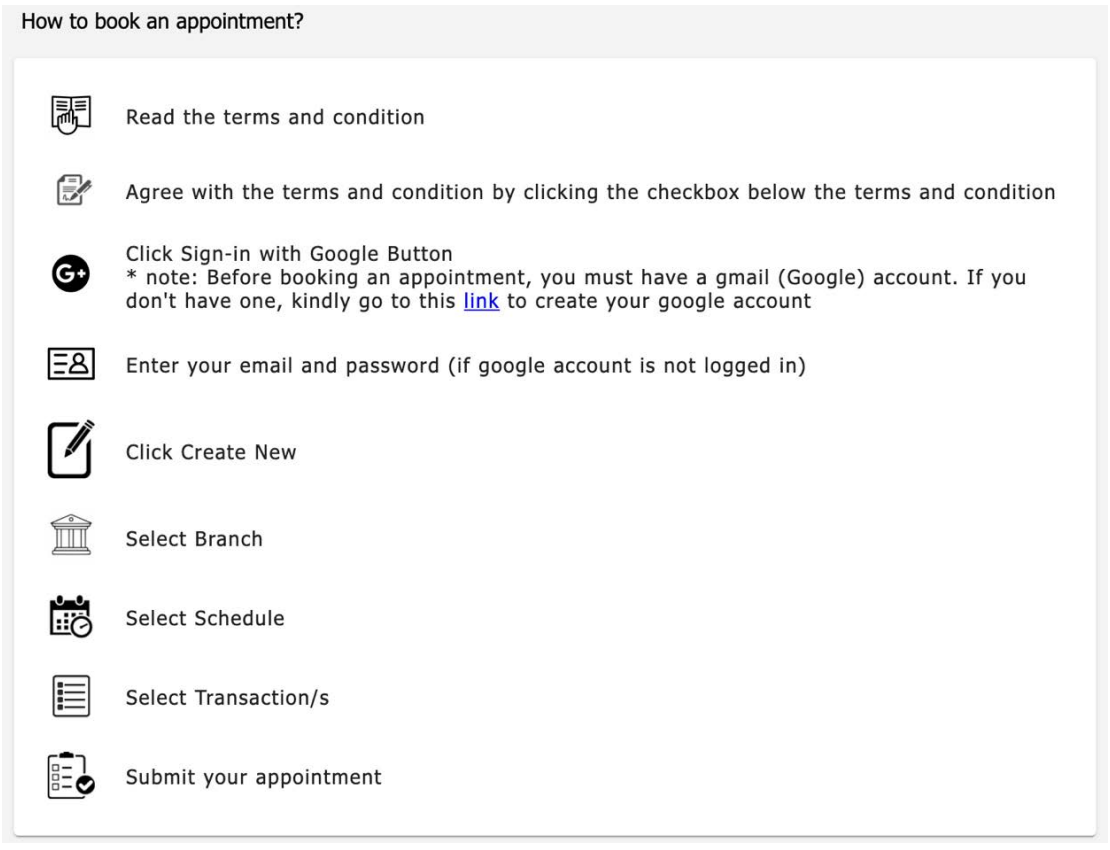
User Manual

JULY 2020 VERSION

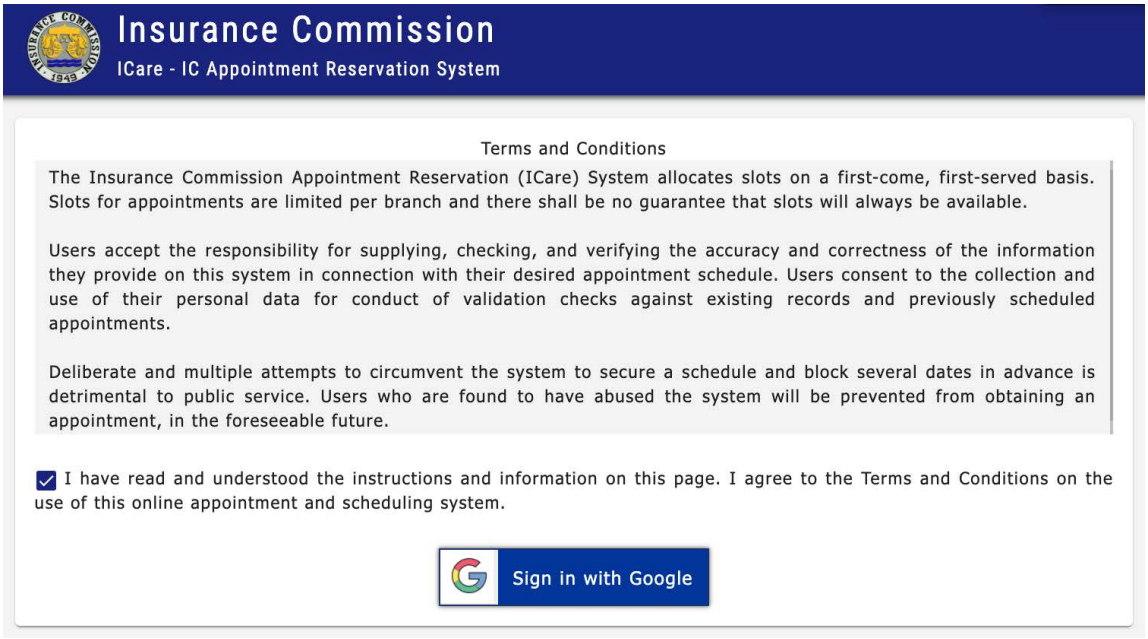
STEP 1: Access the IC Appointment Reservation System (ICare) through the link:

https://web.insurance.gov.ph/icare/





STEP 2: After reading the information and instructions on the page and agreeing with the terms and conditions, click the **Sign in with Google** button.

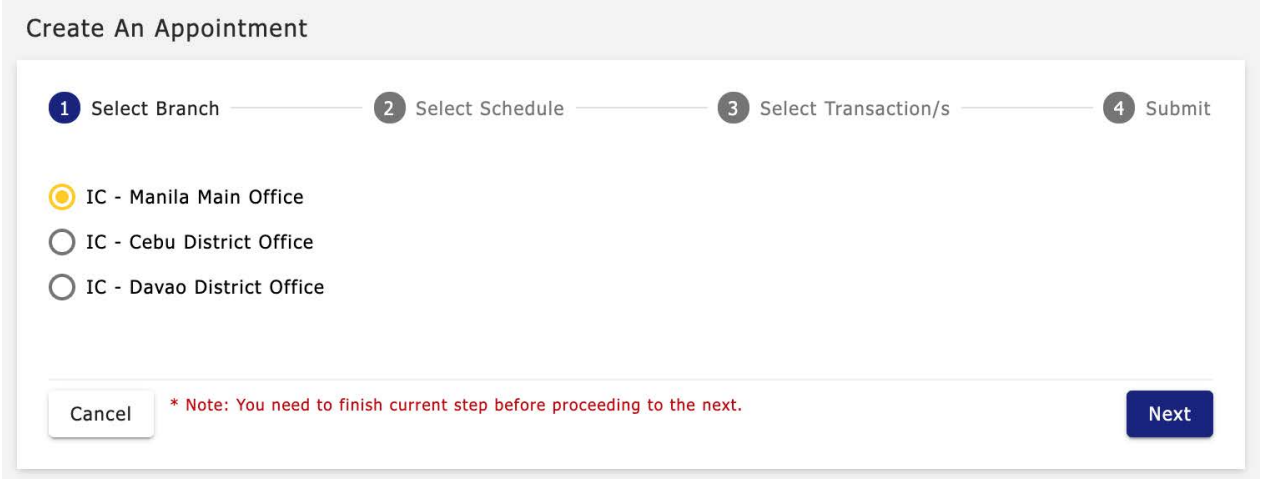


STEP 3: The user will be required to sign in with their Google account. If the user does not have an account, a link has been provided in the How to book an appointment? section.

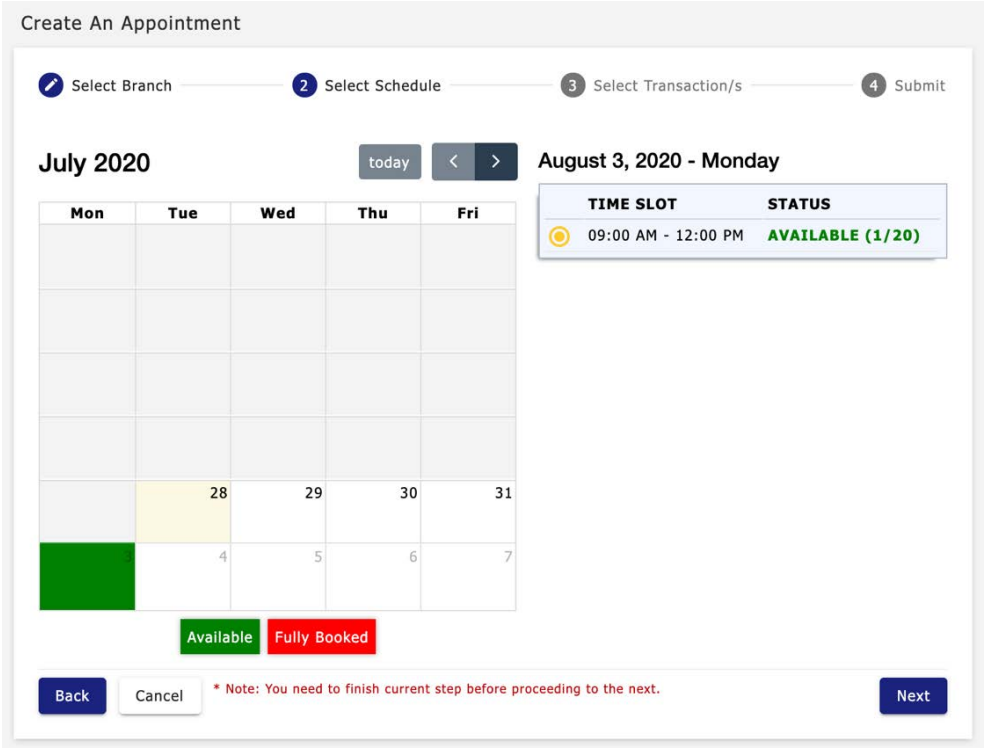
Click Sign-in with Google Button
* note: Before booking an appointment, you must have a gmail (Google) account. If you don't have one, kindly go to this link to create your google account

STEP 4: The user will be directed to the My Appointment page, which will show previously scheduled appointments. Click **CREATE NEW** button to schedule a new one.

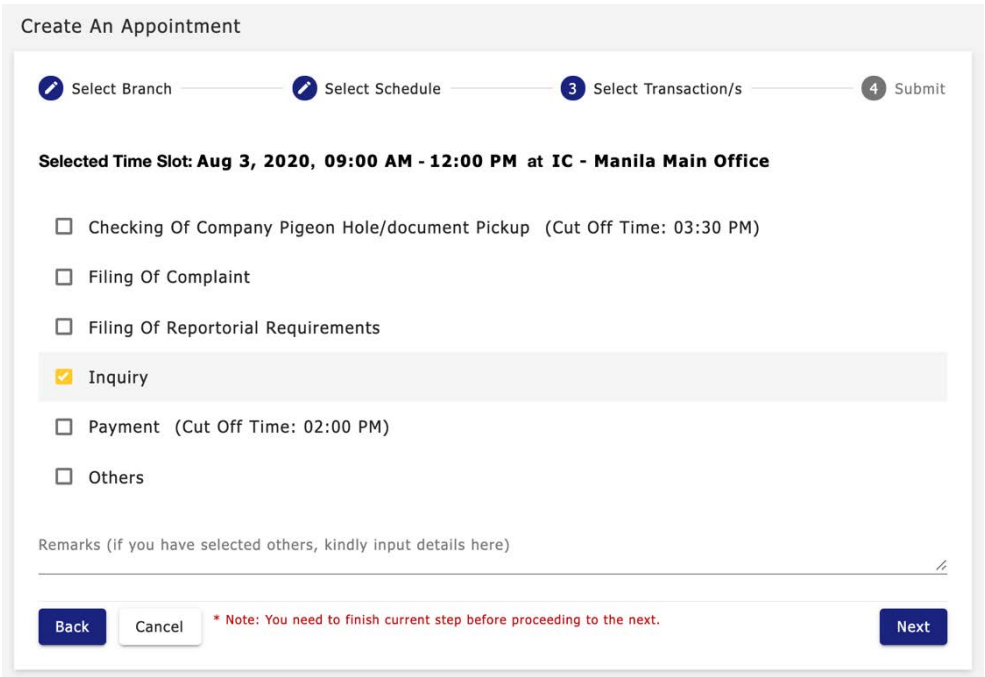
STEP 5: The user will choose the office where the appointment would be held. Click **NEXT**.



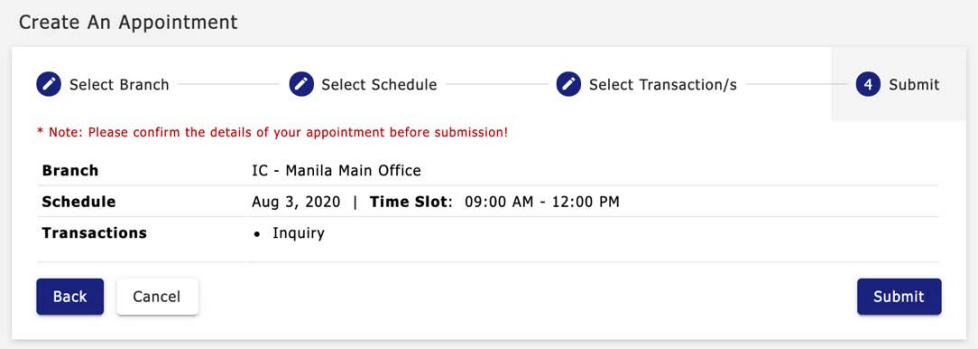
STEP 6: Choose the most convenient, available schedule, and then click NEXT.



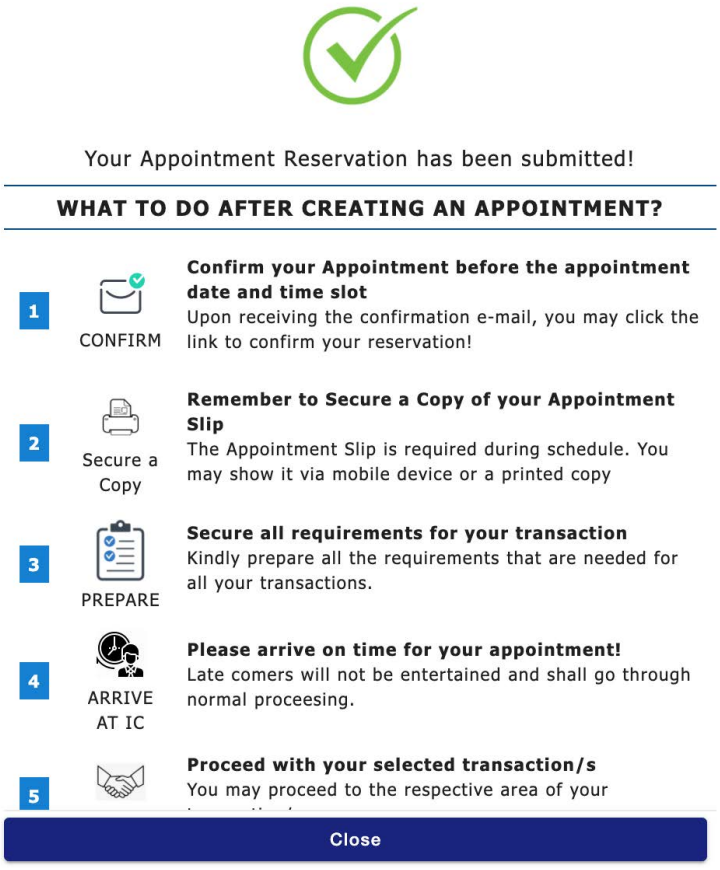
STEP 7: Select the Transaction type then click NEXT.



STEP 8: After reviewing the appointment details, click SUBMIT.

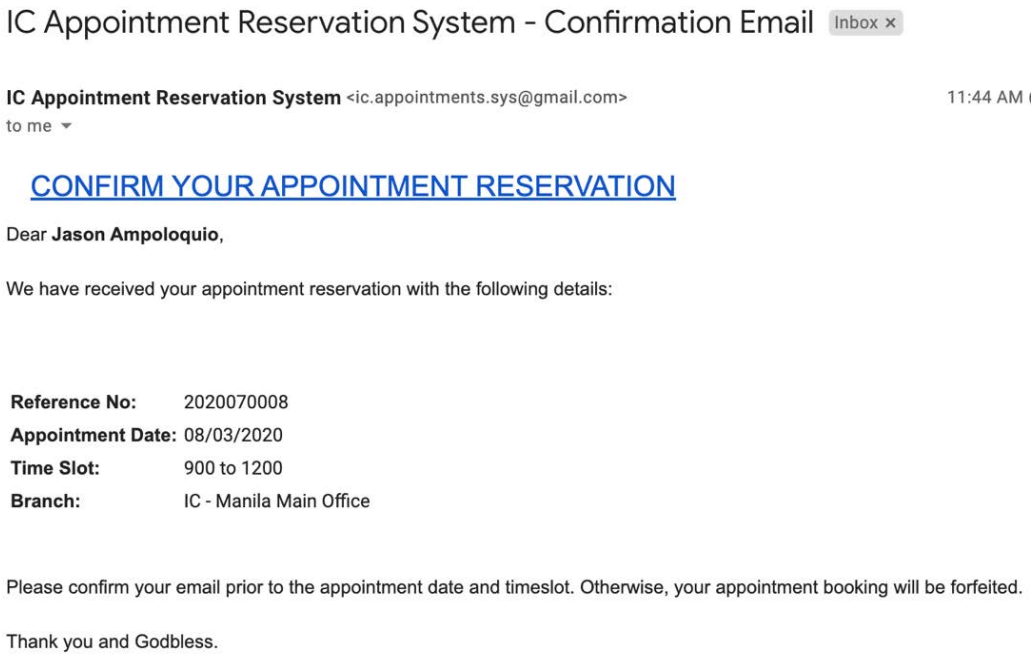


STEP 9: A pop-up window will appear to confirm submission of appointment request. Instructions for what to do after creating an appointment is listed.



STEP 10: Click **CLOSE**. A confirmation email will be sent to the user's email address.

STEP 11: If the confirmation has been received, open email then click the **CONFIRM YOUR APPOINTMENT RESERVATION** link in the email. Once confirmed, the user will be redirected to the My Appointment page.



IC Appointment Reservation System - Confirmation Email Inbox ×

IC Appointment Reservation System <ic.appointments.sys@gmail.com> 11:44 AM
to me

CONFIRM YOUR APPOINTMENT RESERVATION

Dear **Jason Ampoloquio**,

We have received your appointment reservation with the following details:

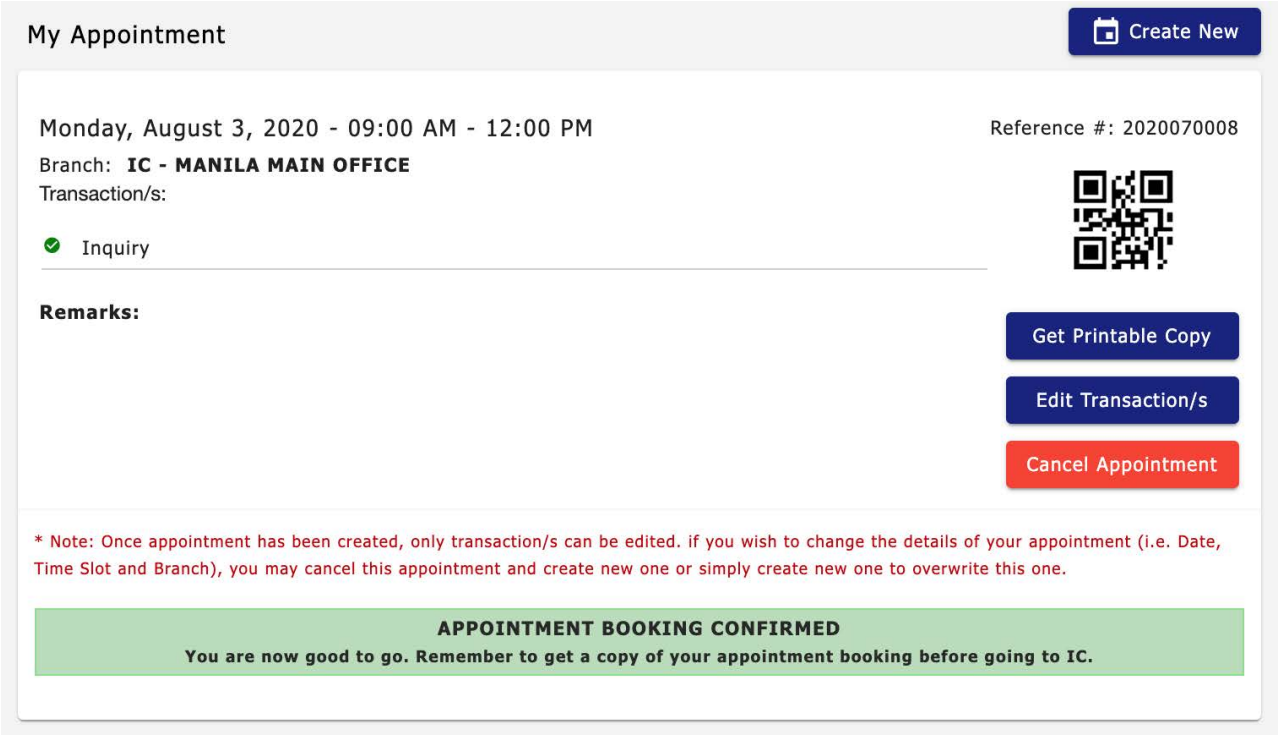
Reference No:	2020070008
Appointment Date:	08/03/2020
Time Slot:	900 to 1200
Branch:	IC - Manila Main Office

Please confirm your email prior to the appointment date and timeslot. Otherwise, your appointment booking will be forfeited.

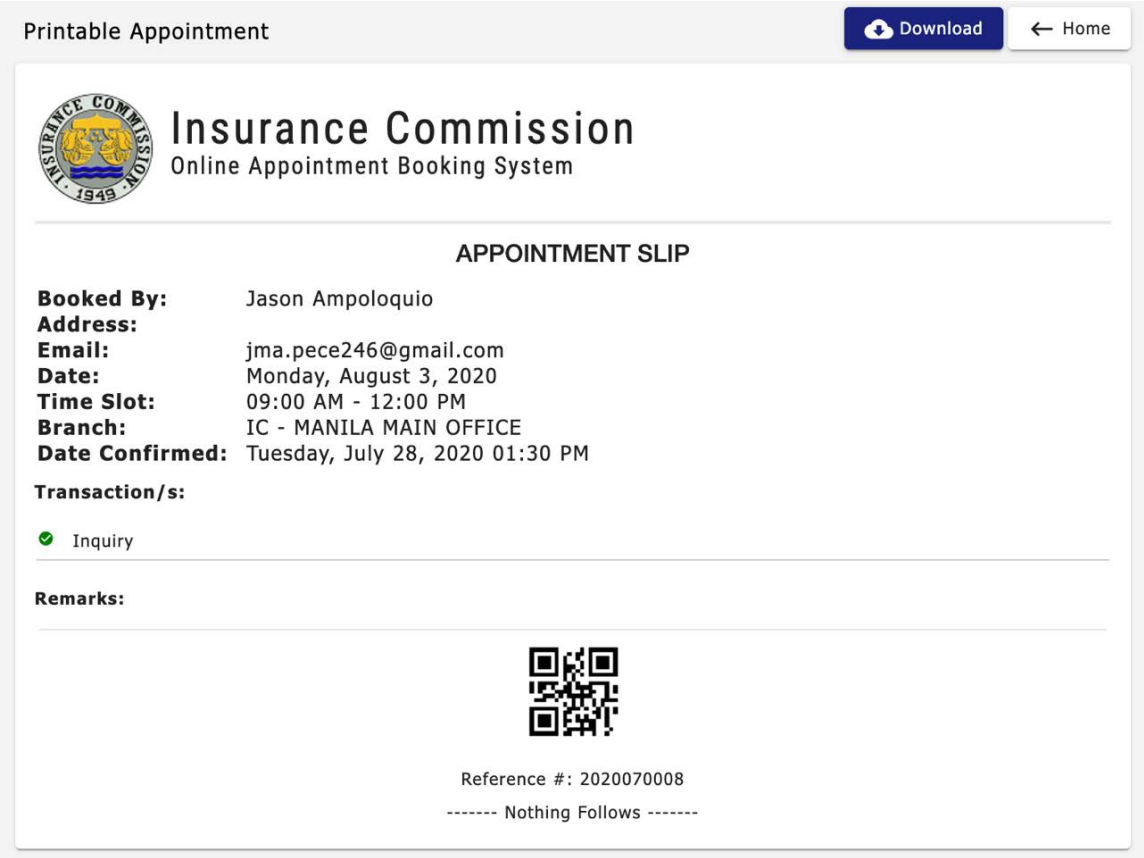
Thank you and Godbless.

Note: Appointments need to be confirmed, before the Appointment Slip could be downloaded.

STEP 12: The My Appointment page would reflect that the appointment has been confirmed. Click the **GET PRINTABLE COPY** button.



STEP 13: Click the **DOWNLOAD** button to download and/or print the Appointment Slip.



STEP 14: Go to the IC office with a copy of the Appointment Slip, at least 10 to 15 minutes before the scheduled time.