



**INSURANCE  
COMMISSION**

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# IC Appointment Reservation System

## User Manual

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JULY 2020 VERSION

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

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

**Insurance Commission**  
ICare - IC Appointment Reservation System

Terms and Conditions

The Insurance Commission Appointment Reservation (ICare) System allocates slots on a first-come, first-served basis. Slots for appointments are limited per branch and there shall be no guarantee that slots will always be available.

Users accept the responsibility for supplying, checking, and verifying the accuracy and correctness of the information they provide on this system in connection with their desired appointment schedule. Users consent to the collection and use of their personal data for conduct of validation checks against existing records and previously scheduled appointments.

Deliberate and multiple attempts to circumvent the system to secure a schedule and block several dates in advance is detrimental to public service. Users who are found to have abused the system will be prevented from obtaining an appointment, in the foreseeable future.

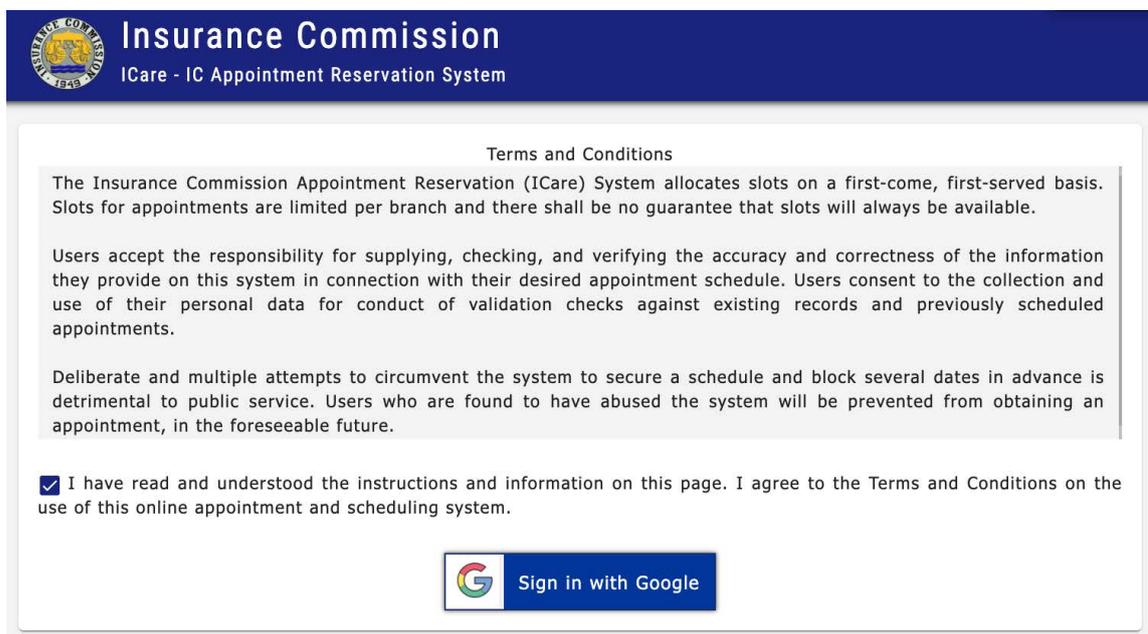
I have read and understood the instructions and information on this page. I agree to the Terms and Conditions on the use of this online appointment and scheduling system.



### How to book an appointment?

-  Read the terms and condition
-  Agree with the terms and condition by clicking the checkbox below the terms and condition
-  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
-  Enter your email and password (if google account is not logged in)
-  Click Create New
-  Select Branch
-  Select Schedule
-  Select Transaction/s
-  Submit your appointment

**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.



The screenshot shows the top of a web page with a dark blue header. On the left is the Insurance Commission logo, a circular seal with a figure and the text 'INSURANCE COMMISSION' and '1848'. To the right of the logo, the text 'Insurance Commission' is in white, bold font, and 'ICare - IC Appointment Reservation System' is in a smaller white font below it. The main content area has a light gray background. At the top center of this area is the heading 'Terms and Conditions'. Below the heading is a text box containing three paragraphs of text. The first paragraph states that the system allocates slots on a first-come, first-served basis. The second paragraph states that users accept responsibility for the accuracy of the information they provide and consent to the collection and use of their personal data. The third paragraph states that deliberate and multiple attempts to circumvent the system are detrimental to public service. Below the text box is a checkbox with a checkmark and the text: 'I have read and understood the instructions and information on this page. I agree to the Terms and Conditions on the use of this online appointment and scheduling system.' At the bottom center of the page is a blue button with the Google 'G' logo and the text 'Sign in with Google'.

**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

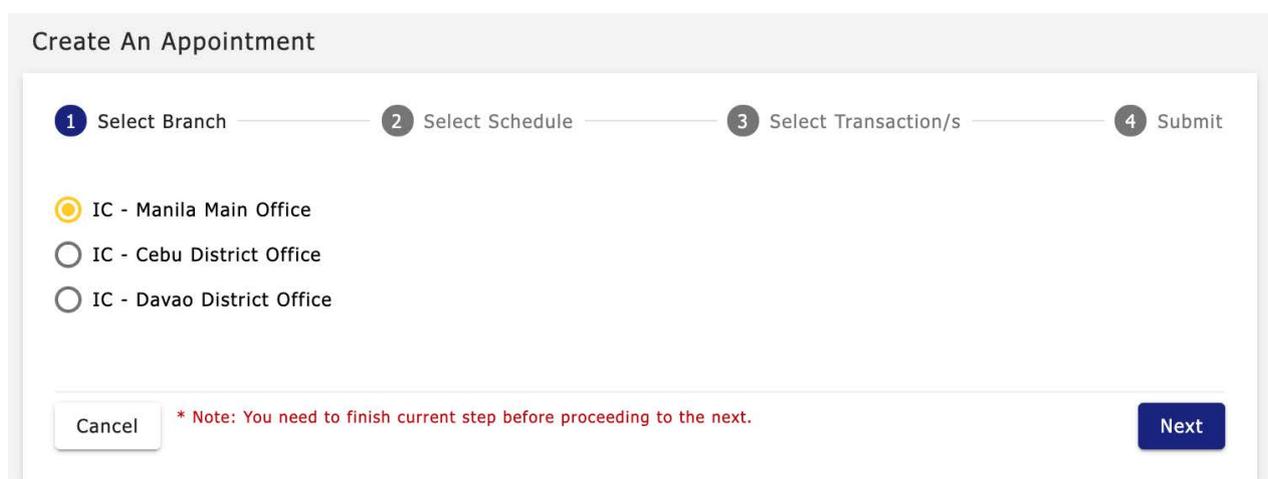
\* note: Before booking an appointment, you must have a gmail (Google) account. If you don't have one, kindly go to this [link](#) to create your google account

**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.



The screenshot shows the top navigation bar of the Insurance Commission website. On the left is the logo of the Insurance Commission. In the center, it says "Insurance Commission" and "ICare - IC Appointment Reservation System". On the right, there is a user profile with the email "jma.pece246@gmail.com" and a red circle with the letter "J". Below the navigation bar, the page title is "My Appointment". On the right side of this section is a blue button with a calendar icon and the text "Create New". Below this is a message box that says: "You don't have any appointment as of the moment. Kindly click 'Create New Appointment' to create one."

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



The screenshot shows a form titled "Create An Appointment". At the top, there is a progress indicator with four steps: "1 Select Branch", "2 Select Schedule", "3 Select Transaction/s", and "4 Submit". Below the progress indicator, there are three radio button options for selecting a branch: "IC - Manila Main Office" (which is selected), "IC - Cebu District Office", and "IC - Davao District Office". At the bottom left of the form is a "Cancel" button. At the bottom right is a blue "Next" button. In the center of the bottom section, there is a red note: "\* Note: You need to finish current step before proceeding to the next."

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

Create An Appointment

1 Select Branch — 2 Select Schedule — 3 Select Transaction/s — 4 Submit

July 2020 today < > August 3, 2020 - Monday

Mon	Tue	Wed	Thu	Fri
	28	29	30	31
	4	5	6	7

TIME SLOT	STATUS
09:00 AM - 12:00 PM	AVAILABLE (1/20)

Available Fully Booked

Back Cancel \* Note: You need to finish current step before proceeding to the next. Next

**STEP 7:** Select the Transaction type then click NEXT.

Create An Appointment

1 Select Branch — 2 Select Schedule — 3 Select Transaction/s — 4 Submit

**Selected Time Slot: Aug 3, 2020, 09:00 AM - 12:00 PM at IC - Manila Main Office**

Checking Of Company Pigeon Hole/document Pickup (Cut Off Time: 03:30 PM)

Filing Of Complaint

Filing Of Reportorial Requirements

Inquiry

Payment (Cut Off Time: 02:00 PM)

Others

Remarks (if you have selected others, kindly input details here)

Back Cancel \* Note: You need to finish current step before proceeding to the next. Next

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

Create An Appointment

Select Branch      Select Schedule      Select Transaction/s      **4 Submit**

*\* Note: Please confirm the details of your appointment before submission!*

**Branch** IC - Manila Main Office

**Schedule** Aug 3, 2020 | **Time Slot:** 09:00 AM - 12:00 PM

**Transactions** • Inquiry

**Back** **Cancel** **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.



Your Appointment Reservation has been submitted!

### WHAT TO DO AFTER CREATING AN APPOINTMENT?

-   
**CONFIRM**  
**Confirm your Appointment before the appointment date and time slot**  
Upon receiving the confirmation e-mail, you may click the link to confirm your reservation!
-   
**Secure a Copy**  
**Remember to Secure a Copy of your Appointment Slip**  
The Appointment Slip is required during schedule. You may show it via mobile device or a printed copy
-   
**PREPARE**  
**Secure all requirements for your transaction**  
Kindly prepare all the requirements that are needed for all your transactions.
-   
**ARRIVE AT IC**  
**Please arrive on time for your appointment!**  
Late comers will not be entertained and shall go through normal processing.
-   
**PROCEED WITH TRANSACTION**  
**Proceed with your selected transaction/s**  
You may proceed to the respective area of your

Close

**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 x

**IC Appointment Reservation System** <ic.appointments.sys@gmail.com>  
to me ▾

11:44 AM |

[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.

### My Appointment Create New

Monday, August 3, 2020 - 09:00 AM - 12:00 PM Reference #: 2020070008

Branch: **IC - MANILA MAIN OFFICE**

Transaction/s:

- Inquiry

**Remarks:**

Get Printable Copy  
Edit Transaction/s  
Cancel Appointment

\* Note: Once appointment has been created, only transaction/s can be edited. if you wish to change the details of your appointment (i.e. Date, Time Slot and Branch), you may cancel this appointment and create new one or simply create new one to overwrite this one.

**APPOINTMENT BOOKING CONFIRMED**  
You are now good to go. Remember to get a copy of your appointment booking before going to IC.

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

Printable Appointment Download ← Home

 **Insurance Commission**  
Online Appointment Booking System

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**APPOINTMENT SLIP**

**Booked By:** Jason Ampoloquio  
**Address:**  
**Email:** jma.pece246@gmail.com  
**Date:** Monday, August 3, 2020  
**Time Slot:** 09:00 AM - 12:00 PM  
**Branch:** IC - MANILA MAIN OFFICE  
**Date Confirmed:** Tuesday, July 28, 2020 01:30 PM

**Transaction/s:**

- Inquiry

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**Remarks:**



Reference #: 2020070008  
----- Nothing Follows -----

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