



MESE et Moi

Mobile App

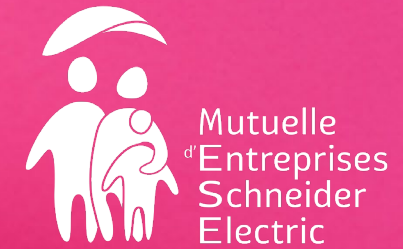
User Guide

Your MESE health insurance, right at your fingertips — anytime, anywhere !

march 2026

Public

Simplify your MESE health insurance!



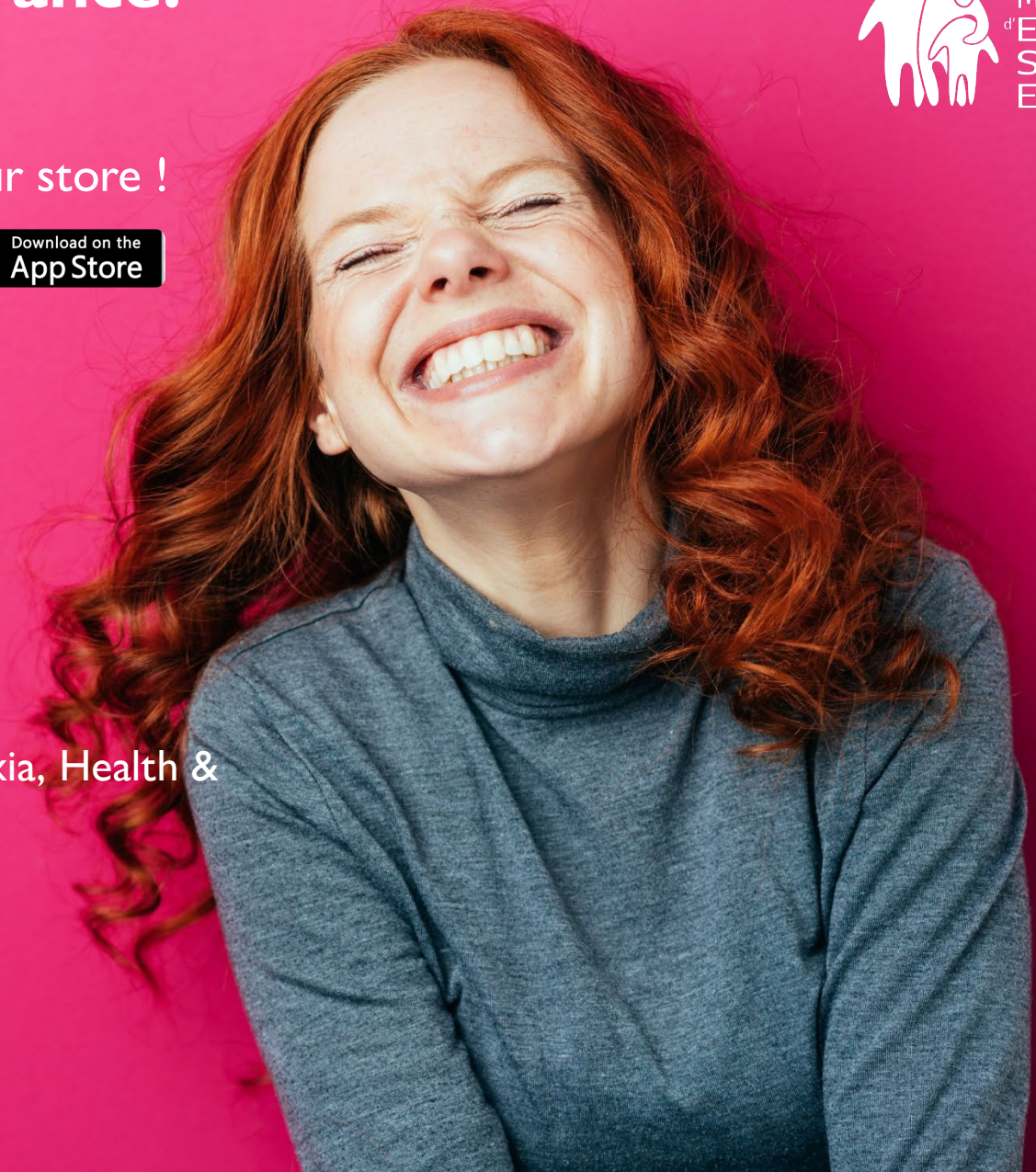
MESE et Moi" mobile application, is available in your store !

Don't wait any longer to download it !



With "MESE et Moi" on your mobile:

- Quickly display your mutual card
 - Take a picture and send your receipt (invoice, quote,...)
 - Track your refunds online
 - Access your services: assistance, teleconsultation, Kalixia, Health & Prevention Portal ,etc,
- and many other features...



Get connected



Download the "MESE et Moi" app from your Google play store or Apple store.

Your account is already activated:

Click on "Me connecter à mon compte MESE" and enter:

- Your membership number
- Your password

Forgotten or expired password?

Click on "mot de passe oublié". You will receive an email allowing you to reset it.

Password format: 12 characters including numbers and letters (uppercase/lowercase) and one special character (excluding /).*

Email not received or error message displaying? We probably don't have a valid email address for you in our databases. Please contact our customer service to update your contact details.

You have never logged in:

Click on "Activer mon compte" and fill in: surname/first name/ date of birth / Social Security number



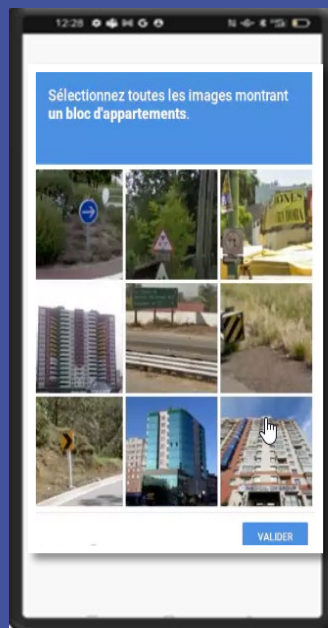
Secure access by DOUBLE AUTHENTICATION

1st security: the **Captcha**

Select the requested images and then validate.

2nd security: the **6-digit code**

You will receive this code by email or SMS if your mobile number is entered in our databases, otherwise a page will open allowing you to enter it.

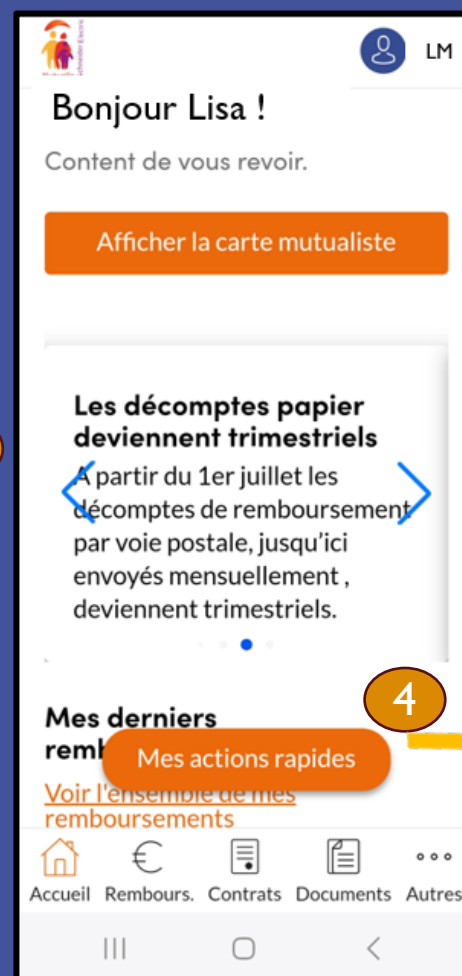


Please note that when you use it for the first time, you will be asked to read and validate the general terms and conditions of use.

A homepage that's so convenient !

Access in a trice to your services:

1. Your MESE card : **Afficher votre carte mutualiste**
2. MESE last news
3. Your last refunds: **Vos derniers remboursements**
4. Your quick actions : **Vos actions rapides**
 - Access your MESE card : **Retrouver votre carte mutualiste**
 - Send a document : **Déposer des documents**
 - Access your MESE membership certificate : **Retrouver mon attestation d'adhésion**
 - Access my guarantees : **Retrouver mes garanties**
5. The sections at your disposal:
 - Homepage : **Accueil**
 - Refunds : **Remboursements**
 - Contracts : **Contrats**
 - Documents : **Documents**
 - Services : **Services**
 - Help and Contact : **Contact & aide**

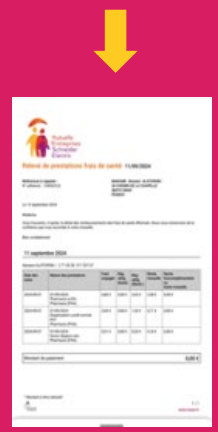
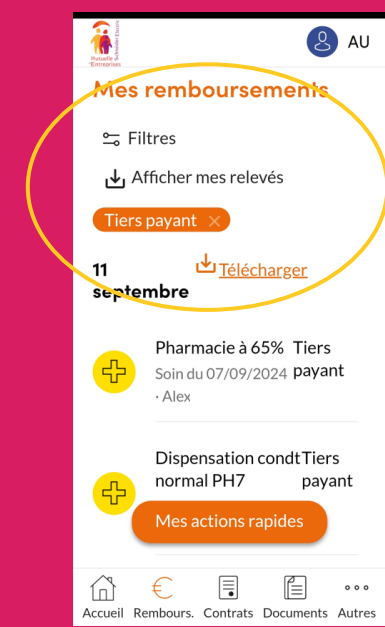
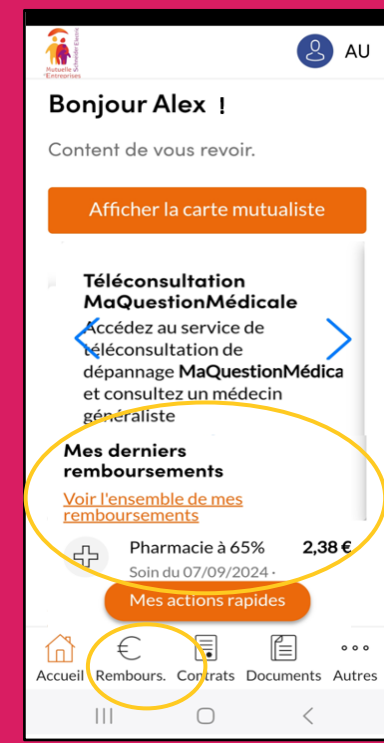


Track your refunds

From the home page, several choices are offered:

- « View your latest refunds »
- « See all my refunds See all my refunds by clicking on "€" »

You have the possibility to:
Filter your refunds by date or recipients.
Download/view your refunds



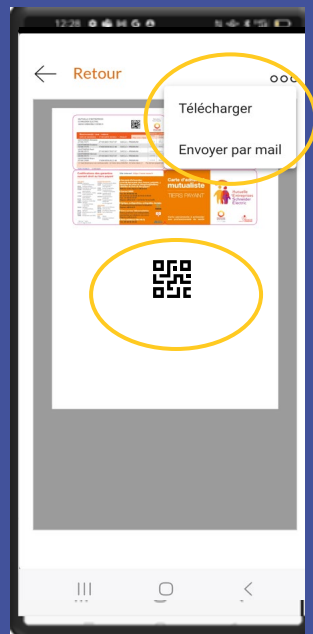
Display and share your MESE card



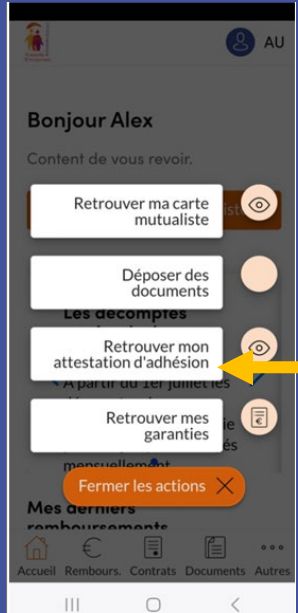
Your MESE card is always within easy reach from the home page via “Afficher la carte mutualiste” or “Mes Actions rapides”> Afficher la carte mutualiste”

Display it or share it by email or QR code :

- with your beneficiaries (spouse/child(ren))
- with healthcare professionals (pharmacy, laboratories,..)

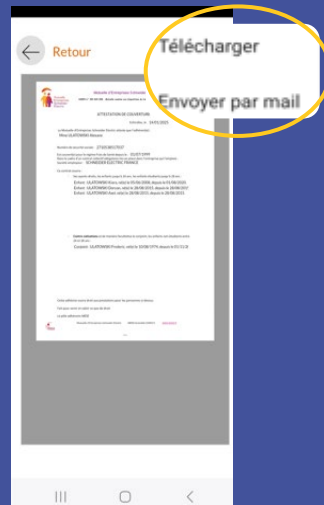


View and share your membership certificate



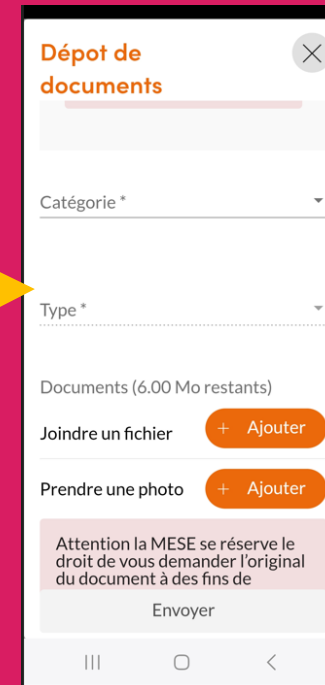
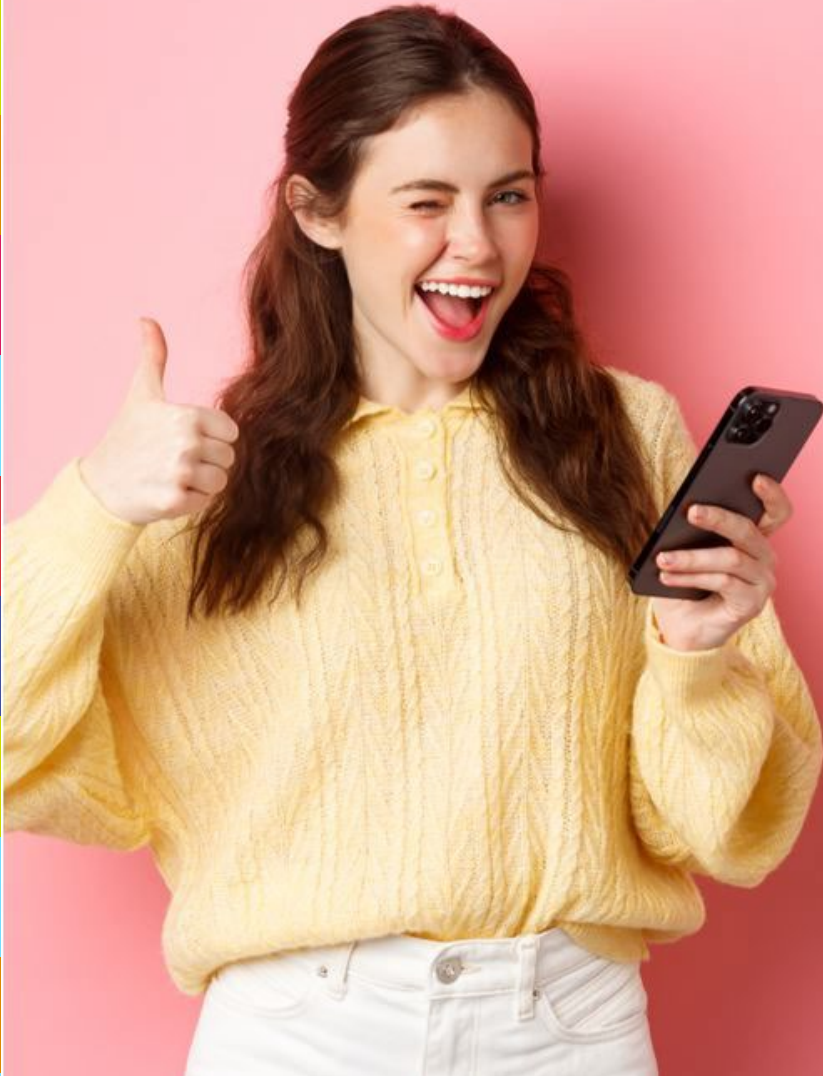
Access your membership certificate from the home page or via the menu « Actions rapides > Retrouver mon attestation d'adhésion »

Download it or share it by email to your recipient



Send document by photo

From the home menu, « **Mes actions rapides** » > **Déposer des documents** »



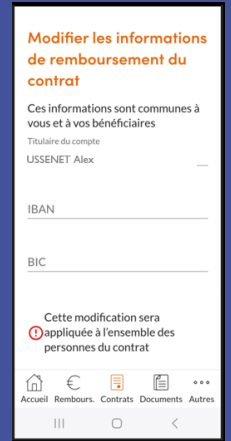
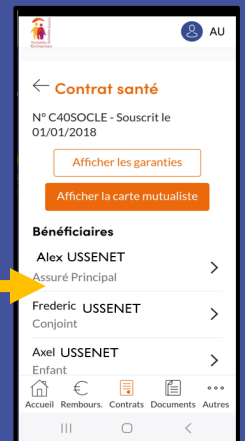
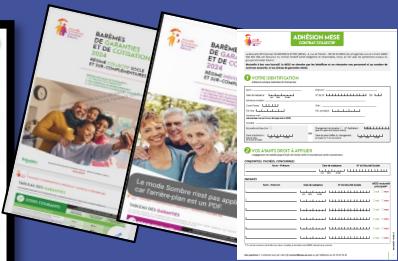
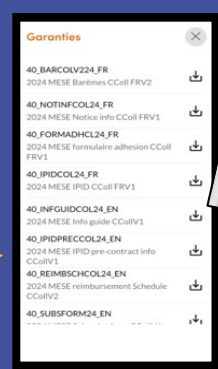
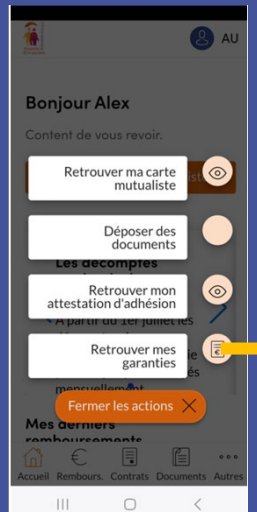
- Select « catégorie » and « type » of demande
- Attach your receipt by downloading it or taking a photo of it (6 Mo max)
- Send your document

A confirmation email is sent to you

Use the description section only for information essential to the processing of your request. No need to enter your contact details.

Consult your contracts and warranties

On the home page, click on:
 « **Mes actions rapides > Retrouvez mes garanties** »
 and access your contractual documents (scales, notices, etc.).



From the **"Contrats"** tab, access to your health contract details and beneficiaries.
 Change your bank details or those of your beneficiaries





Access your services

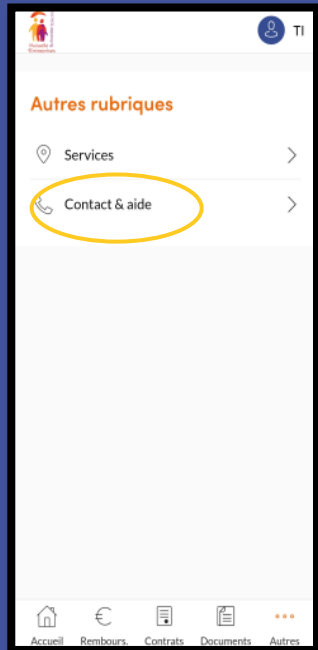
- **Online medical consultation**
- **Assistance** Services
- **Health Prevention &** Well-being area
- **Healthcare providers directory**
- **Kalixia** network for Optical, Audio, Dental, Hospital, Osteopathy, and Contact Lenses 2.0

You can also access **your membership card**, your **membership certificate**, and your **general terms of use**




Contact Customer Service

From the
> **Contact & aide,**



Contact by phone: 
Click on the phone number to be connected to MESE customer service



Contact by message: 
Write your question in the "message" box
Make sure to specify the care recipient, date and type of care then click "envoyer"



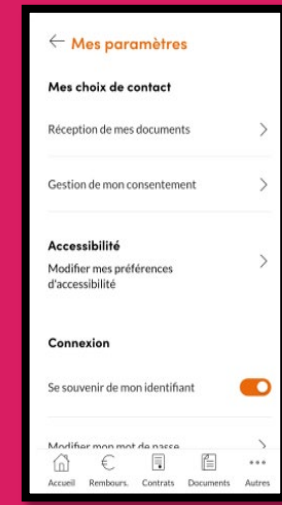
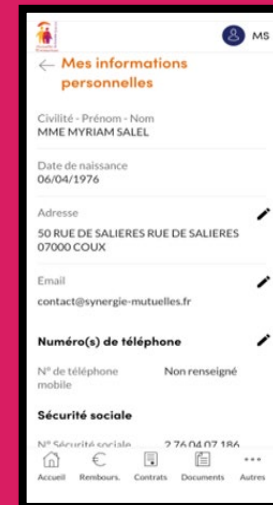
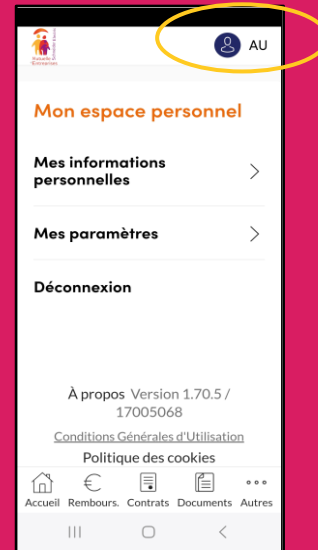


Access to your personal space

From the icon at the top right corner of the screen:

View and update your contact details if necessary in the « **informations personnelles** » menu.

- In the menu « **Mes paramètres** » you can select:
- your contact choices (SMS, email,..)
- your accessibility preferences (font, contrast,..),
- your login options (changing or remembering your password, etc.)..



Need help ?

Contact MESE Customer Service:

- Tel : 04 76 60 56 36
- Email: fr-contact@mese.se.com

Visit our website www.mese.fr :