aliviride Member App User Guide

v. 1.0.2













Register

To use the AliviRide app, you must first download and then create a NEW USER in three steps:

Step 1: You must enter your first and last name, member ID and date of birth, then tap the "Verify" button.

Step 2: You must set up your account using your phone number and password. You must also accept the terms and conditions.







Step 🔳

Sign In

You can sign in with your phone number and password. There is an option to "remember phone number" for future sign in.

Once the **SIGN IN** button is pressed, the App will open the **HOME** page, displaying your remaining trip balance and information on upcoming trips.





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FORGOT PASSWORD?

Español



You can schedule a new trip on the home screen by tapping the yellow button that says, "CREATE A NEW TRIP."

Step 1: You must select a level of service from the available options.









Step 2: Select when you want
the ride, either now or
scheduled for a later date.
(The "Pick Up Now" option
directs you to rideshare.)

When completed, press **BOOK** to save the trip.





10:18	all 🗢 🕞
aliv	viride
Service	Setup 2
OnDer (Pick	nand Trip ^{Up Now)}
Trip Reason *	
Select One	\sim
Type of Trip *	_
<u> </u>	0
ONE WAY	ROUND TRIP
Pick Up Address *	
Select Pick Up Addres	s
Drop-off Address *	
Select Drop-off Addres	
Add message to driver (Optional)
Write message here Example: "Gate Code i	s 043. Thank you"
	100 characters left
C	BOOK



To select a Pickup & Drop Off Address, you will be shown your Previous Locations saved (if available) or you can add a new one.

To SAVE a new address, the following is needed: Location Type, Name, Address and Phone.

After completing the needed fields, tap BOOK to save.



11:58	.ull 🗢 📴
<	Add New Location
Locatior	n Type *
D - D	iagnostic or Therapeutic Si
	E - Custodial Facility
Enter a l	Friendly Name *
Home,	Pharmacy, etc
Address	*
124 Ha FL 338	ppiness Avenue, Lake Placid, 552
Buildin	g/Apt/Suite (Optional)
Phone *	
Contac	at phone number

10:19	ul 🗢 🕞	
alivi	ride 🔳	
Service	Setup 2	
Pick Up Address *		
Miami Office 7205 Corporate Center Drive 404, Miami, Florida 33152		
Drop-off Address *		
Residence		
920 Madrid Street, Coral 33134	Gables, Florida	
Estimated dista	nce: 4.48 miles	
Trip Date *	Appointment *	
Jan 19, 2023	12:20 PM 🗸	
Pick Up Time: 11:05 AM - 11:35 AM		
Return Time *		
I will call when I'm ready		
Add message to driver (Optional)		
Write message here Example: "Gate Code is 043. Thank you"		
	100 characters left	
CA	NCEL BOOK	



The AliviRide App will look for a driver to send right away if using **Rideshare** with **Pickup Now.**

If the trip is scheduled for the future, you will only see a notification at the bottom showing the trip was created.

On the **home** screen, you will see all scheduled trips, including now and future dates.









Menu

From the top right **Menu**, you can navigate to all options in the App.

Within the Menu screen, you will find your name, health plan, trip options, links to the terms and conditions, option to call support and language selection.

Additionally, at the bottom of the screen, you can find the App version and the option to "Log Out" of the App.









Scheduled & Past Trips

You can see your **Scheduled** or **Past Trips** via the top right **Menu**.

In these screens you can see the details and status of any **Scheduled** or **Past Trips.**









Rate a Trip

At the end of each trip, a new window will appear so you may evaluate your trip experience. You can also provide a rating to past trips via the **Past Trips screen**.

Finally, you can choose to "CANCEL" or "SAVE" your trip rating.



Past Trips	
Monday, February 13, 2023	
Wheelchair Accessible	
Pick Up COMPLETED Total Foot and Ankle	
Rate This Trip	
From "Total Foot and Ankle " to "Home"	

CANCEL	
RATE THIS TRIP	
Wheelchair Accessible	
Pick Up COMPLETED	





Terms and Conditions

AliviRide mobile application terms and conditions and privacy policy can be found at: <u>www.alivi.com/legal</u>

