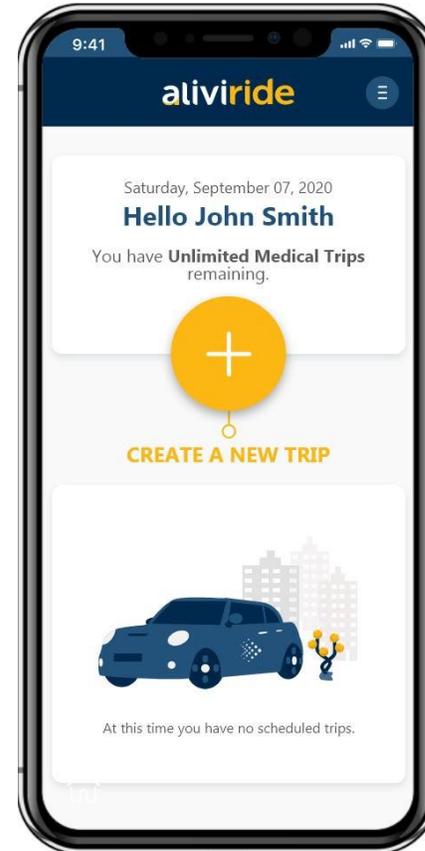


aliviride

Member App

User Guide

v. 1.0.2



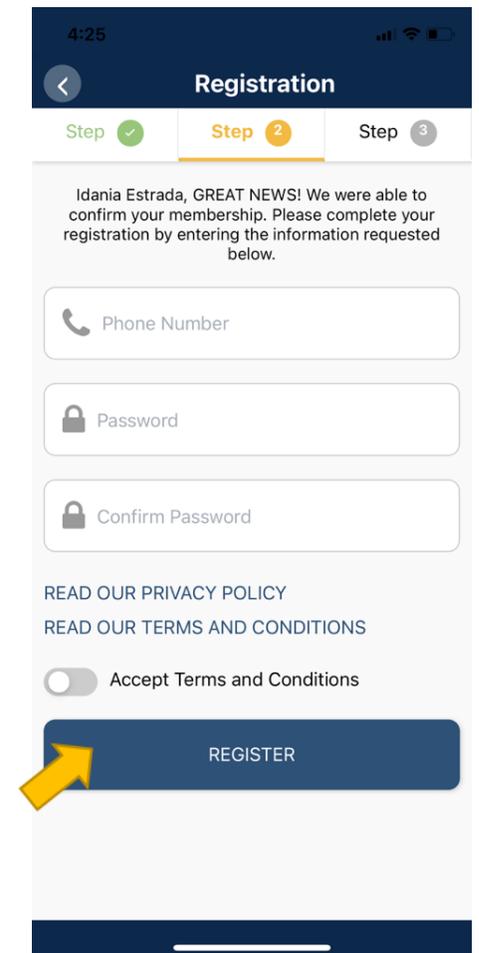
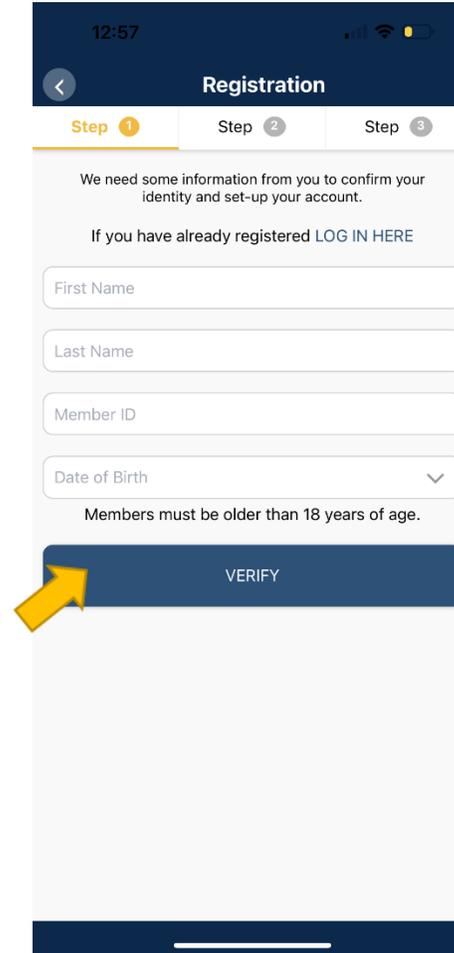
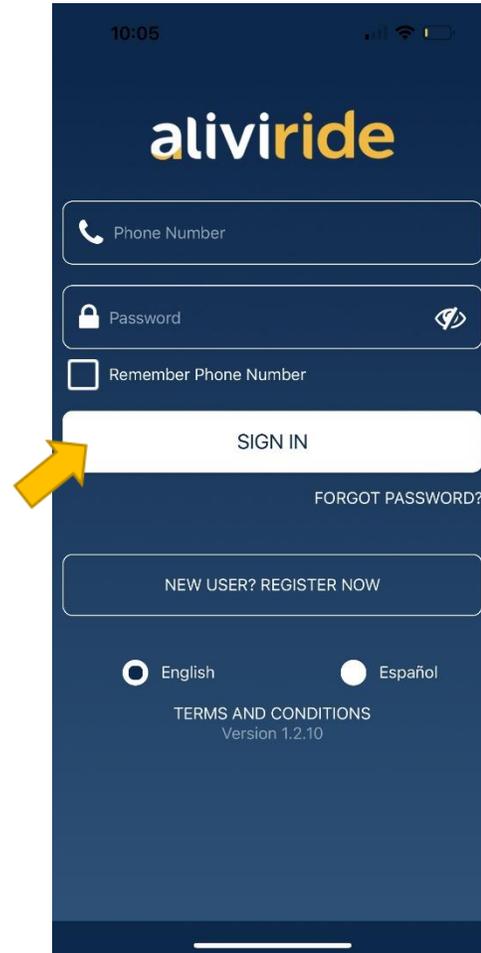
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Register

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.

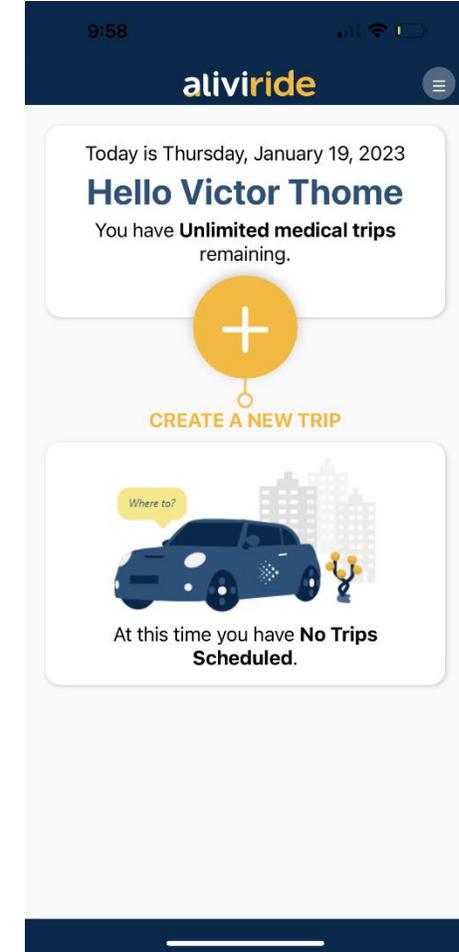
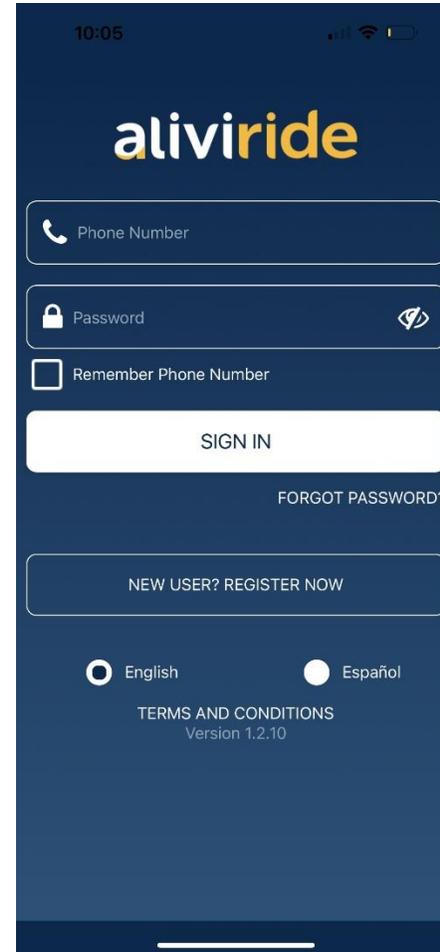
Step 2: You must set up your account using your phone number and password. You must also accept the terms and conditions.



Sign In

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

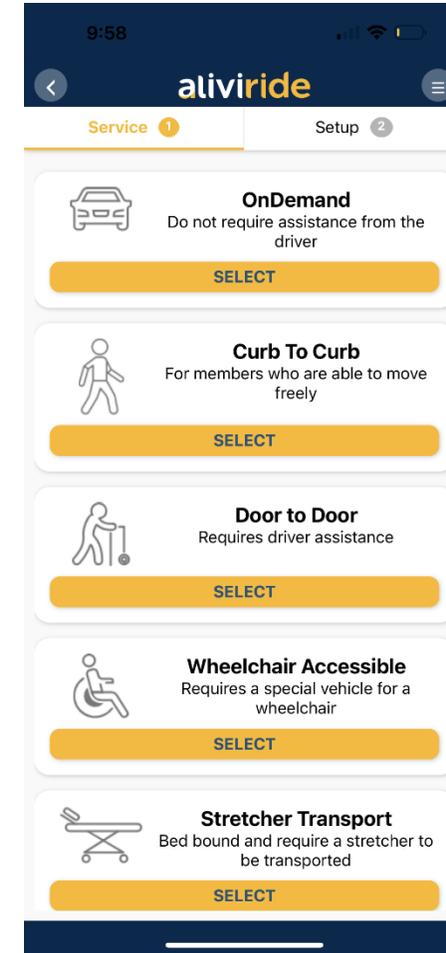
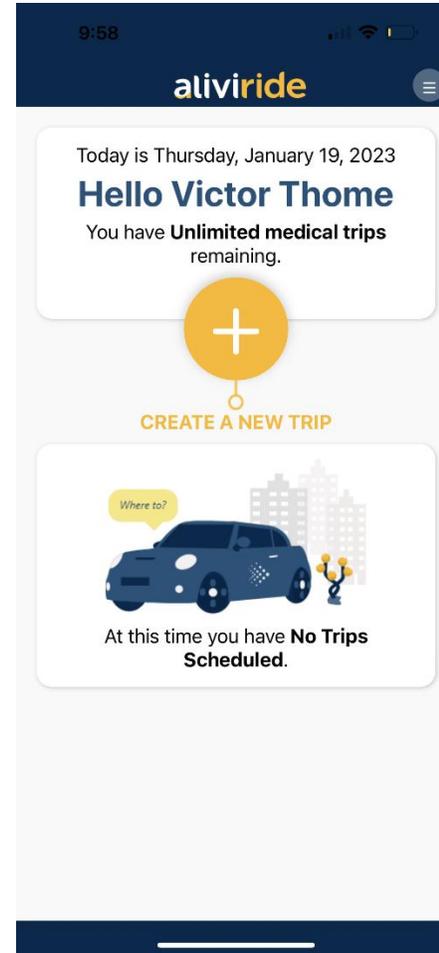
Once the **SIGN IN** button is pressed, the App will open the **HOME** page, displaying your remaining trip balance and information on upcoming trips.



Create a Trip

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

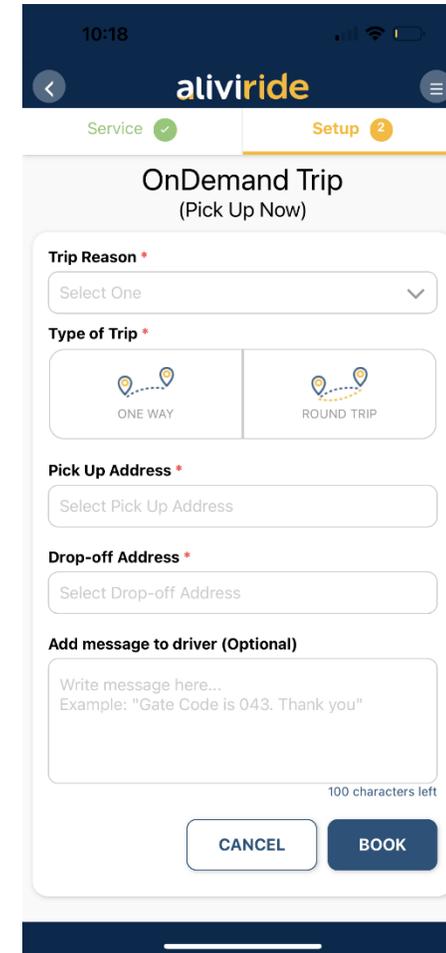
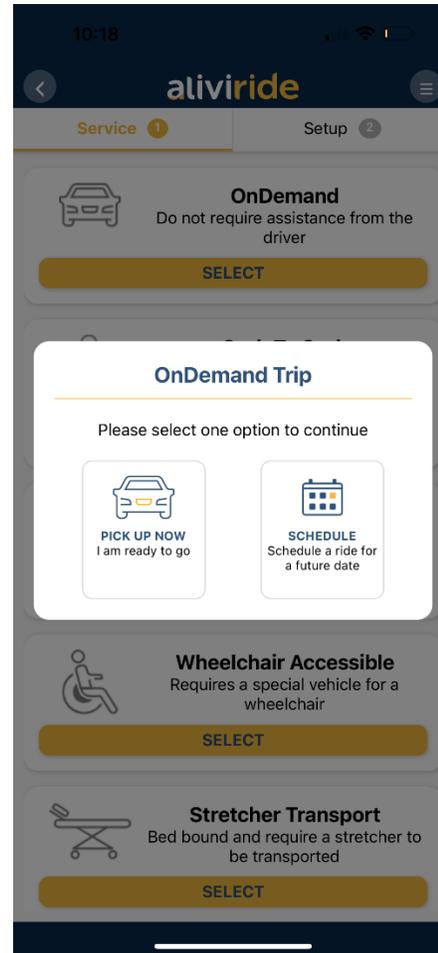
Step 1: You must select a level of service from the available options.



Create a Trip

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.

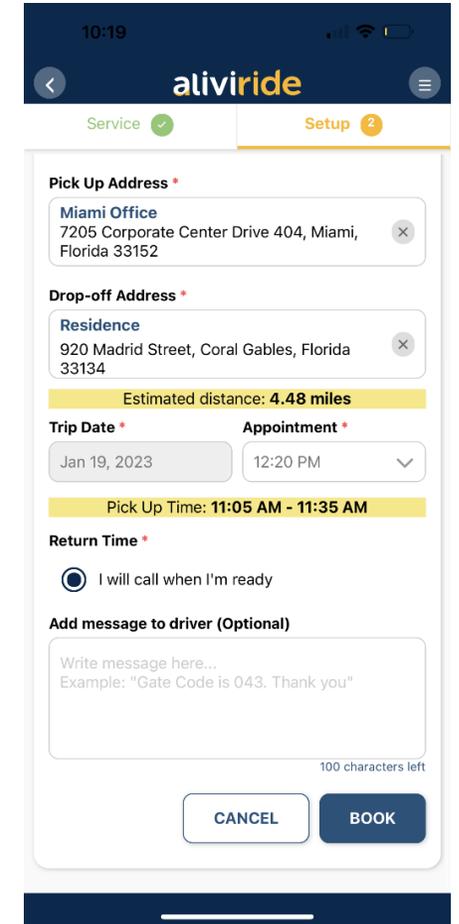
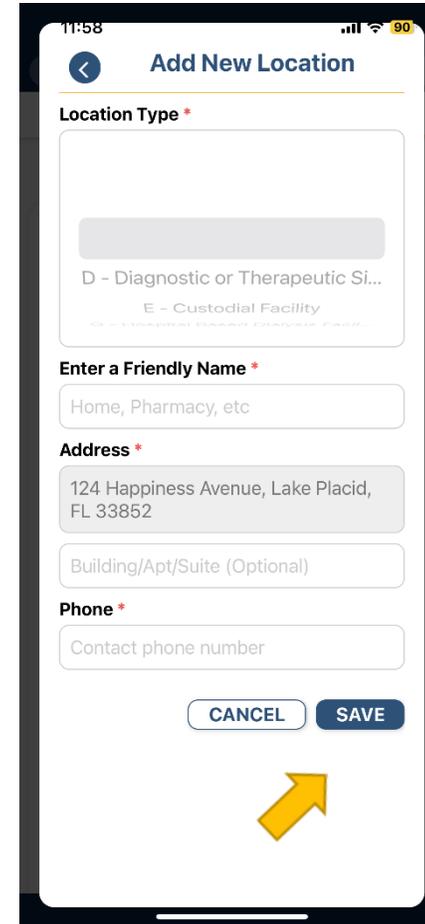
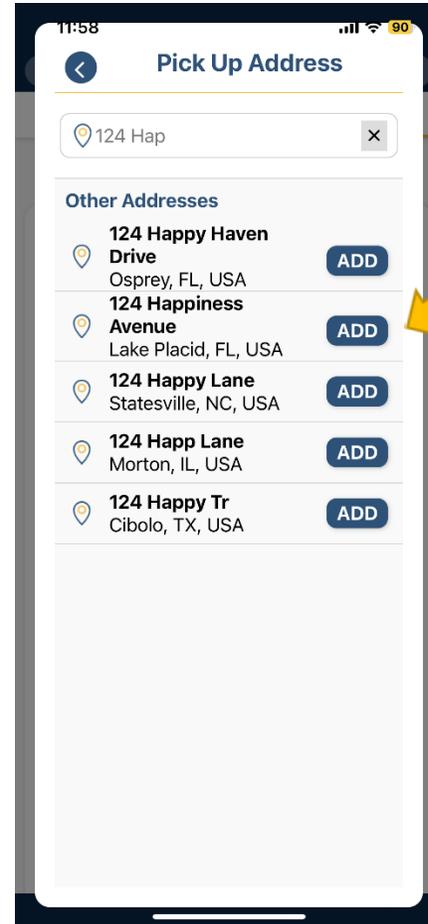


Create a Trip

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.

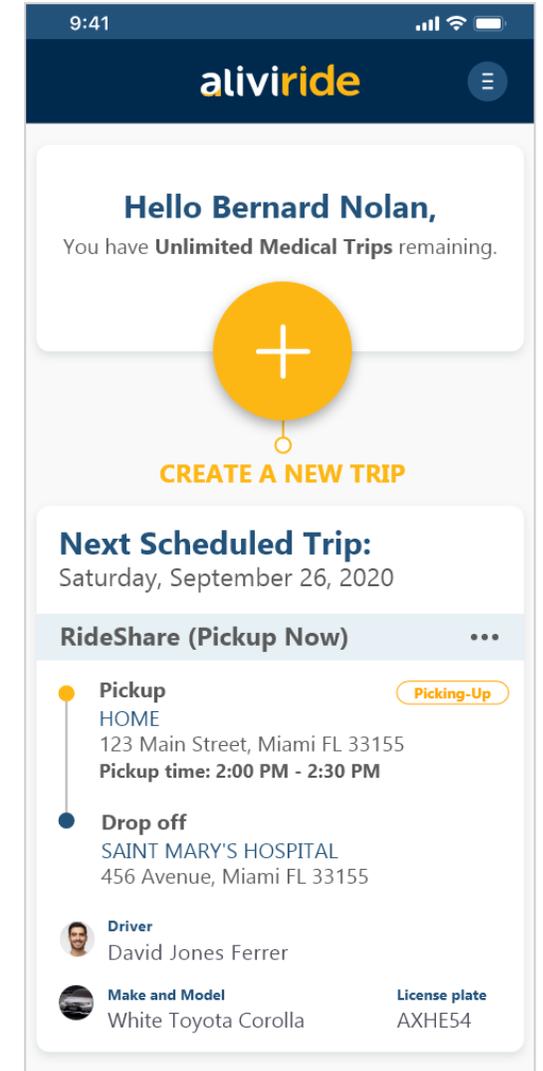
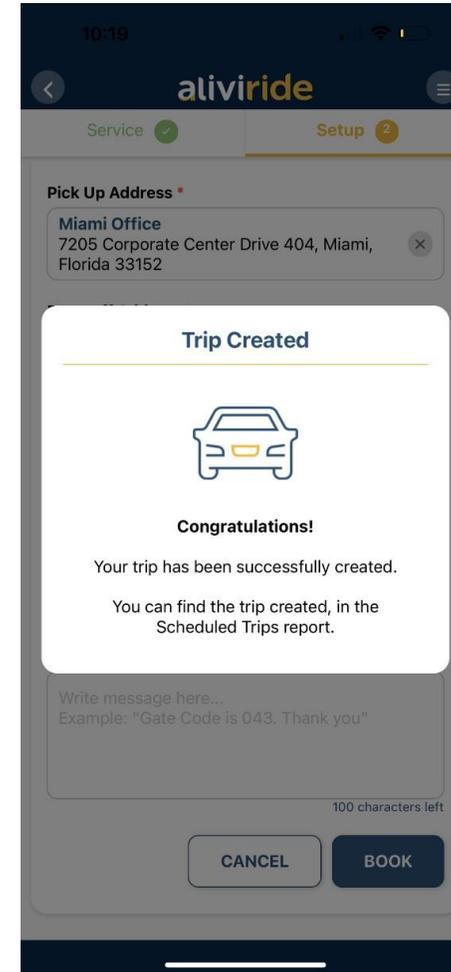
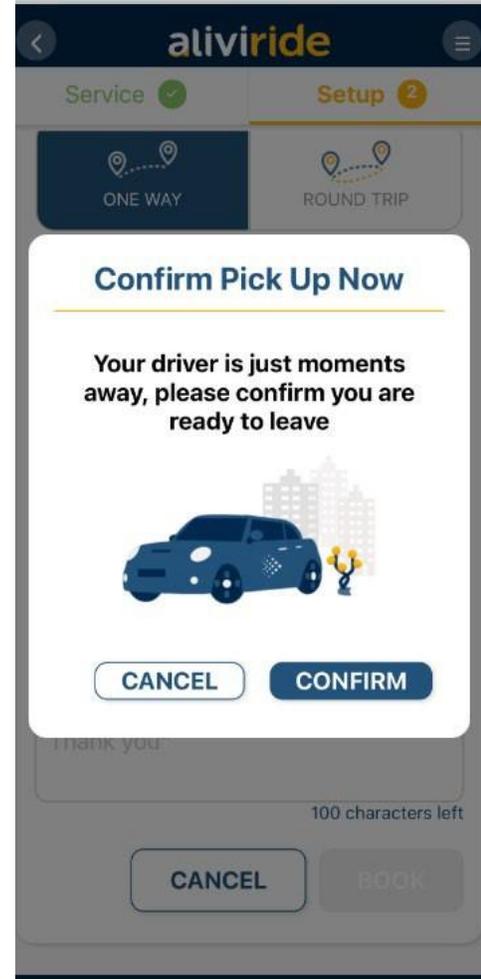


Create a Trip

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.

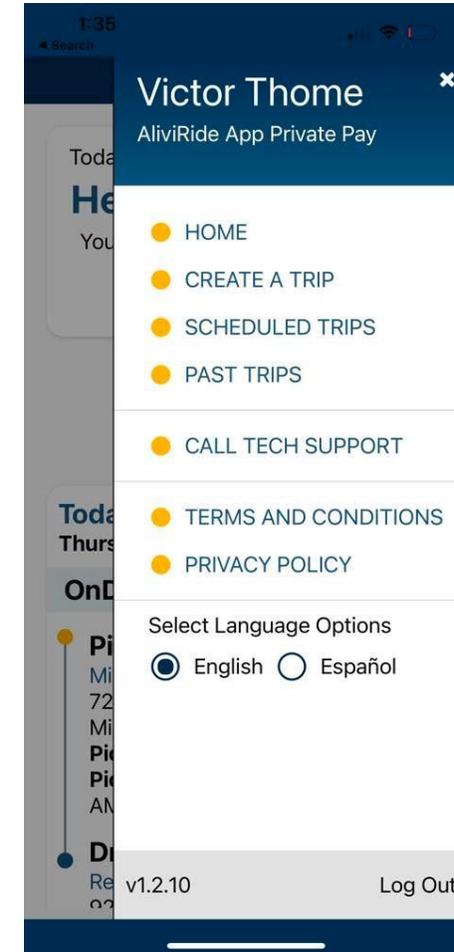
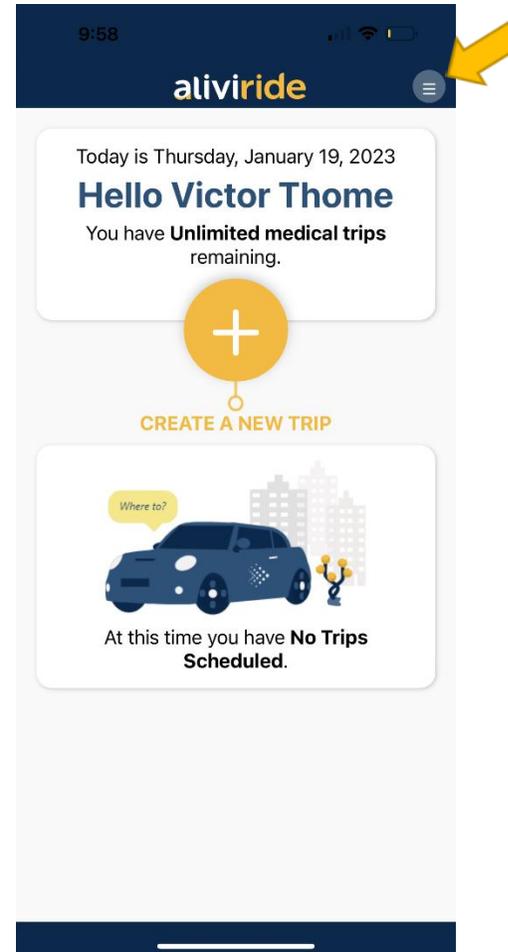


Menu

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.

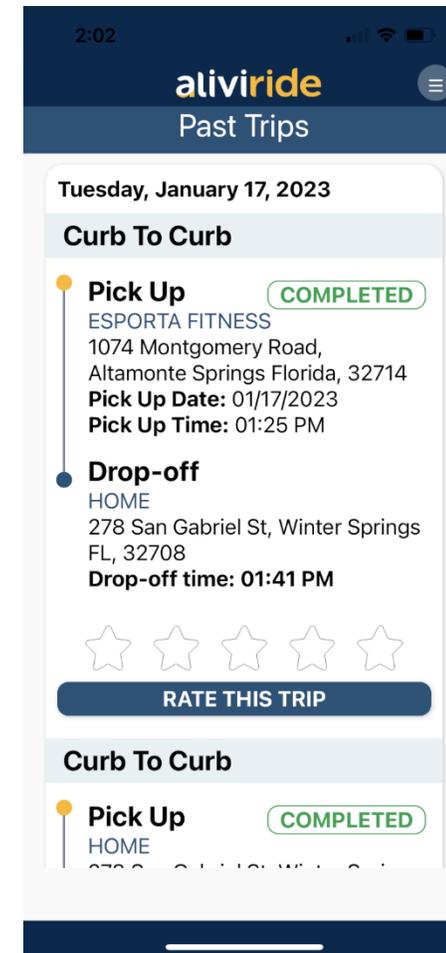
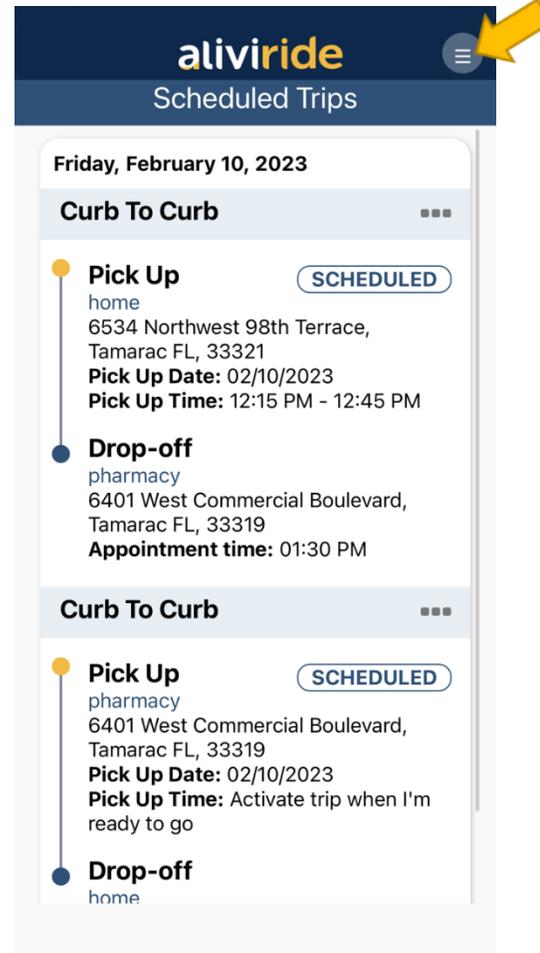
Additionally, at the bottom of the screen, you can find the App version and the option to "Log Out" of the App.



Scheduled & Past Trips

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

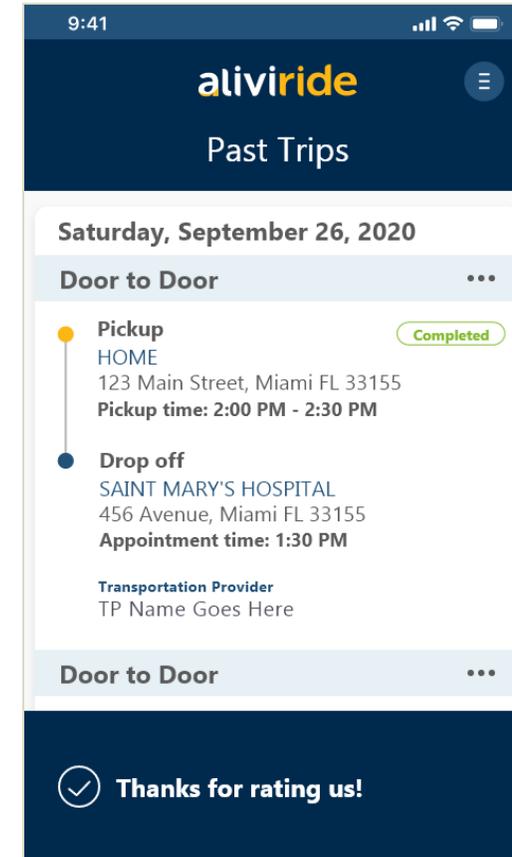
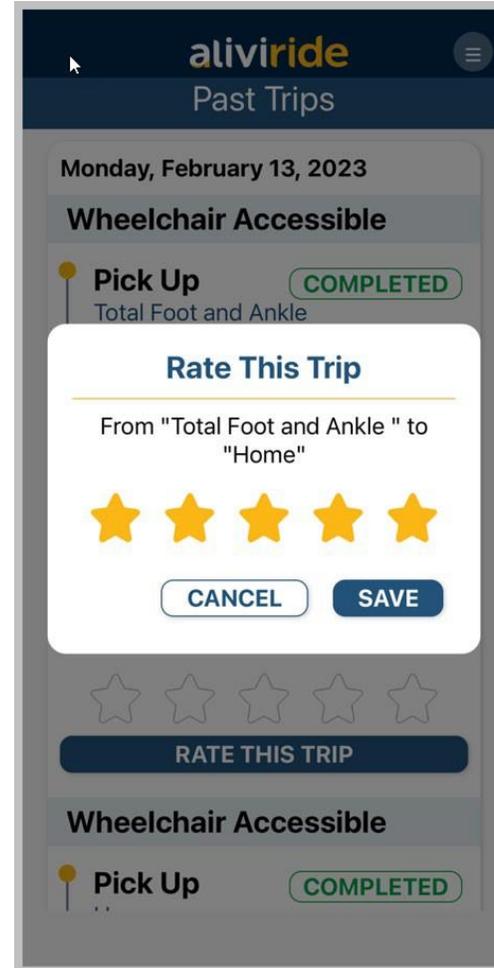
In these screens you can see the details and status of any **Scheduled** or **Past Trips**.



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.



Terms and Conditions

AliviRide mobile application terms and conditions and privacy policy can be found at:

www.alivi.com/legal