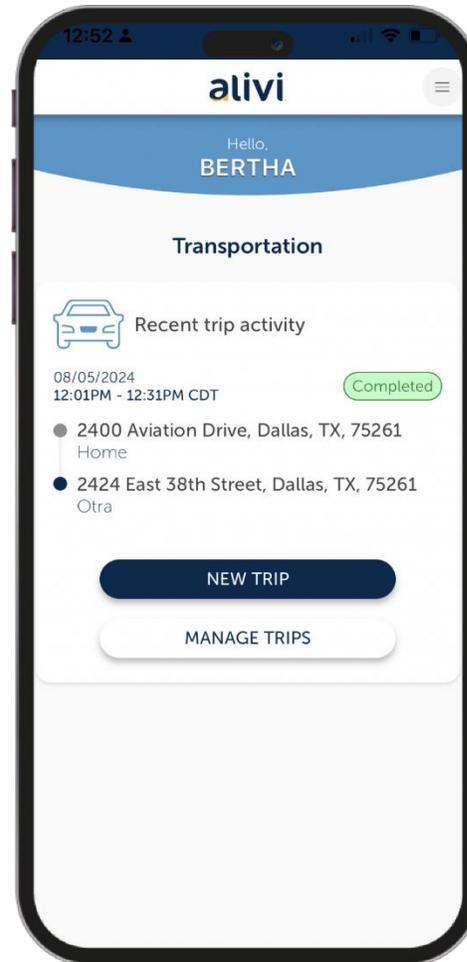


aliviride

Member App

User Guide

v. 1.0.3



alivi
HEALTH


sunshine health.



Register

To use the AliviRide app, you must first download and then create a NEW USER in four 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 3: You must set up your account using your phone number.

Step 4: Two factor Authentication.

4:52 4G

alivi

Registration

Please enter your Member ID, First Name, Last Name and Date of Birth

Health ID
JOHN SMITH
Member ID: 1234567
Expires: 12/31/2025
DOB: 05/04/1937
Phone: 1234567890

* Required field
Member ID *
6042632.1

First Name *
Lydia

Last Name *
Hernandez Ap

Date of Birth *
05-04-1937

SUBMIT

4:52 4G

alivi

Hello!

First Name Last Name
Lydia Hernandez Ap

Please create a password to continue

For security reasons, the password cannot contain your first name, last name, or member ID. Also, you cannot use your last 10 passwords.

* Required field
Password *
.....

Confirm password *
.....

- ✓ Minimum 8 characters required
- ✓ At least 1 uppercase
- ✓ At least 1 lowercase
- ✓ At least 1 number
- ✓ At least 1 special character (#?&S)
- ✓ The passwords entered must match

By registering or logging in, you agree to Avidia Bank Privacy Policy / Terms of Use

SUBMIT

4:53 4G

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Contact method

Enter your phone number

Use only your personal mobile phone number to set up your account, as this information will be linked to reset password and two-factor authentication

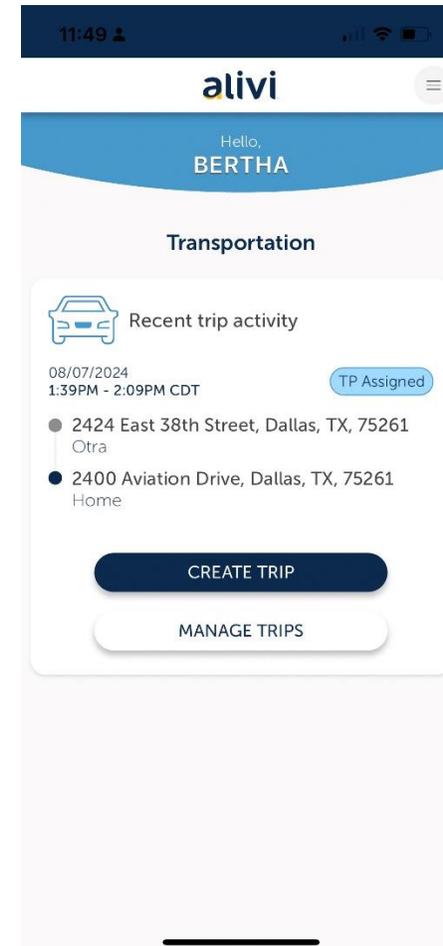
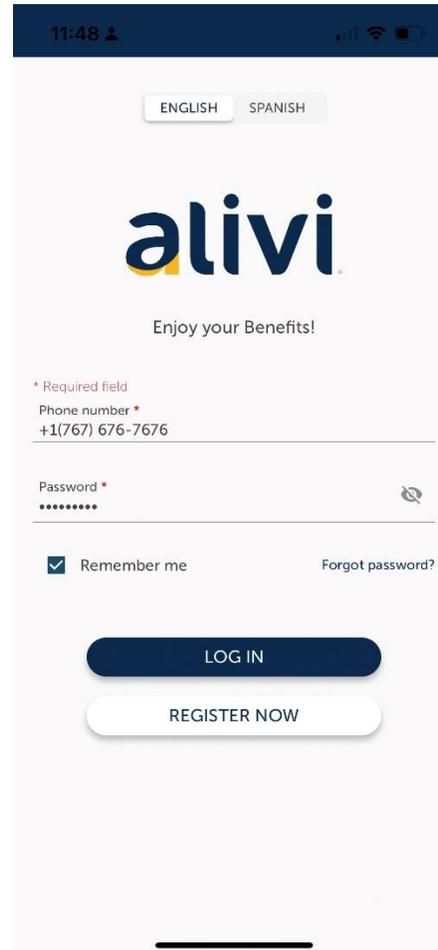
* Required field
Phone number *
+1(321) 257-8819

SUBMIT

Sign In

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

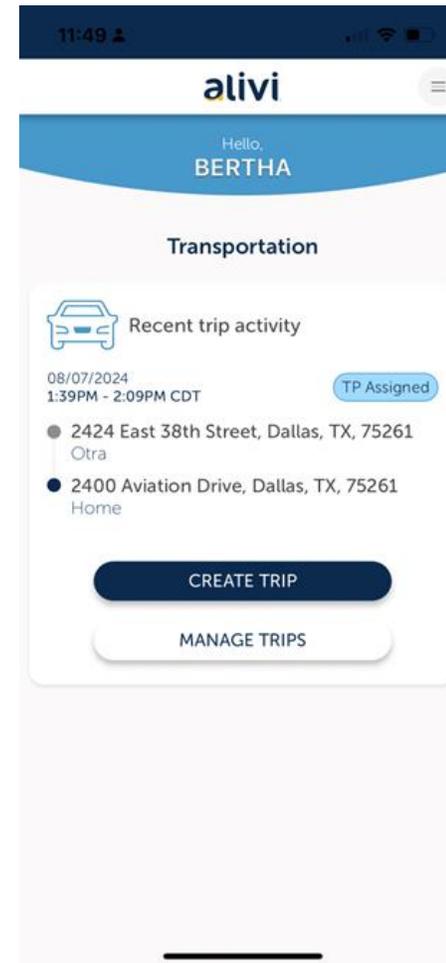
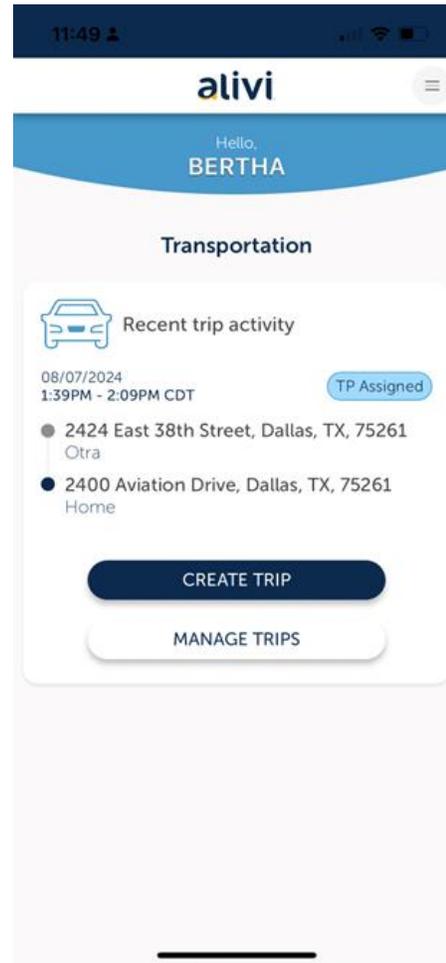
Once the LOGIN button is pressed, the App will open the HOME page, displaying recent trip activity.



Create a Trip

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

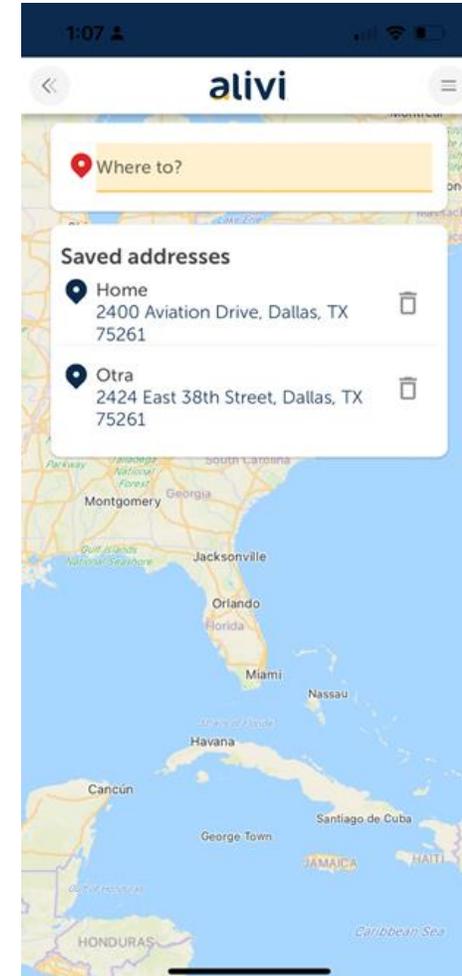
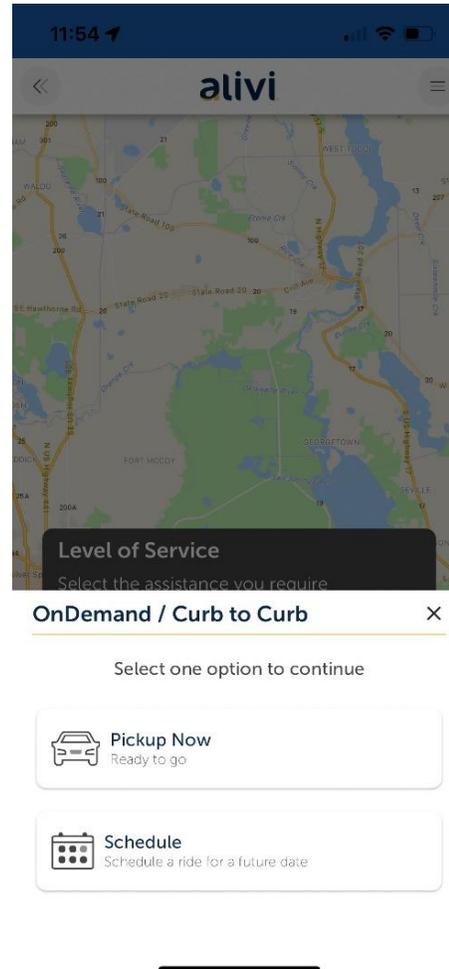
Step 1: You must select a level of service from the available options.



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.

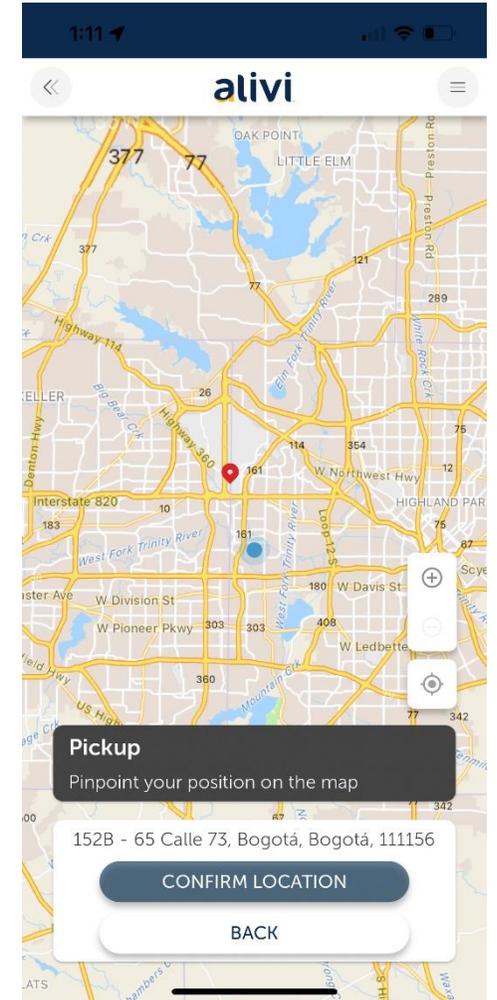
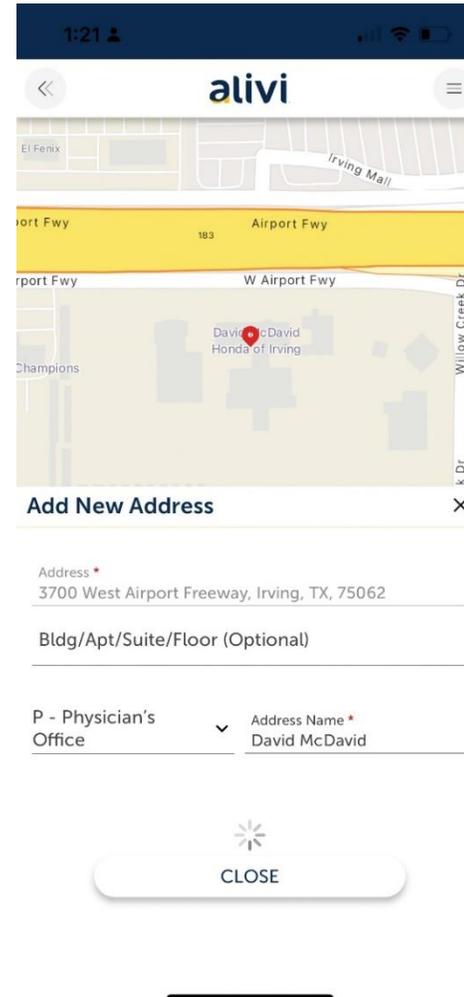
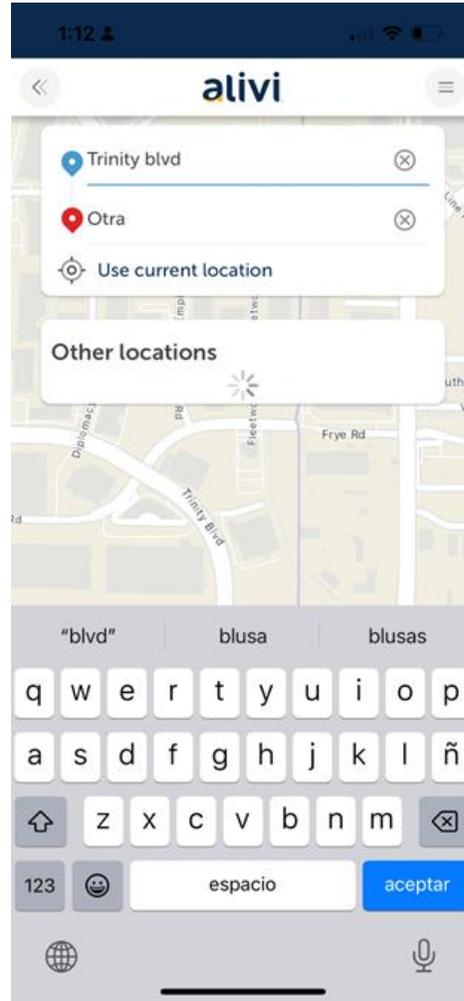


Create a Trip

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.

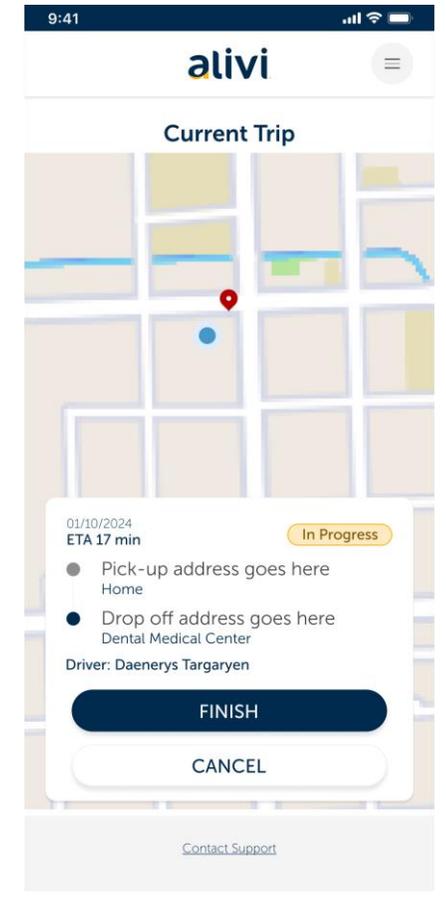
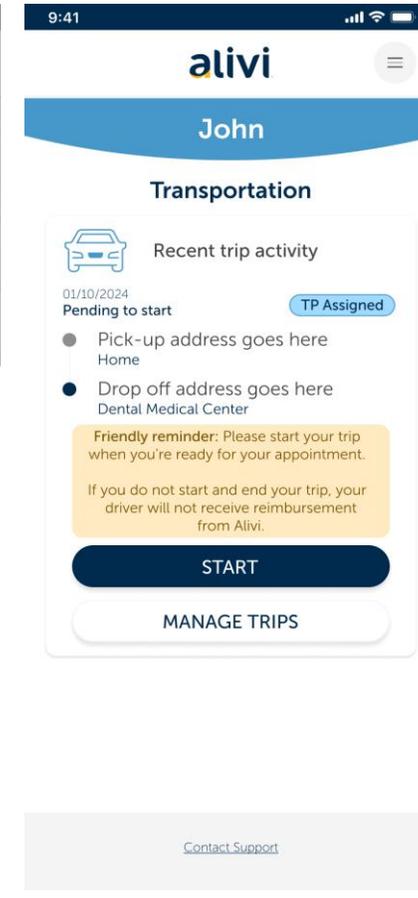
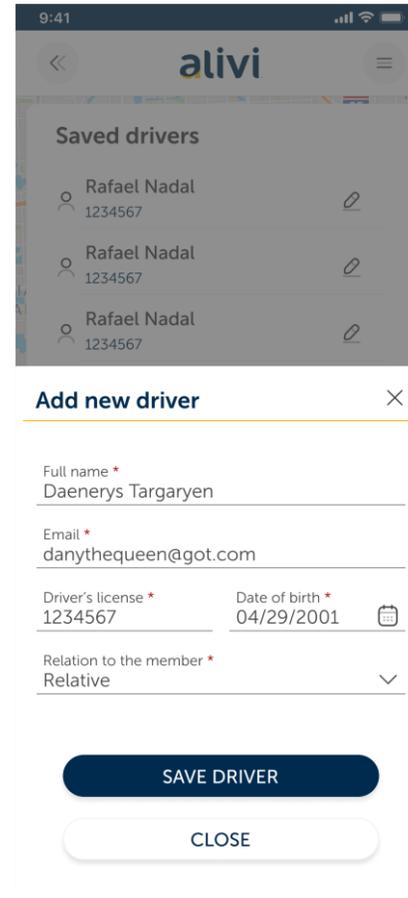
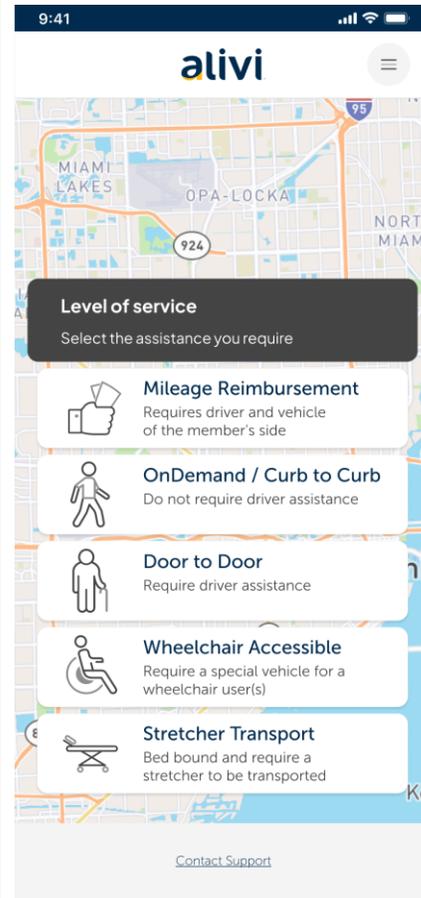
After completing the needed fields, tap BOOK to save.

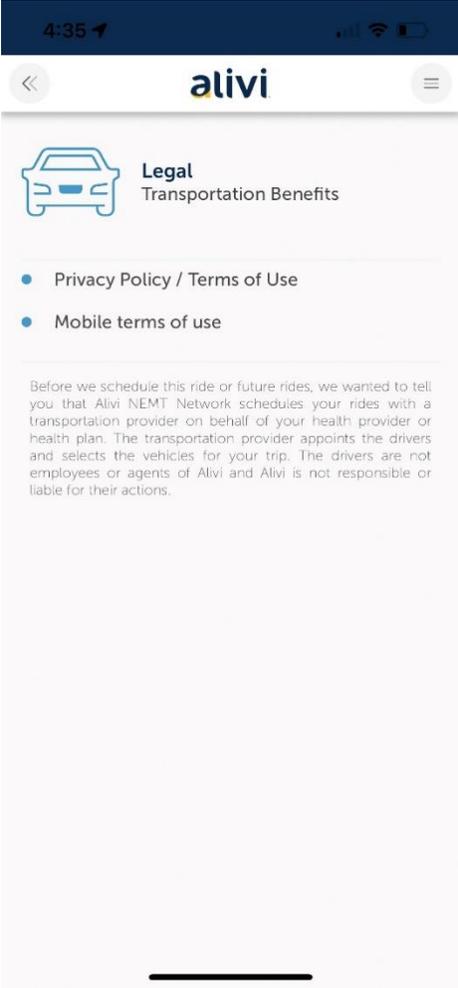
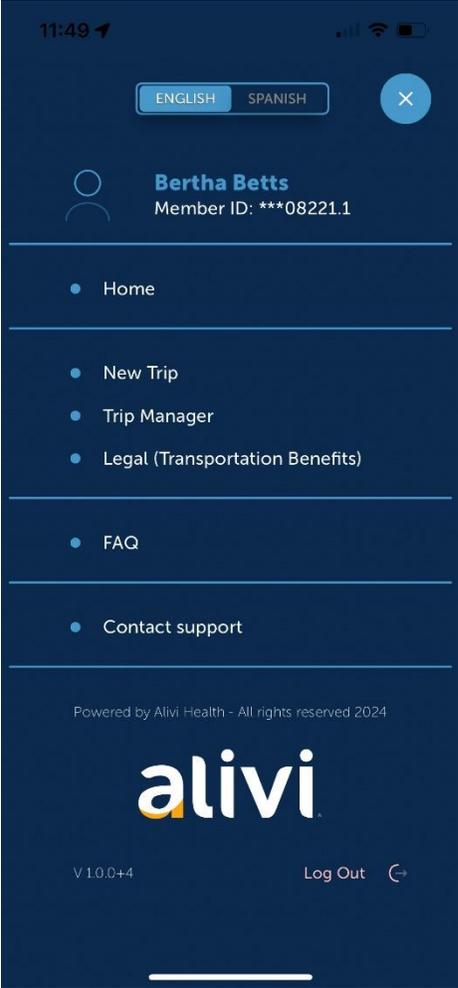


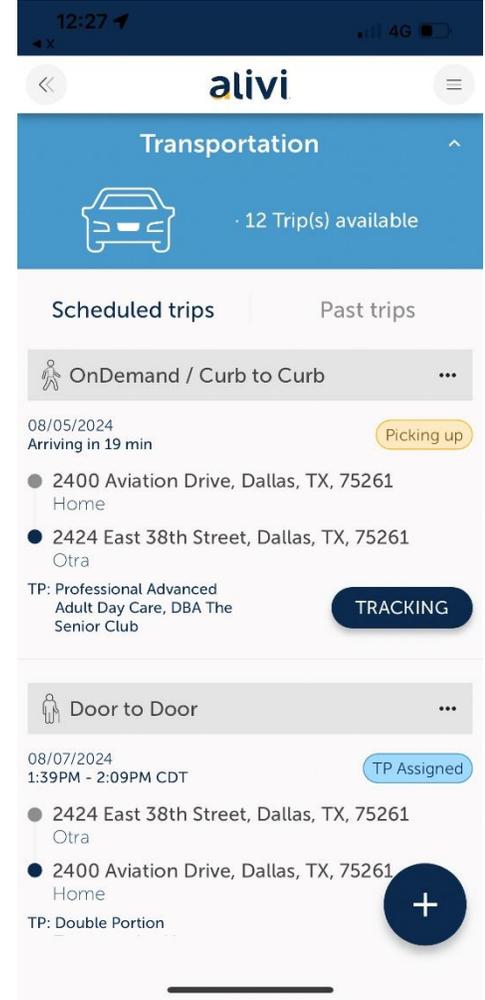
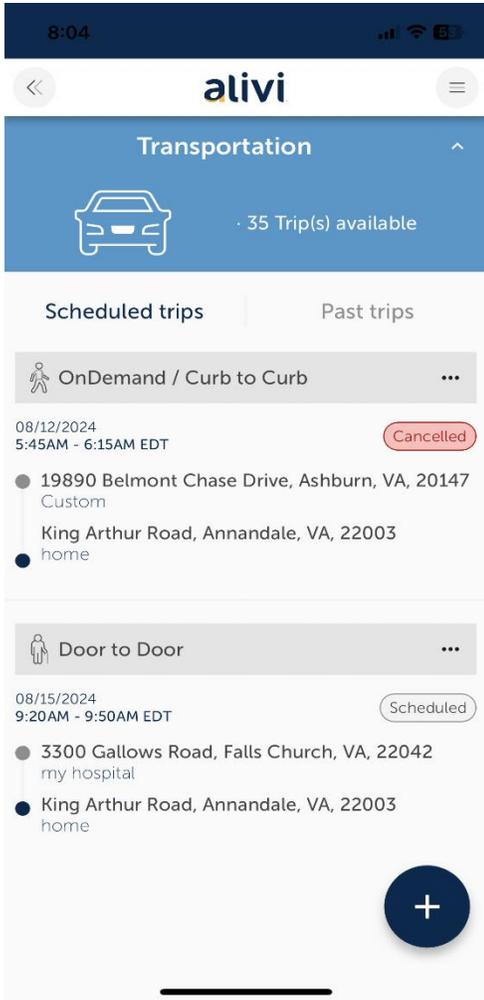
Mileage Reimbursement

Select Mileage Reimbursement, add a new driver (or select a previous one) and book your trip.

When the time of the trip comes, you need to start and finish the trip to get the reimbursement.



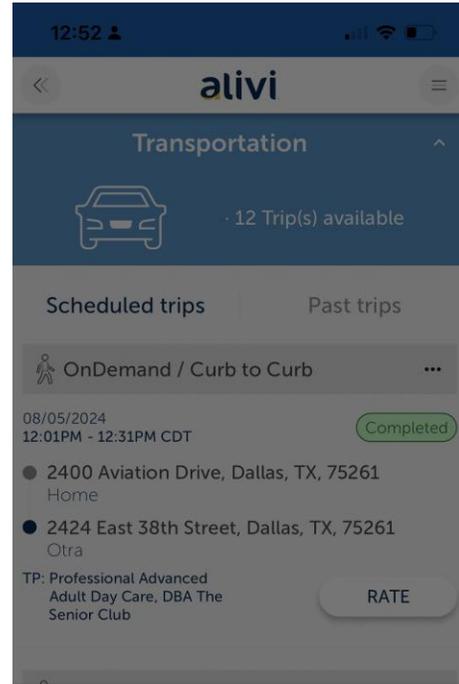




Rate a Trip

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.

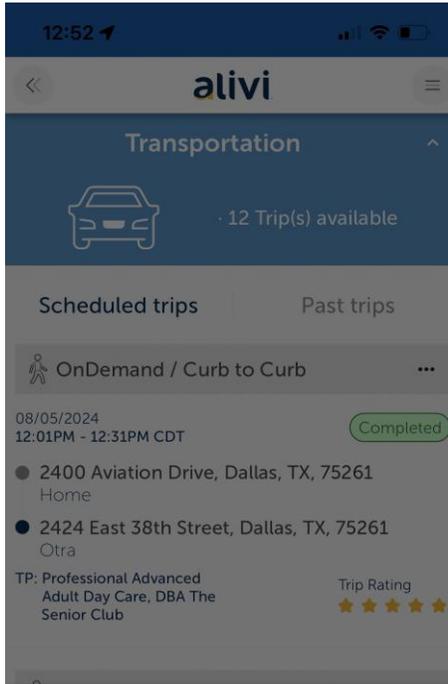
Finally, you can choose to "CANCEL" or "SAVE" your trip rating.



Rate Trip



From HOME to OTRA



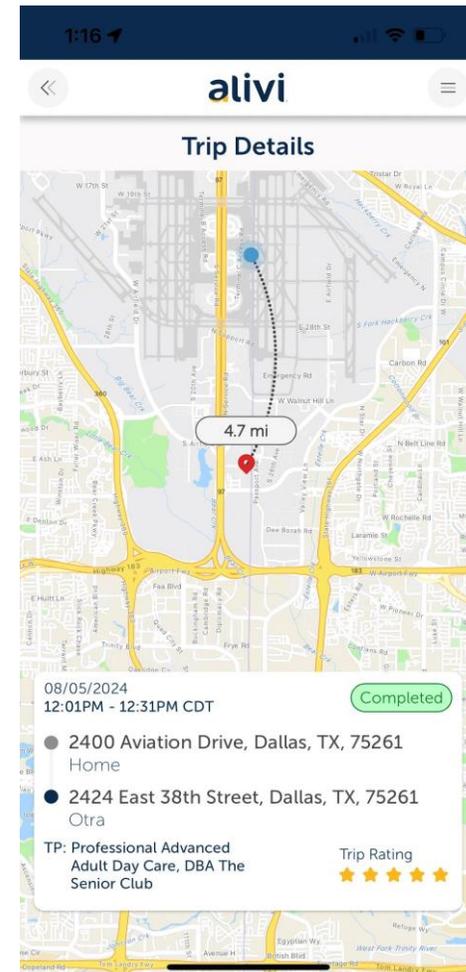
Rate Trip



From HOME to OTRA



Thank you for rating us!



Terms and Conditions

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

www.alivi.com/legal