Download AliviRide
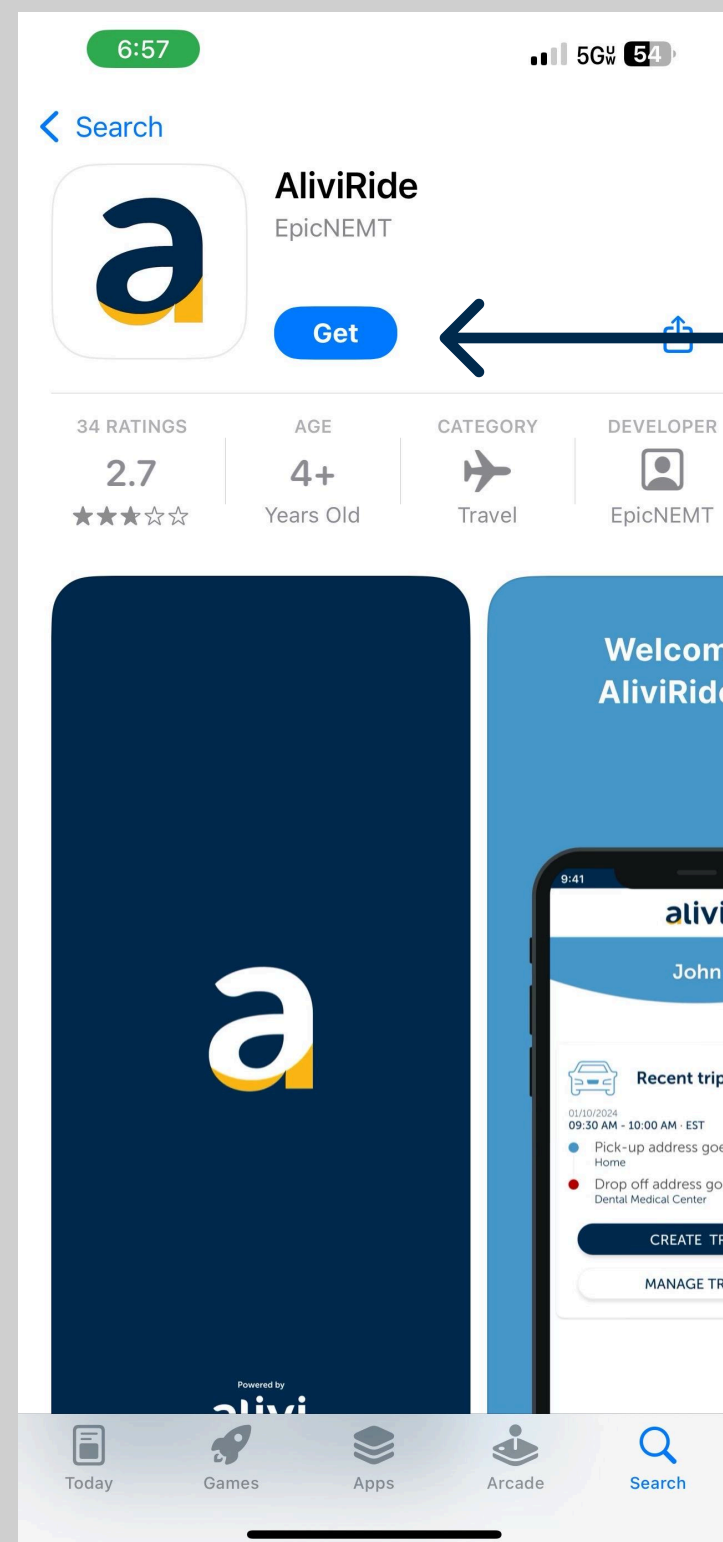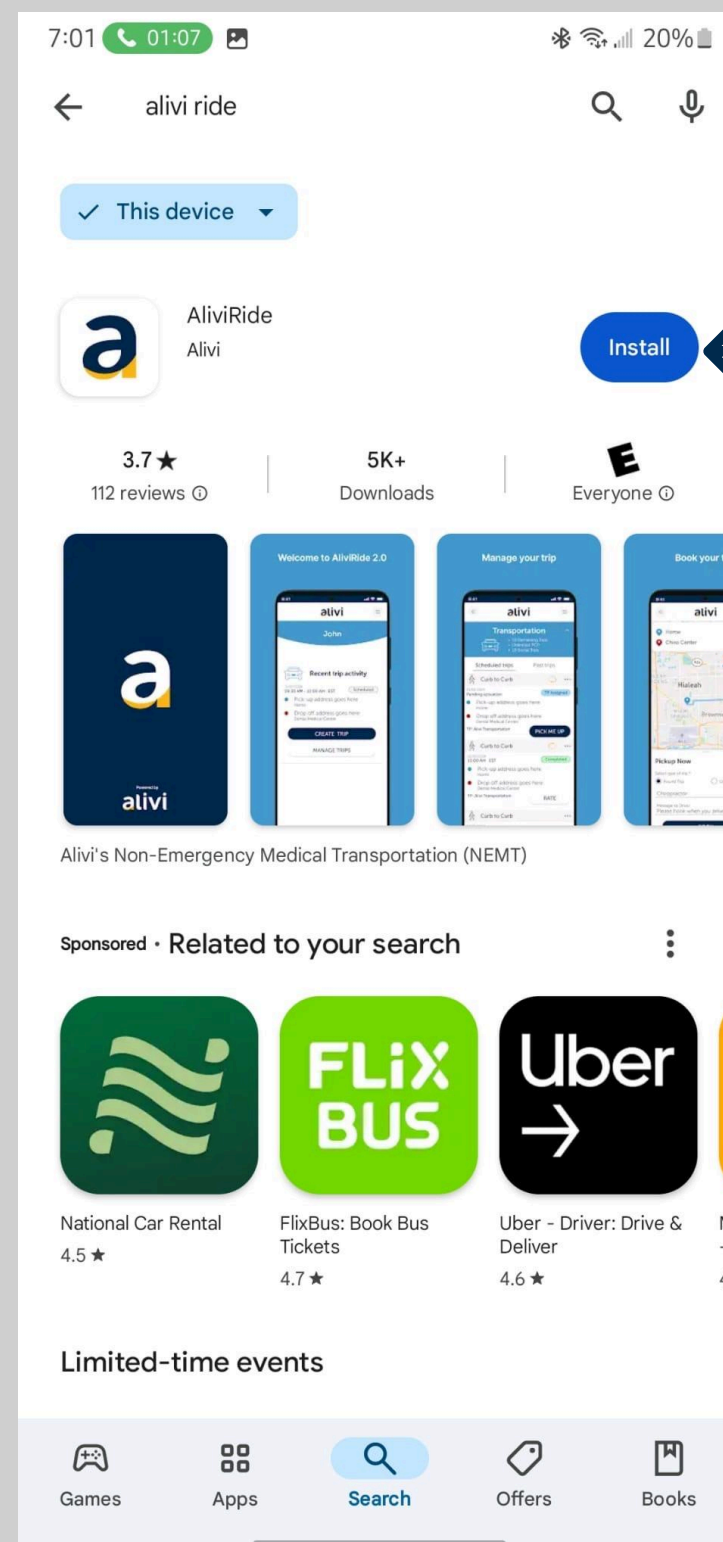
Go to the App Store (iOS) or Google Play (Android) and in the search bar type AliviRide

Download on the **APP STORE**

GET IT ON **Google Play**

Click **GET** to donwload

Click **INSTALL** to donwload

ENGLISH SPANISH

alivi

Enjoy your Benefits!

* Required Field

Phone number *

Password *

Remember me   Forgot password?

LOG IN

REGISTER NOW

By registering or logging in, you agree to Alivi Privacy Policy and Terms of Use

Contact Support   FAQ
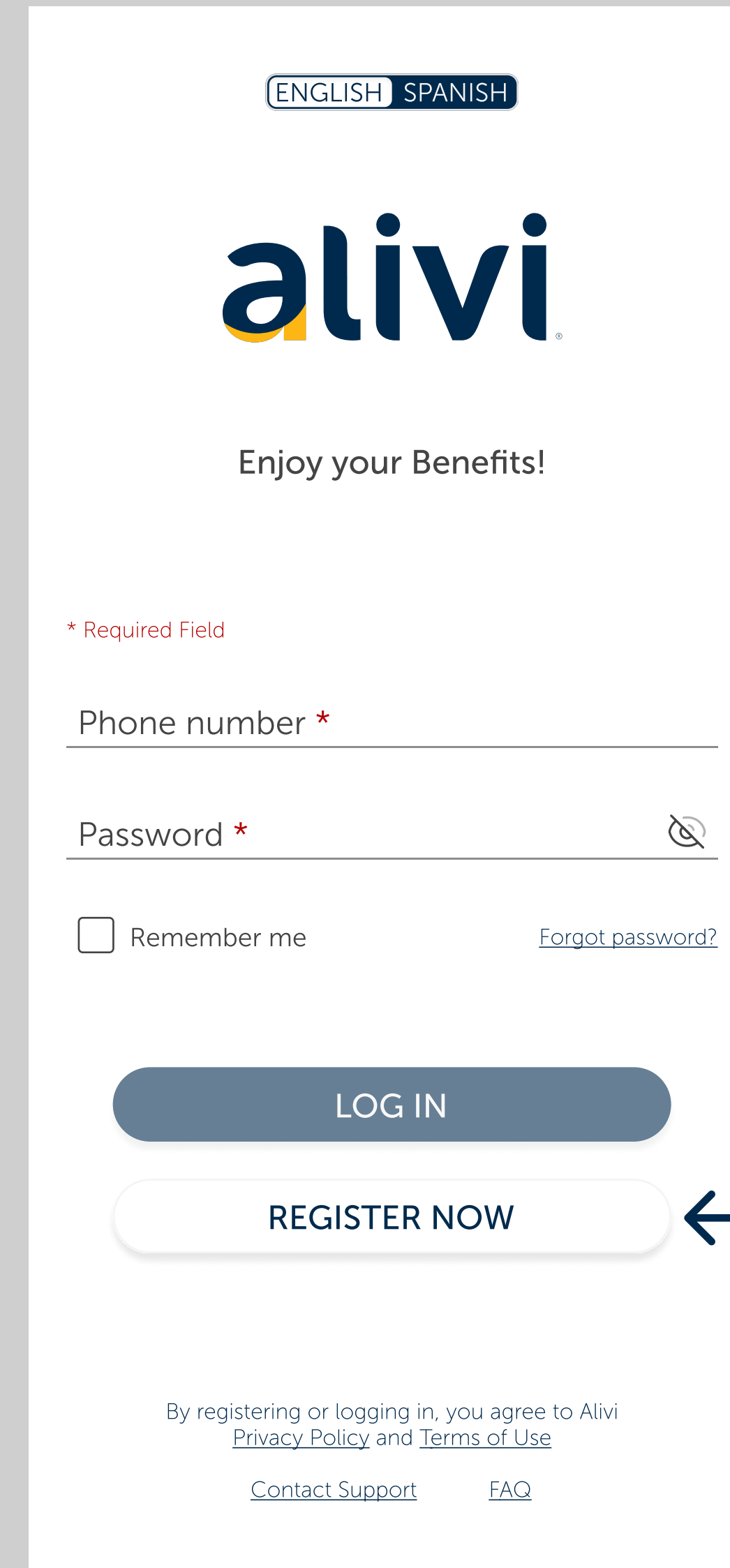
Once the app is installed, open it and click on **REGISTER NOW**

Step 1

Enter your information as it appears on your member ID card

Please enter your full first and last name and include any dashes between names.

Registration

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

JOHN SMITH
Member ID: 1234567

* Required Field

Member ID *
1234567

First Name *
Marshall

Last Name *
Smith

Date of Birth (MM-DD-YYYY) *
01-05-1967

SUBMIT

Contact Support

Press **SUBMIT** button to continue

Select your DOB
(Member must be at least 18 years old to register)

August	7	2003
September	8	2004
October	9	2005
November	10	2006
December	11	2007
January	12	2008
February	13	2009
March	14	2010
April	15	2011
May		2012

Confirm

iOS users:
Please scroll and one by one select the Month, Date, and Year you were born.

Click **CONFIRM**

SELECT DATE

Thu, Jan 1

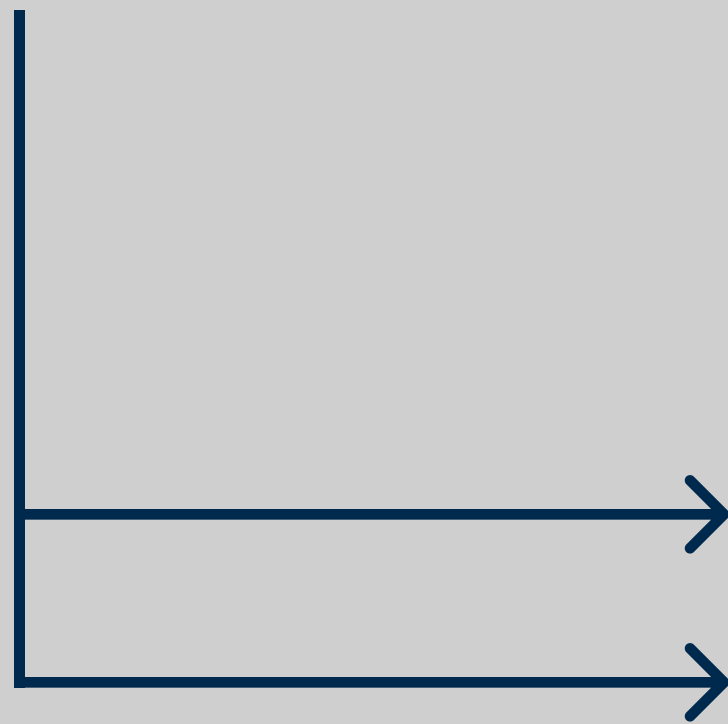January 1970 ▾   ‹ ›

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

CANCEL   OK

Android users:
- Use the directional arrows to find the month
- Click to select the year
- Select the day

Click **OK**

Step 2

Create a valid password

Click this box to agree to Alivi's Privacy Policy and Terms of Use
You must check this box in order to register on AliviRide

Click this icon to reveal the password you have typed in

Password requirements
As you create your password, make sure it meets the requirements. The color will turn green when each requirement is met

Press SUBMIT button to continue

Screen 1 (left):

9:41

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Hello!

First Name
John

Last Name
Smith

Please create a password to continue

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

* Required field

Password *

Re-enter Password *

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

☐ By registering or logging in, you agree to Alivi Privacy Policy and Terms of Use *

SUBMIT

Contact Support

Screen 2 (right):

9:41

alivi

Hello!

First Name
John

Last Name
Smith

Please create a password to continue

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

* Required field

Password *
****

Re-enter Password *
****

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

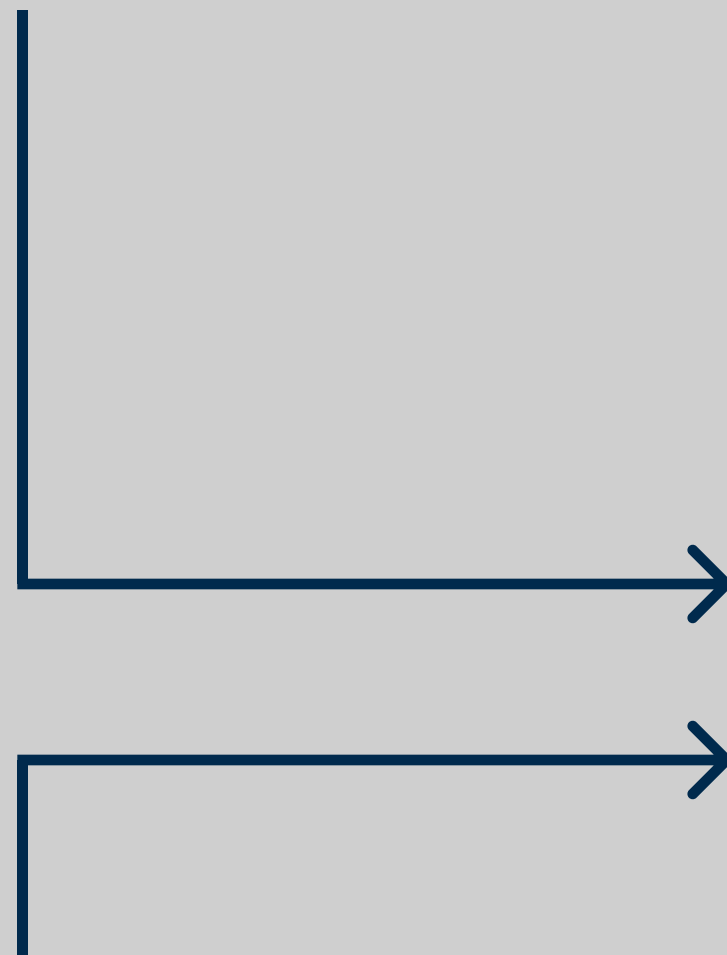☑ By registering or logging in, you agree to Alivi Privacy Policy and Terms of Use *

SUBMIT

Contact Support

Step 3

Enter your cell phone number

Press **SUBMIT** button to continue

Confirm your number is correct

Press **NO** if you noticed a mistake with the number you inputted

9:41

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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 *
(786) 441-8500

SUBMIT

Contact Support

9:41

alivi

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(786) 441-8500

Are you sure? ✕

We want to be sure that your number is correct, please take another look at it.

786-441-8500

THAT'S MY NUMBER

NO

Step 4

Two Factor Authentication

After you have inputted your phone number, you will receive a six digit code by text message (SMS)
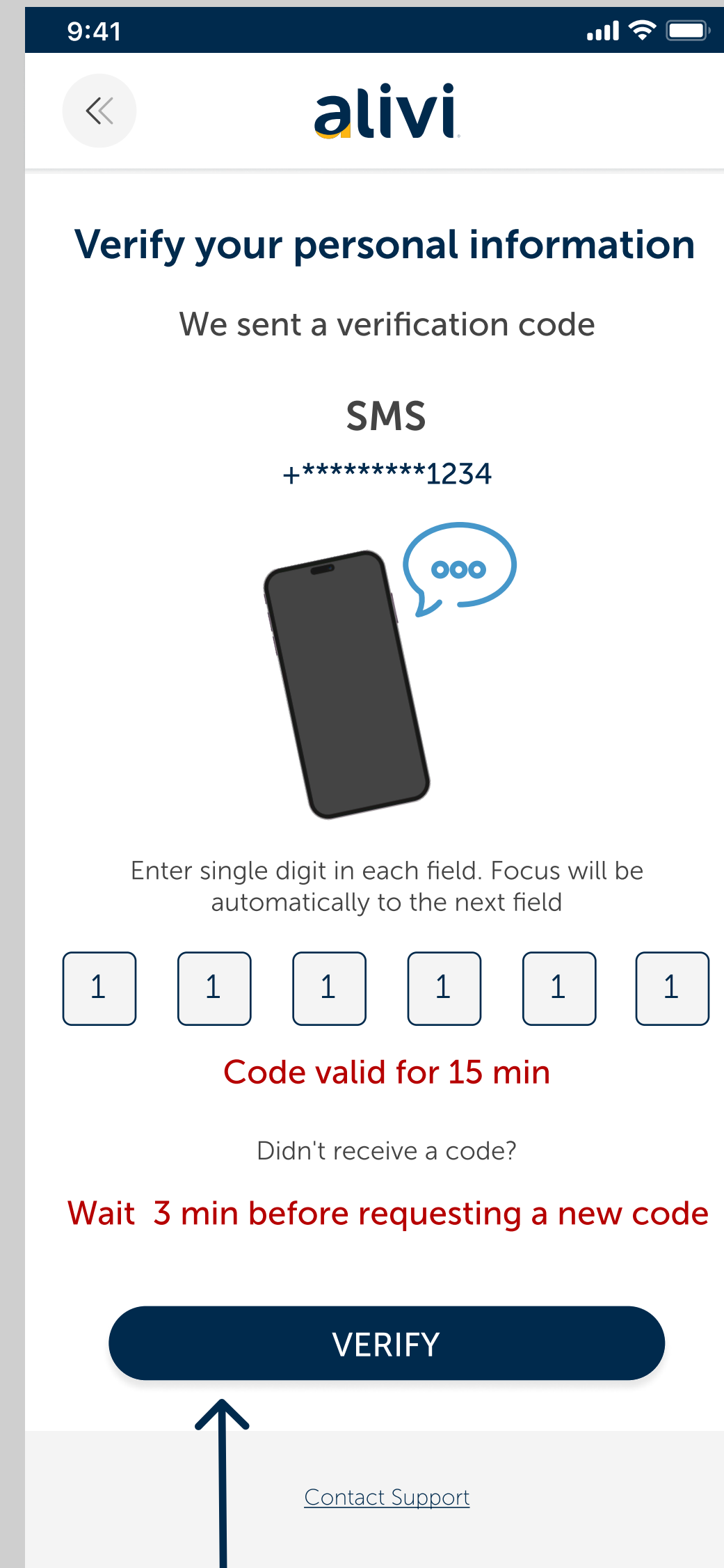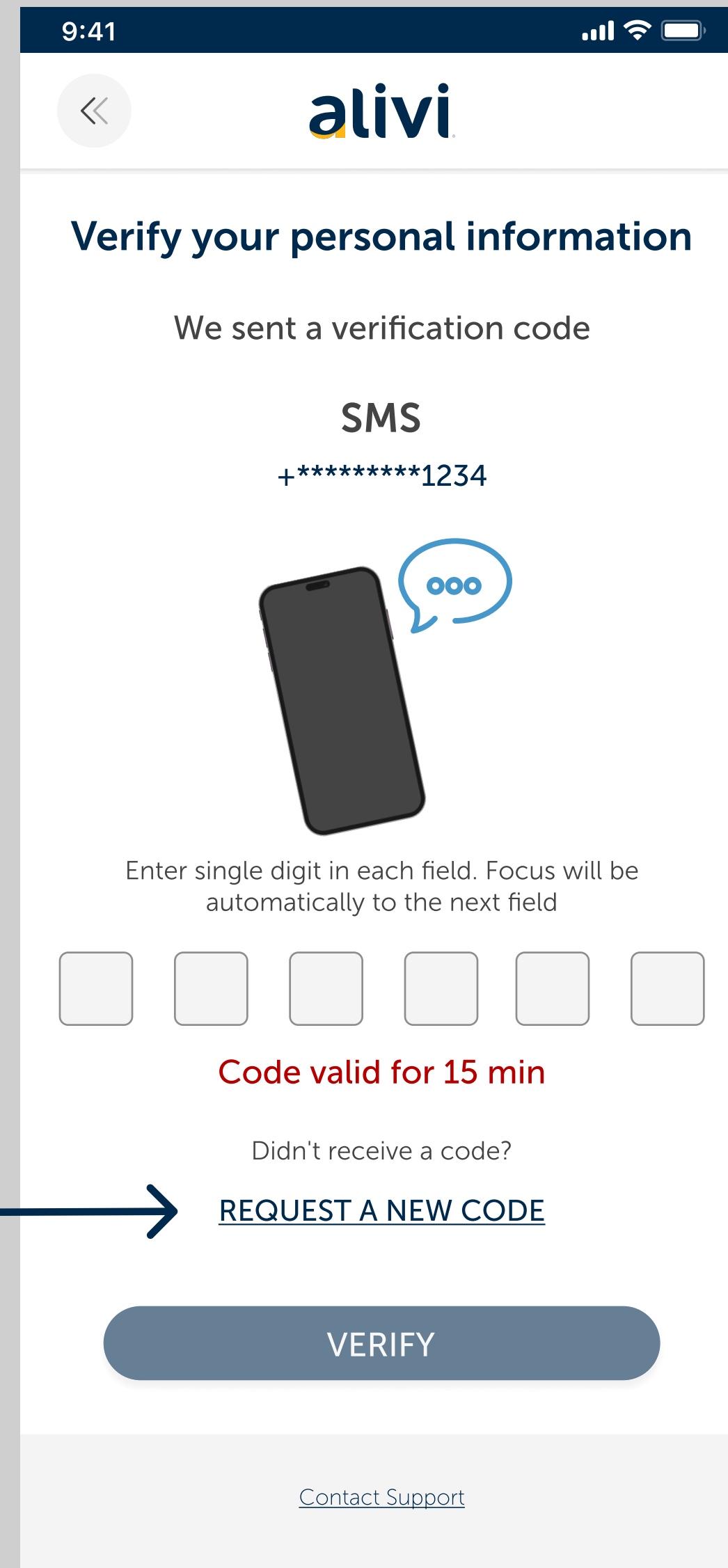
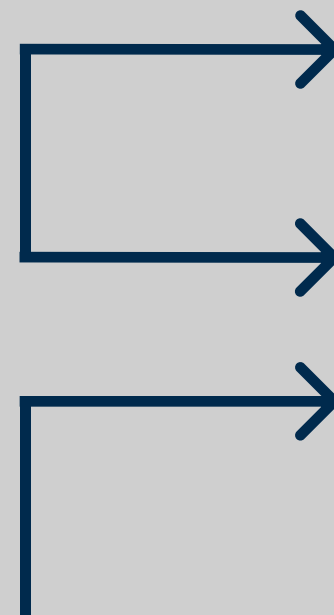
Request a new code if needed

If after three minutes, you have not received a code, please select **REQUEST A NEW CODE**

Press **VERIFY** after have entered your code

All set!

You have now successfully created your account on AliviRide!

Enter phone number and password
The same data of your registration

Select **"Remember Me"** to securely save your information, making it easier to log in next time.

ENGLISH SPANISH

alivi®

Enjoy your Benefits!

* Required Field

Phone Number *
(786) 441-8500

Password *
****

☐ Remember me   Forgot password?

LOG IN

REGISTER NOW

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Privacy Policy and Terms of Use

Contact Support   FAQ

If you **forgot your password** click this link and follow the instructions as prompted

Click **LOG IN** to access your transportation benefits

If at any point you are experiencing issues registering please call the Alivi App Support team **(786)618-1605**