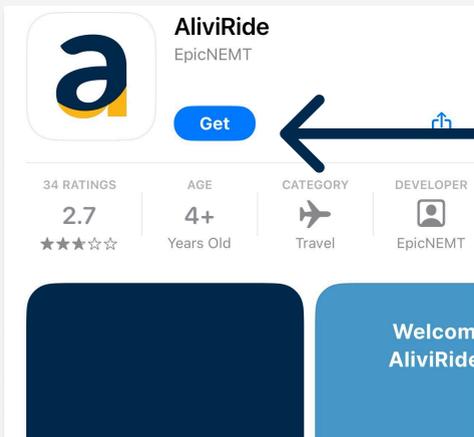
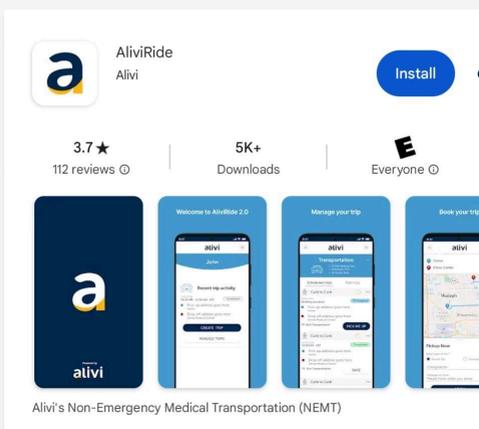


Download AliviRide

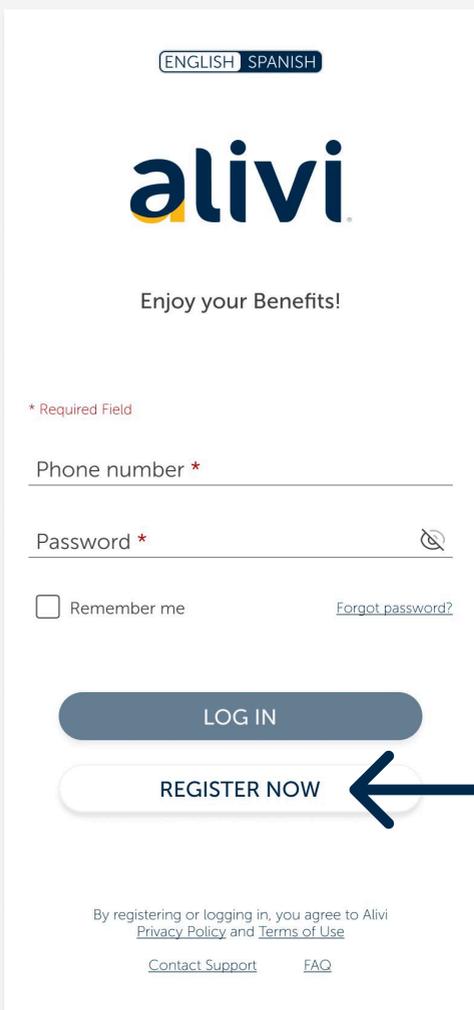
Go to the [App Store \(iOS\)](#) or [Google Play \(Android\)](#) to download our app



Click **GET** to download



Click **INSTALL** to download



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

9:41

alivi

Registration

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

* Required Field

Member ID *
1234567

First Name *
Marshall

Last Name *
Smith

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

SUBMIT

[Contact Support](#)

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

Select your DOB

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

August	6	2003
September	7	2002
October	8	2004
November	9	2005
December	10	2006
January	11	2007
February	12	2008
March	13	2009
April	14	2010
May	15	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**

Press **SUBMIT** button to continue

Step 2

Create your password

The screenshot shows the Alivi app interface. At the top, the time is 9:41. The app logo 'alivi' is in the top left. Below it, a 'Hello!' message is followed by the user's name: 'First Name John' and 'Last Name Smith'. A prompt says 'Please create a password to continue' with a security warning: 'For security reasons the password cannot contain your first name, last name, or member ID. Also, you cannot reuse your last 10 passwords.' There are two password input fields: 'Password *' and 'Re-enter Password *', both with red asterisks and eye icons to toggle visibility. Below the fields is a list of requirements: 'Minimum 8 characters required', 'At least 1 uppercase', 'At least 1 lowercase', 'At least 1 number', 'At least 1 special character (#?@5)', and 'The passwords entered must match'. A checkbox is checked, with the text 'By registering or logging in, you agree to Alivi Privacy Policy and Terms of Use *'. A dark blue 'SUBMIT' button is at the bottom. A 'Contact Support' link is at the very bottom.

Create a valid password

Click this icon to reveal the password you have typed in.



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

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.

Press **SUBMIT** button to continue

Step 3

Enter your contact method

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 *
(786) 441-8500

SUBMIT

[Contact Support](#)

Enter your cell phone number



Press **SUBMIT** button to continue

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

Confirm if your number is correct



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

Step 4

Two Factor Authentication

9:41

<< **alivi**

Verify your personal information

We sent a verification code

SMS
+*****1234

Enter single digit in each field. Focus will be automatically to the next field

Code valid for 15 min

Didn't receive a code?
[REQUEST A NEW CODE](#)

VERIFY

[Contact Support](#)

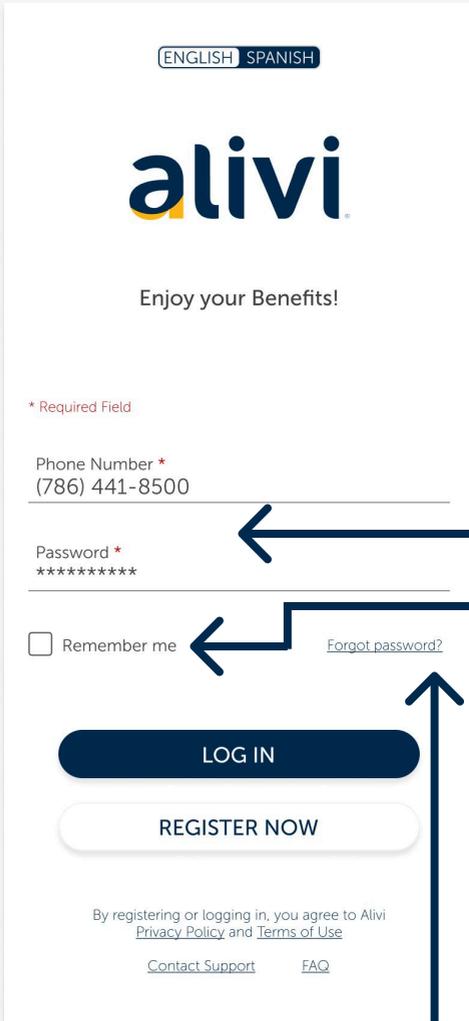
After you have inputted your phone number, you will receive a six digit code by text message **(SMS)**

Request a new code if needed. If after three minutes, you have not received a code, click on **REQUEST A NEW CODE**

Press **VERIFY** after have entered your code

All set!

You have now successfully created your account on AliviRide!



The screenshot shows the Alivi login interface. At the top, there are language options for 'ENGLISH' and 'SPANISH'. The Alivi logo is prominently displayed, followed by the text 'Enjoy your Benefits!'. Below this, there is a red asterisk indicating a required field. The 'Phone Number' field contains '(786) 441-8500'. The 'Password' field is masked with asterisks. There is a 'Remember me' checkbox and a 'Forgot password?' link. Two buttons are visible: 'LOG IN' and 'REGISTER NOW'. At the bottom, there is a disclaimer about agreeing to the Privacy Policy and Terms of Use, along with links for 'Contact Support' and 'FAQ'. Blue arrows point from the explanatory text on the right to the phone number, password, 'Remember me' checkbox, and 'Forgot password?' link.

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.

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

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