

## WellRyde Mobile App - Overview

### Overview

This job aid provides an overview of how to download, sign in and navigate the WellRyde Mobile App.

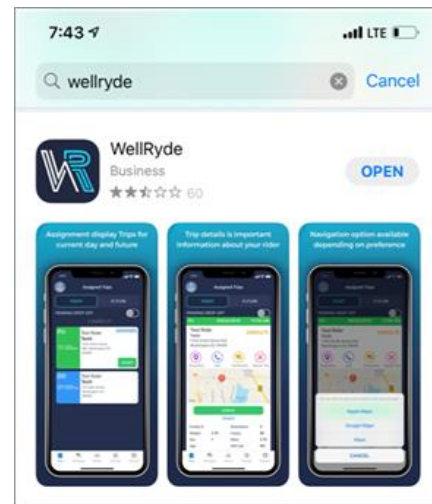
### WellRyde Mobile App

1. Before using the WellRyde Mobile App, you'll need to first download the application onto your Mobile device.
  - You can search for the WellRyde Mobile app in your:
    - Google Play Store for Android devices
    - Apple App Store for Apple devices

Google Play  
Store for Android



Apple App Store  
for Apple



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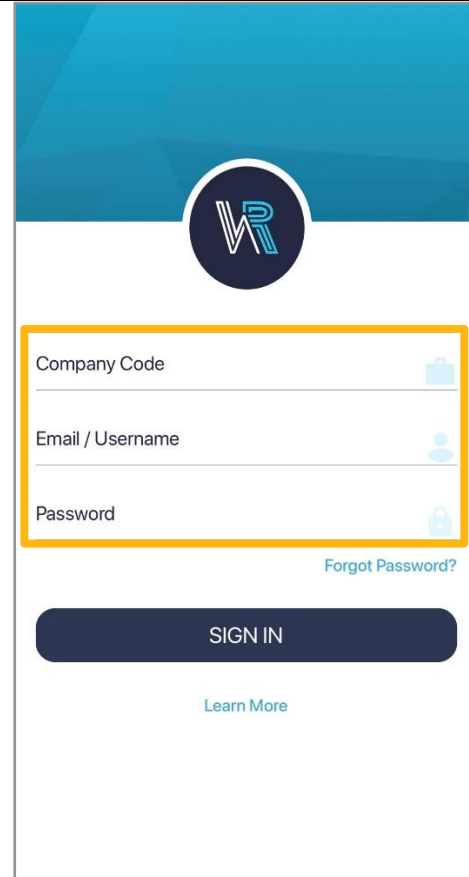
2. Once the app is downloaded from your App Store, proceed to log into your WellRyde Mobile App by entering the following login information:

- Company Code
- Email/Username
- Password

**Note:** your Company Code, Username, and password are supplied by Modivcare

### **Having trouble logging into the Mobile App?**

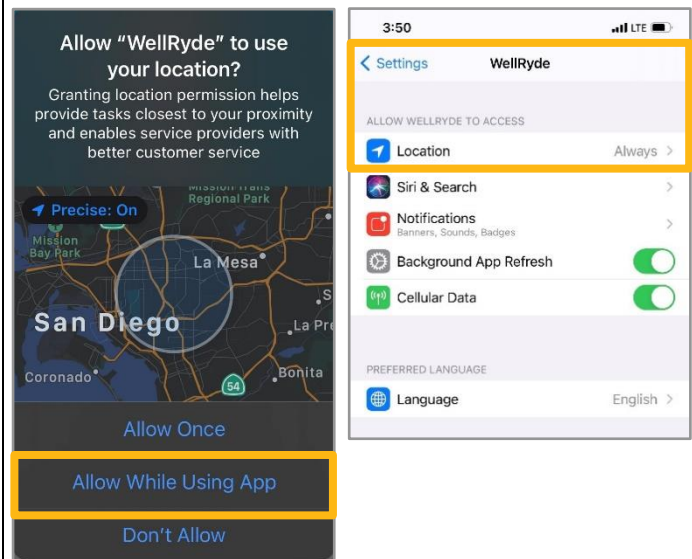
You can always Contact the “Go Digital Support Team” at: **800-597-2049**



The login screen features a blue header with the WellRyde logo. Below the header is a white box containing three input fields: 'Company Code', 'Email / Username', and 'Password'. Each field has a corresponding icon (briefcase, person, and lock respectively). A 'Forgot Password?' link is located below the password field. A large blue 'SIGN IN' button is positioned below the input fields, and a 'Learn More' link is at the bottom.

3. Turning on your WellRyde **Location Services** is required:

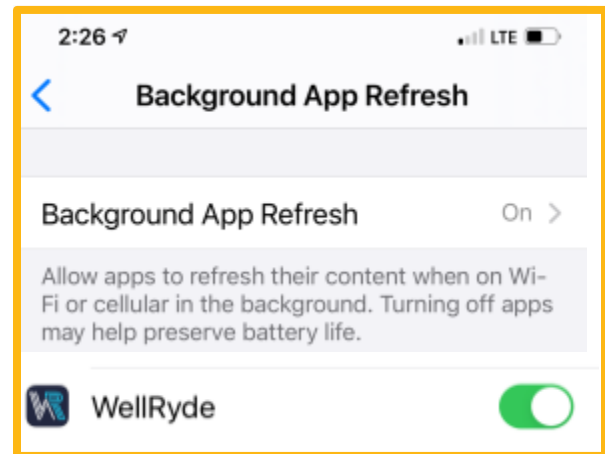
- When logging into the WellRyde Mobile App for the 1<sup>st</sup> time, the app will ask you to “**Allow “WellRyde” to use your location**”
  - Select “**Allow While Using App**”
- It’s recommended that you also set your WellRyde Location services to “**Always**” in your mobile device settings



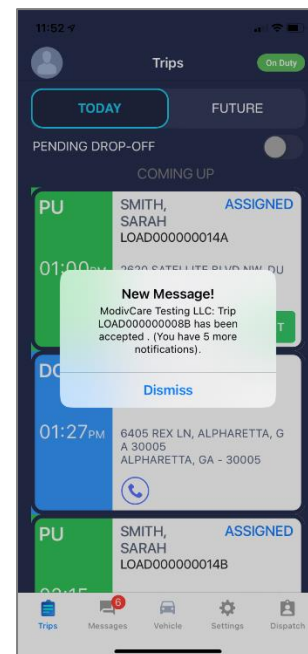
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### 4. App Settings:

- Note: ensure that your WellRyde App settings are also toggled on to “Background Refresh,” as shown on the screen.
- This will allow your app to refresh its content when on WiFi or cellular connections.



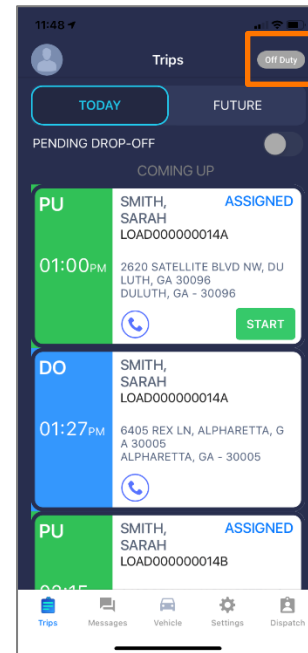
5. Once logged in, the **Home Screen** will appear. You may receive a notification alerting you to trips assigned to you for the day



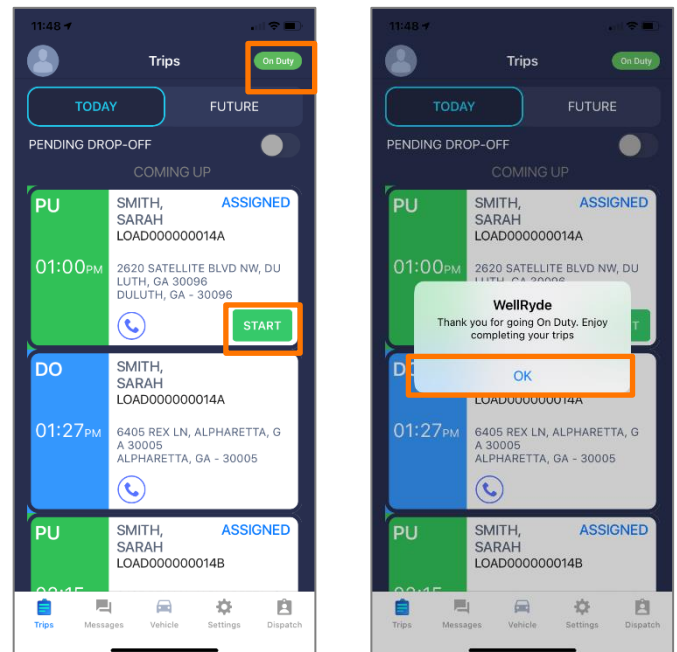
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6. On the Home Screen there are many features to help provide you information and assist you in completing your trips for the day.

**Note:** After logging in, you'll notice your status is listed as **"Off Duty"** in the upper right corner of the Home Screen. This means you are currently not an active driver and will not show up on your dispatcher's Automatic Vehicle Locator unless they have the **"Off Duty"** toggle turned on



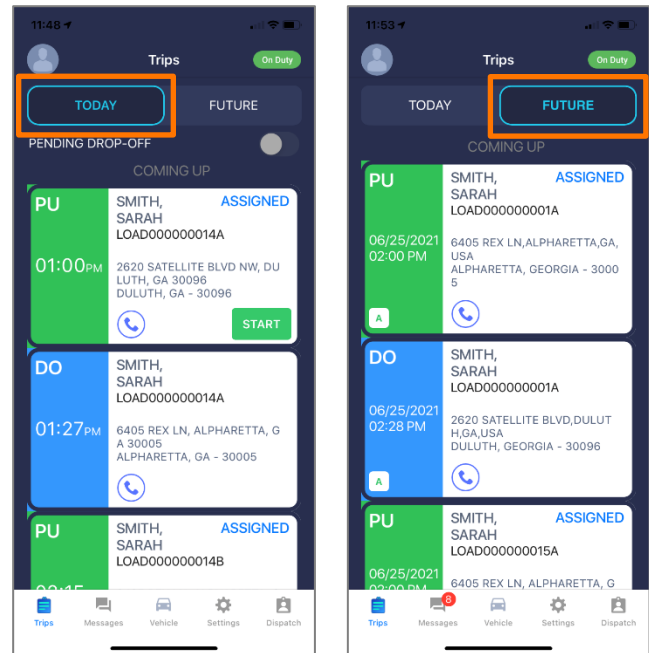
7. The **"Off Duty"** button will turn green. You'll receive a notification thanking you for going on duty. Click **OK** to start your trips.
- By Clicking **START**, to start your trips, you will also become **"On Duty"**



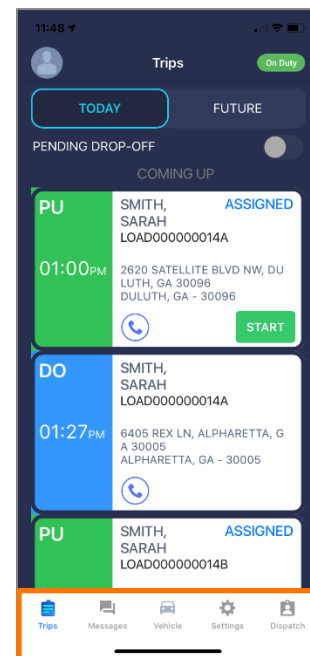
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8. On the Home Screen you will see the **Today** and **Future Tabs** displayed at the top.

**Note:** The **Today tab** displays all the trips assigned to you for the current day, whereas the **Future tab** displays any trips assigned to you outside of today. The future tab is helpful if you want to view your future workload in advance.

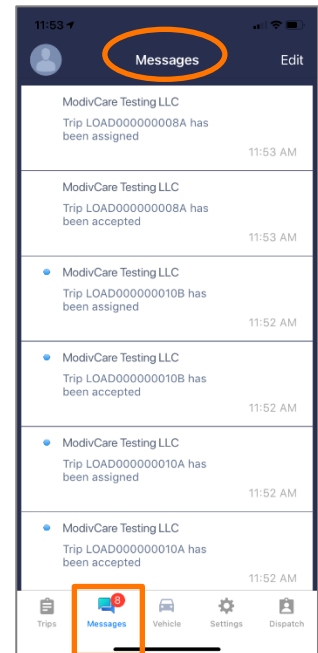
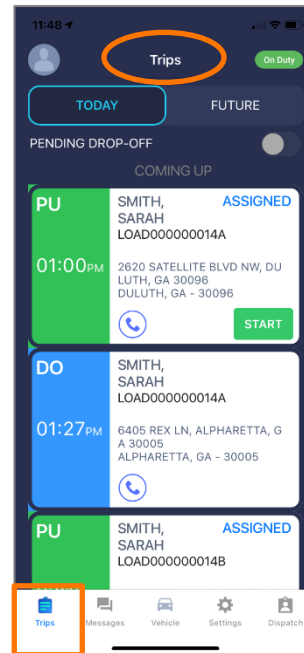


9. At the bottom of the **Home Screen** there are several additional icons that will help you as a driver.

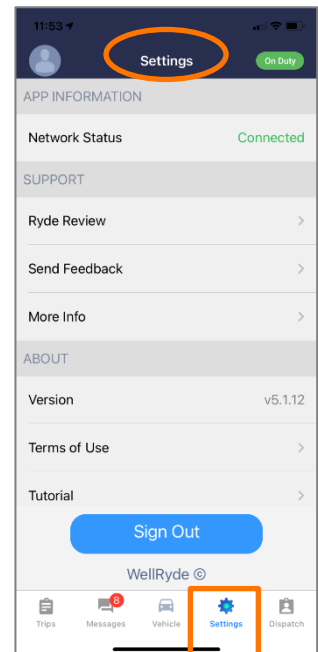
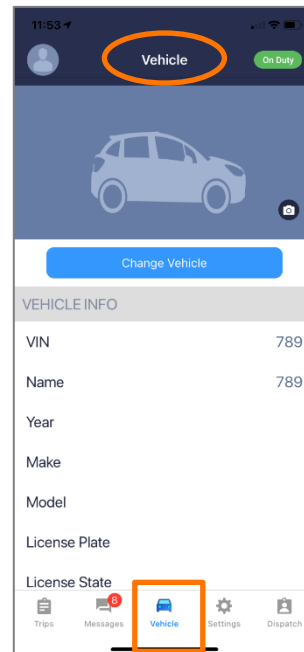


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- **Trips Icon** – Allows you to view all current trip data. Pickup cards are shown in green, drop off cards are shown in blue.
- **Messages Icon** – Allows you to see trips that have been assigned, unassigned or cancelled. Click the “X” button on a message twice to delete it.

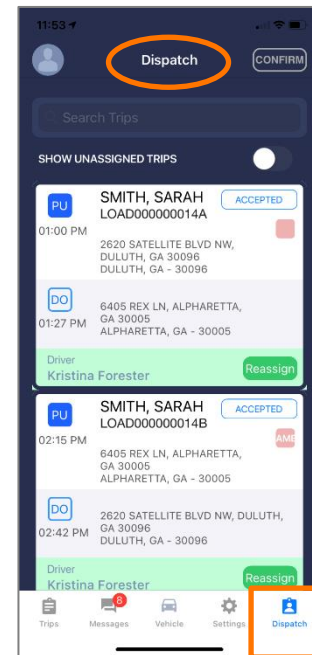


- **Vehicle Icon** – Allows you to assign yourself a vehicle for the day. View the Mobile App – Assigning a Vehicle to a Driver course to learn more.
- **Settings Icon** – Allows you to send feedback and data logs to the support team for troubleshooting, see app version, view WellRyde mobile app tutorials, and sign out of the application when you’re done using it for the day.



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- **Dispatch Icon** – Note: If you are both a dispatcher and driver, this feature allows you to assign new trips to drivers, reassign existing trips to drivers and unassign trips without reassigning the trip to a driver.



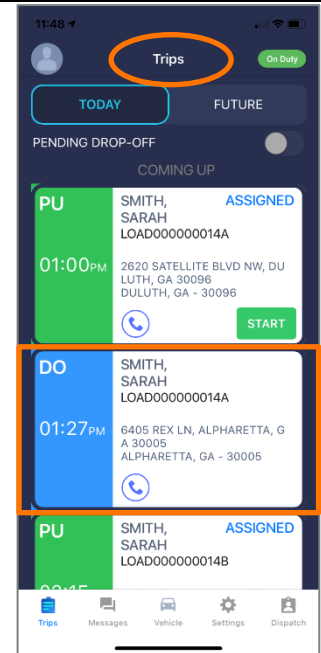
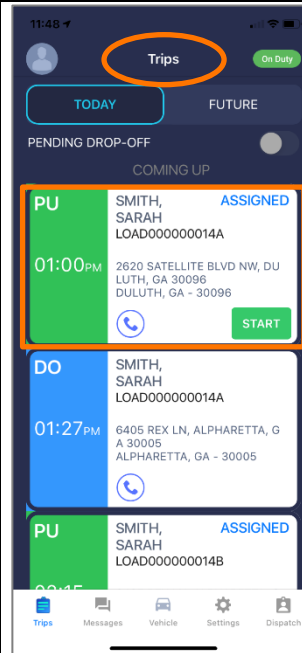
10. As a driver, you'll use the **Trips Icon** the most to review current and upcoming trips for the day.

The green **Pickup Card** will provide you with detailed trip information about the pickup location, such as:

- The Rider's name
- The address of the pickup location
- The time the rider is expected to be picked up
- The option to call the rider

The blue **Dropoff Card** will provide you with detailed trip information about the drop off location, such as:

- The Rider's name
- The address of the drop off location
- The time the rider is expected to be dropped off at their destination
- The option to call the rider

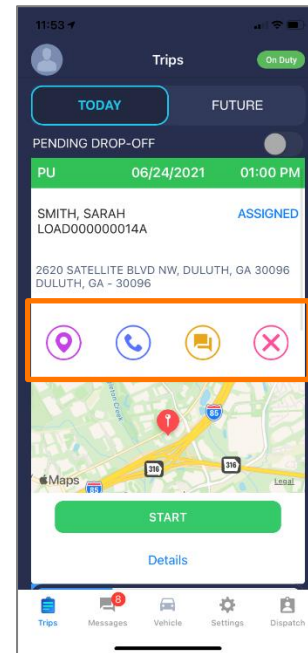




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**11.** You will see 4 icons on each pickup or drop off card: Directions, Call, Comment and Cancel.

- **Directions Icon** – Ties to the default maps programs on your mobile device, such as: **(Google Maps, Apple Maps, and Waze)**, without having to navigate out of the WellRyde mobile app and provides step-by-step navigation directions.
- **Call Icon** – If a phone is associated with the trip, use this to call the Rider
  - Note: the Driver's phone number is masked and will not be seen by the Rider
- **Comments Icon** – Contains trip comments, Rider comments and Driver instructions provided for the trip. As a Driver, you can add comments here as well. Comments can be seen by Drivers, Dispatchers and Modivcare.
- **Cancel Icon** – Initiates the cancellation of a trip from the mobile app.



**12.** Click **Details** to view additional details about the trip.

**Note:** Here you'll see information regarding if any escorts will be accompanying the Rider on the trip, if car seats are necessary, the age of the Rider, the number of miles in the trip, and if the Rider is unable to sign the mobile app for themselves.

**For example,** if the Rider is vision impaired or missing appendages, they would either need someone else to sign for them or put "UTS", which means they are unable to sign.

