



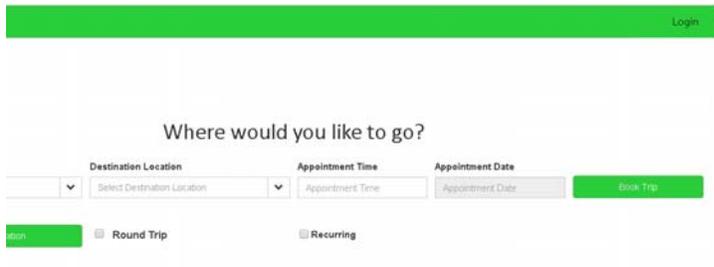
MEMBER PORTAL QUICK GUIDE

Table of Contents

How to register:	2
How to log into Member Portal:	3
To book a round trip:	4
To book a one way to appointment (from home to appointment with no return home)	5
To book a one way to home (from appointment to home only)	6
How to book a standing order (same appointment every week):	7
How to review scheduled trips	9
To cancel a trip.....	9
Review your approved PT1's.....	10

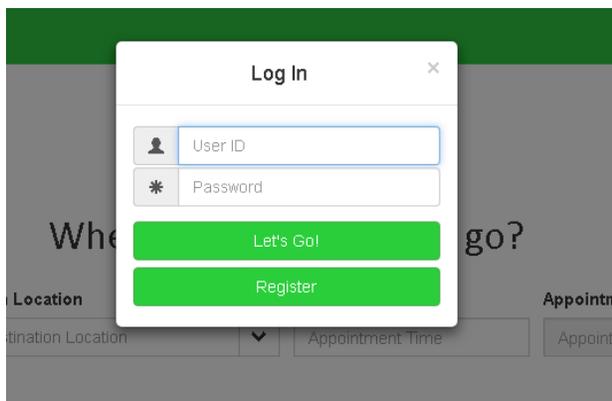
How to register:

1) <https://cp-mart.qryde.com/>



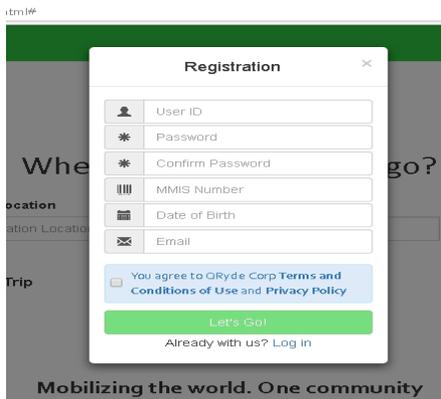
The screenshot shows the top navigation bar with a 'Login' link in the top right corner. Below it is a form titled 'Where would you like to go?'. The form includes three dropdown menus: 'Destination Location' (with a 'Select Destination Location' placeholder), 'Appointment Time' (with an 'Appointment Time' placeholder), and 'Appointment Date' (with an 'Appointment Date' placeholder). To the right of these dropdowns is a green 'Book Trip' button. Below the dropdowns are two radio buttons: 'Round Trip' (selected) and 'Recurring'.

2) Select Login on the top right corner



The screenshot shows a 'Log In' modal form. It has a title 'Log In' and a close button (X). The form contains two input fields: 'User ID' and 'Password'. Below the input fields are two green buttons: 'Let's Go!' and 'Register'.

3) Click on Register



The screenshot shows a 'Registration' modal form. It has a title 'Registration' and a close button (X). The form contains several input fields: 'User ID', 'Password', 'Confirm Password', 'MMIS Number', 'Date of Birth', and 'Email'. Below the input fields is a checkbox labeled 'You agree to QRYde Corp Terms and Conditions of Use and Privacy Policy'. At the bottom of the form are two buttons: 'Let's Go!' and 'Already with us? Log In'. The background of the page shows the text 'Mobilizing the world. One community'.

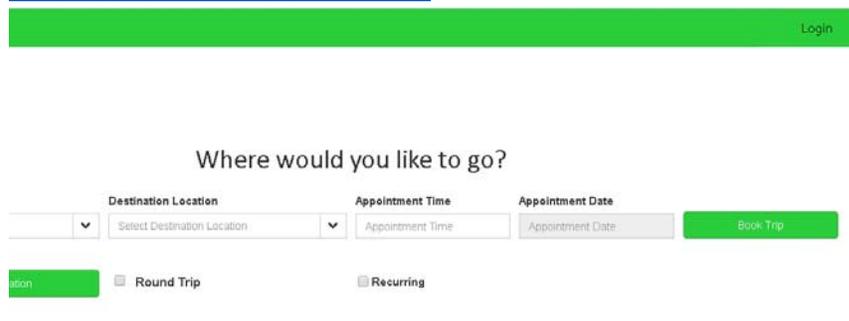
4) Fill in all fields and select Let's Go!

Please note: While creating your profile all fields are case sensitive

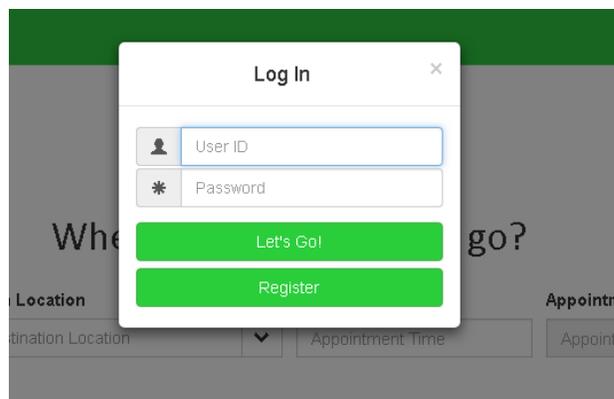
5) If information is successfully entered, you will be notified; otherwise, you will have to correct the information.

How to log into Member Portal:

<https://cp-mart.gryde.com/>



1) Select Login on the top right corner



2) Enter your User ID and Password

3) Select Let's Go!

To book a round trip:

- 1) Select the “Pick up location”
- 2) Select the “Destination Location”
- 3) Select your “Appointment Time”

Pick up time will automatically populate depending on distance and travel time

- 4) Select your “Appointment Date”
- 5) Click on the box next to “Round Trip”
- 6) Select your “Return Time” (This will be the time you would like the driver to pick you up from your appointment)
- 7) Click on Additional Information

If you have approval for an escort or a wheelchair, you can add or remove this item from this trip. You can also add an Alternative phone number.

The screenshot shows the MassHealth Member Portal interface for booking a trip. At the top, there is a green header with "MassHealth Member Portal" on the left and "Hi TEST MEMBER PORTAL" on the right. The main heading is "Where would you like to go?". Below this, there are four input fields: "Pickup Location" (43 CENTER ST STE 104, NORTHAMP...), "Destination Location" (561 MAIN ST., WEYMOUTH, MA 02190), "Appointment Time" (8:00 AM), and "Appointment Date" (11/10/2017). A green "Book Trip" button is to the right of the date field. Below these fields, there is a green "Additional Information" button. To its right, there are two checkboxes: "Round Trip" (checked) and "Recurring" (unchecked). A text input field next to "Round Trip" contains "6:45 AM". At the bottom of the form, there is a logo for "MART" (Massachusetts Area Rapid Transit) with the tagline "Mobilizing the world. One community at a time." and a blue button that says "Discover Member Portal". The footer contains the text "Powered by GRyde, Copyright © GRyde Corp, Patent Pending, All rights reserved. Version (Beta): 1.0.0.14 | Web Browsers".

- 8) Click on “Book Trip”
- 9) A trip confirmation will pop up to inform you your trip has been booked

To book a one way to appointment (from home to appointment with no return home)

- 1) Select the “Pick up location”
- 2) Select the “Destination Location”
- 3) Select your “Appointment Time”

Pick up time will automatically populate depending on distance and travel time

- 4) Select your “Appointment Date”
- 5) Click on Additional Information

If you have approval for an escort or a wheelchair, you can add or remove this item from this trip. You can also add an Alternative phone number.

The screenshot shows the MassHealth Member Portal interface. At the top, there is a green header with "MassHealth Member Portal" on the left and "Hi TEST MEMBER PORTAL" on the right. The main heading is "Where would you like to go?". Below this, there are four input fields: "Pickup Location" (43 CENTER ST STE 104, NORTHAMP...), "Destination Location" (561 MAIN ST , WEYMOUTH, MA 02190), "Appointment Time" (6:00 AM), and "Appointment Date" (11/10/2017). To the right of these fields is a green "Book Trip" button. Below the input fields, there is a green "Additional Information" button and two checkboxes: "Round Trip" and "Recurring". At the bottom of the form, there is a blue "MART" logo, the text "Mobilizing the world. One community at a time.", and a blue "Discover Member Portal" button. The footer contains the text "Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version (Beta): 1.0.0.14 | Web Browsers".

- 6) Click on “Book Trip”

A trip confirmation will pop up to inform you your trip has been booked

To book a one way to home (from appointment to home only)

- 1) Select the “Pick up location”(Facility)
- 2) Select the “Destination Location”(Home)
- 3) Select your “Return Time” (you are only booking a return home from facility)
- 4) Select “Appointment Date”
- 5) Click on Additional Information

If you have an approval for an escort or a wheelchair, you can add or remove this item from this trip. You can also add an Alternative phone number.

MassHealth Hi TEST MEMBER PORTAL ▾
Member Portal

Where would you like to go?

Pickup Location	Destination Location	Return Time	Return Date	
561 MAIN ST , WEYMOUTH, MA 02190 ▾	43 CENTER ST STE 104, NORTHAMP... ▾	6:00 AM	11/10/2017	Book Trip

[Additional Information](#) Round Trip Recurring



Mobilizing the world.
One community at a time.

[Discover Member Portal](#)

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- 6) Click on “Book Trip”

A trip confirmation will pop up to inform you your trip has been booked

How to book a standing order (same appointment every week):

- 1) Select the "Pick up location"
- 2) Select the "Destination Location"
- 3) Select your "Appointment Time" (to start scheduling a standing order, you have to input the first appointment time from the start date).

Pick up time will automatically populate depending on distance and travel time

- 4) Select your "Appointment Date" (this date will be the start date for your standing order).
- 5) Click on the box next to "Round Trip"
- 6) Select your "Return Time" (the time you would like the driver to pick you up from your appointment).
- 7) Click on Additional Information

If you have an approval for an escort or a wheelchair you can add or remove it from the trip you are booking. You can also enter in an Alternative phone number.

- 8) Select recurring trip (This is to schedule weekly appointments, to the same facility).

If your appointments are bi-weekly, they must be book individually

- 9) Select the days you are going to your appointment
- 10) You can change the appointment and return time to any of the days if necessary.
- 11) Select "number of weeks" for your standing order

Pickup Location 43 CENTER ST STE 104, NORTHAMP... ▼	Destination Location 145 SOUTH ST , BOSTON, MA 02111 ▼	Appointment Time 6:00 AM	Start Date 11/10/2017	Book Recurring Trip
---	--	------------------------------------	---------------------------------	----------------------------

Additional Information	<input checked="" type="checkbox"/> Round Trip 6:45 AM	<input checked="" type="checkbox"/> Recurring
-------------------------------	--	--

Day Of Week

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-----	-----	-----	-----	-----	-----	-----

Appointment Time

6:00 AM			7:15 AM	6:00 AM		
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Return Time

6:45 AM	Return Tir	Return Tir	8:15 AM	6:45 AM	Return Tir	Return Tir
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No Of Weeks

-	7	+
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Ending on

12/22/2017

12) Click on “Book Trip”

A trip confirmation will pop up to inform you your trip has been booked

How to review scheduled trips

MassHealth Member Portal

Hi TEST MEMBER PORTAL

Where would you like to go?

Pickup Location: 43 CENTER ST STE 104, NORTHAMP...
 Destination Location: 561 MAIN ST , WEYMOUTH, MA 02190
 Appointment Time: Appointment Time
 Appointment Date: Appointment Date
 Book Trip

Additional Information Round Trip Recurring

Discover Member Portal

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- 1) Click on the top right corner “Hi followed by your user name”
- 2) Click on My trips

4/1/2017	03:45 AM	06:30 AM	43-CENTER-ST-STE-104-NORTHAMPTON, MA 01060	561-MAIN-ST-, WEYMOUTH, MA-02190	T7621962	OPERATOR NOT ASSIGNED	
4/1/2017	08:00 AM		561-MAIN-ST-, WEYMOUTH, MA-02190	43-CENTER-ST-STE-104-NORTHAMPTON, MA 01060	T7620960	OPERATOR NOT ASSIGNED	
11/10/2017	03:30 AM	06:15 AM	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	561 MAIN ST , WEYMOUTH, MA 02190	T7623027	OPERATOR NOT ASSIGNED	Cancel
11/10/2017	07:00 AM		561 MAIN ST , WEYMOUTH, MA 02190	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	T7623028	OPERATOR NOT ASSIGNED	Cancel

First Previous 1 2 3 Next Last

3) If trip is confirmed

On the first line of your trip, you have the travel date, start time (pick up time) from the first pick up to the drop off address including the vendor assigned to the trip if there is one. The second line will have the second pick up address which is the return pick up time.

To cancel a trip

- 1) Go to “My trips”
- 2) Look for the trip you would like to cancel
- 3) Click on “Cancel”, if you have a round trip you must select both pick ups
- 4) A pop up will appear, allowing you to confirm the cancellation

Review your approved PT1's

MassHealth Member Portal Hi TEST MEMBER PORTAL

Where would you like to go?

Pickup Location: 43 CENTER ST STE 104, NORTHAMP...
Destination Location: 561 MAIN ST , WEYMOUTH, MA 02190
Appointment Time: Appointment Time
Appointment Date: Appointment Date

Round Trip Recurring

Additional Information [Book Trip](#)

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One community at a time.

[Discover Member Portal](#)

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- 1) Click on the top right corner “Hi followed by your user name”
- 2) Click on PT1's

MassHealth Member Portal Hi TEST MEMBER PORTAL [Home](#)

PT1s

[PT1 Address](#) If you would like to update an address, please contact MassHealth Customer Service at 1-800-841-2900

Search: Show entries

PT1 Number	Start Date	End Date	Facility Name	Frequency
2797000000	05/19/2016	12/31/2017	SOUTH COVE COMM. HLTH CTR	7 trips per Week
2830050200	05/19/2016	12/31/2017	* No Facility Name Available *	7 trips per Week
R454215484	11/01/2017	12/31/2017	TEST MEDICAL FACILITY	10 trips per Month

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

- 3) You are able to review your active PT1's, expiration dates and approved frequency.

If the PT1 you're looking does not appear in this section, contact your provider and request a new PT1 to be submitted to Mass Health. If your provided already submitted the PT1, contact MassHealth Customer Service 1-800-841-2900. Once the PT1 has been approved Mass Health they must fax it over to MART.