



MEMBER SERVICES WEBSITE REGISTRATION

MEMBER SERVICES WEBSITE ORIENTATION

- The Modivcare Member Services Website (MSW) was designed to help the member request and manage their own non-emergency trips online, eliminating the need to call the Modivcare Call Center
- The member must schedule one initial trip through the call center prior to using this website
- Benefits of the Member Services Website (MSW):
 - v' Offers 24/7 access, enter a trip request anytime, from anywhere
 - v' Provides trip accuracy
 - v' Allows the member to check the status of, as well as modify, trip requests
 - v' Eliminates the necessity to place request by phone, after the first trip

There are specific steps that MUST be taken when using Modivcare's Member Services Website.

ACCESS REQUIREMENTS

To use the Member Services Website (MSW):

- The member's computer must have Internet access
- The member's computer must have a web browser that works with the website
- The member must have a current e-mail account
 - NOTE: A user ID can have only one specific email address
- The member will need to self-register on the Member Services Website
- The Member Services Website URL address is: <http://member.Modivcare.com/>
- Once the member has scheduled at least one reservation with a CSR, they can register to use the MSW

MEMBER REGISTRATION

To self-register for the Member Services Website:

- Enter <http://member.Modivcare.com/> in the web browser's URL address field
- Once the MSW is accessed the *Modivcare Member Services Login* screen is displayed
- To register, first time users must click the **Sign Up** link
- This will display the *Pre-register* screen to complete
- Once completed, a system generated email is sent to the email address provided during pre-registration
- Click or copy and paste the link provided in that email
- Complete the *Verify Member Information* section
- Then click the **Find Member** button
- Once info for ALL the fields within the *Complete Registration* section have been provided and the **Complete Signup** button has been clicked, the registration process is complete

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