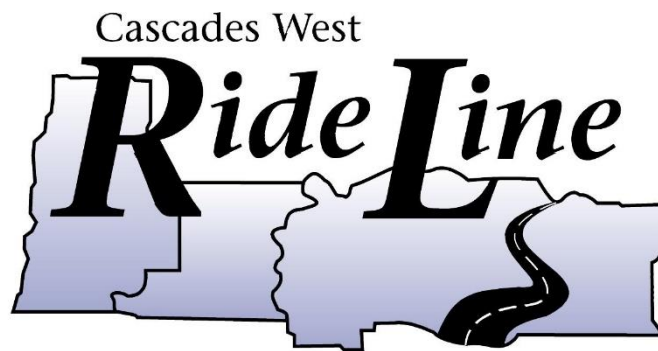


USER MANUAL

# QRYDE MEMBER PORTAL



Serving Linn, Benton and Lincoln County Residents

*Oregon Cascades West Council of Governments*

1400 Queen Ave. SE, Suite 201  
Albany, Oregon 97322



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## QRYDE MEMBER PORTAL

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### What Can You Do on the QRyde Member Portal?

The QRyde Member Portal helps you:

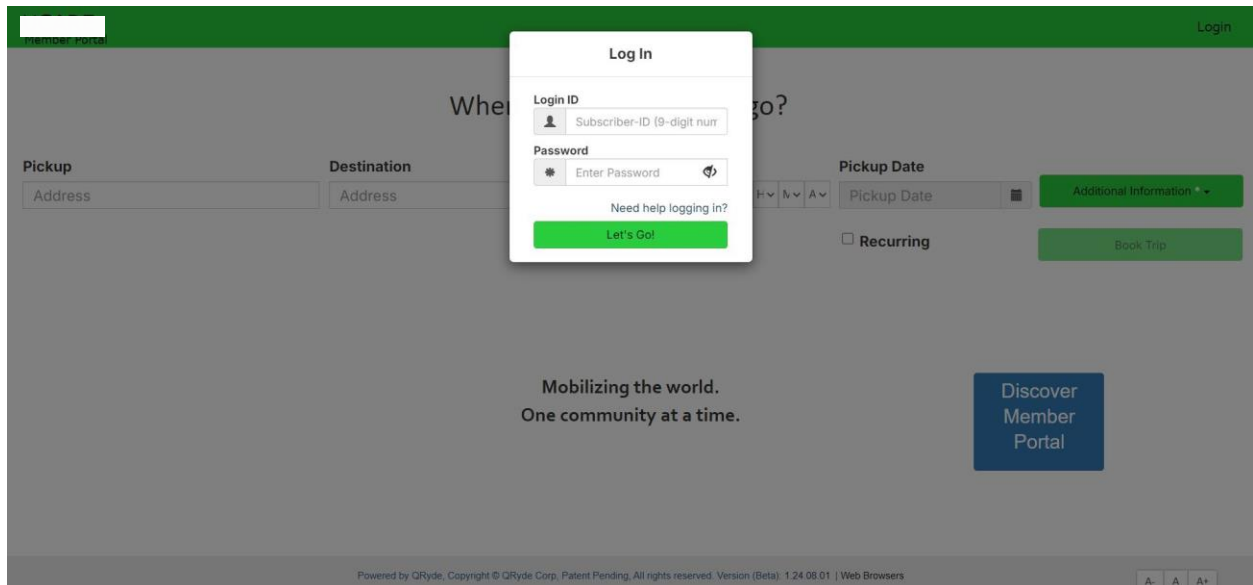
- Book one-way, round, or recurring trips.
- View your scheduled trips.
- Cancel trips you no longer need.

You'll need a good internet connection and a web browser to use the portal.

### How to Log in to the QRyde Member Portal?

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1. Go to the QRyde Member Portal homepage.
2. Click on the **Login** button at the top-right corner.
3. Enter your **Medicaid ID** as your Login ID and your **birthdate (MMDD)** as the Password.
4. Click the **Let's Go!** button to log in.



Log In Page of the Member Portal



### Where would you like to go?

**Funding Source \***  
 Select

**Pickup** Address      **Destination** Address      **Pickup Time** Pick up Time H M A      **Pickup Date** Pickup Date

**RoundTrip**       **Recurring**

Hours Minutes AM

Additional Information

Book Trip

Discover Member Portal

Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version (Beta) 1.24.08.01 | Web Browsers

A- A A+

### Home page of the Member Portal

## How to Book a One-Way Trip?

To book a one-way trip to an appointment, follow the steps below.

1. On the home page, choose the funding source (e.g., IHN or OHP).



Where would you like to go?

**Funding Source \***  
 Select

**Pickup** Address      **Destination** Address      **Trip Time** Arrive By Hours Minute AM      **Trip Date** Trip Date

**RoundTrip**       **Recurring**

Hours Minutes AM

Additional Information

Book Trip

Cascades West Ride Line  
Wherever Life Takes You.

Discover Member Portal

Select the appropriate Funding Source from the list



2. Type in the **Pickup** and **Destination** addresses.

Where would you like to go?

Funding Source \*  
Select

Pickup Address

Destination Address

Trip Time  
Arrive By Hours Minute AM

Trip Date

RoundTrip  
Hours Minutes AM

Recurring

Additional Information

Book Trip

Cascades West Ride Line  
Wherever Life Takes You.

Discover Member Portal

Pickup and Destination addresses' fields

3. Select the **appointment time** and **pickup date**.

- Note: Same-day, next-business-day, weekend, or holiday trips cannot be scheduled.

4. Click **Additional Information** to choose the trip purpose. Enter an alternate phone number if needed. Then click **Close** to continue.

Where would you like to go?

Funding Source \*  
Select

Pickup Address

Destination Address

Trip Time  
Arrive By Hours Minute AM

Trip Date

RoundTrip  
Hours Minutes AM

Additional Information

Book Trip

Cascades West Ride Line  
Wherever Life Takes You.

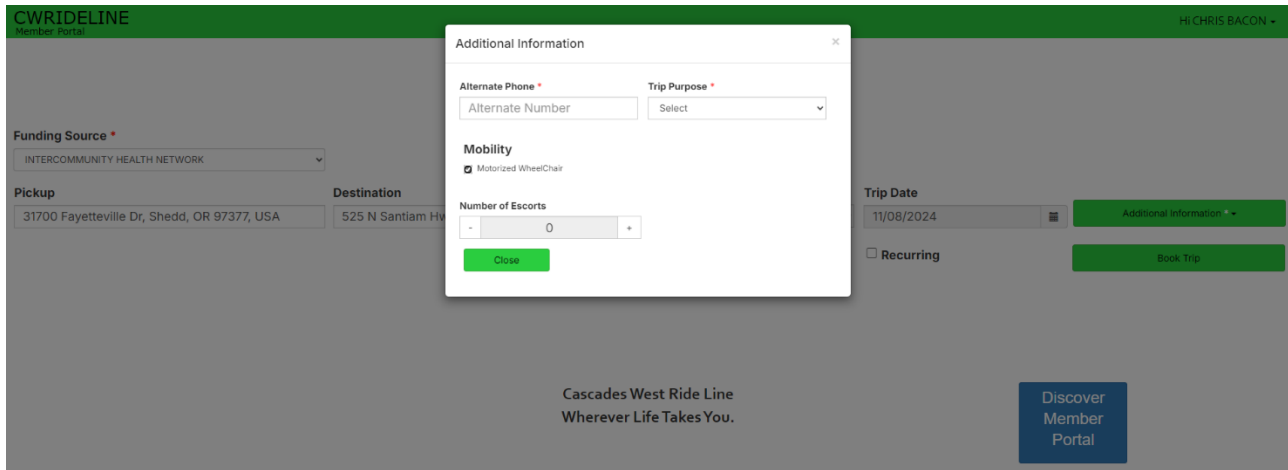
Discover Member Portal

Su	Mo	Tu	We	Th	Fr	Sa
29	30	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	1	2

Calendar to choose travel date

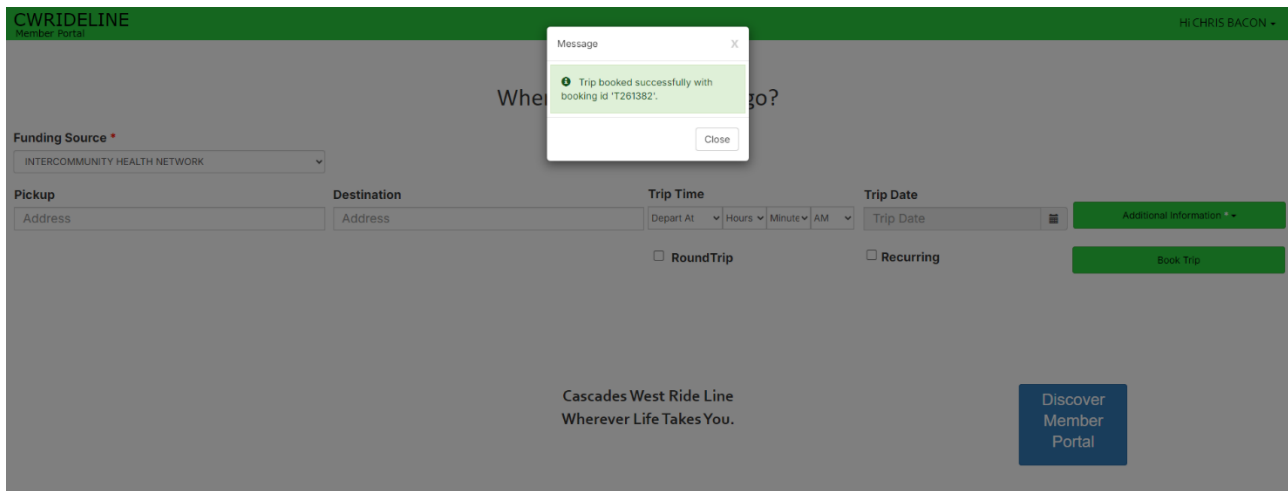


5. Make sure the **Round Trip** box is unchecked for one-way trips.



Additional Information for the trip

6. Click the **Book Trip** button. A message with your trip ID will appear.



Pop-up window showing the Trip ID of the saved trip



## How to Book a Round Trip?

Follow steps 1–5 from “How to Book a One-Way Trip.”

1. Check the **Round Trip** box.
2. Enter the return time (make sure it’s at least 15 minutes after your initial trip time).

Where would you like to go?

The screenshot shows a booking form with the following fields and options:

- Funding Source:** Dropdown menu with "INTERCOMMUNITY HEALTH NETWORK" selected.
- Pickup:** Text input field containing "31700 Fayetteville Dr, Shedd, OR 97377, USA".
- Destination:** Text input field containing "525 N Santiam Hwy, Lebanon, OR 97355, USA".
- Trip Time:** Depart At dropdown set to "09:00 AM". A dropdown menu for "RoundTrip" is open, showing a list of minutes from "00" to "14".
- Trip Date:** Text input field containing "11/08/2024".
- Buttons:** "Additional Information" (green), "Book Trip" (green), and "Discover Member Portal" (blue).
- Text:** "Cascades West Ride Line Wherever Life Takes You" is displayed in the center.

### Booking a Round Trip

3. Click the **Book Trip** button. A message will show two trip IDs, one for each leg of the trip.

The screenshot shows the same booking form as above, but with a success message pop-up window displayed in the center. The message reads: "Trip booked successfully with booking id T261380,T261381." The "Book Trip" button is now disabled (greyed out).

Pop-up window stating the Trip IDs



## How to Book a Recurring Trip or Standing Order?

Follow steps 1–5 from “How to Book a One-Way Trip.”

1. Check the **Recurring** box.
2. A “Day of Week” window will appear. Choose the days for the recurring trip. Set the number of weeks for repetition if needed.

Where would you like to go?

Funding Source \*  
INTERCOMMUNITY HEALTH NETWORK

Pickup 31700 Fayetteville Dr, Shedd, OR 97377, USA Destination 525 N Santiam Hwy, Lebanon, OR 97355, USA Trip Time Depart At 09:00 AM Start Date 11/08/2024

RoundTrip 10 Minutes AM  Recurring

**Day Of Week**  
Select the day(s) of the week you would like to book a recurring ride.

Sun	<b>Mon</b>	Tue	<b>Wed</b>	Thu	<b>Fri</b>	Sat	
Trip Time	09:00 AM		09:00 AM		09:00 AM		
Return Time	10:00 AM	Return Time	10:15 AM	Return Time	10:00 AM	Return Time	
No Of Weeks	-	4	+	Starting on	FRI 11/08/2024	Ending on	FRI 12/06/2024

Additional Information \*  
Book Recurring Trip

‘Day of Week’ Window with the options to select the date range for the Recurring Trip

3. Click the **Book Recurring Trip** button. A message with the trip ID will appear.

Message

Trip booked successfully with booking id 'R18265,R18266'.

Close

Where would you like to go?

Funding Source \*  
INTERCOMMUNITY HEALTH NETWORK

Pickup Address Destination Address Trip Time Depart At Hours Minute AM Trip Date

RoundTrip  Recurring

Additional Information \*  
Book Trip

Cascades West Ride Line  
Wherever Life Takes You.

Discover Member Portal

Pop-up window stating the Routine ID

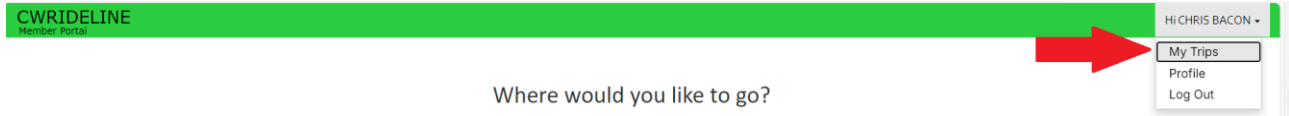




## How to View Scheduled Trips?

To view scheduled trips, follow the instructions below.

1. On the home page, click the drop-down menu next to **Hi <User>**.



Where would you like to go?

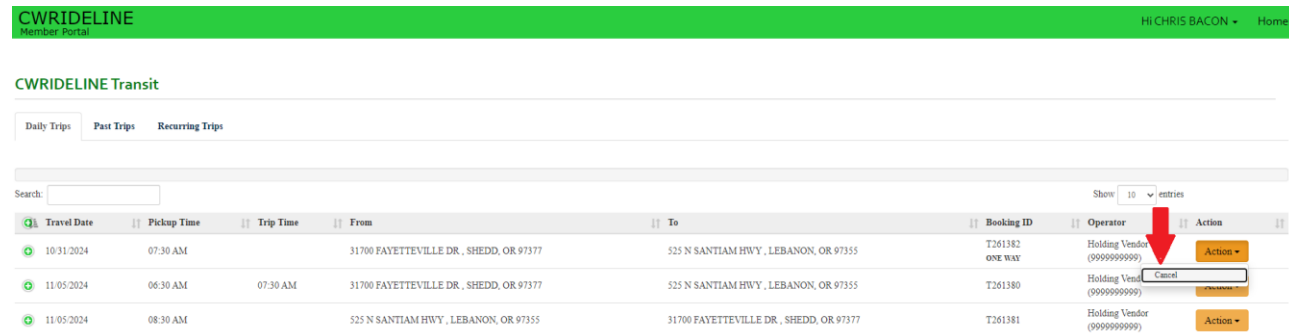
'My Trips' option in the **Hi <User>** drop-down menu

2. Select **My Trips** from the options
3. Your scheduled trips will be displayed, including details like travel dates and times.

## How to Cancel a Trip?

To cancel a future trip, follow the instructions below.

1. On the home page, click the drop-down menu next to **Hi <User>** and select **My Trips**.
2. Find the trip you want to cancel and click the **Action** button.



The trip records of the member

3. Click the **Cancel** icon next to the trip.



## How to View Your Profile

1. On the home page, click the drop-down menu next to **Hi <User>**.
2. Select **Profile** from the options to view your contact details.

The screenshot shows the top navigation bar with "Member Portal" on the left and "Hi AA TEST" on the right. A dropdown menu is open under "Hi AA TEST", listing "My Trips", "Profile", and "Log Out". Below the navigation is a search area with the text "Where would you like to go?". There are several input fields: "Funding Source" (with a "Select" dropdown), "Pickup" (with an "Address" field), "Destination" (with an "Address" field), "Pickup Time" (with "Pick up Time", "Hc", "Mi", and "AI" dropdowns), and "Pickup Date" (with a "Pickup Date" field). There are also checkboxes for "RoundTrip" (checked) and "Recurring" (unchecked), and a "Book Trip" button. An "Additional Information" button is also visible.

Profile option in the Hi <User> menu

## Edit Profile

The "Edit Profile" page contains several input fields: "User ID" (with a redacted value), "Name" (with the value "CHRIS BACON"), "Email Address" (empty), "Contact Number" (with a redacted value), and "Preferred Communication Channel:" (with a dropdown menu set to "Telephone"). At the bottom, there are three buttons: "Update" (green), "Reset Password" (orange), and "Back" (orange).

The "Upload Image" section features a placeholder image of a person and a "Choose File" button. Below the button, it says "No file chosen".

Member Profile