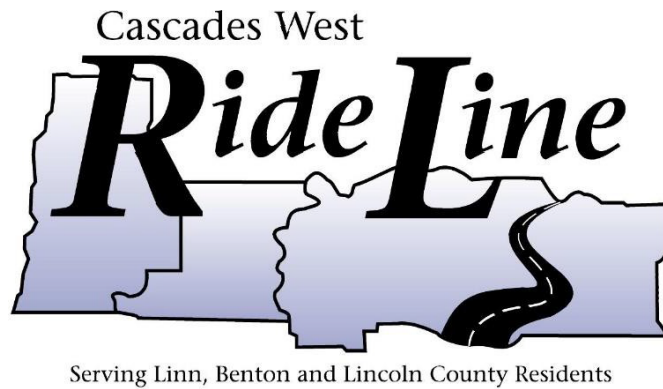




USER MANUAL

QRYDE MEMBER PORTAL

Oregon Cascades West Council of Governments

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

JUNE 2026



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QRYDE MEMBER PORTAL

What Can You Do on the QRyde Member Portal?

The QRyde Member Portal helps you schedule, view or cancel trips.

- You cannot schedule Mileage Reimbursement trips in the Member Portal.

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

How to Log In

Go to the QRyde Member Portal homepage.

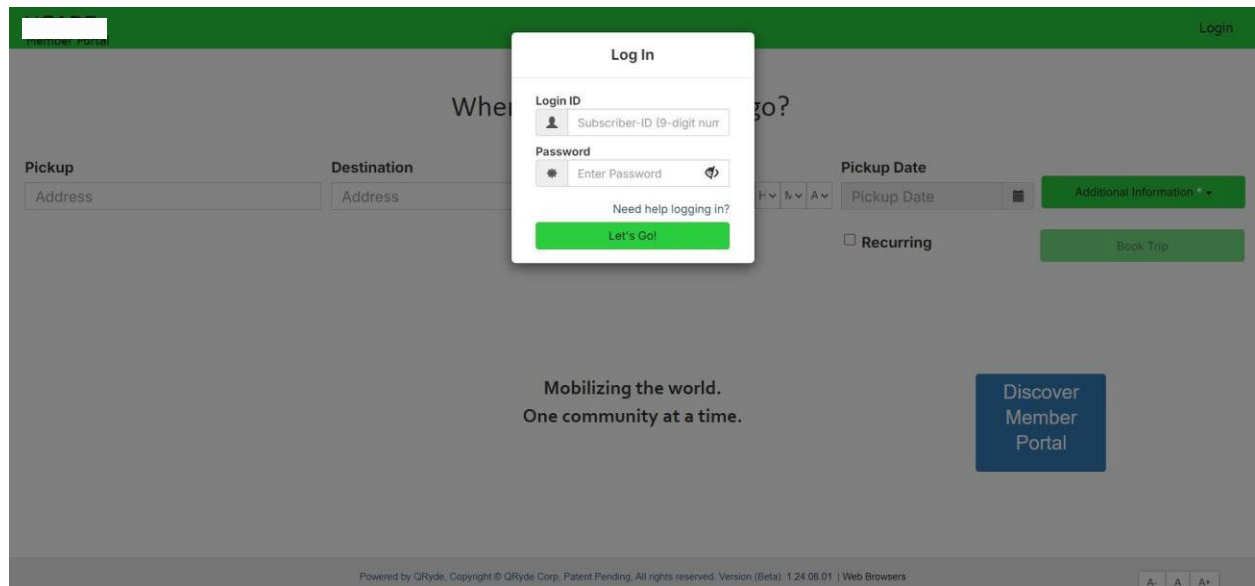
Click **Login**.

Type your **Medicaid ID** as your Login ID

Type your **birthdate (MMDD)** as the Password.

For Example: April 15 would be 0415 or December 3 would be 1203

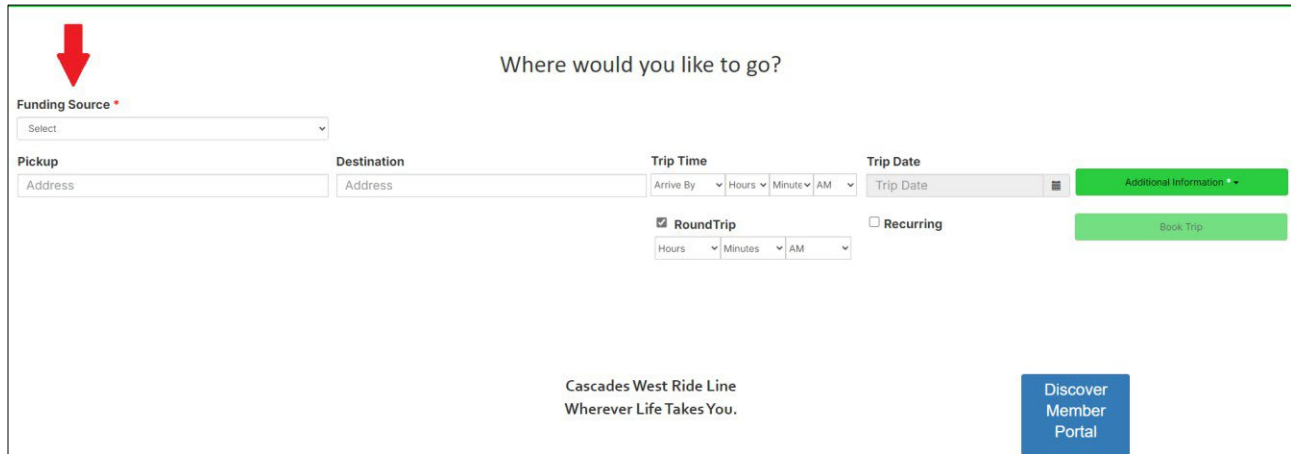
Click **Let's Go!**



The screenshot shows the QRyde Member Portal homepage with a login modal open. The modal has fields for 'Login ID' (with a hint 'Subscriber-ID (9-digit num)') and 'Password' (with a hint 'Enter Password'). Below these fields is a link 'Need help logging in?' and a green 'Let's Go!' button. The background page features a green header with a 'Login' link, a search bar, and a 'When?' dropdown. The main content area has a 'Pickup' section with 'Address' input fields, a 'Destination' section with an 'Address' input field, a 'Pickup Date' section with a date picker, and a 'Recurring' checkbox. There are also buttons for 'Additional Information', 'Book Trip', and 'Discover Member Portal'. The footer contains copyright information and a version number.

How to Book a One-Way Trip

Choose the funding source (OHP or IHN)



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
Hours Minutes AM

☐ Recurring

Additional Information

Book Trip

Cascades West Ride Line
Wherever Life Takes You.

Discover Member Portal

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
Trip Date

☒ RoundTrip
Hours Minutes AM

☐ Recurring

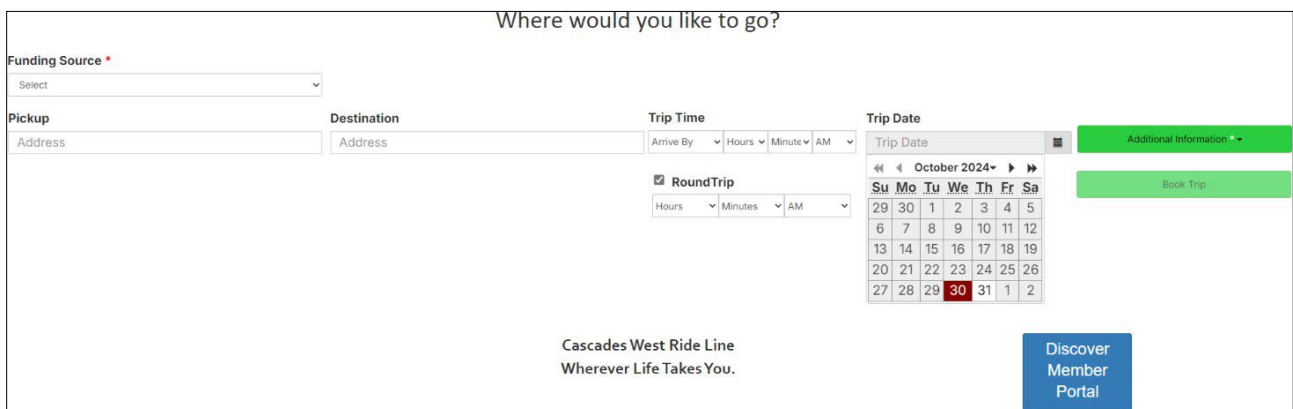
Additional Information

Book Trip

Cascades West Ride Line
Wherever Life Takes You.

Discover Member Portal

Pick your **appointment time** and **pickup date**. No Same-day, next-business-day, weekend, or holiday trips can be scheduled.



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
Hours Minutes AM

Additional Information

Book Trip

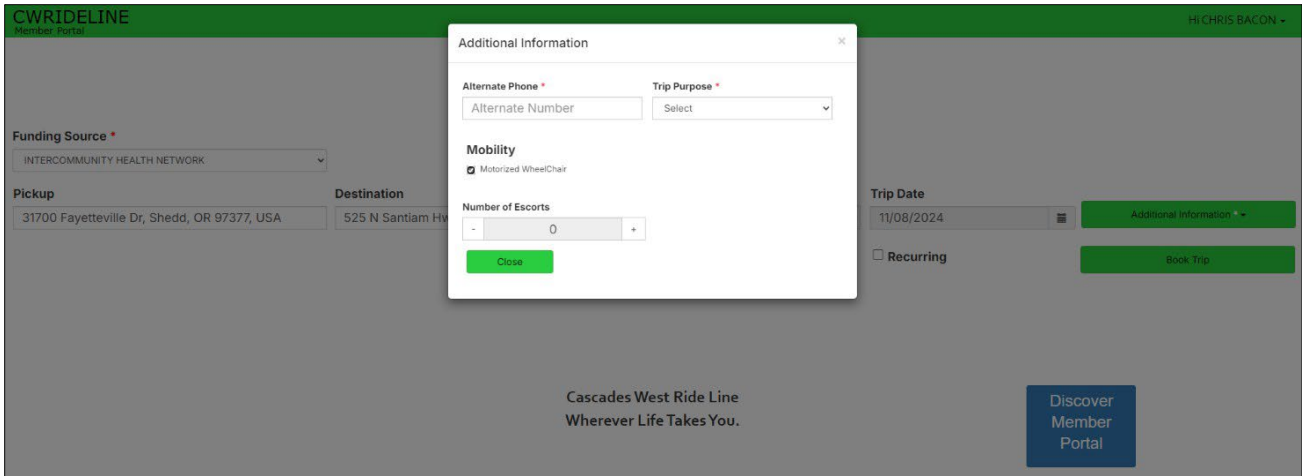
Cascades West Ride Line
Wherever Life Takes You.

Discover Member Portal

October 2024

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

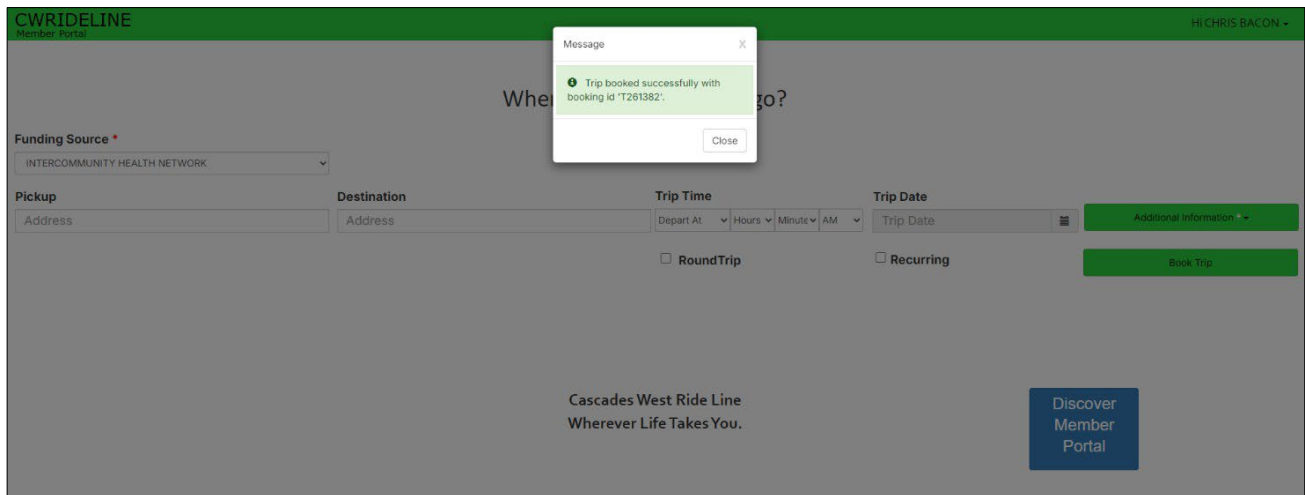
Click **Additional Information** to choose the trip purpose.



The screenshot shows the CWRIDELINE Member Portal interface. A modal titled "Additional Information" is open, displaying fields for "Alternate Phone" (with an "Alternate Number" input), "Trip Purpose" (a dropdown menu), "Mobility" (with a checked "Motorized WheelChair" option), and "Number of Escorts" (a numeric input set to 0). A green "Close" button is at the bottom of the modal. In the background, the main form includes "Funding Source" (set to INTERCOMMUNITY HEALTH NETWORK), "Pickup" and "Destination" address fields, "Trip Date" (11/08/2024), and a "Recurring" checkbox. A green "Book Trip" button is visible on the right. The footer features the text "Cascades West Ride Line Wherever Life Takes You." and a "Discover Member Portal" button.

Make sure **Round-Trip** is unchecked

Click **Book Trip** to finish and your trip ID number will appear.



The screenshot shows the CWRIDELINE Member Portal interface after the trip has been booked. A green message box in the center states: "Trip booked successfully with booking id 'T261382'". The background form shows the "RoundTrip" checkbox is unchecked. The "Book Trip" button is highlighted in green. The footer features the text "Cascades West Ride Line Wherever Life Takes You." and a "Discover Member Portal" button.

How to Book a Round Trip

Start like “How to Book a One-Way Trip.”

Check the **Round-Trip** box.

Enter your return time (at least 15 minutes after arrival).

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

Trip Date
11/08/2024

☒ RoundTrip
10 Minutes AM

☐ Recurring

Additional Information

Book Trip

Cascades West Ride Line
Wherever Life Takes You

Discover Member Portal

Click **Book Trip** and two trip ID numbers will appear, one for each leg of the trip.

CWRIDELINE
Member Portal

Hi CHRIS BACON

Message
Trip booked successfully with booking id 'T261380,T261381'.
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
Trip Date

☐ RoundTrip

☐ Recurring

Additional Information

Book Trip

Cascades West Ride Line
Wherever Life Takes You.

Discover Member Portal

How to Book a Recurring Trip

Start like “How to Book a One-Way Trip.”

Check **Recurring** box (and **Round Trip** if needed).

Choose the days of the week.

Choose the number of weeks to repeat.

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	Mon	Tue	Wed	Thu	Fri	Sat
Trip Time	09:00 AM		09:00 AM		09:00 AM	
Return Time	10:00 AM		10:15 AM		10:00 AM	

No Of Weeks
- 4 +

Starting on
FRI 11/08/2024

Ending on
FRI 12/06/2024

[Additional Information](#)

[Book Recurring Trip](#)

Click **Book Recurring Trip** and trip ID number 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
Trip Date

☐ RoundTrip

☐ Recurring

[Additional Information](#)

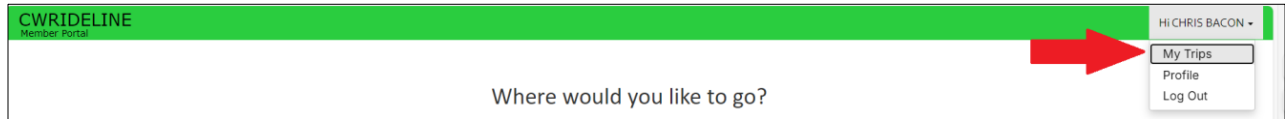
[Book Trip](#)

Cascades West Ride Line
Wherever Life Takes You.

[Discover Member Portal](#)

How to View Scheduled Trips

Click **Hi <User>**.



Choose **My Trips**

You will see your trip details (dates, times, and transportation company name).

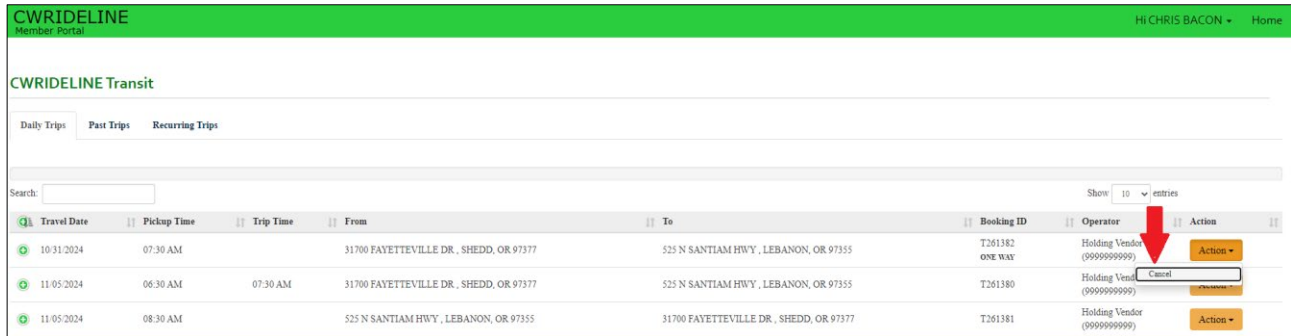
All trips are on HOLD until reviewed by a Customer Service Representative.

How to Cancel a Trip

Go to **My Trips**.

Find the trip you want to cancel.

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



CWRIDELINE Member Portal

Hi CHRIS BACON ▾ Home

CWRIDELINE Transit

Daily Trips Past Trips Recurring Trips

Search:

Show 10 entries

Travel Date	Pickup Time	Trip Time	From	To	Booking ID	Operator	Action
10/31/2024	07:30 AM		31700 FAYETTEVILLE DR., SHEDD, OR 97377	525 N SANTIAM HWY., LEBANON, OR 97355	T261382 ONE WAY	Holding Vendor (9999999999)	Action ▾
11/05/2024	06:30 AM	07:30 AM	31700 FAYETTEVILLE DR., SHEDD, OR 97377	525 N SANTIAM HWY., LEBANON, OR 97355	T261380	Holding Vendor (9999999999)	Cancel
11/05/2024	08:30 AM		525 N SANTIAM HWY., LEBANON, OR 97355	31700 FAYETTEVILLE DR., SHEDD, OR 97377	T261381	Holding Vendor (9999999999)	Action ▾

How to View Your Profile

Click **Hi <User>**.

Choose **Profile**

You can see your contact details.

Call the Call Center to make changes.

Edit Profile

User ID REDACTED	Upload Image  Choose File No file chosen
Name CHRIS BACON	
Email Address 	
Contact Number REDACTED	
Preferred Communication Channel: Telephone	
Update	Reset Password
Back	