



## FACILITY PORTAL QUICK GUIDE

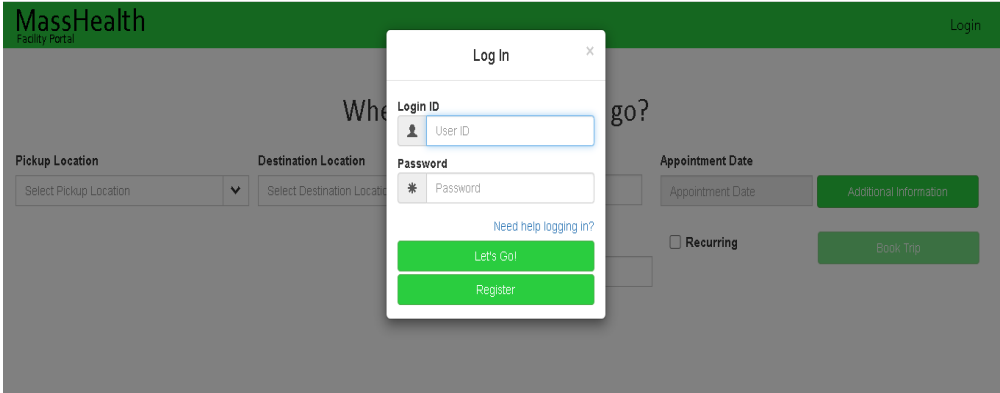
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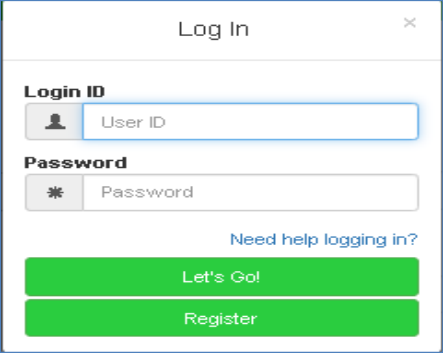
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# How to register:

Logon to <https://fp-mart.gryde.com/cp/#>












2) Select Login on the top right corner



3) Click on Register

## Facility Registration ×

	Create User ID
	Facility Name
	First Name
	Last Name
	Create password
	Confirm Password
	Email
	Contact Number
	Facility Key
<a href="#">Let's Go!</a>	

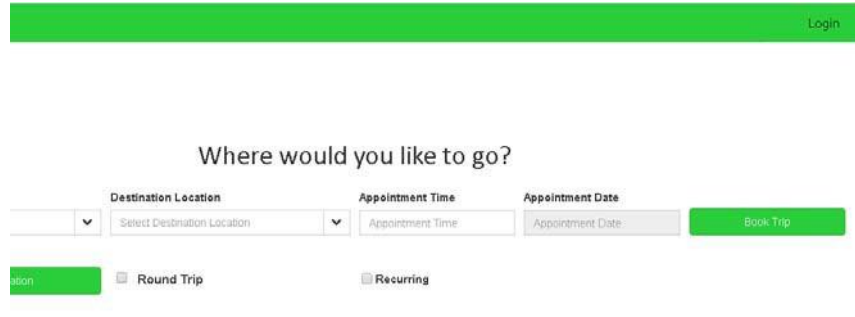
Already with us? [Log in](#)

- 4) Click on Facility
- 5) The Facility Key(s) will be generated and provided to you by MART
- 6) All Facility Keys will need to be maintained by each Facility Administrators. Each facility key will be unique to a user
- 7) Fill in all fields and select Let's Go!

**Please note:** When creating your profile all fields are case sensitive

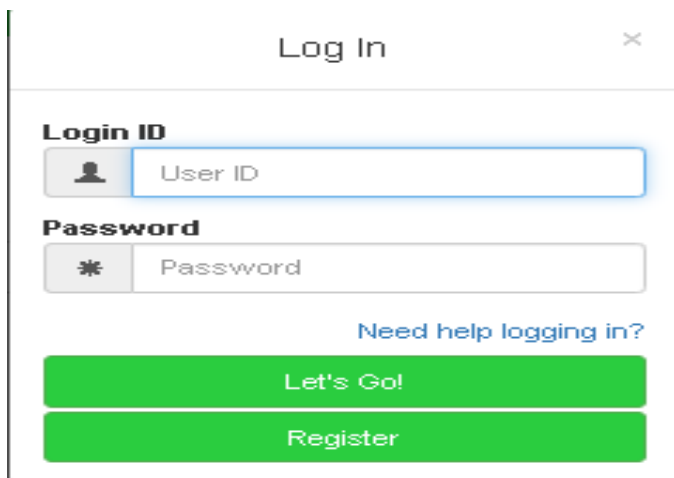
## How to log into Facility Portal:

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



The screenshot shows the top of the Facility Portal website. A green navigation bar at the top right contains a "Login" button. Below the navigation bar, the main heading reads "Where would you like to go?". Underneath, there are several form fields: "Destination Location" (a dropdown menu), "Appointment Time" (a text input), and "Appointment Date" (a text input). To the right of these fields is a green "Book Trip" button. Below the form fields, there are two checkboxes: "Round Trip" and "Recurring".

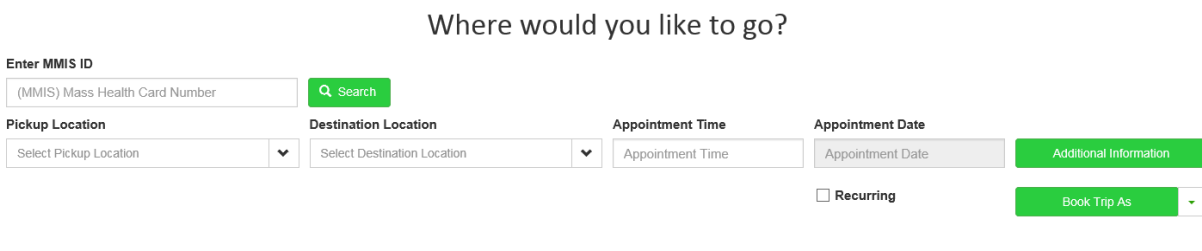
- 1) Select Login on the top right corner



The screenshot shows a "Log In" modal window. It has a title "Log In" and a close button (X) in the top right corner. Below the title, there are two input fields: "Login ID" with a user icon and "Password" with an asterisk icon. Below these fields is a link that says "Need help logging in?". At the bottom of the modal, there are two green buttons: "Let's Go!" and "Register".

- 3) Select Let's Go!

## How to search for a member:



The screenshot shows the "Where would you like to go?" search form. At the top, there is a section for "Enter MMIS ID" with a text input field containing "(MMIS) Mass Health Card Number" and a green "Search" button. Below this, there are several form fields: "Pickup Location" (a dropdown menu), "Destination Location" (a dropdown menu), "Appointment Time" (a text input), and "Appointment Date" (a text input). To the right of these fields is a green "Additional Information" button. Below the form fields, there is a checkbox for "Recurring" and a green "Book Trip As" button with a dropdown arrow.

- 1) Enter the member's MMIS number on the MMIS card number section
  - 2) Click on Search
- This step must be performed before you can do any of the functions for a client.**

### **To Book a Round Trip**

- 1) Search for the member
- 2) Select the "Pick up location"
- 3) Select the "Destination Location"
- 4) Select your "Appointment Time"

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

- 5) Select your "Appointment Date"
- 6) Click on Additional Information

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

- 7) Click on "Book Trip As"
- 8) Select round trip
- 9) Select "Return Trip" (This will be the time you would like the driver to pick the member up from their appointment)
- 10) Click on "Booking Round Trip"

**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) Search for the member
- 2) Select the "Pick up location"
- 3) Select the "Destination Location"
- 4) Select your "Appointment Time"

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

- 5) Select your "Appointment Date"
- 6) Click on Additional Information

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

- 7) Click "Book Trip As"
- 8) Select One Way

**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) Search for the member
- 2) Select the "Pick up location"(Facility)
- 3) Select the "Destination Location"(Home)
- 4) Select "Return Time" (you are only booking a return home from facility)
- 5) Select "Appointment Date"
- 6) Click on Additional Information

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

- 7) Click "Book Trip As"
- 8) Select One Way

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

## To book a 3-Way trip

- 1) Search for the member
  - 2) Select the "Pick up location"
  - 3) Select the "Destination Location"
  - 4) Select your "Appointment Time"
- Pick up time will auto-populate depending on distance and travel time**
- 5) Select your "Appointment Date"
  - 6) Click on Additional Information

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

- 7) Click "Book Trip As"
- 8) Select 3 Legged trip
- 9) Select the Second " Destination Location"
- 10) Select the second "Appointment Time"

**Pick up time will auto-populate depending on distance and travel time**

- 11) Click "Booking 3 Legged Trip"
- 12) Change the third "Destination Location" to home



**13) Click “Booking 3 Legged 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) Search for the member
- 2) Select the "Pick up location"
- 3) Select the "Destination Location"
- 4) 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**

- 5) Select your "Appointment Date" (this date will be the start date for your standing order).

- 6) 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.**

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

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

- 8) Select the appointment days and change times if needed

- 9) Select "number of weeks" for the standing order

- 10) Click "Book Trip As"

- 11) Select the type of trip you would like to book

- 12) Select "Return Time" (the time you would like the driver to pick you up from your appointment if needed)

- 13) Click "booking trip" (if necessary)

**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

Round Trip  Recurring

**MART**  
 Mobilizing the world.  
 One community at a time.

[Discover Member Portal](#)

Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version (Beta): 1.0.0.14 | Web Browsers

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

+	11/09/2017	03:45 AM	06:30 AM	43-CENTER-ST-STE-104, NORTHAMPTON, MA 01060	561 MAIN ST , WEYMOUTH, MA 02190	T7621962	OPERATOR NOT ASSIGNED	
+	11/09/2017	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	<a href="#">Cancel</a>
+	11/10/2017	07:00 AM		561 MAIN ST , WEYMOUTH, MA 02190	43 CENTER ST STE 104, NORTHAMPTON, MA 01060	T7623028	OPERATOR NOT ASSIGNED	<a href="#">Cancel</a>

First Previous 1 **2** 3 Next Last

- 4) If the trip is confirmed, on the first line of your trip you have the travel date and 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) Search for the member
- 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

- 1) Search for the member
- 2) Click on the top right corner “Hi *followed by your user name*”
- 3) Click on PT1’s

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

- 4) You are able to review the searched client’s active PT1’s, expiration dates and approved frequency.

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

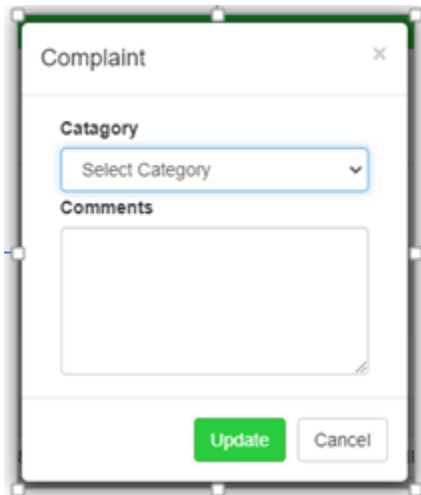
## Submitting Feedback

You can register a complaint in the Facility Portal by following these steps:

1. Once you are logged into the portal, go to the top right corner of the browser and select 'My Trips'
2. Select 'Past Trips' under the drop down filter under "My trips"
3. Expand the trip you'd like to submit a complaint under by clicking the button.
4. Click the green 'Complain' button

Once you click on the 'Complain' button, a pop out window will appear. From there, you will:

1. Select your complaint 'Category'
2. Type your complaint in the 'Comments' field
3. When you are completed, select 'Update' to submit your complaint



Once your complaint is submitted, the complaint number and status is listed under the trip

Once the complaint has been addressed by one of our Quality Assurance Agents, the complaint will be updated in the portal with resolution of the complaint.