



MEMBER PORTAL QUICK GUIDE

Contents

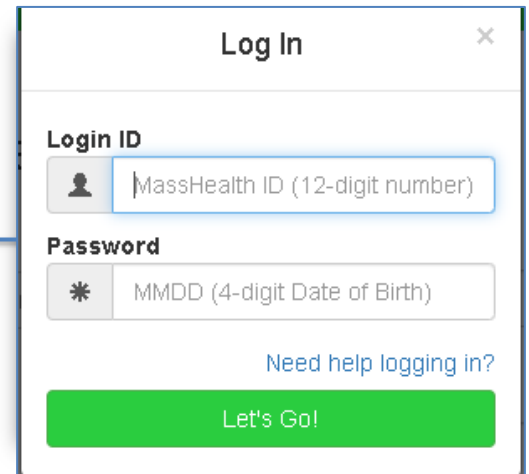
How to Login:	2
To book a round trip:.....	3
To book a one way to appointment	4
To book a one way to home	5
How to book a standing order (same appointment every week):	6
How to review scheduled trips	8
To cancel a trip	8
Review your approved PT1's	9
How to file complaint/submitting feedback?	10

How to Login:

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

How to Log In:

1. Select 'Login' on the top right of your browser
2. Enter your User ID and Password
3. Select Let's Go!

A screenshot of a web browser's login form. The form is titled "Log In" and has a close button (X) in the top right corner. It contains two input fields: "Login ID" with a person icon and placeholder text "MassHealth ID (12-digit number)", and "Password" with an asterisk icon and placeholder text "MMDD (4-digit Date of Birth)". Below the password field is a link that says "Need help logging in?". At the bottom of the form is a green button labeled "Let's Go!".

Log In

Login ID

Password

[Need help logging in?](#)

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 an "Additional Information" section with a green button. It contains a checked "Round Trip" checkbox with a text input field showing "8:45 AM", and an unchecked "Recurring" checkbox. At the bottom of the page, there is a logo for "MART" (Massachusetts Accessible Rapid Transit) with the tagline "Mobilizing the world. One community at a time." and a blue button labeled "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 for booking a trip. At the top, there is a green header with the MassHealth logo and the text "Member Portal" on the left, and "HI TEST MEMBER PORTAL -" on the right. Below the header, the main heading is "Where would you like to go?". The form contains 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). To the right of these fields is a green "Book Trip" button. Below the form, there is a green "Additional Information" button and two checkboxes: "Round Trip" (unchecked) and "Recurring" (unchecked). At the bottom of the form, there is a blue logo for "MART" (Massachusetts Accessible Ride to Transportation) with the text "Mobilizing the world. One community at a time." and a blue button labeled "Discover Member Portal". At the very bottom, there is a small footer text: "Powered by QRyde, Copyright © QRyde Corp, Patent Pending, All rights reserved. Version (Beta): 1.0.0.14 | Web Drivers".

- 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	Book Trip
561 MAIN ST., WEYMOUTH, MA 02190 ▾	43 CENTER ST STE 104, NORTHAMP... ▾	6:00 AM	11/10/2017	

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 [] []		
Return Time		6:45 AM Return Tir Return Tir 8:15 AM 6:45 AM Return Tir Return Tir		
No Of Weeks		- 7 +		
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

Round Trip Recurring

MART
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 One community at a time.

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

+	4/09/2017	03:45 AM	06:30 AM	43-CENTER-ST-STE-104,NORTHAMPTON,MA 01060	561 MAIN ST , WEYMOUTH, MA 02190	T7621962	OPERATOR NOT ASSIGNED	
+	4/09/2017	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	<input type="button" value="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	<input type="button" value="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

My Trips
PT1s
Profile
Log Out

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

MART
Click here to learn more about MART's MassHealth Member Customer Service Website

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Discover Member Portal

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https://cp-martstq.qryde.com/PT1s.html

- 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 10 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

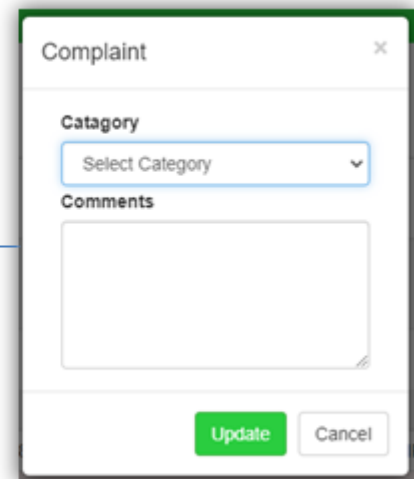
- 3) You are able to review your active PT1's, expiration dates and approved frequency.

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.


How to file complaint/submitting feedback?


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

- Select your complaint 'Category'
- Type your complaint in the 'Comments' field
- When you are completed, select 'Update' to submit your complaint



You can register a complaint in the Member 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 Rydes'
3. Expand the trip you'd like to submit a complaint under by clicking the  button.
4. Click the green 'Complain' button







Travel Date	Start Time	Appointment Time	From	To	Booking ID	Operator	Action
03/10/2021	00:00 AM	00:00 AM			T50145571	OPERATOR NOT ASSIGNED	Complain

- 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.

My Rydes

Filter:

Search:

 Travel Date	 Start Time	 Appointment Time
 03/10/2021	00.00 AM	00.00 AM

Name : TEST
Phone Number:
Mobility: ESCORT

Your Complaint ID is: CM31 and status is: PENDING