

# WellRyde Dispatch Portal – Overview

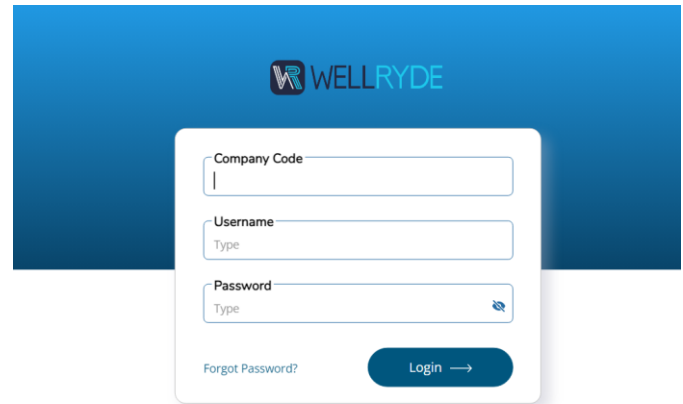
## Overview

This job aid provides an overview to the WellRyde Dispatch Portal.

## Completing a Ride Process

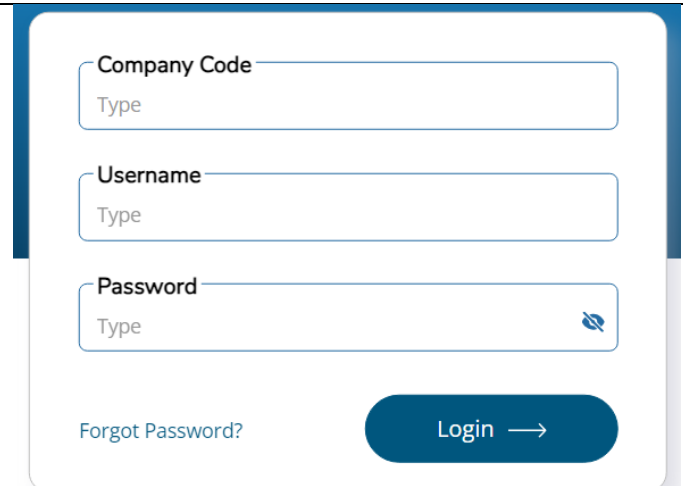
1. Navigate to [portal.app.wellryde.com](https://portal.app.wellryde.com) in your Google Chrome web browser, to access the WellRyde Dispatch Portal.

**Note:** If you currently do not have Google Chrome installed on your computer, it is recommended to download it as it is the preferred browser to access WellRyde in



The screenshot shows the WellRyde login interface. At the top, there is a blue header with the WellRyde logo. Below the header is a white login form with three input fields: 'Company Code', 'Username', and 'Password'. Each field has a 'Type' label below it. The 'Password' field includes a toggle icon for visibility. To the left of the 'Login' button is a link for 'Forgot Password?'. The 'Login' button is a dark blue rounded rectangle with a white arrow pointing right.

2. Enter your company code, username, and password, all of which will be provided to you upon your first-time logging in. The company code and your username are not case sensitive, but your password is. Then, click **Login**.



This is a close-up view of the login form. It features three input fields: 'Company Code', 'Username', and 'Password'. Each field has a 'Type' label below it. The 'Password' field includes a toggle icon for visibility. To the left of the 'Login' button is a link for 'Forgot Password?'. The 'Login' button is a dark blue rounded rectangle with a white arrow pointing right.

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3. The first time you log in, you will be asked to provide answers to 5 of the 10 security questions. Once you have provided answers, click **Save**.  
The Dispatch Portal screen appears.

**Note:** Once in the application, bookmark the URL for easy navigation back to the Dispatch Portal. You also can refresh the page, which will be helpful if the Portal ever times out due to inactivity.

If you are a transportation provider company owner, the first time you log into the Dispatch Portal, you will be asked to accept the Business Associate Agreement or BAA. By doing so, you commit to keep the information contained in the Portal secure, private and HIPAA compliant.

1. What was your childhood nickname?  
[Input field]

2. In what city did you meet your spouse?  
Atlanta

3. What is the name of your favorite childhood friend?  
Jack

4. What is your oldest sibling's middle name?  
Lee

5. In what city or town was your first job?  
Atlanta

6. What time of the day were you born? (hh:mm)  
12:00

7. In what town or city did your mother and father meet?  
Alabama

8. What are the last five digits of your driver's license number?  
11111

9. What were the last four digits of your childhood telephone number?  
5555

10. What primary school did you attend?  
School of Rock

**Save**

4. If you are a transportation provider company owner, the first time you log into the Dispatch Portal, you will be asked to accept the **Business Associate Agreement** or **BAA**.

By doing so, you commit to keep the information contained in the Portal secure, private and HIPAA compliant.

To complete the form, stroll down to the bottom of the document and click **Accept**.

**MODIVCARE  
BUSINESS ASSOCIATE AGREEMENT**

**Business Associate Agreement**

This Business Associate Agreement (the "Agreement") is entered into by and between [Insert Name] (hereinafter the "Customer") and ModivCare Solutions, LLC. (hereinafter the "Business Associate"), as of the date of the last signature indicated on the signature page (the "Effective Date").

WHEREAS, the Parties have entered into one or more arrangements pursuant to which Business Associate provides cloud services ("Services") to Customer in connection with certain software licensed to Customer ("Underlying Services Agreement(s)");

WHEREAS, Business Associate may receive, use and/or disclose Protected Health Information (as defined below) in order to perform its Services under the Underlying Services Agreement;

WHEREAS, both Parties are committed to complying with the Privacy Regulations and the Security Regulations (as such terms are defined below) under the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations and guidance issued by the Secretary (as defined below), all as amended from time to time ("HIPAA") and the Health Information Technology for Economic and Clinical Health Act, as incorporated in the American Recovery and Reinvestment Act of 2009, and its implementing regulations and guidance issued by the Secretary, all as amended from time to time ("HITECH Act") (hereinafter the "HIPAA Standards"); and

WHEREAS, this Agreement is limited to Protected Health Information that is provided to, created or received by Business Associate to provide its Services to Customer;

NOW THEREFORE, in consideration of the mutual promises and obligations set forth in this Agreement and the Underlying Service(s) Agreement, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Customer and Business Associate agree as follows:

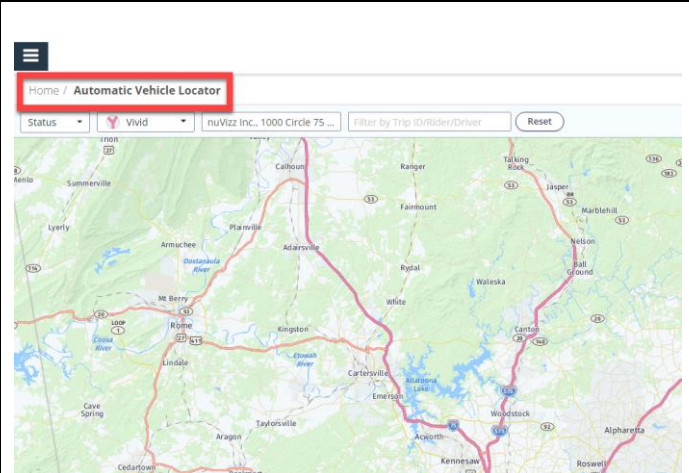
1. **Definitions**

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5. Once logged into the Dispatch Portal, you will see the Automatic Vehicle Locator or AVL screen. This is always the first screen you will see after logging in. It allows you to see the following:

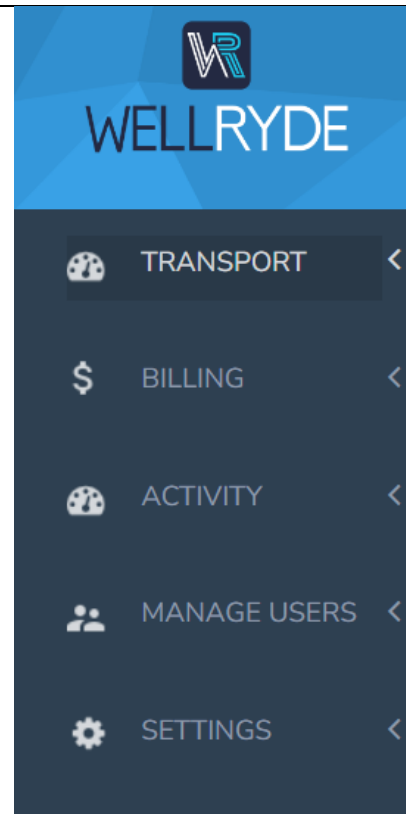
- Your drivers in real time
- If they are currently on a trip
- Their trip status
- If they have a member in their vehicle

**Note:** To learn more about the Automatic Vehicle Locator, reference the *Dispatch Portal – Automatic Vehicle Locator* course.

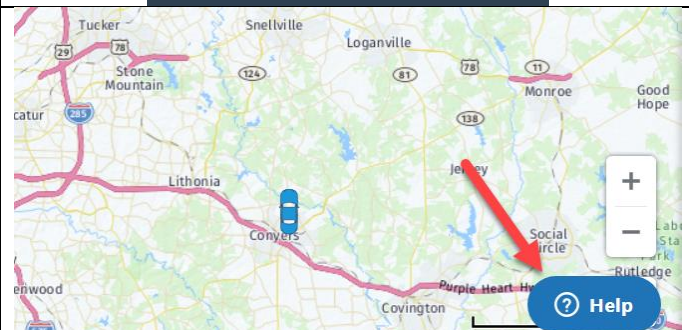


6. On the left side of the Dispatch Portal, you will always find the main menu toolbar containing drop-down categories with access to additional information and functionality. The toolbar includes the following categories and their functionality:

- Transport – Contains all dispatching functions.
- Billing – Where billing functions happen.
- Activity – Where you can create and run custom reports.
- Manage Users – Where you import, create, and maintain your users/drivers and vehicles in WellRyde.
- Settings – Contains any purchased or add on features in WellRyde.

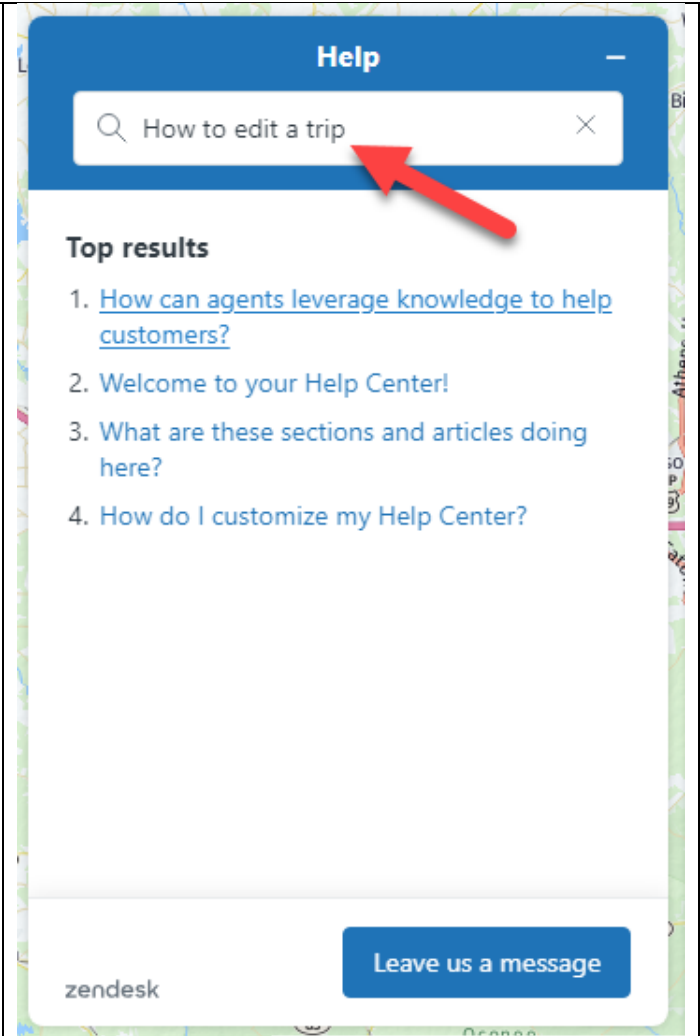


7. After logging in, you also have access to the **Help Chat** in the bottom right corner of the Dispatch Portal. The **Help Chat** allows you to reach WellRyde's support team immediately and is monitored 24/7

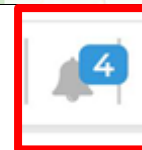


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8. In the chat, simply type an issue or question and click **Enter** to view top search results or click **Leave us a message** to send the support team a personalized message, summarizing the issues you're experiencing.



9. At the top of the Dispatch Portal, you will see a smaller toolbar containing the Bell Icon. This icon allows you to import message results from download requests. For instance, you will learn how to import users and vehicles on their respective screens. After doing so, you will receive a message here to alert you of the import.



✓ **Vehicles successfully downloaded** 3h 60m  
 Vehicles have been downloaded successfully to your company from source: CIRCULATION - [BROKER].

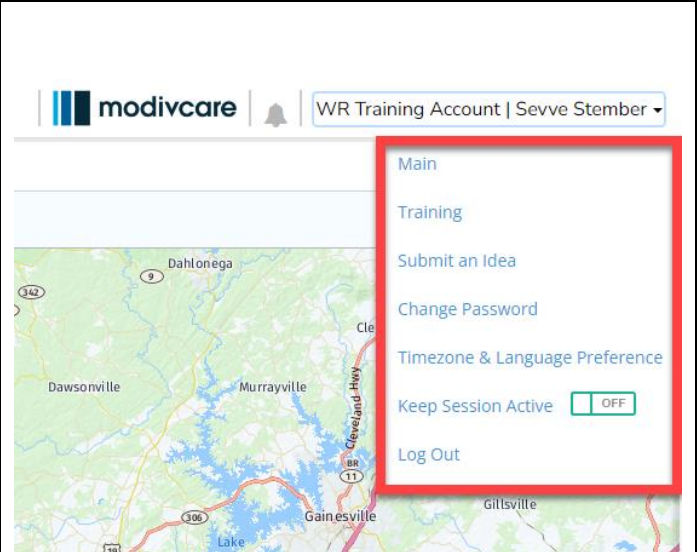
✓ **Drivers successfully downloaded** 3h 60m  
 Users have been downloaded successfully to your company from source: CIRCULATION - [BROKER].

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**10.** Click on the arrow next to your name to launch a drop-down containing additional functionality.

Here, you can:

- Check the version of WellRyde you're using by clicking main
- Go to the training site
- Submit an idea
- Change your password
- Update your time zone and language preference
- Choose to keep your WellRyde sessions active
- Logout



**11.** You can access the blue menu icon on the top toolbar.

This icon gives you the ability to expand or collapse the Main Menu toolbar, allowing for more space on your screen when you need it.

