

# Veyo Mobile Portal User Guide

Book and manage trips using your computer, smart phone, or other mobile device.

## 1 - Using the Member Portal

Go to [member.veyo.com](https://member.veyo.com) to access the Veyo Member Portal. Click 'Create Account' to create a new account or 'Sign In' if you already have an account.

## 2 - Creating an Account

The following information is needed to create an account:

- Member First Name
- Member Last Name
- Member Medicaid ID
- Member Date of Birth
- Email Address - This email will be the username for future logins. Notices and updates will be sent to this email address. Please use an active email.
- Password

## 3 - Requesting a Trip

When you are ready to book a trip, click on 'Request a Trip' on the home screen. You will see a list of trips that you have taken recently. (If you have not completed any trips recently, you will be guided to call Veyo to assist you with your first few trips.)

## 4 - Requesting a Ride Home

If your ride is a will-call ride, let us know when you're ready to go home by clicking 'Pick Me Up' on the trip screen.

