



## SMT My Ride instructions

### Contents

First Time Registration .....	2
Booking your Trip .....	7
Cancelling your trip .....	13

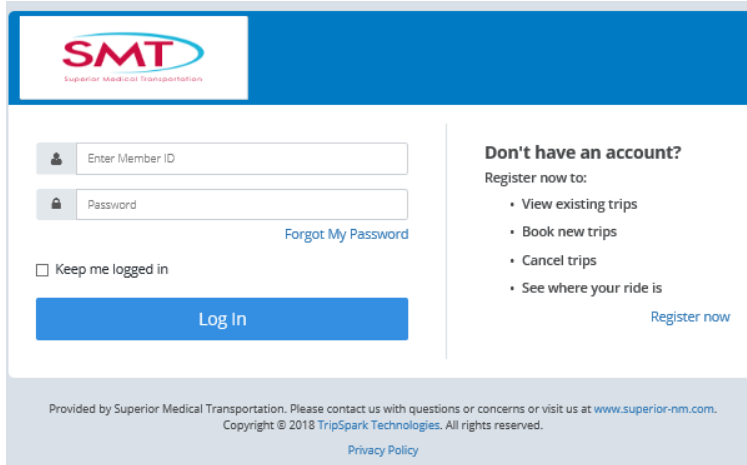
## First Time Registration

**For first time registration, you must have a valid email address to continue**

To book a trip, simply go to the website, [myride.superior-nm.com](http://myride.superior-nm.com)

Enter the above web address exactly as shown. Do not type www at the beginning.

When the webpage appears, select the “Register now” button.




The screenshot shows the login and registration interface for the Superior Medical Transportation My Ride member web portal. At the top left is the SMT logo with the text "Superior Medical Transportation". Below the logo are two input fields: "Enter Member ID" and "Password". To the right of the password field is a link for "Forgot My Password". Below these fields is a checkbox labeled "Keep me logged in" and a blue "Log In" button. To the right of the login fields is a section titled "Don't have an account?" with the text "Register now to:" followed by a list of benefits: "View existing trips", "Book new trips", "Cancel trips", and "See where your ride is". A blue "Register now" button is located at the bottom right of this section. A large red arrow points from the right side of the page towards the "Register now" button. At the bottom of the page, there is a footer with the text: "Provided by Superior Medical Transportation. Please contact us with questions or concerns or visit us at [www.superior-nm.com](http://www.superior-nm.com). Copyright © 2018 TripSpark Technologies. All rights reserved. Privacy Policy".


Enter your Presbyterian Member ID #, your First Name (Do not include your middle initial), your Last name (Enter your name exactly as you are registered with the State of NM) and, your Date of Birth (2 digit month, 2 digit day, 4 digit year (MM/DD/YYYY) and check the box next to “I’m not a robot”. Then press Continue.

## Superior Medical Transportation – My Ride member web portal

### Account Search

Please fill out the information below to determine if you already have an existing account.

Client Code	<input type="text" value="Member ID"/>
First Name	<input type="text" value="Jane"/>
Last Name	<input type="text" value="Doe"/>
Date of Birth	<input type="text" value="01/01/2199"/> 

I'm not a robot  reCAPTCHA  
Privacy - Terms

Enter your email address twice, and then press Continue

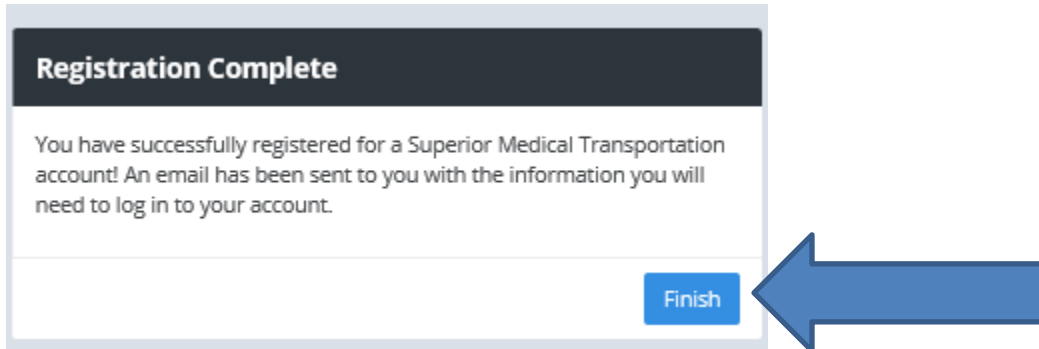
### Confirm Email

Please confirm your email so that your account details can be sent to you.

Email	<input type="text" value="janedoe@gmail.com"/>
	Please enter a value.
Confirm Email	<input type="text" value="janedoe@gmail.com"/>
	Please enter a value.

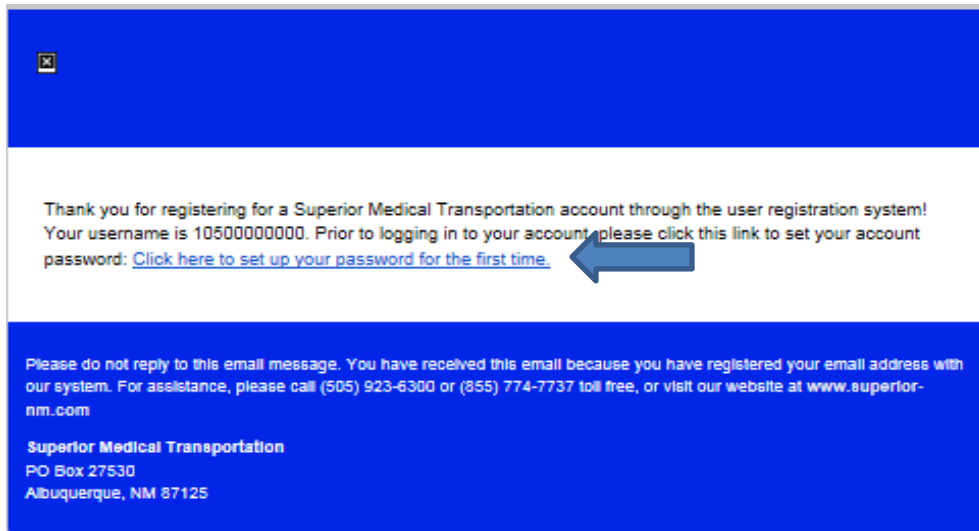
## Superior Medical Transportation – My Ride member web portal

You will receive the below confirmation, press finish

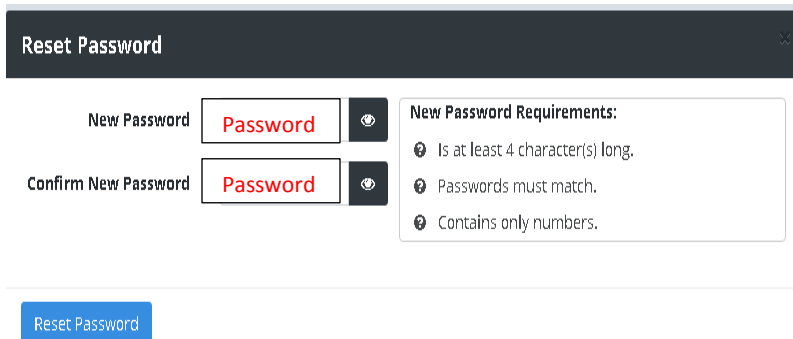


A confirmation email will be sent to the address that was specified above. It will be from "SMT Passenger Portal", and the subject will say "Welcome! "

Open the email and Click the link: "Click here to set up your password for the first time"



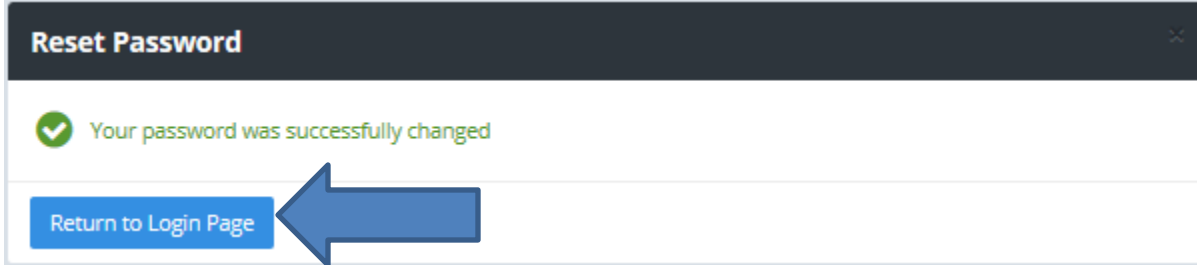
You will be asked to set up your password. The password must be **numbers ONLY**. Enter the password in both boxes.



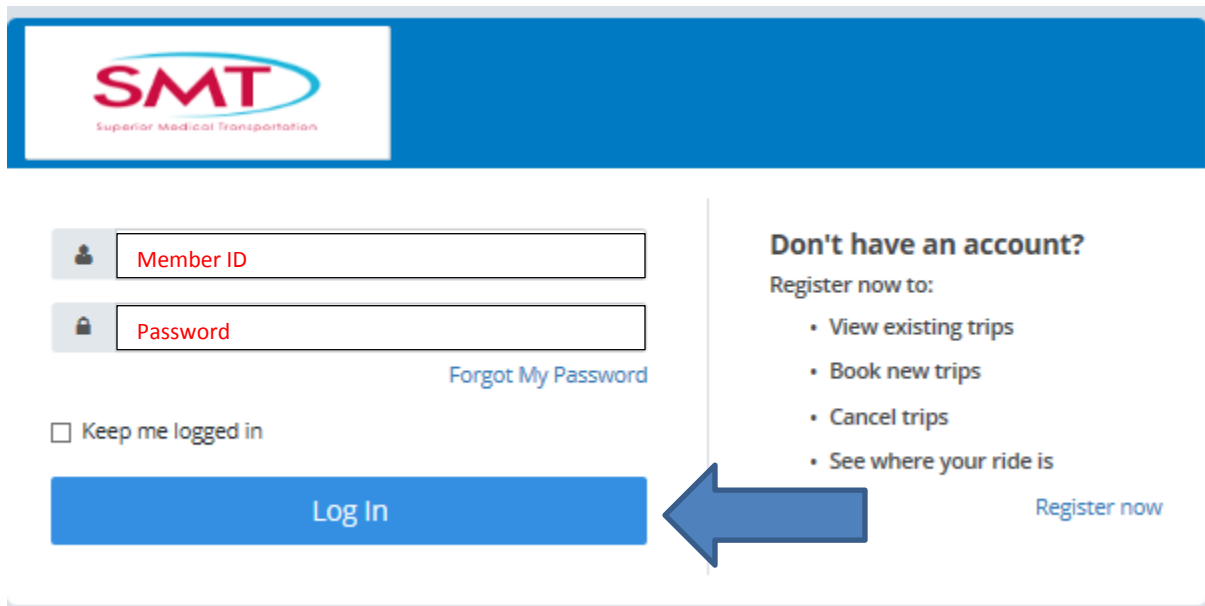
The image shows a "Reset Password" form. It has a title bar "Reset Password" with a close button. Below the title bar are two input fields: "New Password" and "Confirm New Password". Both fields contain the text "Password" and have a toggle icon to the right. To the right of the input fields is a box titled "New Password Requirements:" containing three bullet points: "Is at least 4 character(s) long.", "Passwords must match.", and "Contains only numbers." At the bottom left of the form is a blue button labeled "Reset Password".

## Superior Medical Transportation – My Ride member web portal

Password successfully changed. Click Return to Login Page.



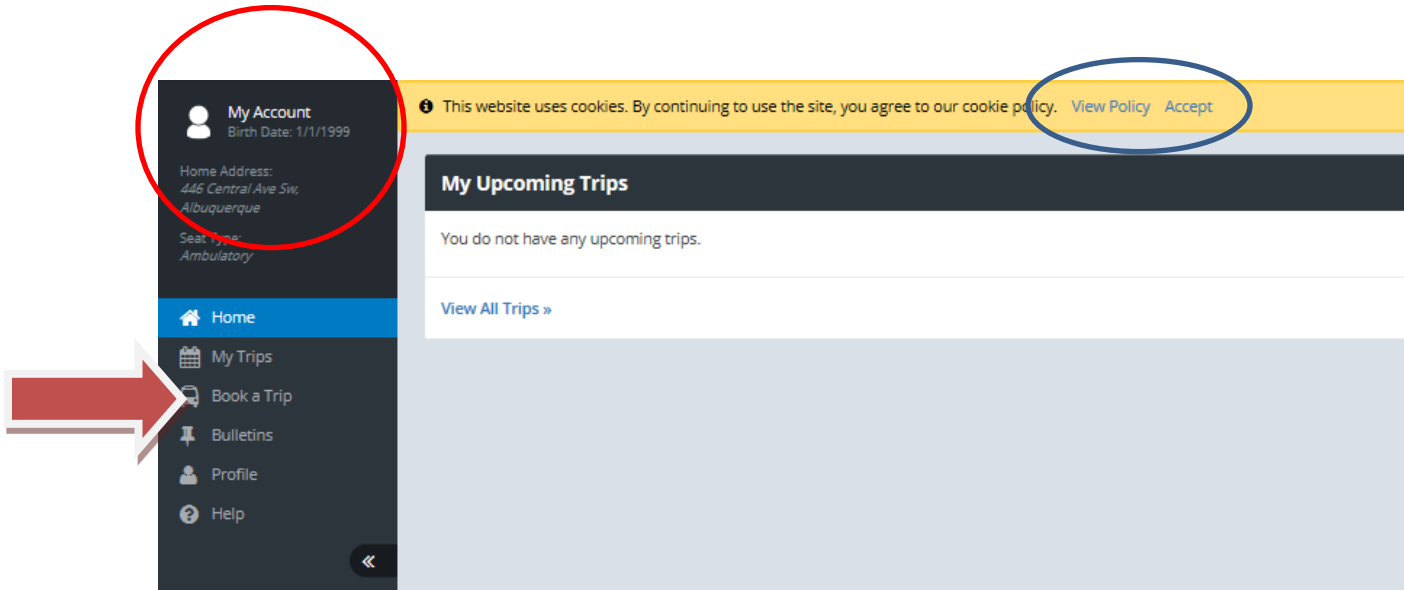
Now you can login with your new account. Enter your PHP Member ID and your newly created password and click Log in.



## Superior Medical Transportation – My Ride member web portal

Once you log in, verify your information at top left hand corner of screen. You may update your information at any time by clicking on Profile.

Accept the Cookie policy in order for the website to function properly on your web browser.



## Booking your Trip

- Your trip must be within 45 days from date of booking.
- Your trip must be booked at minimum of 3 business days before your scheduled appointment. Business days are Monday through Friday, minus any holidays. If you are booking a trip for Monday, you must book your trip no later than 5:00pm on the previous Friday.
- If you are not booking your trip 3 business days prior to your appointment date, you will need to call SMT to schedule your ride.


### To book your trip

- 1) After logging in, select “Book a trip” in the left side menu.
- 2) Enter your pick up address. Add any special instructions in the box below the Address. If you have been authorized for an attendant, enter that person’s name here. Also, if the member is 17 years of age or under, type that here. Enter any Special Pickup instructions in the box below the Address (i.e. – “Additional Passenger: Laura Jones/Mom”, or “Bringing Service Animal”, or “Call me at 555-555-5555 prior to arrival”, or special directions to your residence, or gate information, etc.)
- 3) On right hand side enter either the address of your appointment or the name of the facility. Once the address comes up in the selection, click on it to select.
- 4) Enter any Special Pickup instructions in the box below the Address (i.e. – “Additional Passenger: Laura/Mom”, or “Bringing Service Animal”, or “Call me at 555-555-5555 prior to arrival.”)

The screenshot shows a web form titled "Itinerary". At the top left, there is a "BOOK AGAIN (OPTIONAL)" section with a "Select a Recent Booking" dropdown menu. Below this, the form is divided into "FROM" and "TO" sections. The "FROM" section has two input boxes: "Pickup Address" and "Unit/Apt #", with a larger "Special Pickup Instructions" box below them. The "TO" section has two input boxes: "Drop Off Address/Facility" and "Unit/Apt #", with a "Please choose a location from the list" prompt and a "Enter any special drop off instructions here" box below them.


- 5) Enter the date of your appointment. (This must be 3 business days minimum from date of booking. If you need to schedule an urgent appointment that is less than 3 days out, Call SMT directly at (505) 923-6300 or 1-855-774-7737.
  - a. If this is a reoccurring appointment check the  REPEAT box and click on the days you will go every week.
  - b. Then click on the Starting date calendar box. Select the date the trips will begin.
  - c. Click on the calendar to select the ending date. If there is no ending date,  the NO END DATE box.

## Superior Medical Transportation – My Ride member web portal

 DATE  REPEAT



I am travelling every

Su  Mo  Tu  We  Th  Fr  Sa


Starting  

Ending  NO END DATE

- 6) Enter the drop off time. Your pick up time will be based on estimated drive time plus traffic allowance. **Please note: Per the Presbyterian handbook you are to be ready 30 minutes prior to your scheduled pick up time.** Drivers are only required to wait 10 minutes for you to come to the vehicle. If you have special instructions regarding this, please make sure you enter that above in the special pick up instruction box.
- 7) If this is a one way trip, check the box  ONE-WAY. Otherwise, enter the return pick up time if you know when you will be ready. If you do not know the time then, select the drop down “Pick me up at” and change it to “I will notify you that day”. Make sure you request the provider’s phone number before your drop off so you can call them directly when you are ready to be picked up. If you do not get the provider’s phone number, you can call SMT.
- 8) Outbound Contact Number: The phone number where the transportation provider can reach you the day of your trip.
- 9) Return Contact Number: The phone number where that the provider can reach you when picking you up from your appointment.

 <b>OUTBOUND TRIP</b>	<b>RETURN TRIP</b> <input type="checkbox"/> ONE-WAY
<input type="text" value="Drop me off at"/>	<input type="text" value="Pick me up at"/>
<input type="text" value="8:00 AM"/>	<input type="text" value="11:00 AM"/>
 <b>OUTBOUND CONTACT NUMBER</b>	<b>RETURN CONTACT NUMBER</b>
<input type="text" value="(###) ###-####"/>	<input type="text" value="(###) ###-####"/>

If you need a specific vehicle, or mobility aids, please press “Change” for options. You may check all boxes that apply.

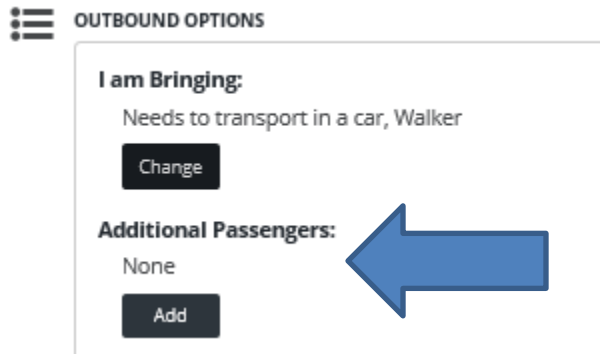
 **OUTBOUND OPTIONS**

**I am Bringing:**  
Needs to transport in a car, Walker



## Superior Medical Transportation – My Ride member web portal

Additional Passengers: If you have been approved by Presbyterian for an attendant to accompany you on your transport, you can add him/her here. If the member is a minor (17 or under), he/she is required to have an attendant. Press “Add” and select the option that applies. Please also enter the first and last name of the attendant in the special pick up instructions box located below your pick up address. The attendant must be over the age of 18, and must be ambulatory (Able to walk on their own without assistance). SMT will check with Presbyterian to verify if you have an approval on file for your attendant.



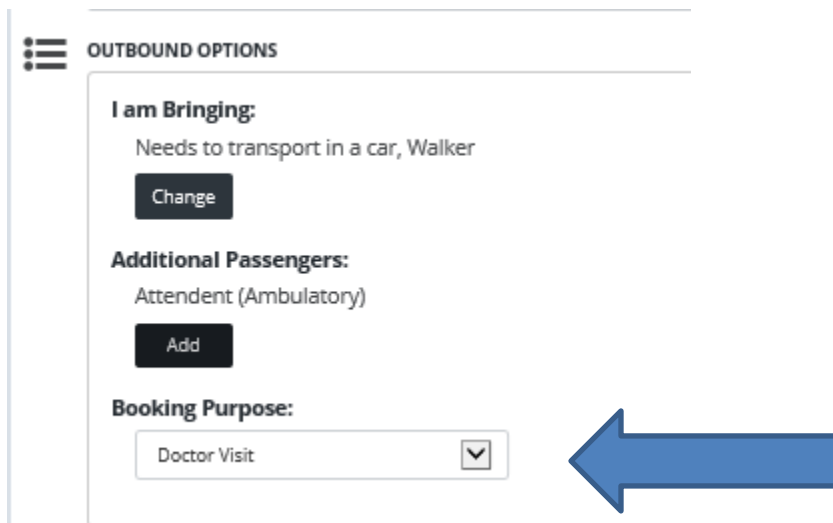
**OUTBOUND OPTIONS**

**I am Bringing:**  
Needs to transport in a car, Walker

**Additional Passengers:**  
None

A blue arrow points to the 'Additional Passengers:' section.

Enter the reason for your trip: click on the arrow down for the options. If your appointment reason is not listed, please call SMT.



**OUTBOUND OPTIONS**

**I am Bringing:**  
Needs to transport in a car, Walker

**Additional Passengers:**  
Attendant (Ambulatory)

**Booking Purpose:**  
Doctor Visit

A blue arrow points to the 'Booking Purpose:' dropdown menu.

Your return trip will automatically check the box for “Same as outbound” options. If your return trip options are different than your trip to your appointment, uncheck the box and the options will come up. Change the one that is different.

# Superior Medical Transportation – My Ride member web portal

**OUTBOUND OPTIONS** **RETURN OPTIONS**  SAME AS OUTBOUND

**I am Bringing:**  
Needs to transport in a car, Walker  
[Change](#)

**Additional Passengers:**  
Attendent (Ambulatory) ✘  
[Add](#)

**Booking Purpose:**  
Doctor Visit ▼

**OUTBOUND OPTIONS** **RETURN OPTIONS**  SAME AS OUTBOUND

**I am Bringing:**  
Needs to transport in a car, Walker  
[Change](#)

**Additional Passengers:**  
Attendent (Ambulatory)  
[Add](#)

**Booking Purpose:**  
Doctor Visit ▼



**I am Bringing:**  
Needs to transport in a car, Walker  
[Change](#)

**Additional Passengers:**  
Attendent (Ambulatory)  
[Add](#)

**Booking Purpose:**  
Doctor Visit i

Press: "Book Trip"

**OUTBOUND OPTIONS** **RETURN OPTIONS**  SAME AS OUTBOUND

**I am Bringing:**  
Needs to transport in a car, Walker  
[Change](#)

**Additional Passengers:**  
Attendent (Ambulatory) ✘  
[Add](#)

**Booking Purpose:**  
Doctor Visit ▼



[Book Trip »](#)

## Superior Medical Transportation – My Ride member web portal

A window will pop up with all your information. Please review it carefully. If you need to make any modifications, click on “Make Changes.” If everything is correct, then press “Confirm”

### Booking Confirmation - Wednesday, January 9, 2019

Outbound Trip

<b>Requested Time:</b>	Drop off at 2:15 PM
<b>Pick up Address:</b>	446 Central Ave Sw, Albuquerque, NM
<b>Drop off Address:</b>	Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho, NM, 87124
<b>Contact Number:</b>	(505) 923-6300
<b>I am Bringing:</b>	Needs to transport in a car
<b>Additional Passengers:</b>	Parent (Ambulatory)
<b>Booking Purpose:</b>	Doctor Visit

Return Trip


<b>Requested Time:</b>	Pick up at 5:15 PM
<b>Pick up Address:</b>	Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho, NM, 87124
<b>Drop off Address:</b>	446 Central Ave Sw, Albuquerque, NM
<b>Contact Number:</b>	(505) 923-6300
<b>I am Bringing:</b>	Needs to transport in a car
<b>Additional Passengers:</b>	Parent (Ambulatory)
<b>Booking Purpose:</b>	Doctor Visit

You have no other trips on this day.

[Confirm](#) [Make Changes](#)

You will receive a pop up confirming your trip: If you would like to book another trip, click on the “Book another Trip” button.

### Booking Confirmation - Wednesday, January 9, 2019

 Your booking request has been received

[Book Another Trip](#) [View Trip](#)

Enter any special drop-off instructions here

## Other Options

### Home Screen

From the Home Screen, you can view your Upcoming Trips, or Book a New Trip.

The screenshot shows the Home Screen for Fred Flinstone. The top navigation bar includes the SMT logo and the user's name, Fred Flinstone. A left sidebar contains navigation links: Home, My Trips, Book a Trip, Bulletins, Profile, and Help. The main content area is divided into two sections:

- My Upcoming Trips:** Displays a trip for Wednesday, January 23.
  - PICK UP:** TBD, 7777 Jefferson Street Northeast, Albuquerque
  - DROP OFF:** 8:30 AM, Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho
  - RETURN:** 9:45 AM, Return to 7777 Jefferson Street Northeast, Albuquerque
 A "View Map" link and "View All Trips" button are also present.
- New Booking:** Includes a "BOOK AGAIN (OPTIONAL)" section with a "Select a Recent Booking" dropdown. Below is a summary for a trip from 7777 Jefferson Street Northeast to Presbyterian Rust Medical Center, with an outbound trip at 8:30 AM and a return trip at 9:45 AM. It features fields for DATE (with a REPEAT checkbox), OUTBOUND TRIP (Drop me off at), and RETURN TRIP (Pick me up at), each with a dropdown menu and a "Select a time" field. A "Continue" button is at the bottom right.

### My Trips

Select the “My Trips” link to view your upcoming trips. The calendar will highlight the days you have scheduled trips in blue. You can view that trip by selecting the highlighted date, or you can “View All Future Trips” or “View Recurring Trips.”

The screenshot shows the "My Trips" page. The top navigation bar is the same as the Home Screen. The left sidebar is also the same. The main content area features a calendar for January 2019, where the 23rd is highlighted in blue. Below the calendar are buttons for "View Recurring Trips" and "View All Future Trips". To the right, a detailed view of the trip for Wednesday, January 23, 2019, is shown. It includes a "Print" button and the following details:

- PICK UP:** TBD, 7777 Jefferson Street Northeast, Albuquerque
- DROP OFF:** 8:30 AM, Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho
- Unscheduled** (tag)
- PICK UP:** 9:45 AM, Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho
- DROP OFF:** TBD, 7777 Jefferson Street Northeast, Albuquerque
- Unscheduled** (tag)

At the bottom of the trip details are buttons for "Details", "Cancel", and "Book Again".

## Cancelling your trip

You can only cancel a trip by 5:00pm the day before your scheduled appointment. **If it is later than that time, you must call SMT to cancel your ride.**

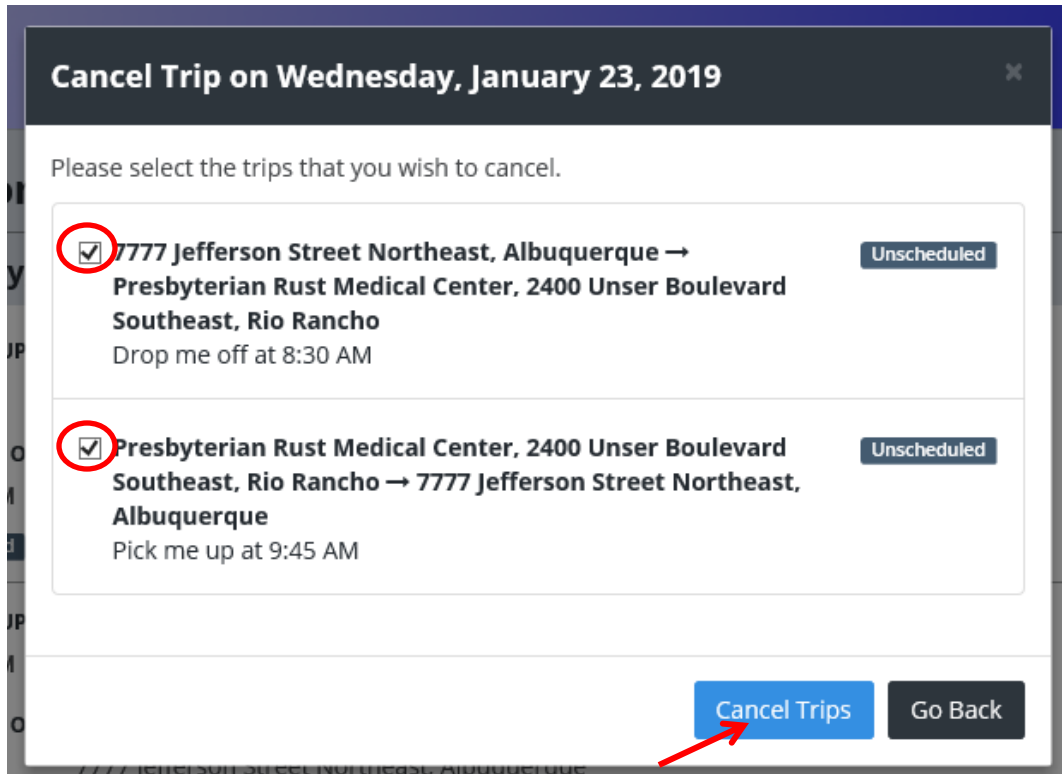
To cancel trips, select to view the trip you want to cancel for the “My Trips” link. You can select your trip by clicking on the calendar and selecting the date of your scheduled trip, or by selecting the “View All Future Trips” option to view all upcoming scheduled trips.

The screenshot shows the SMT member web portal interface. On the left is a navigation sidebar with options: Home, My Trips (highlighted), Book a Trip, Bulletins, Profile, and Help. The main content area displays a calendar for January 2019. The date '23' is highlighted in orange, with a red arrow pointing to it. Below the calendar are two buttons: 'View Recurring Trips' and 'View All Future Trips', with a red arrow pointing to the latter. To the right of the calendar, the date 'Wednesday, January 23, 2019' is shown. Below this is a list of scheduled trips. Each trip entry includes a 'PICK UP' and 'DROP OFF' location and time. The first trip is scheduled for 8:30 AM. Below each trip entry is an 'Unscheduled' status indicator. At the bottom of the trip details, there are three buttons: 'Details', 'Cancel', and 'Book Again'. A red arrow points to the 'Cancel' button.

Click the “Cancel” button to cancel the trip you want to cancel.

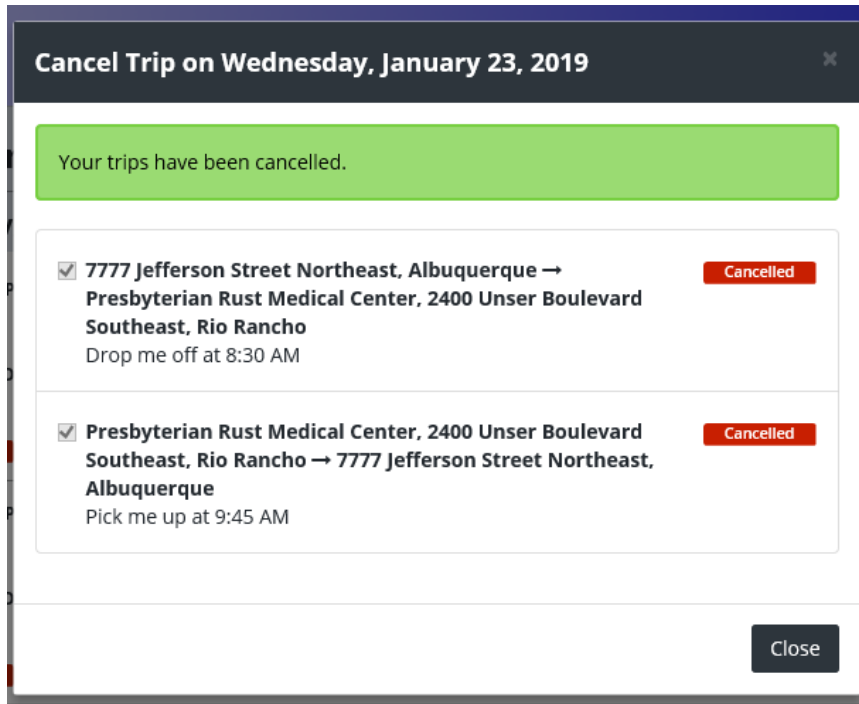
## Superior Medical Transportation – My Ride member web portal

A window will open prompting you to select the trips you want to cancel. Make sure the boxes are only checked next to the trips you want cancelled, then click “Cancel Trips.”



The screenshot shows a window titled "Cancel Trip on Wednesday, January 23, 2019". Below the title bar, there is a prompt: "Please select the trips that you wish to cancel." There are two trip entries, each with a checked checkbox and an "Unscheduled" status button. The first trip is from "7777 Jefferson Street Northeast, Albuquerque" to "Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho" with a drop-off time of 8:30 AM. The second trip is from "Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho" to "7777 Jefferson Street Northeast, Albuquerque" with a pick-up time of 9:45 AM. At the bottom right, there are two buttons: "Cancel Trips" (highlighted with a red arrow) and "Go Back".

You will get a confirmation screen showing you the “Cancelled” status. Click “Close” to close the window.



The screenshot shows a confirmation window titled "Cancel Trip on Wednesday, January 23, 2019". At the top, there is a green message box that says "Your trips have been cancelled." Below this, there are two trip entries, each with a checked checkbox and a "Cancelled" status button. The first trip is from "7777 Jefferson Street Northeast, Albuquerque" to "Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho" with a drop-off time of 8:30 AM. The second trip is from "Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho" to "7777 Jefferson Street Northeast, Albuquerque" with a pick-up time of 9:45 AM. At the bottom right, there is a "Close" button.

## Superior Medical Transportation – My Ride member web portal

You may change any of your appointment information up to 3 days before your transport. If it is later than 3 days from the date of your appointment, please call SMT.

### Errors

If you receive an error, it could be that your session timed out. You will be automatically logged out after 30 minutes of inactivity. You will need to log back in to continue booking your ride.

To Log out of your My Ride account, click on your name in the to far right hand corner of the page. Select the "Log Out" option.

