

## Superior Medical Transportation – My Ride member web portal

**First time registration: You must have a valid email address to continue**

[myride.superior-nm.com/Account/Login](http://myride.superior-nm.com/Account/Login)

Enter the above web address exactly as shown. Do not put in www

Select the “Register now” button.

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).  
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[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 I’m not a robot. Then press Continue

Account Search

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

Client Code: Member ID

First Name: Jane

Last Name: Doe

Date of Birth: 01/01/2199

I'm not a robot

reCAPTCHA  
Privacy - Terms

Cancel Continue

## Superior Medical Transportation – My Ride member web portal

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   
*Please enter a value.*

Confirm Email   
*Please enter a value.*

You will get the below confirmation, press finish

### Registration Complete

You have successfully registered for a Superior Medical Transportation account! An email has been sent to you with the information you will need to log in to your account.

Go to your email account and locate the email that was just sent to you on your registration. 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 you password for the first time"

Thank you for registering for a Superior Medical Transportation account through the user registration system! Your username is 10500000000. Prior to logging in to your account, please click this link to set your account password: [Click here to set up your password for the first time.](#)

Please do not reply to this email message. You have received this email because you have registered your email address with our system. For assistance, please call (505) 923-6300 or (855) 774-7737 toll free, or visit our website at [www.superior-nm.com](http://www.superior-nm.com)

**Superior Medical Transportation**  
PO Box 27530  
Albuquerque, NM 87125

## Superior Medical Transportation – My Ride member web portal

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

### Reset Password

New Password

Confirm New Password

**New Password Requirements:**

- Is at least 4 character(s) long.
- Passwords must match.
- Contains only numbers.

[Reset Password](#)


Password successfully changed. Click Return to Login Page.

### Reset Password

✔ Your password was successfully changed

[Return to Login Page](#)

Enter your PHP Member ID and your newly created password and press Log in.



[Forgot My Password](#)

Keep me logged in

[Log In](#)

**Don't have an account?**  
Register now to:

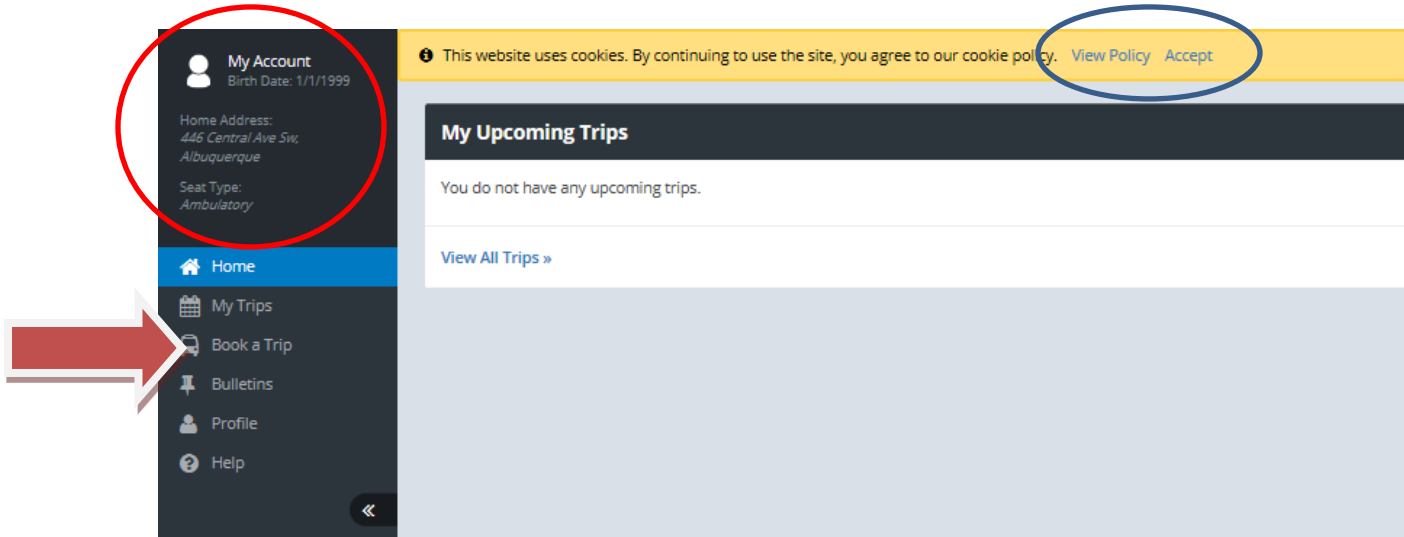
- View existing trips
- Book new trips
- Cancel trips
- See where your ride is

[Register now](#)

## 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.



### To Book your Trip:

Trip must be within 45 days from date of booking.

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 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.**

- 1) Enter your pick up address: Add any special instructions in the box below the Address. Include in this section the name of an attendant, if you have been authorized or if the member is 17 years of age or under. 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.)
- 2) 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.”)
- 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. In the Special Instructions box, enter the phone number to the facility you are going to.

## Superior Medical Transportation – My Ride member web portal

### Itinerary

BOOK AGAIN (OPTIONAL)  
Select a Recent Booking ▾

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**FROM**

Pickup Address  Unit/Apt #

Special Pickup Instructions

**TO**

Drop Off Address/Facility  Unit/Apt #

Please choose a location from the list

Enter any special drop off instructions here

- 4) 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 or less than 3 days, Call SMT directly at (505) 923-6300 or 1-855-774-7737.
  - a. If 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 begin.
  - c. Click the calendar to select the ending date. If no ending date,  the NO END DATE box.

DATE  REPEAT

I am travelling every



Su Mo Tu We Th Fr Sa

Starting


Ending  NO END DATE

- 5) Enter drop off time. Your pick up time will be based on estimated drive time plus traffic allowance. **Please note: Per 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.
- 6) If 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 to “I will notify you that day”. Make sure you ask the phone number of provider who is dropping you off so you can call them directly when you are ready to be picked up. If you do not get their phone number, call SMT.
- 7) Outbound Contact Number: This is the phone number you can be called at on the day of your transport.
- 8) Return Contact Number: This is the phone number you can be called for your return pick up.

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 <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**

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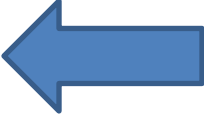
**I am Bringing:**  
Needs to transport in a car, Walker

Additional Passengers: If you have been approved by Presbyterian for an attendant to accompany you on your transport, or if the member is age 17 or under, they qualify for 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 if you have an approval on file for your attendant.

 **OUTBOUND OPTIONS**

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

**Additional Passengers:**   
None

## Superior Medical Transportation – My Ride member web portal


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  
**Change**

**Additional Passengers:**  
Attendent (Ambulatory)  
**Add**

**Booking Purpose:**  
Doctor Visit



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.


**OUTBOUND OPTIONS**

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

**Additional Passengers:**  
Attendent (Ambulatory) ✘  
**Add**

**Booking Purpose:**  
Doctor Visit

**RETURN OPTIONS**  SAME AS OUTBOUND



**OUTBOUND OPTIONS**

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

**Additional Passengers:**  
Attendent (Ambulatory)  
**Add**

**Booking Purpose:**  
Doctor Visit

**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 ⓘ



# Superior Medical Transportation – My Ride member web portal

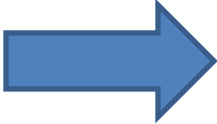
Press: “Book Trip”

**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

# Superior Medical Transportation – My Ride member web portal

## Home Screen

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

The screenshot shows the SMT Home Screen for user Fred Flinstone. The user profile on the left includes: Fred Flinstone, Birth Date: 5/5/1980, Home Address: 3003 May Circle Se, Rio Rancho, Seat Type: Wheelchair. The main content area is divided into two sections. The 'My Upcoming Trips' section displays a trip for Wednesday, January 23, with a pickup at 7777 Jefferson Street Northeast, Albuquerque (TBD) and a drop-off at 8:30 AM at Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho. The return trip is at 9:45 AM to 7777 Jefferson Street Northeast, Albuquerque. A 'View Map' link is present. The 'New Booking' section has a 'BOOK AGAIN (OPTIONAL)' dropdown, a location selector for '7777 Jefferson Street Northeast → Presbyterian Rust Medical Cen', and options for 'OUTBOUND TRIP' (Drop me off at) and 'RETURN TRIP' (Pick me up at), each with a time selector. 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. A calendar for January 2019 is displayed, with the 23rd highlighted in blue. Below the calendar are buttons for 'View Recurring Trips' and 'View All Future Trips'. The main content area shows trip details for Wednesday, January 23, 2019. It lists a pickup at 7777 Jefferson Street Northeast, Albuquerque (TBD) and a drop-off at 8:30 AM at Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho, marked as 'Unscheduled'. Below this, it shows a pickup at 9:45 AM at the same medical center and a drop-off at TBD at 7777 Jefferson Street Northeast, Albuquerque, also marked as 'Unscheduled'. At the bottom, there are buttons for 'Details', 'Cancel', and 'Book Again'.

## Superior Medical Transportation – My Ride member web portal

### Cancel Trips

You can only cancel your trips 96 hours in advance from 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 displays the SMT member web portal interface. On the left is a dark sidebar with the user's name 'Fred Flinstone', birth date '5/5/1980', home address '3003 May Circle Se, Rio Rancho', and seat type 'Wheelchair'. Below this are navigation links: Home, My Trips (highlighted), Book a Trip, Bulletins, Profile, and Help. The main content area features a calendar for January 2019 with the date '23' highlighted in orange and a red arrow pointing to it. Below the calendar are buttons for 'View Recurring Trips' and 'View All Future Trips', with a red arrow pointing to the latter. To the right, the date 'Wednesday, January 23, 2019' is shown with a 'Print' button. The trip details list two scheduled trips, both marked as 'Unscheduled'. The first trip is a 'PICK UP' at '7777 Jefferson Street Northeast, Albuquerque' and a 'DROP OFF' at '8:30 AM' at 'Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho'. The second trip is a 'PICK UP' at '9:45 AM' at the same medical center and a 'DROP OFF' at '7777 Jefferson Street Northeast, Albuquerque'. At the bottom of the trip details are buttons for 'Details', 'Cancel' (with a red arrow pointing to it), and 'Book Again'.

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.”

**Cancel Trip on Wednesday, January 23, 2019**

Please select the trips that you wish to cancel.

- 7777 Jefferson Street Northeast, Albuquerque → Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho** Unscheduled  
Drop me off at 8:30 AM
- Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho → 7777 Jefferson Street Northeast, Albuquerque** Unscheduled  
Pick me up at 9:45 AM

[Cancel Trips](#) [Go Back](#)

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

**Cancel Trip on Wednesday, January 23, 2019**

Your trips have been cancelled.

- 7777 Jefferson Street Northeast, Albuquerque → Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho** Cancelled  
Drop me off at 8:30 AM
- Presbyterian Rust Medical Center, 2400 Unser Boulevard Southeast, Rio Rancho → 7777 Jefferson Street Northeast, Albuquerque** Cancelled  
Pick me up at 9:45 AM

[Close](#)

## 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.

### Error

If you get an error, it could be that your session timed out. You will be logged out after 30 minutes. 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.

