

WE ARE MOBILE.



DOWNLOAD OUR NEW MOBILE APP

We are excited to announce that we have partnered with **Viveka Health** to offer a Mobile app to our membership. That allows you to have access to your health benefits at your fingertips.

To get started, it's simple!

Download the Viveka Health app using the QR Code or in the App Store.

Select Sign Up.



Check out stlaborers.com for a User Guide.

MOBILE APP FEATURES

- *Get Estimated Medical Costs*
- *View Eligibility*
- *Access Medical Claims*
- *View Insurance Cards*
- *Check your Deductible & Out-of-Pocket Maximum*
- *Provider Search*
- *Stay Up to Date on your Benefits & Important Events*



viveka driving healthcare

Viveka Health Mobile App - Quick Start Guide for Members

Last Updated: February 2026

Viveka Health Mobile App - Quick Start Guide for Members	Last Updated: February	2
2026		
Download & Install		2
Creating Your Account (2-3 Minutes)		3
Step 1: Open the App - Launch the Viveka Health app on your device.		
Step 2: Enter Your Email Address On the login screen, enter your email address		3
Step 2: Verify Your Phone Number		4
Step 3: Enter Your Email		5
Step 4: Create Your Password		5
Identity Verification (3-6 Steps)		6
Required Permissions		6
Step 1: Scan Driver's License (Front)		7
Step 2: Scan Driver's License (Back)		8
Step 3: Scan Social Security Card (If Prompted)		9
Step 5: Verification		11
What Happens Next?		11
Verification Successful and Verification Email Sent		12
Awaiting Verification Sent to Customer Support		12
🏠 Step 6: Additional Verification Required		12
App Features		13
Troubleshooting		13
📌 Frequently Asked Questions (FAQ)		13
♦ General Questions		13
♦ Phone Verification Questions		14
Email Verification Questions		14
♦ Document Scanning Questions		16
♦ Selfie & Liveness Questions		17
♦ Address Verification Questions		17
♦ Error & Troubleshooting Questions		18
♦ Privacy & Security Questions		18

Download & Install

Download the App and Install

- Scan the QR code on your welcome flyer OR search "Viveka Health" in App Store (iOS) or Google Play Store (Android)

Creating Your Account (2-3 Minutes)

Step 1: Open the App - Launch the Viveka Health app on your device.

Step 2: Enter Your Email Address On the login screen, enter your email address

Tap "Get Started"

16:38 100%



Email Address


Enter your email address

Get Started

Enable Fingerprint to Log in ☒










 Log in with Fingerprint

Language

 English >



What happens next:

Email not registered? → System takes you to account creation	Email already registered? → Password field appears → Enter password to log in
<div><div>16:40</div><div>Bluetooth 4G LTE Signal Strength 100%</div></div> <div>< Previous</div> <div></div> <div>Register for Your Healthcare Benefits We need to verify your identity to setup your account securely</div> <div>Required Documents<ul style="list-style-type: none"> Driver License Required for identity verification Insurance Card or SSN Only if demographic info from license isn't sufficient</div> <div>Permission Needed Camera Access, Location Access</div> <div><div> Your Privacy is Protected Your documents will not be saved and are processed securely for matching purpose only.</div></div> <div>Start Registration</div> <div><div></div><div></div><div></div></div>	<div><div>1:56</div><div>Signal Strength Wi-Fi 71%</div></div> <div> viveka driving healthcare</div> <div>Hello demo@demo.com!</div> <div>Password<div>Enter password </div></div> <div>Forgot Password?</div> <div>Log In</div> <div>Enable Fingerprint to Log in </div> <div> Log in with Fingerprint</div> <div>Language<div> English ></div></div> <div><div></div></div>

Step 2: Verify Your Phone Number

1. Select your country code (default: us +1 US)
2. Enter your 10-digit mobile phone number
3. Tap **"Next"**
4. Enter the 6-digit verification code sent via text
 - **Didn't receive it?** Wait for 15 seconds, then tap "Didn't Receive Code" to get options "Call Me" or "Resend Code"
 - Code expires after 60 seconds

<div><div>12:22</div><div>Signal icons</div><div>70%</div></div> <div><div>×</div><div>Create Account</div></div> <div><div>Step 1 of 6</div><div>What is your phone number?</div><div>To ensure the security of your personal and health information, let's verify your phone number.</div><div>Phone Number</div><div><div> +1</div><div>XXX-XXX-XXXX</div></div><div><div><input type="checkbox"/></div><div>I also agree to receive text messages from Viveka Health at this number about my benefits, wellness programs, fund events, and important account updates.</div></div><div><div>Message frequency varies. Message & data rates may apply. Reply STOP to cancel, HELP for help.</div><div>Privacy Policy</div></div><div>By tapping Next, you agree to receive a one-time verification code via SMS.</div><div><div>< Previous</div><div>Next ></div></div></div>	<div><div>12:23</div><div>Signal icons</div><div>70%</div></div> <div><div>×</div><div>Create Account</div></div> <div><div>Step 1 of 6</div><div>Verify your phone number</div><div>A 6-digit verification code has been sent to</div><div>+1 (256) 269-0950</div><div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>Verification code will expire in 00:43</div><div>Didn't receive the code?</div><div><div>< Previous</div><div>Next ></div></div></div>
---	---

Step 3: Enter Your Email

- Enter your email address (format: yourname@example.com)
- System may suggest corrections (e.g., "gmail.com" instead of "gmial.com")
- Tap **"Next"**

Step 4: Create Your Password

Your password must have:

- ✓ At least 8 characters
- ✓ Uppercase AND lowercase letters
- ✓ At least one number (0-9)
- ✓ At least one special character (!@#\$%^&*)

16:58 ▸ ...

✕ Create Account

Step 3 of 6

Create password

Follow the tips below to create a strong password for future logins.

Your password must have:

- ✓ Upper and lowercase letters
- ✓ At least 1 number
- ✓ At least 1 special character
- ✓ At least 8 characters

Password




Confirm Password

< Previous Next >

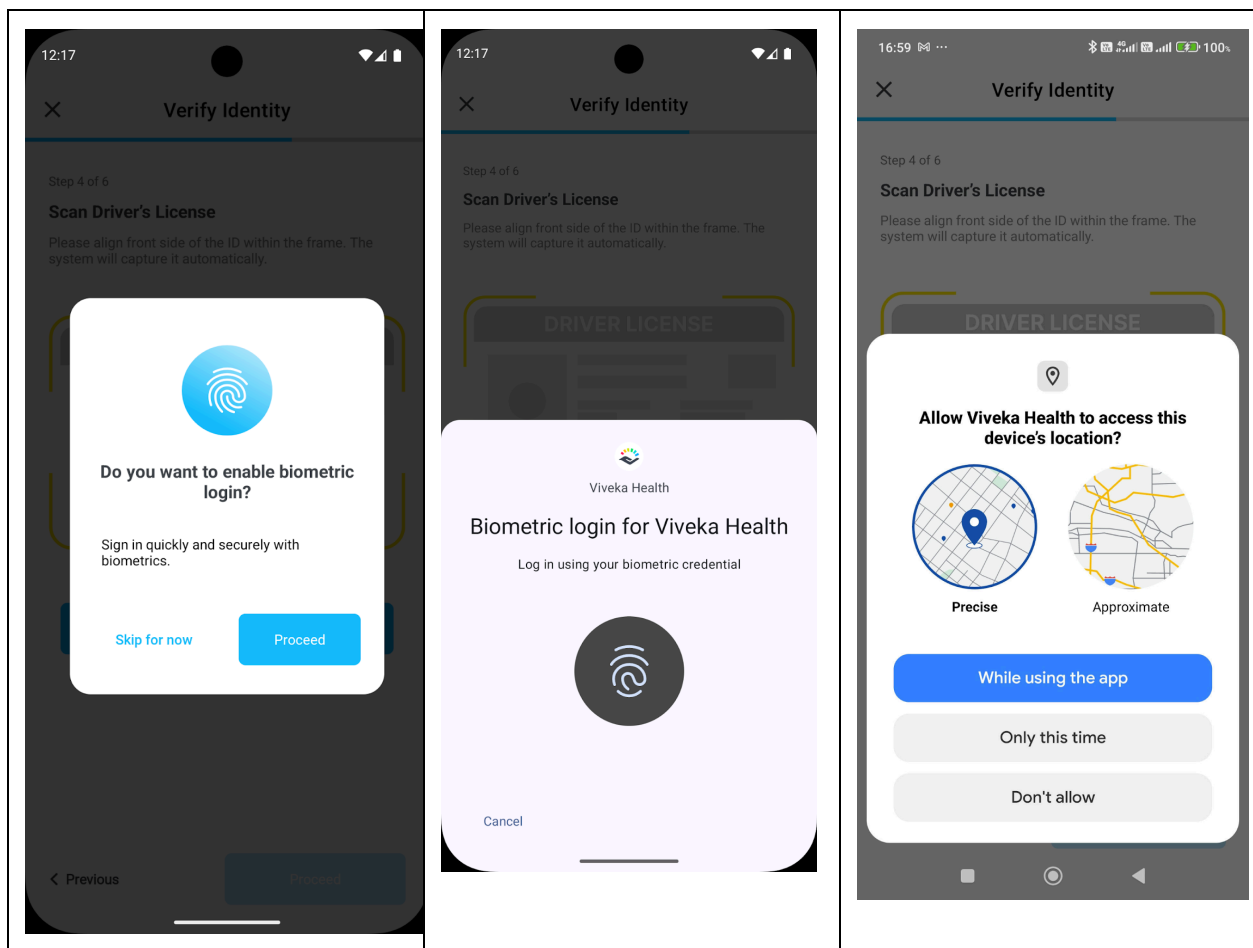
Watch the checkmarks turn green as you meet each requirement.

Identity Verification (3-6 Steps)

Required Permissions

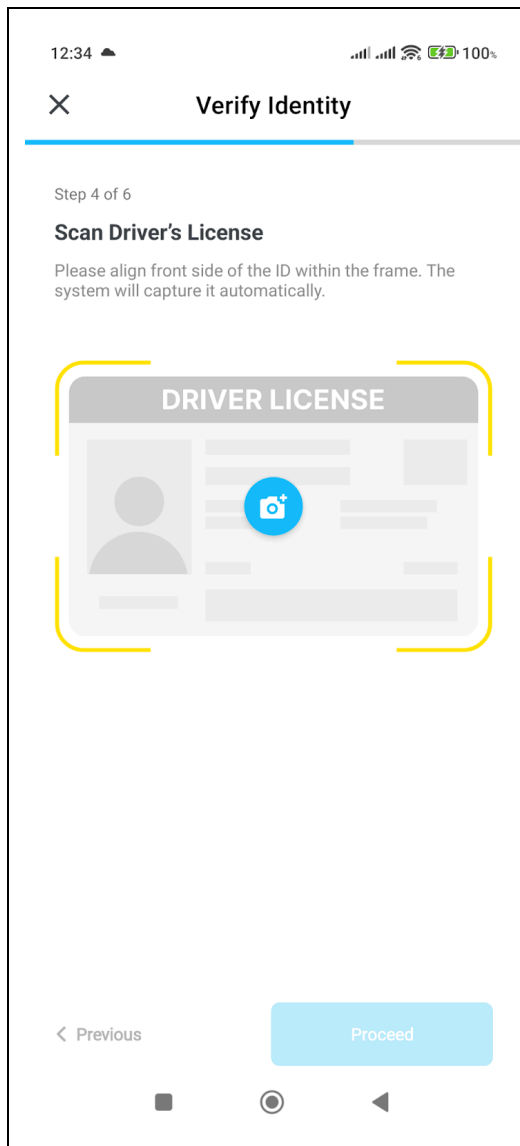
-  **Camera** - REQUIRED (to scan documents and take selfie)
-  **Location** - Optional (helps verification)
-  **Biometric** - Optional (Face ID/Fingerprint for easier login)

Tap "**Allow**" when prompted for each permission.



Step 1: Scan Driver's License (Front)

1. Tap the scan icon or placeholder image
2. Position the **front** of your license in the yellow frame
3. Ensure good lighting and all text is clear
4. Camera captures automatically when ready
5. Review image → Tap **"Proceed"** or retake if needed



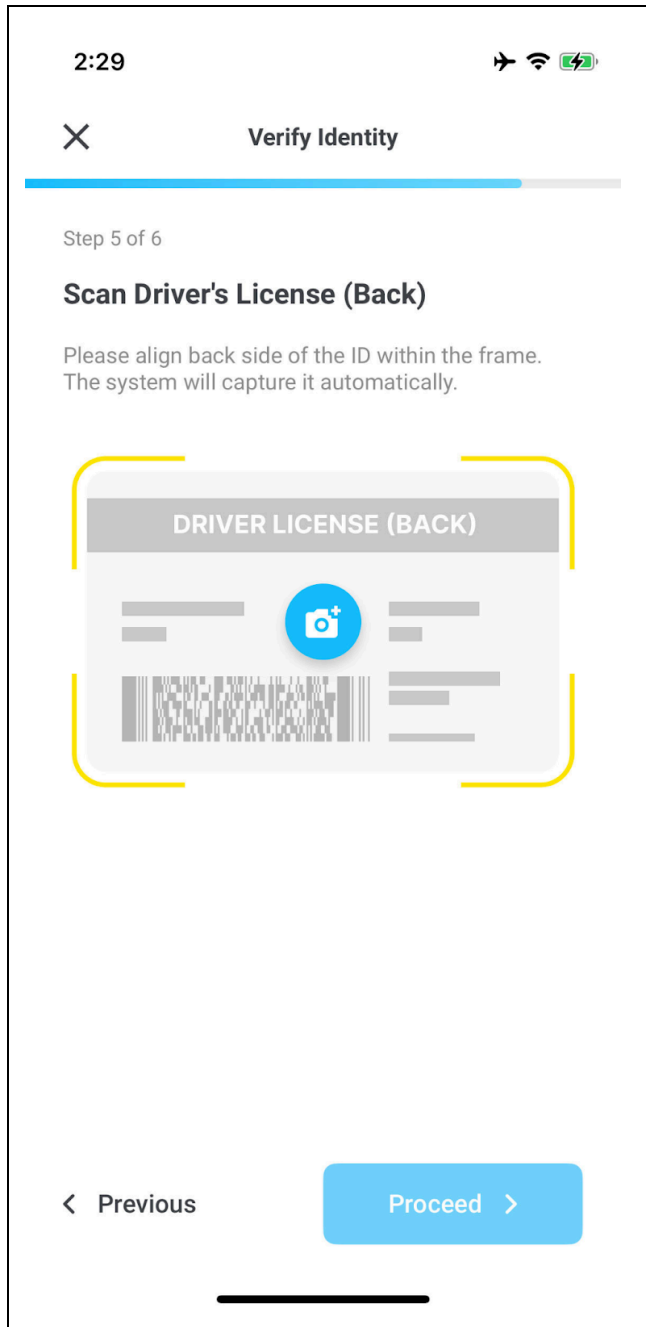
Tips:

- Use dark, flat surface as background
- Avoid glare and shadows
- Keep license flat (not bent)

Step 2: Scan Driver's License (Back)

1. Flip your license to the **back side**
2. Position in frame - ensure barcode is visible
3. System reads the barcode automatically
4. Review → Tap **"Proceed"**

Trouble with barcode? Try 3 times - system allows proceeding anyway.



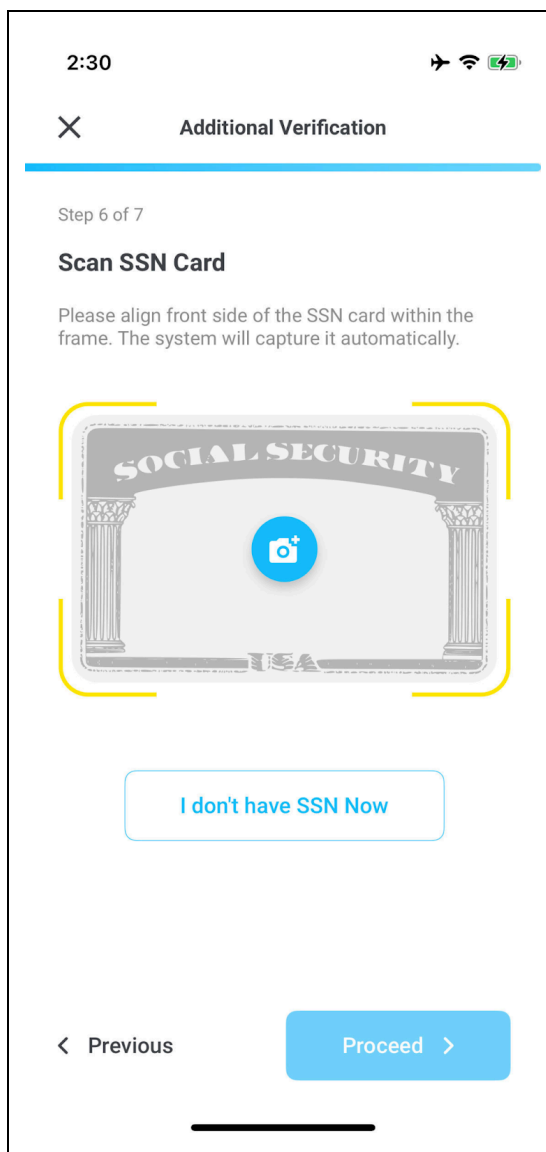
Step 3: Scan Social Security Card (If Prompted)

NEW: This step is now OPTIONAL!

- If you have your SSN card → Scan it now for faster verification
- **Don't have it?** → Tap "**I don't have SSN Now**" to skip

If you skip:

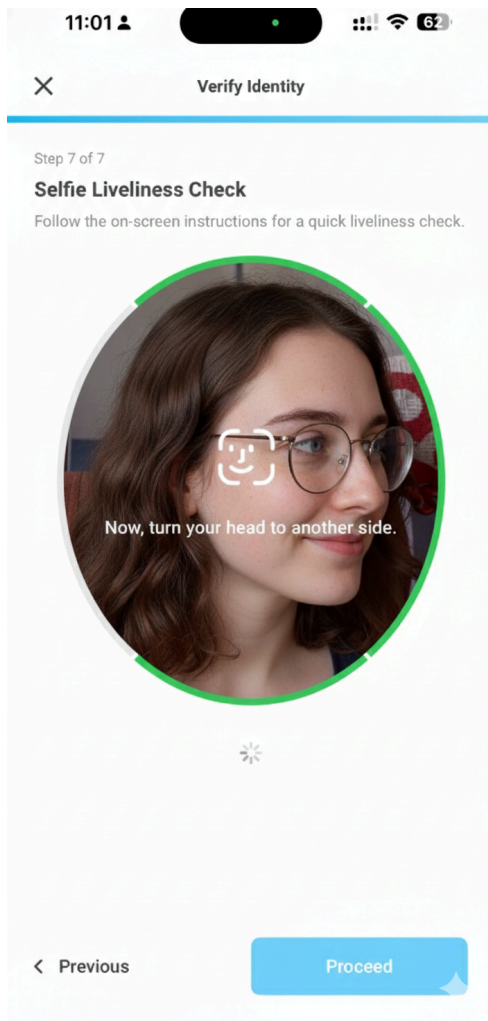
- System will prompt you on first login (you can skip again)
- OR submit anytime from home screen via FAB button (bottom right)



Step 4: Take Your Selfie

Complete the liveness detection:

1. **Center your face** in the circle guide
2. **Look left** slowly when prompted
3. **Look right** slowly when prompted
4. All progress bars fill to 100% → Success! ✓



Tips:

- Face the light (not backlit)
- Remove glasses if causing glare
- Move head slowly and smoothly
- Keep same person in frame throughout

Can't complete?

Use "Manual Capture" for a simple photo instead.

Step 5: Verification

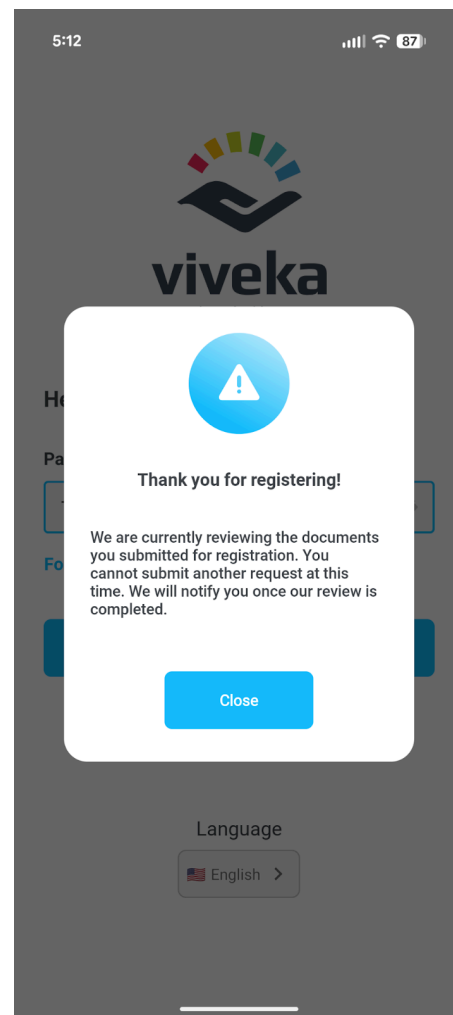
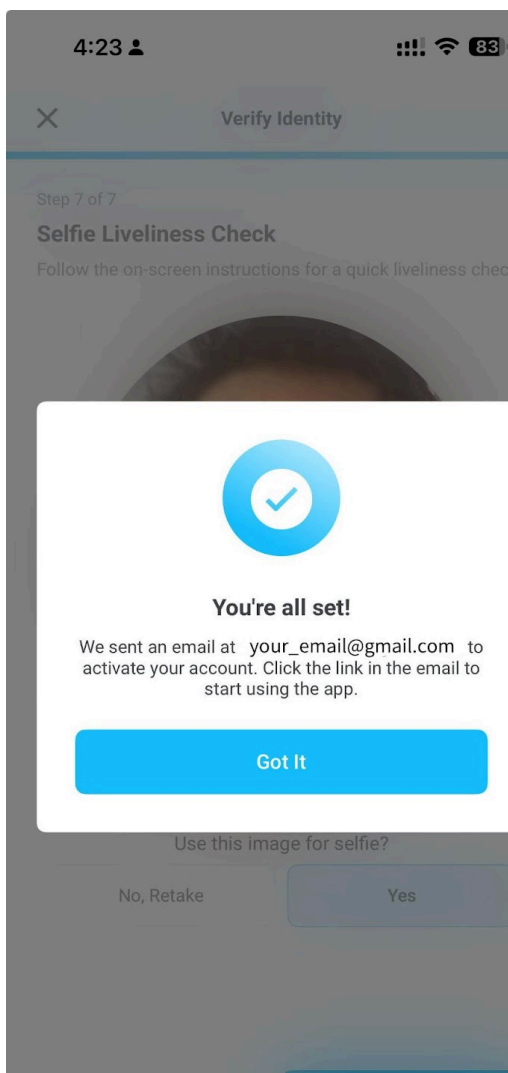
What Happens Next?

Verification Successful and Verification Email Sent

- Verify the email (check spam) Tap "Proceed to Login"
- Enter your email and password and start using the app immediately!

Awaiting Verification Sent to Customer Support

- Review needed by Admin (1-2 business days)
- You'll receive notification via email/push
- **Don't create new account** - just wait








Step 6: Additional Verification Required

- Enter ZIP code or full address when prompted
- Use current residential address
- Write full street names (e.g., "123 North Main Street" not "123 N Main St")

App Features

Once logged in, you can:

-  **View Insurance Cards** - Digital ID cards for you and dependents
-  **Access Medical Claims** - View claim history and status
-  **Get Estimated Medical Costs** - Price transparency tool
-  **View Eligibility** - Check your coverage status
-  **Provider Search** - Find in-network doctors and facilities

Troubleshooting

Problem	Solution
OTP code not received	Wait 1–2 min → Tap Resend Code → Try Call Me option
Barcode won't scan	Clean license back → Better lighting
"No face detected"	Improve lighting → Remove glare → Keep entire license in frame
Selfie won't complete	Better lighting → Face camera → Move slower → Try Manual Capture
Email format error	Include @ and domain (.com, .org) → No spaces
Password won't accept	Make sure all 4 requirements show green checkmarks
Sent to Customer Support	Wait 1–2 business days → Don't create a new account



Frequently Asked Questions (FAQ)

◆ General Questions

Q: How long does the entire process take?

A: Typically **1–2 minutes** if you have all documents ready.

Q: Can I save my progress and come back later?

A: No. You must complete the process in one session. If interrupted, you may need to restart from the verification phase.

Q: Is my information secure?

A: Yes. All data is encrypted during transmission and stored securely in compliance with privacy regulations.

Q: What if I don't have a driver's license?

A: Please contact customer support for assistance.

Q: Can I use a passport instead?

A: Currently, only **driver's licenses and state IDs** are supported for scanning.

◆ Phone Verification Questions

Q: I didn't receive the OTP code. What should I do?

A: Try the following steps:

- Wait 1–2 minutes (delivery may be delayed)
- Check blocked/spam messages
- Click **Resend Code** after the timer expires
- Use **Call Me** option
- Verify your phone number is correct

Q: The code expired before I could enter it. What now?

A: Click **Resend Code** to receive a new code.

Q: Can I use a landline phone?

A: No. A mobile phone capable of receiving text messages is required.

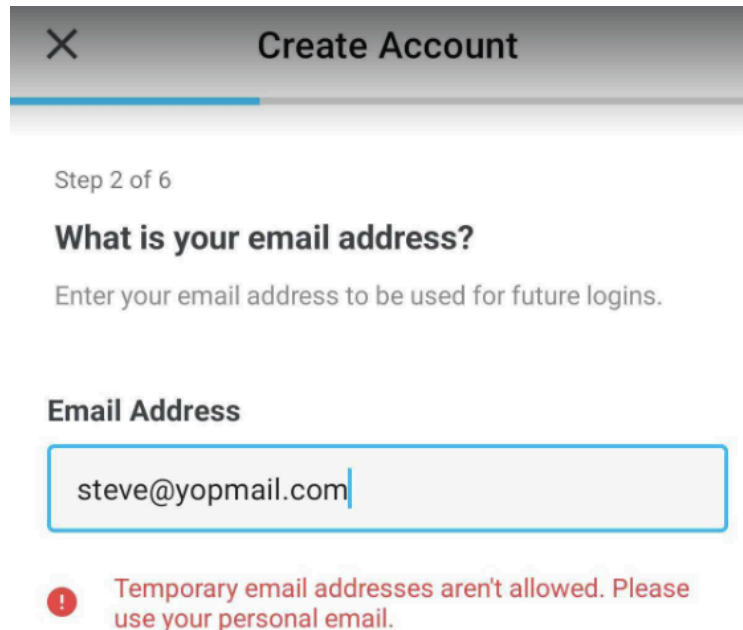
Q: What if my phone number is already registered?

A: We allow the same phone number across multiple accounts. However, email should be unique.

Email Verification Questions

Q: Why I am getting Temporary email addresses aren't allowed. Please use your personal email?

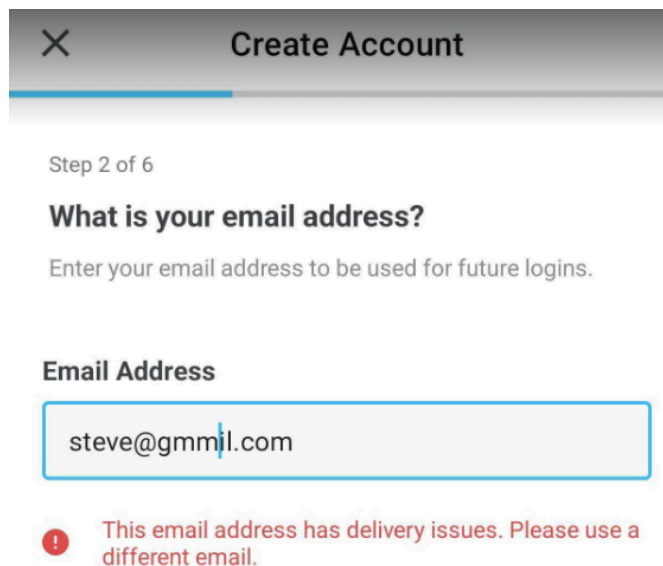
A: You must provide your permanent email address not temporary emails.



The screenshot shows a mobile app interface for creating an account. At the top is a grey header with a close button (X) and the text 'Create Account'. Below the header, a progress bar indicates 'Step 2 of 6'. The main heading is 'What is your email address?' followed by the instruction 'Enter your email address to be used for future logins.' Below this is a text input field labeled 'Email Address' containing the email 'steve@yopmail.com'. At the bottom, a red error message with an exclamation mark icon states: 'Temporary email addresses aren't allowed. Please use your personal email.'

Q: Why I am getting - 'This email address has delivery issues. Please use a different email.'

A: You must check for typos and correct emails. .



The screenshot shows a mobile app interface for creating an account. At the top is a grey header with a close button (X) and the text 'Create Account'. Below the header, a progress bar indicates 'Step 2 of 6'. The main heading is 'What is your email address?' followed by the instruction 'Enter your email address to be used for future logins.' Below this is a text input field labeled 'Email Address' containing the email 'steve@gmmil.com'. At the bottom, a red error message with an exclamation mark icon states: 'This email address has delivery issues. Please use a different email.'

◆ Document Scanning Questions

Q: The app says “No face detected” on my license. Why?

A:

- *Ensure the photo is clearly visible*
improve lighting
- *Remove glare and shadows*
- *Keep the full license in frame*
- *Try a different angle*

Q: My barcode won’t scan. What should I do?

A:

- *Clean the license*
- *Use even lighting*
- *Try multiple angles*
- *Hold your phone steady*

Q: My license is damaged. Will it work?

A: *It depends on the damage. If scanning fails after 3 attempts, you’ll be directed to customer support.*

Q: Can I use a photo of my license?

A:

No. You must use the physical license. Photos are automatically rejected.

Q: Why do I need to scan my Social Security card?

A:

This is required only in some cases for additional verification, based on system rules.

◆ Selfie & Liveness Questions

Q: Why do I need to move my head?

A:

*This is **liveness detection**, which confirms you’re a real person and prevents fraud.*

Q: I can’t complete the head movements. What should I do?

A:

- *Move slowly and smoothly*
- *Follow instructions*
- *Use **Manual Capture** if available*

Q: The app says “Different person detected.” What does this mean?

A:

- Only one person must be visible
- Stay in frame
- Retake the selfie
- Use a private location

Q: Can I wear glasses?

A: Yes, but remove them if they cause glare.

Q: Can I wear makeup?

A: Yes. Avoid heavy makeup that changes your appearance significantly.

◆ **Address Verification Questions**

Q: Why am I asked for my ZIP code/address?

A: To match your identity with official records for verification.

Q: Should I use my current address or the one on my license?

A:

Use your **current residential address**.

Q: I moved recently. Which address should I use?

A:

Use your current address, even if your license isn't updated.

Q: What if I live in a PO Box?

A:

Use your physical residential address.

Q: My address has special characters. How should I enter it?

A:

- Use full street names
- Include apartment/unit numbers
- Follow standard formatting

◆ **Error & Troubleshooting Questions**

Q: The app crashed. Do I have to start over?

A: You may need to restart verification, but your account details are saved.

Q: I got an error message. What should I do?

A:

- *Read the message carefully*
- *Follow instructions*
- *Try suggested actions*
- *Contact support if it persists*

Q: The app is loading forever. What's wrong?

A:

- *Check internet connection*
- *Ensure enough storage*
- *Restart the app*
- *Switch networks if needed*

◆ **Privacy & Security Questions**

Q: What happens to my photos and documents?

A:

- *Encrypted during transmission*
- *Used only for verification*
- *Not stored on your device*
- *Deleted after verification*
- *Handled per privacy regulations*

Q: Who can see my information?

A: *Only authorized personnel involved in verification.*

Q: Can I delete my data after registration?

A: *Yes. You may request account deletion via the **Data Deletion link** in the Play Store.*

Q: Is this app secure?

A: *Yes. It uses industry-standard encryption and security practices.*