

# 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](http://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 Health Mobile App - Quick Start Guide for Members

Last Updated: February 2026

<b>Viveka Health Mobile App - Quick Start Guide for Members 2026</b>	<b>Last Updated: February 2026</b>
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# 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 4G 100%



Email Address

Enter your email address

Get Started

Enable Fingerprint to Log in

 Log in with Fingerprint

Language

 English >

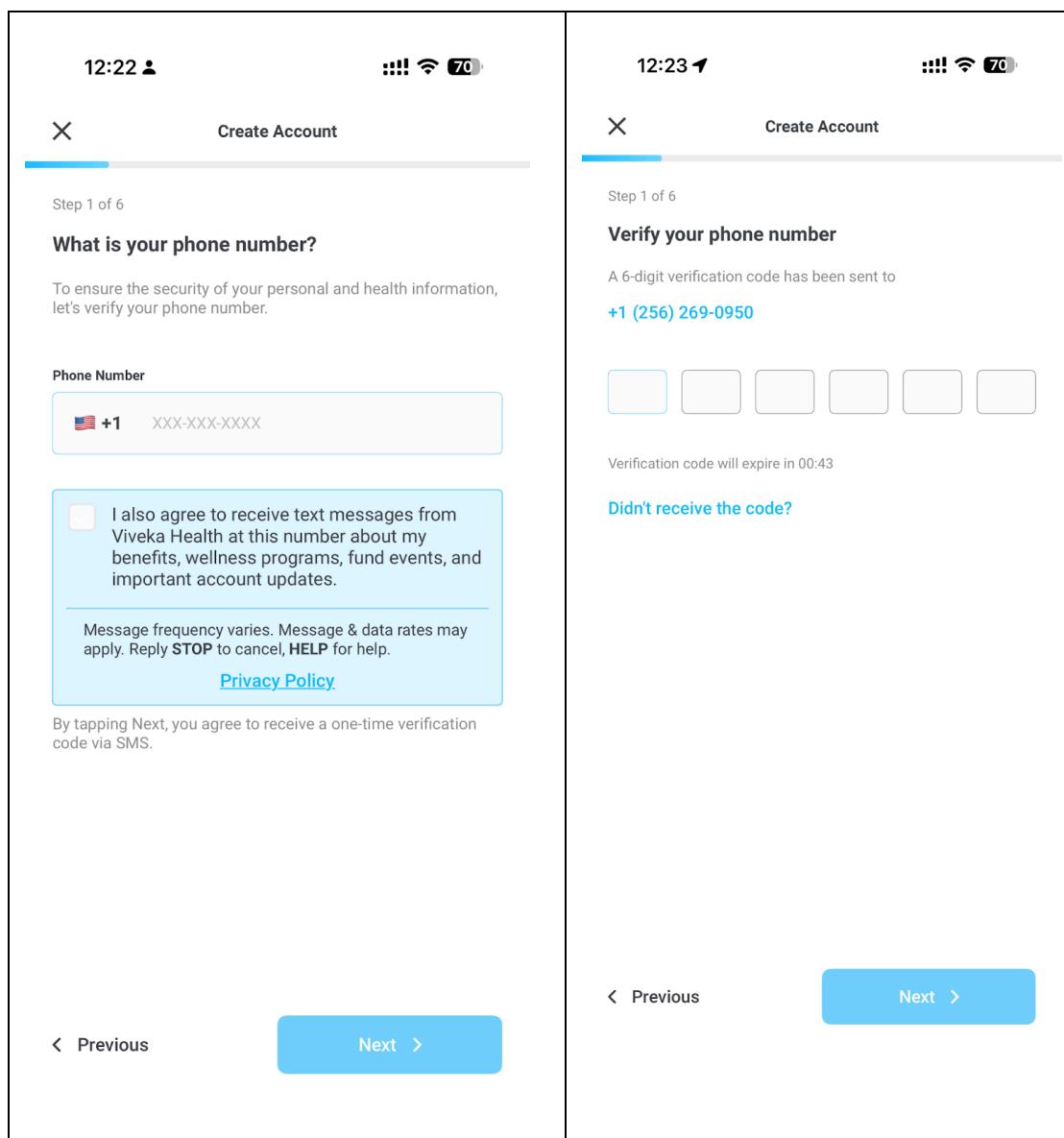


## What happens next:

<p><b>Email not registered?</b> → System takes you to account creation</p>	<p><b>Email already registered?</b> → Password field appears → Enter password to log in</p>
<p>16:40  ...  100%</p> <p>◀ Previous</p>  <p>Register for Your Healthcare Benefits</p> <p>We need to verify your identity to setup your account securely</p> <hr/> <p>Required Documents</p> <ul style="list-style-type: none"><li> <b>Driver License</b> Required for identity verification</li><li> <b>Insurance Card or SSN</b> Only if demographic info from license isn't sufficient</li></ul> <p>Permission Needed</p> <p>Camera Access, Location Access</p> <div data-bbox="347 1267 380 1298"></div> <p><b>Your Privacy is Protected</b></p> <p>Your documents will not be saved and are processed securely for matching purpose only.</p> <p><b>Start Registration</b></p> <p>■ ◎ ◀</p>	<p>1:56  74%</p>  <p>Hello demo@demo.com!</p> <p><b>Password</b></p> <input type="password"/> <p>Enter password </p> <p><a href="#">Forgot Password?</a></p> <p><b>Log In</b></p> <p>Enable Fingerprint to Log in </p> <p> <a href="#">Log in with Fingerprint</a></p> <p>Language</p> <p> English </p>

## 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



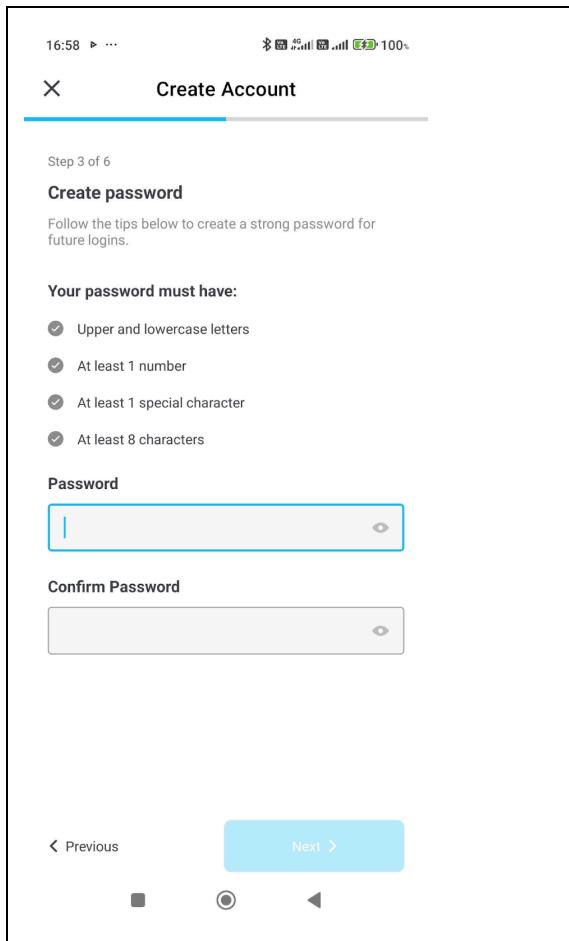
## Step 3: Enter Your Email

- 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 (!@#\$%^&\*)



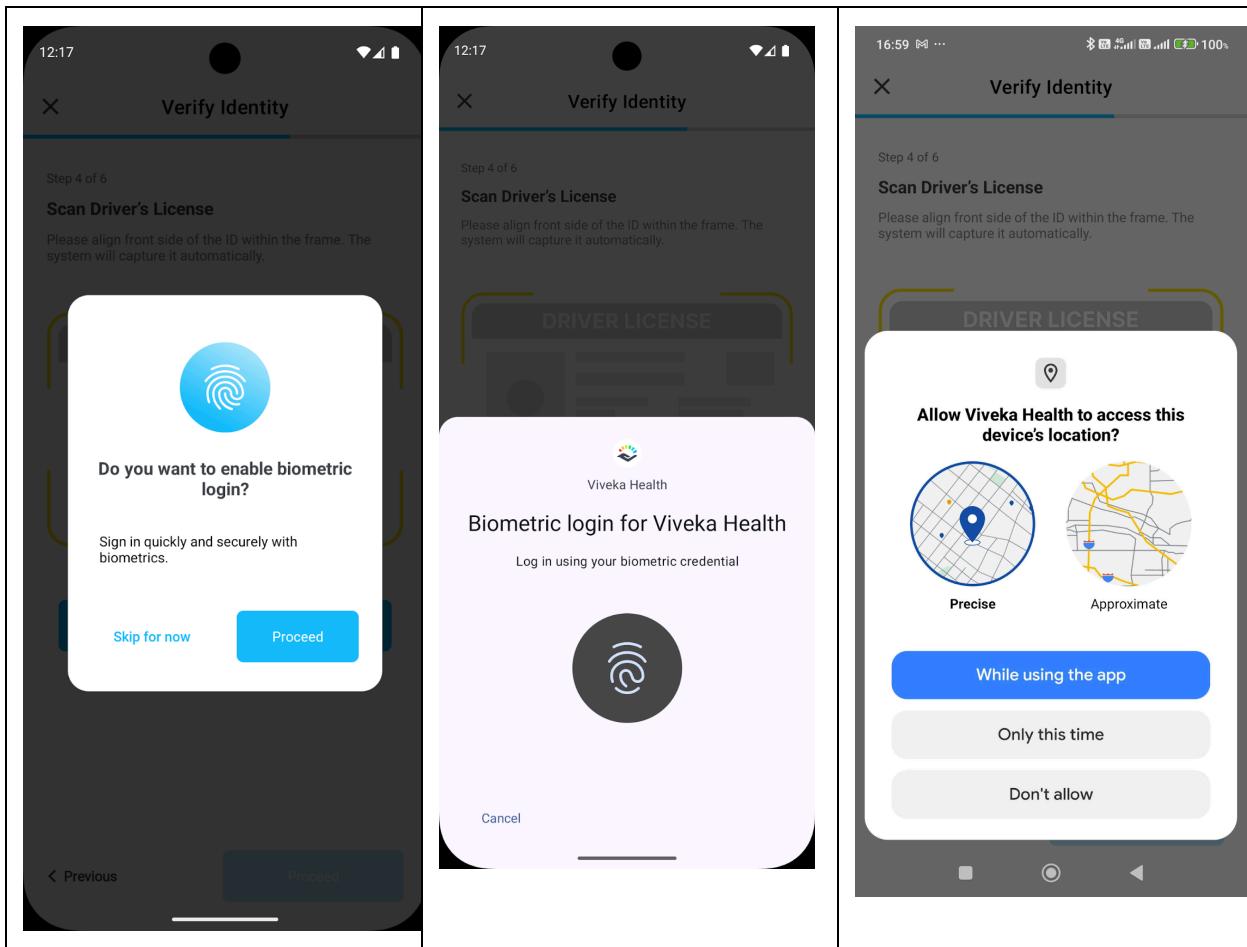
Watch the checkmarks turn green as you meet each requirement.

# Identity Verification (3-6 Steps)

## Required Permissions

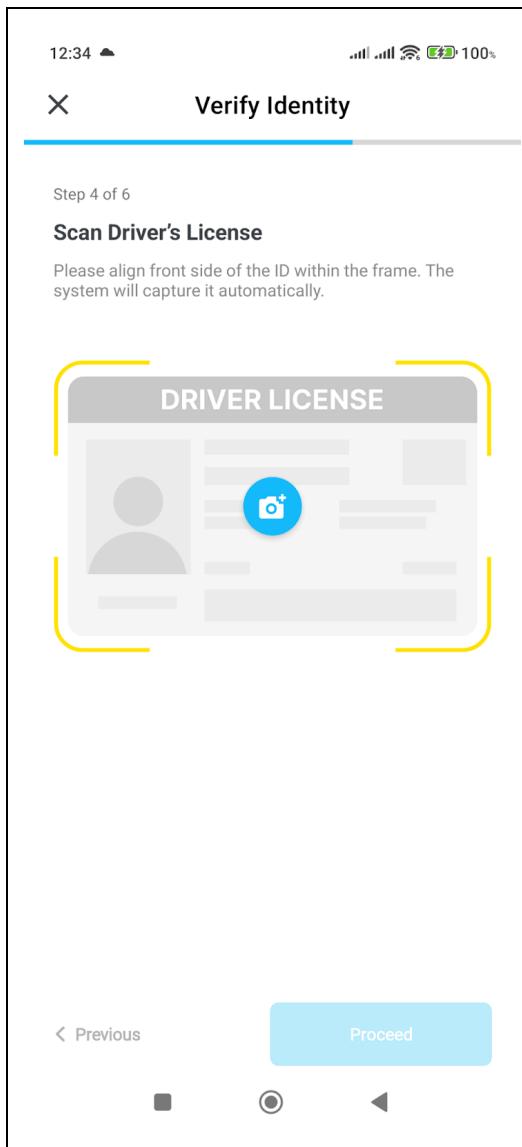
-  **Camera** - REQUIRED (to scan documents and take selfie)
-  **Location** - Optional (helps verification)
-  **Biometric** - Optional (Face ID/Fingerprint for easier login)

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



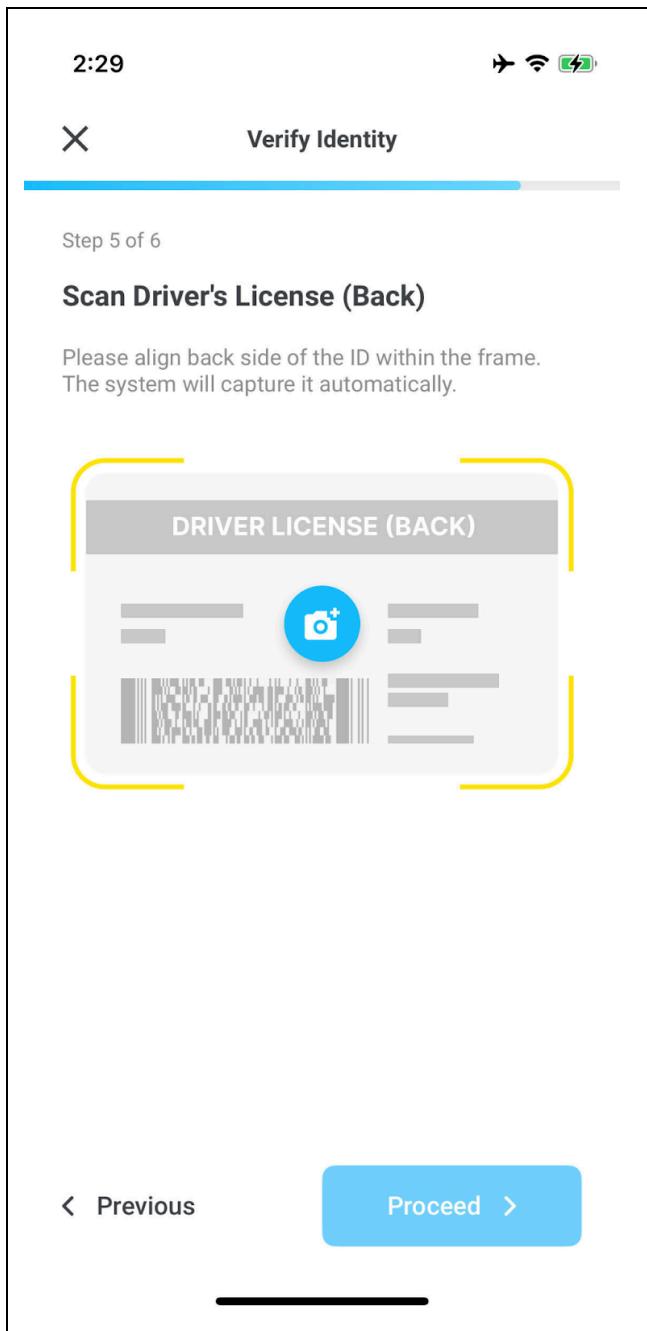
### Tips:

- 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.



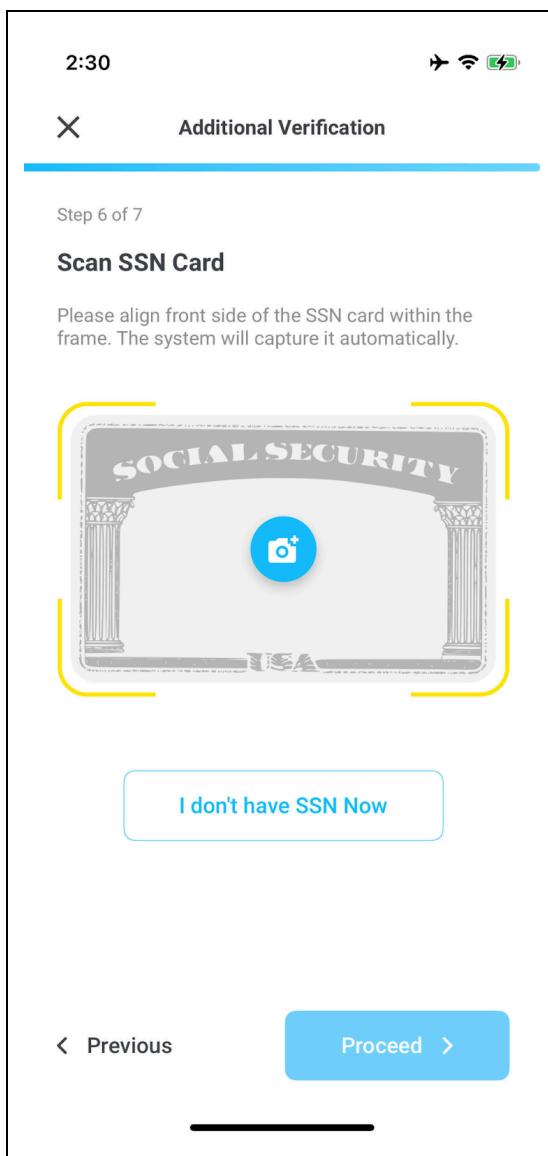
## Step 3: Scan Social Security Card (If Prompted)

**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:

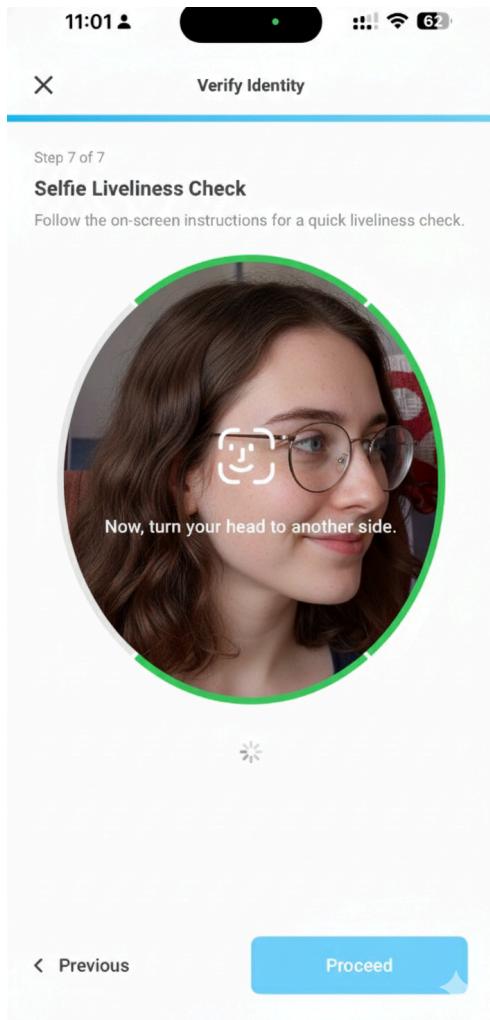
- System will prompt you on first login (you can skip again)
- OR submit anytime from home screen via FAB button (bottom right)



## 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?

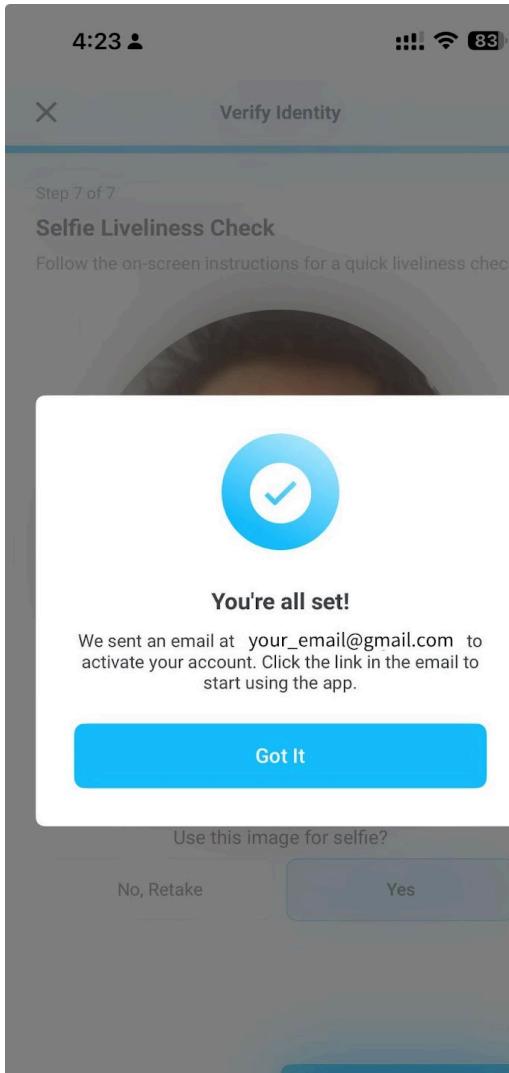
Use "Manual Capture" for a simple photo instead.

## Step 5: Verification

### What Happens Next?

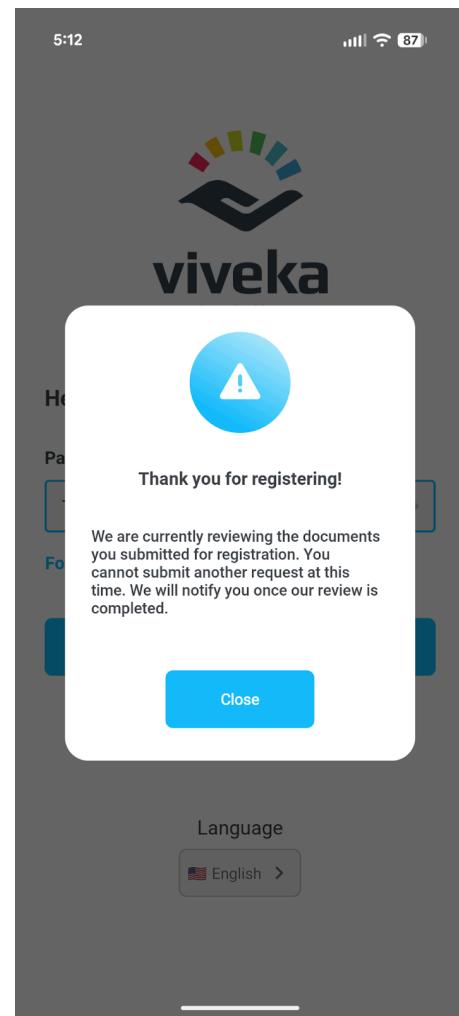
#### Verification Successful and Verification Email Sent

- 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.

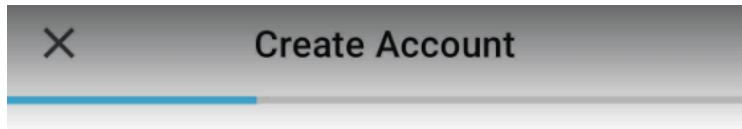
**Q: What if my phone number is already registered?**

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.**



Step 2 of 6

### What is your email address?

Enter your email address to be used for future logins.

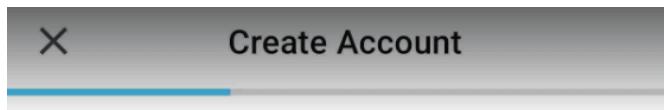
#### Email Address

steve@yopmail.com

! 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. .**



Step 2 of 6

### What is your email address?

Enter your email address to be used for future logins.

#### Email Address

steve@gmml.com

! 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.