



User's Manual

Last updated: 05/05/2023

1.0 GENERAL INFORMATION

Welcome to the Viveka Health App, this user manual will help you get started with the app and show you how to use its features.

2.0 GETTING STARTED

Download the Viveka Health app from App Store or Google Play Store
Install the application, open the application and start with creating an account.

3.0 CREATE ACCOUNT

3.1 Registration

Our service offers two registration options:

- **Full Registration:** Provides access to all of our features
- **Light Registration:** Provides a quicker and simpler way to access

Light Registration

This will take you about 2-3 minutes to complete

1. Open the app on your device
2. Click on "Create Account" and provide your personal and insurance information. Follow the prompts to complete the registration process option which will take you to the registration process.
3. During the registration if you enter a valid Member ID or SSN and it matches you're eligible for Quick Registration.

With Quick Registration you will be able to access some of our features, including receiving personalized EOBs. You can also review your benefits eligibility in the app.

Please note that light registration does not provide access to all of our features. To access the full range of features, we recommend completing the full registration process.

15:49



Email Address

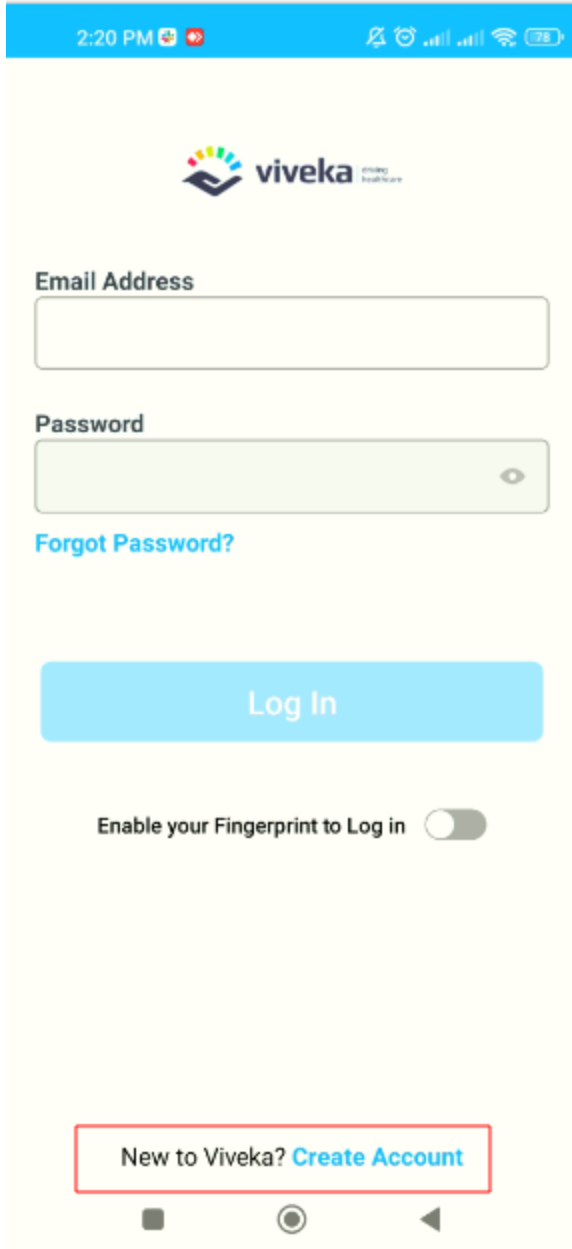
Password

[Forgot Password?](#)

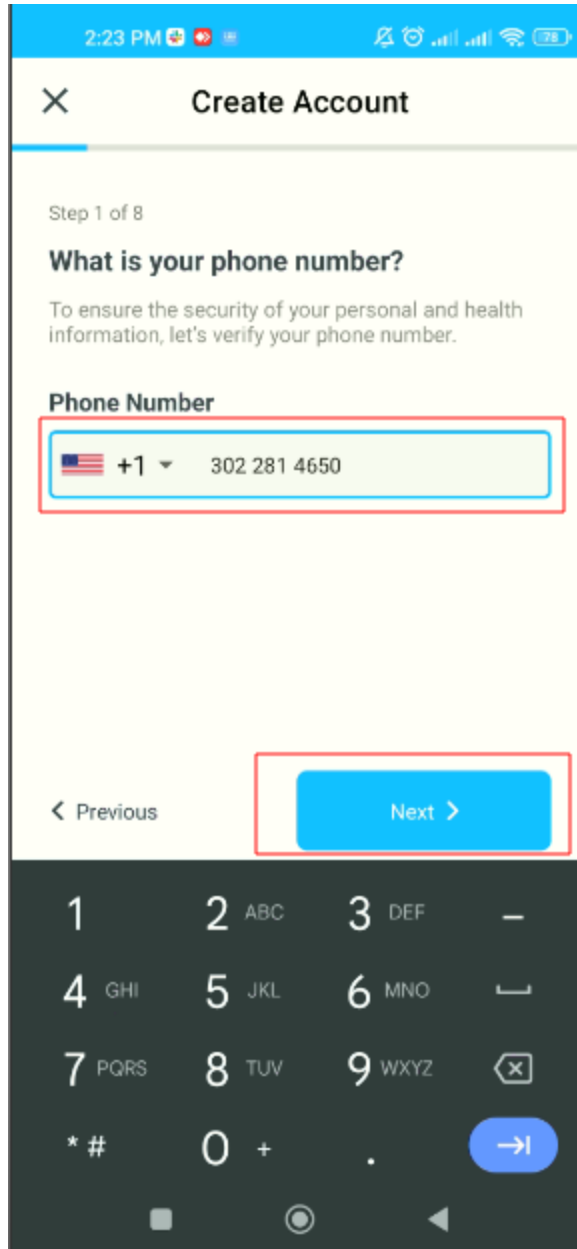
Log in

Enable your Face ID to Log in

New to Viveka? [Create Account](#)



4. Enter your mobile number. Next button will be enabled once a valid number is added.



5. If you enter a landline number, use the call me option to get the verification code.
6. Enter the 6-digit verification code sent to the number. In case you entered incorrect code, you can retype it or select to resend the code after 3 minutes. You can enter the code until the timer expires.

15:55



Create Account



Step 2 of 8

Verify your phone number

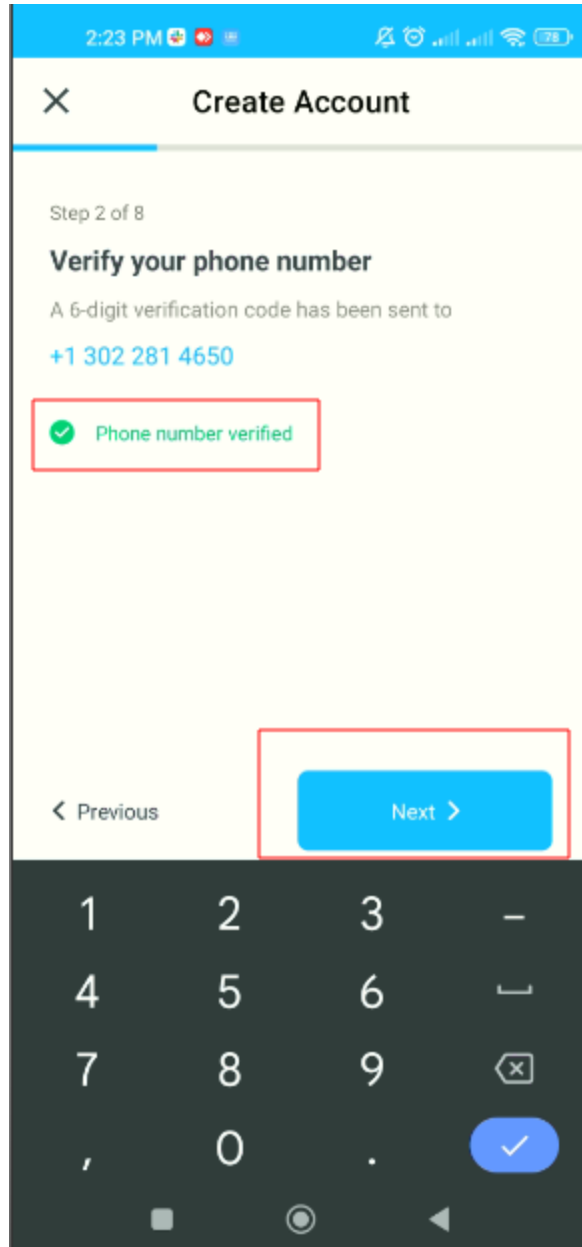
A 6-digit verification code has been sent to

+1 (707) 395-8726

 Phone number verified

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7. Enter a valid email address to continue. The correct email format is user@example.com.

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Create Account

Step 3 of 8

What is your email address?

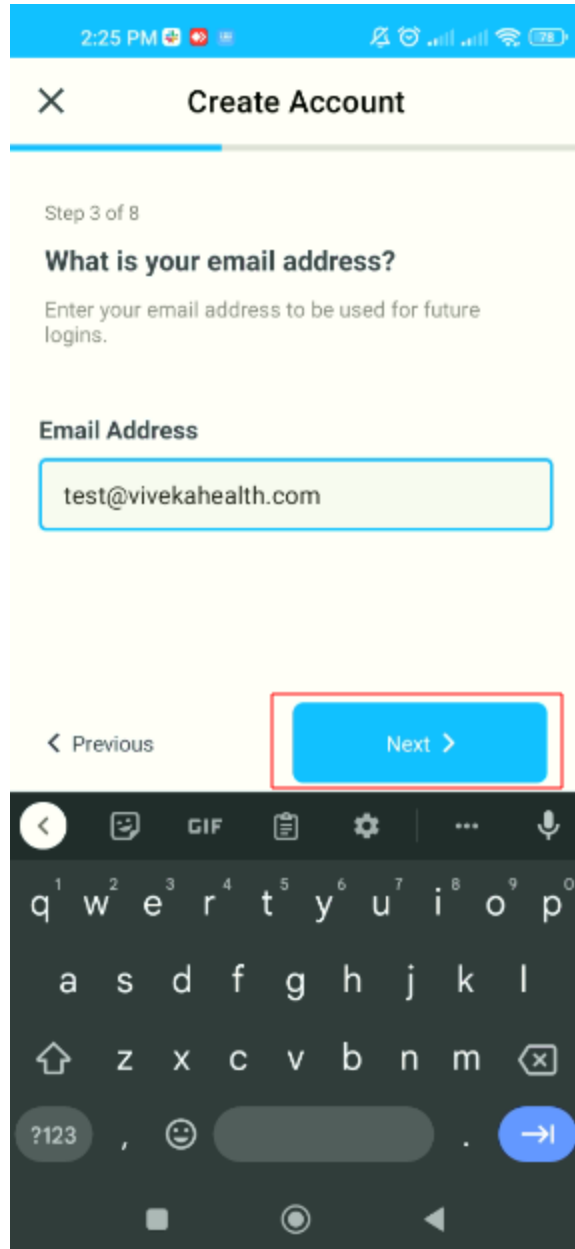
Enter your email address to be used for future logins.

Email Address

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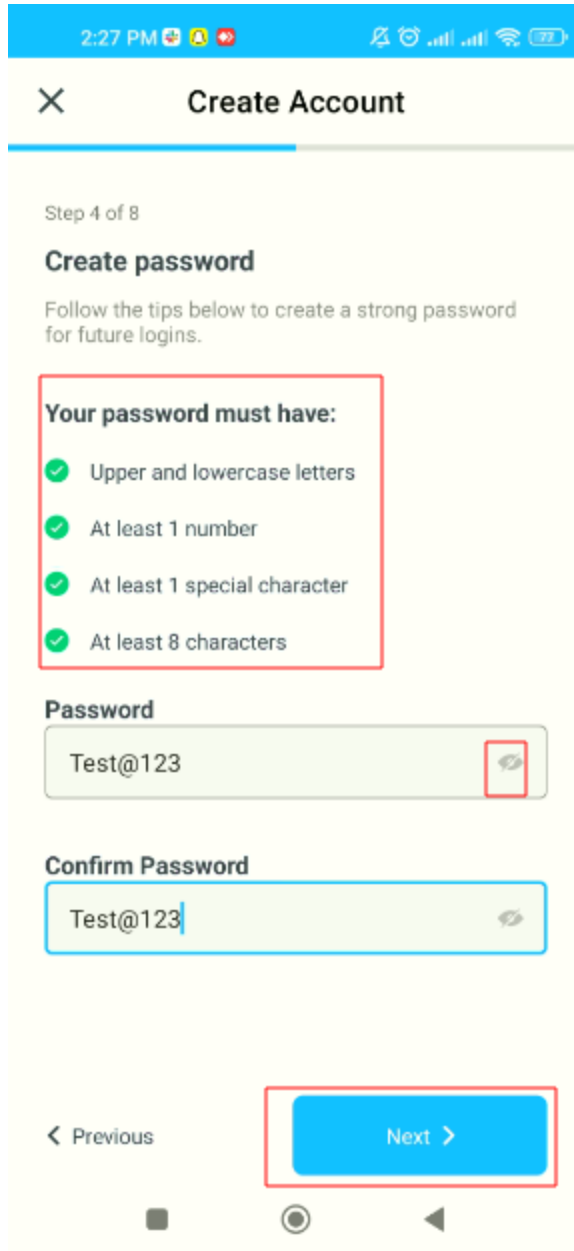




8. Enter characters into the password field, confirm it by retyping the same password on the Confirm Password field. You can hide and unhide the password using the eye button. Passwords are hidden by default.

The password must have:

- a. Upper and lower case letters
- b. At Least 1 number
- c. At Least 1 special character
- d. At Least 8 characters



9. On the verification Identity page. Enter Member ID or SSN and Date of Birth.
Member ID and SSN is optional.

14:21



Create Account

Step 5 of 8

Verify your identity

What is your Member ID or SSN?

- 1 ID must match the ones stated on your official insurance records.

Member ID or SSN

358771533

What is your date of birth?

Enter your date of birth as stated on your official insurance records.

Date of Birth

01/01/1999

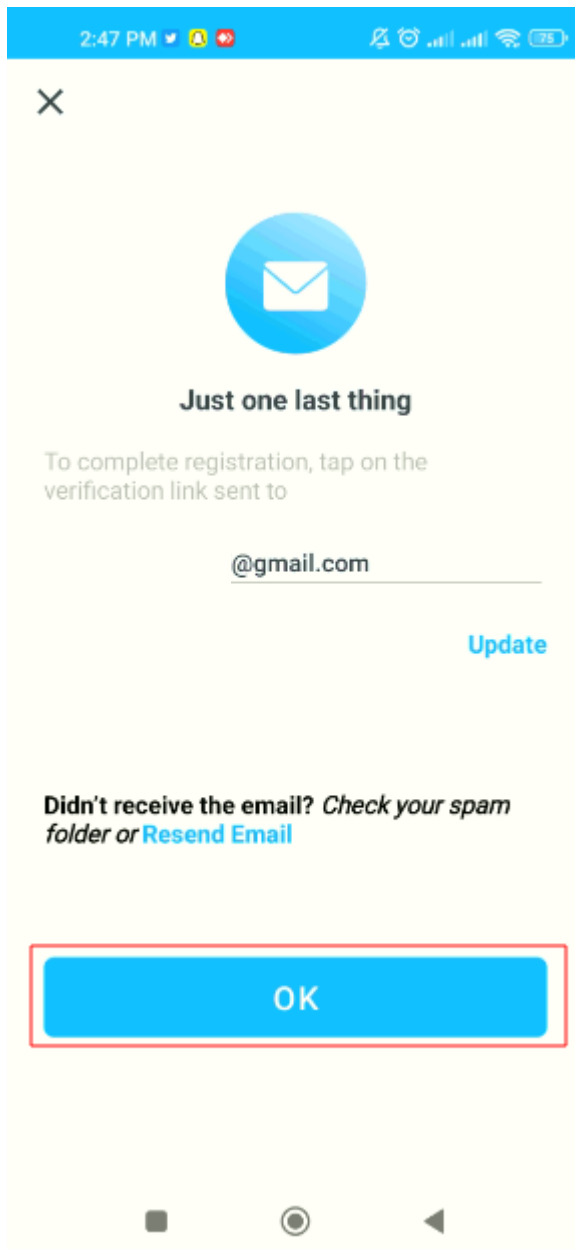


MM/DD/YYYY

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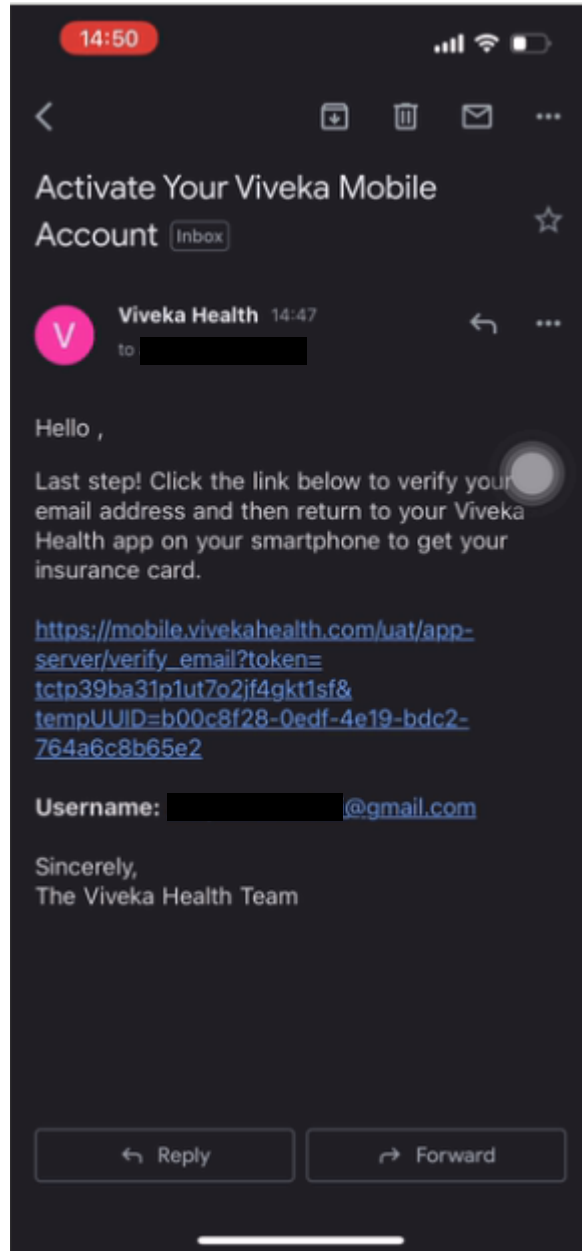
Next >

10. A verification link is sent to your email. Click on OK to continue.

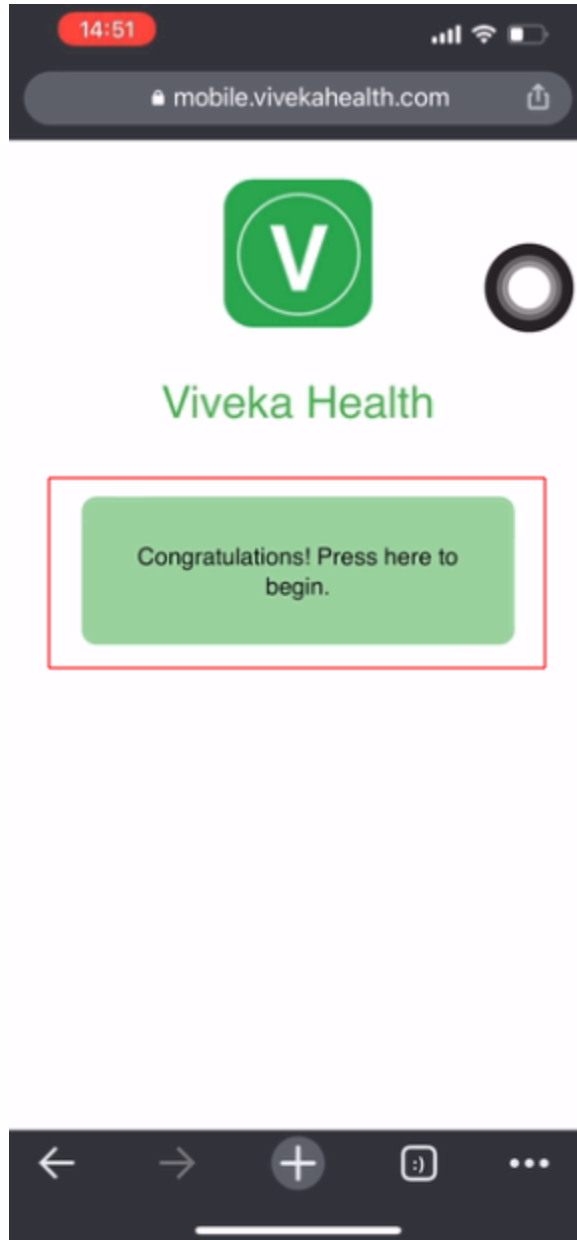


11. You can also update your email address and click ok to continue

12. A confirmation link is sent to your email address. Click on the verification link.



13. Will redirect you to a new tab. Click on the verification link to complete the registration.



14. You'll be redirected to the login page, enter your credentials. You'll be using the app in light registration mode, with limited access available.

14:52



Email Address

ashyunbhandari.i@gmail.com

Password

Test@123

[Forgot Password?](#)

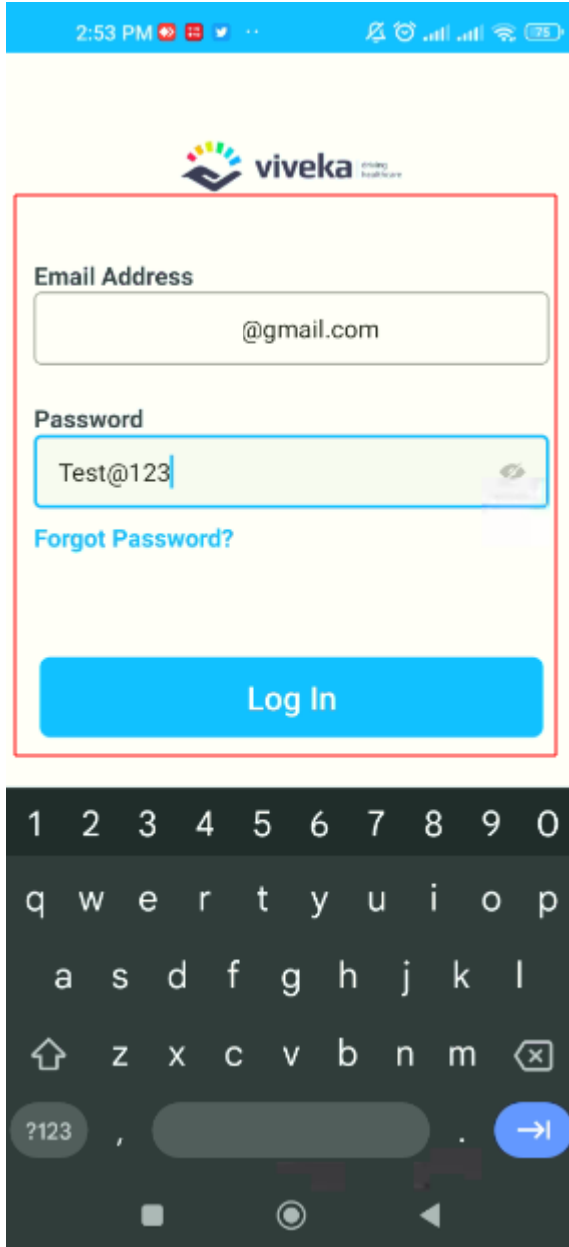
Log in

Enable your Face ID to Log in



Passwords





15. You're successfully logged into the application.

Full Registration

If you skipped Member ID or it doesn't match our system. You will be sent to the full registration process

11:36



Create Account

Step 5 of 8

Verify your identity

What is your Member ID or SSN?

- 1 ID must match the ones stated on your official insurance records.

Member ID or SSN

(Optional)

What is your date of birth?

Enter your date of birth as stated on your official insurance records.

Date of Birth

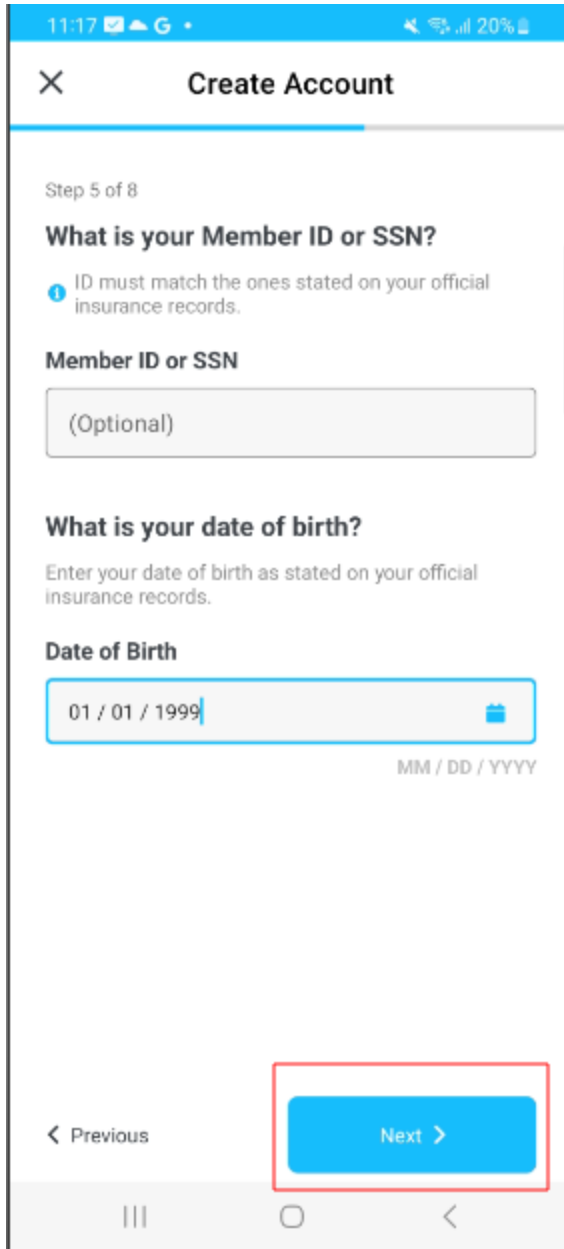
01/01/2000



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16. If not eligible for Quick Registration Next button takes you to enter Name details. Enter both First Name and Last Name to continue.

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Create Account

Step 6 of 8

What is your legal name?

Enter your first and last names as stated on your official insurance records.

Legal First Name

Viveka

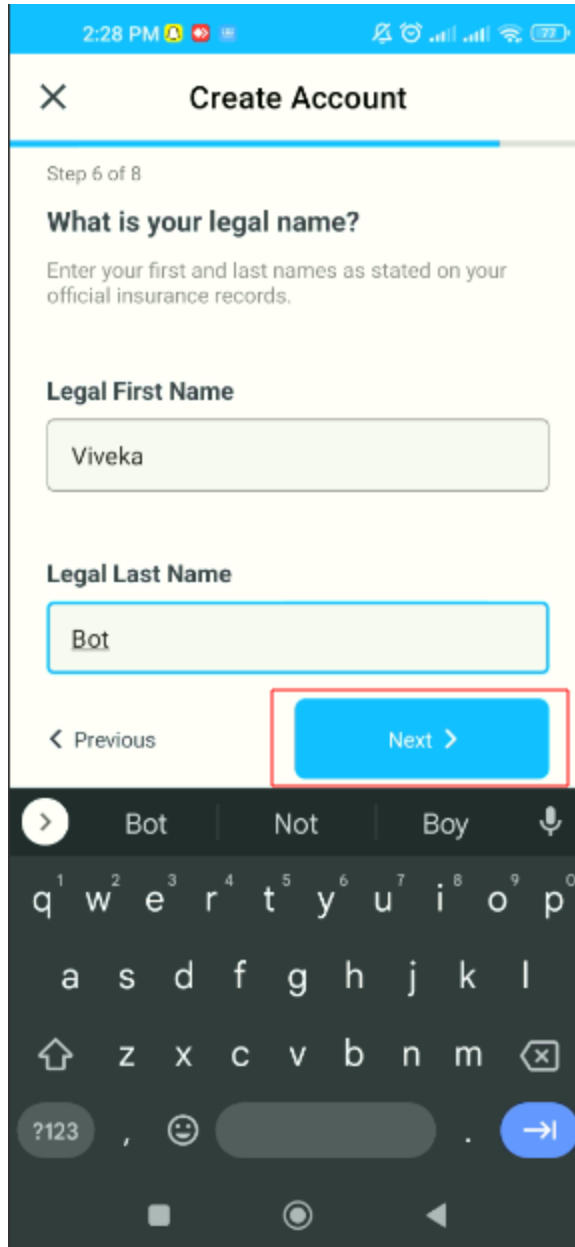
Legal Last Name

Bot

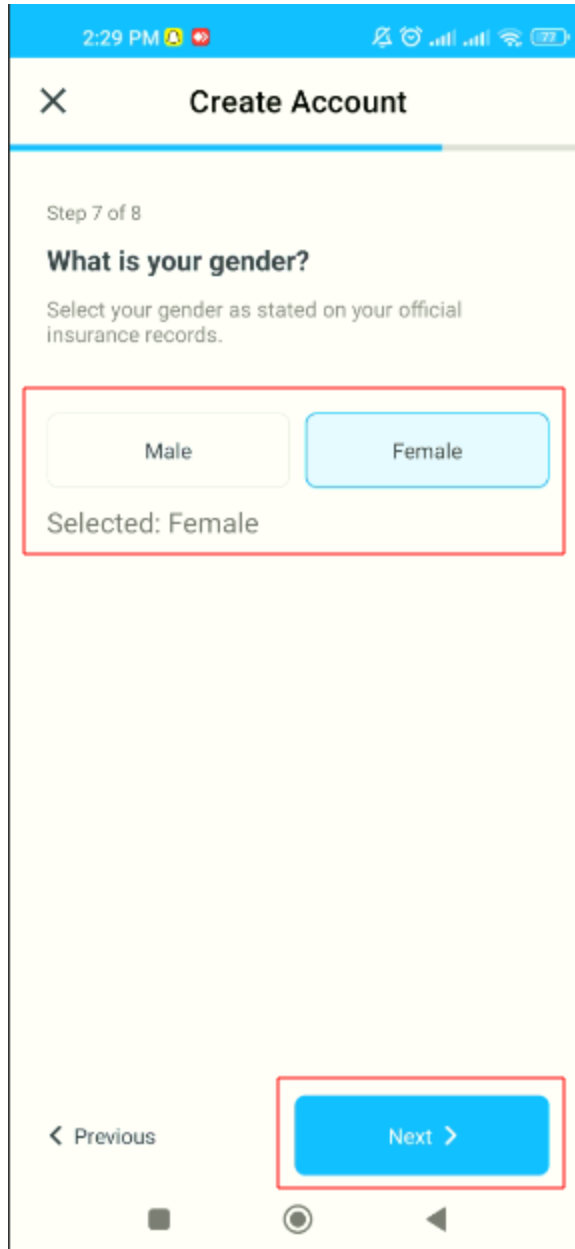
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17. Select your gender i.e Male, Female.



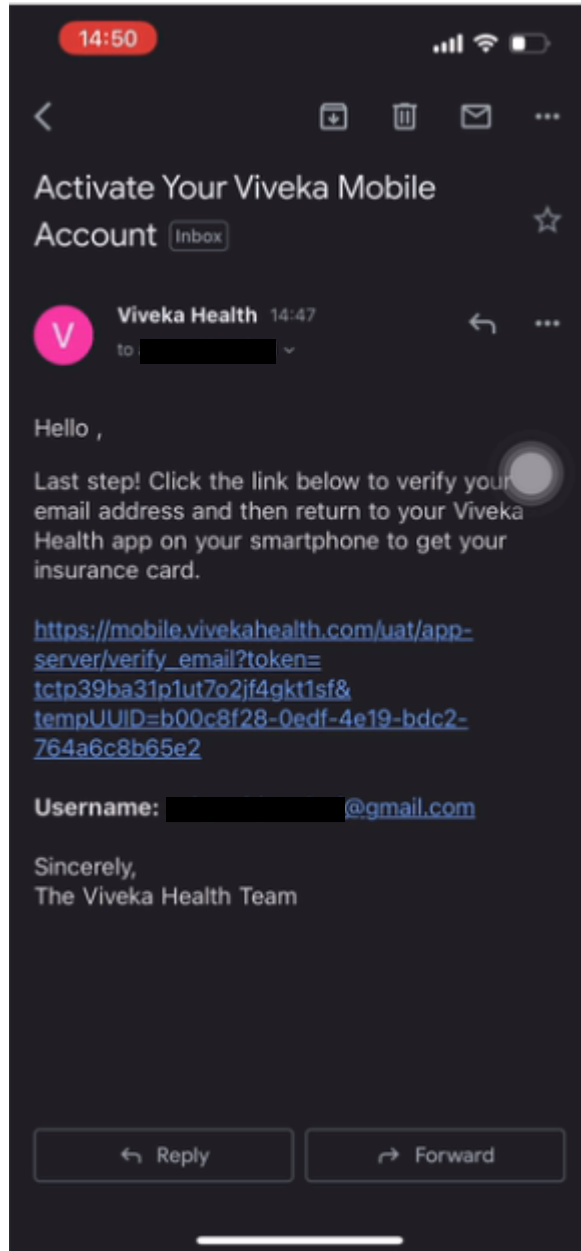
18. A pop up for notification access will be displayed if notification is not enabled for App.
Select allow notification to keep you updated.
You can allow notification from settings of your mobile if you rejected the notification



19. If you didn't enter Member ID or your Member ID didn't match in the previous step. Enter SSN to continue to the next step.



20. A confirmation link is sent to your email address. Click on the verification link.



21. Will redirect you to a new tab. Click on the verification link to complete the registration.