

MANAGE YOUR BENEFITS ON YOUR PHONE

Download our new Mobile App



To get started, it's simple!

Download the **STL Laborers' Benefit Office** app using the QR Code or search in the App Store or Google Play.

Select Sign Up to create your account.

Existing Members:

Switch to the New App in 3 Steps

- 1 Open Viveka Health**
Sign in and tap Get the New App on the welcome screen.
- 2 Download the STL Laborers' Benefit Office App**
Find it in the App Store or Google Play.
- 3 Sign In to the New App**
Once you've signed in, you can remove the Viveka Health app from your device.

New Members: Download the STL Laborers' Benefit Office app and create your account. No need to download Viveka Health.

Mobile App Features:

- Estimate Medical Costs
- View Eligibility Information
- Access Medical Claims
- View Insurance Cards
- Check Deductibles and Out-of-Pocket Maximums
- Search for Providers
- Stay Up to Date on Benefits and Events



Check out stllaborers.com for a User Guide and additional support.

STL Laborers' Benefit Office Mobile App - Quick Start Guide for Members

Last Updated: June 2026

STL Laborers' Benefit Office Mobile App - Quick Start Guide for Members	2
Download & Install	2
Creating Your Account (2-3 Minutes)	3
Step 1: Open the App - Launch the STL Laborers' Benefit Office 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 "STL Laborers' Benefit Office" in App Store (iOS) or Google Play Store (Android)

Creating Your Account (2-3 Minutes)

Step 1: Open the App - Launch the STL Laborers Benefit Office 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

16:40

Bluetooth, 4G, Signal, Signal, Signal, 100%

[< Previous](#)



Register for Your Healthcare Benefits
We need to verify your identity to setup your account securely

Required Documents

-  **Driver License**
Required for identity verification
-  **Insurance Card or SSN**
Only if demographic info from license isn't sufficient

Permission Needed
Camera Access, Location Access

 **Your Privacy is Protected**
Your documents will not be saved and are processed securely for matching purpose only.

Start Registration

Email already registered? →
Password field appears → Enter password to log in

1:56

Signal, Signal, Signal, 71%



Hello demo@demo.com!

Password

Enter password

[Forgot Password?](#)

Log In

Enable Fingerprint to Log in ☒

 **Log in with Fingerprint**

Language

 English >

Step 2: Verify Your Phone Number

1. Select your country code (default: 🇺🇸 +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

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

16:58 100%

✕ 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 >

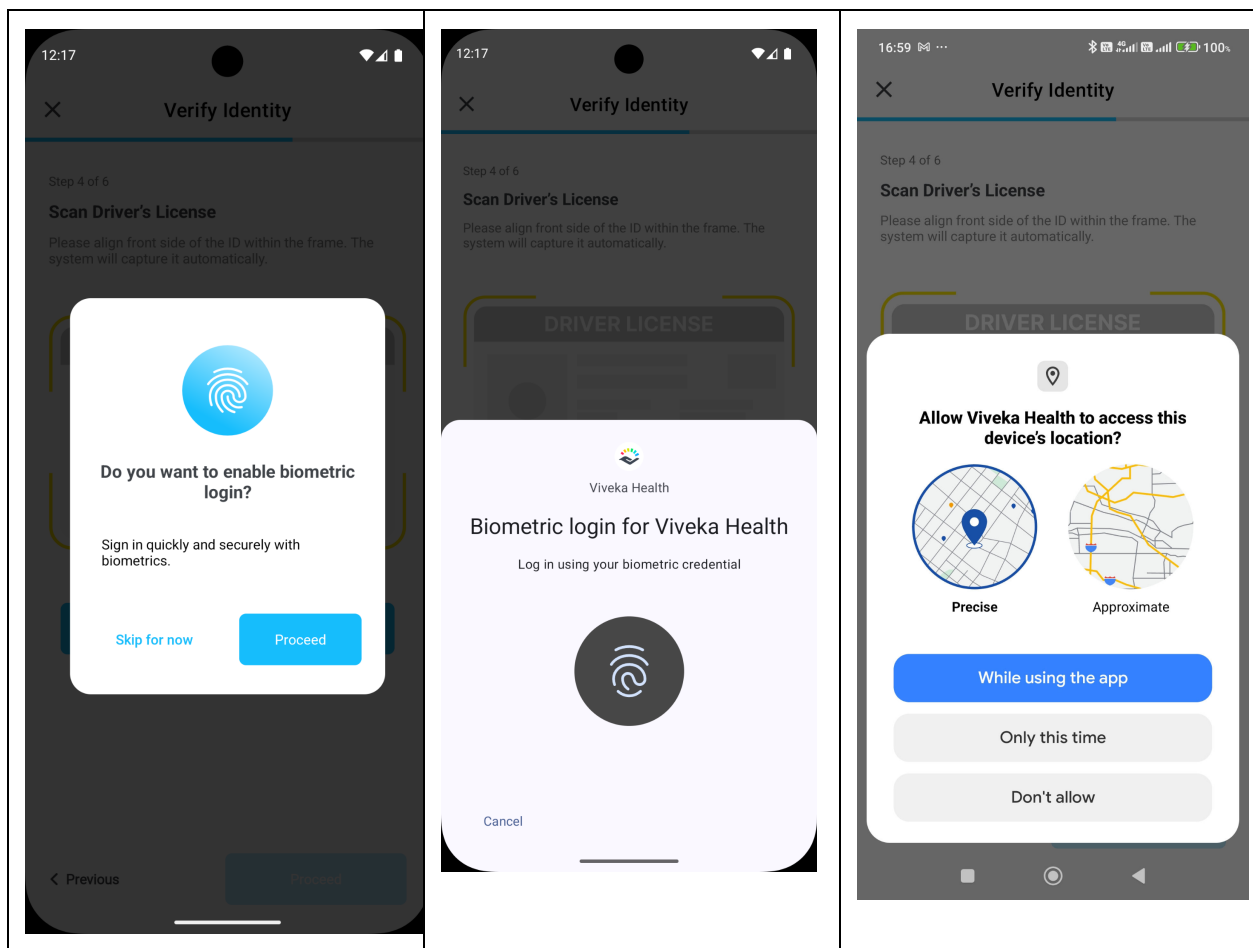
Watch the checkmarks turn green as you meet each requirement.

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

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**"

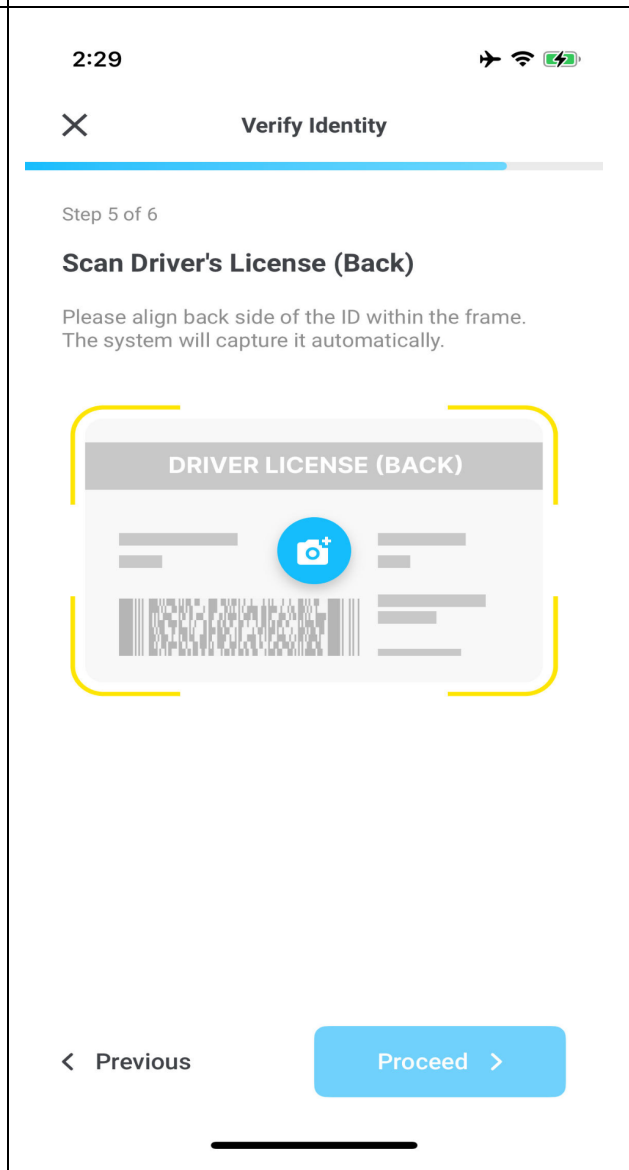
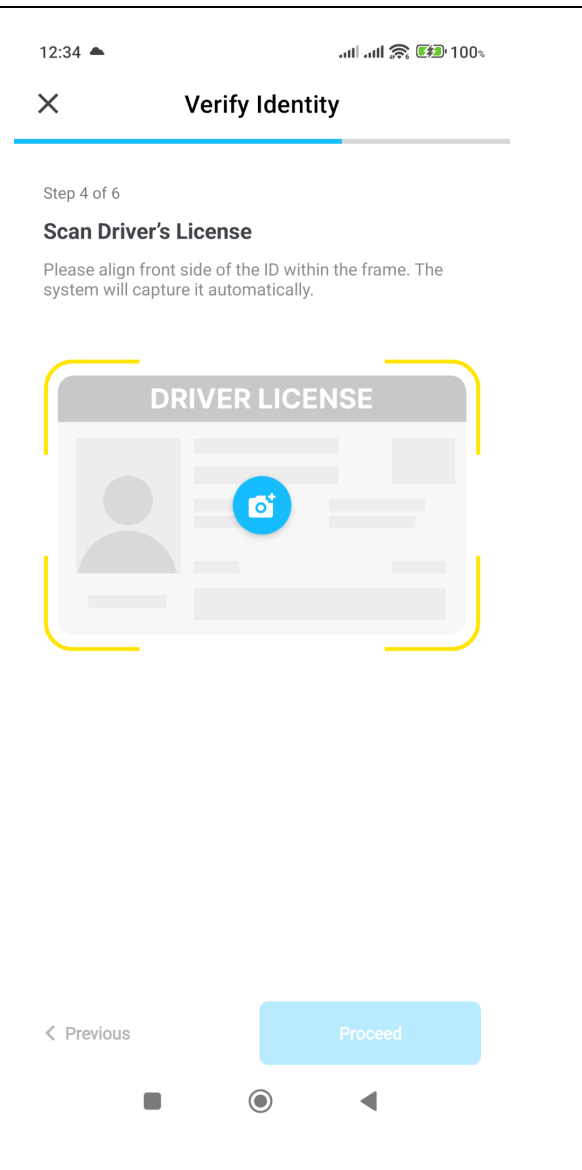


Image Capture Tips: Use dark, flat surface as background. Avoid glare and shadows. Keep license flat (not bent)

Step 3: Scan Social Security Card (If Prompted)

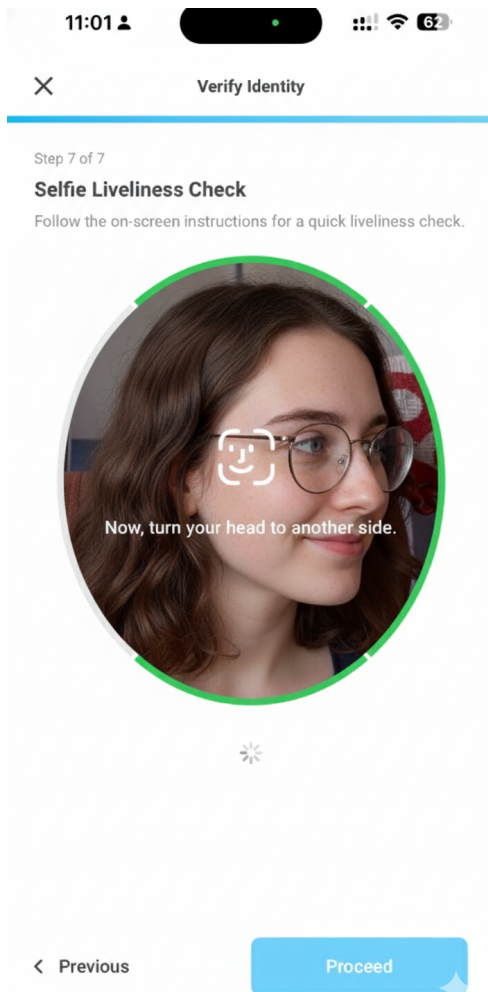
- **Needed when no match is found based on Driving Licence.**
- **Don't have it?** → Tap "I don't have SSN Now" to skip
- System will prompt you on first login

The screenshot shows a mobile app interface for 'Additional Verification'. At the top, the status bar displays '2:30' and icons for airplane mode, Wi-Fi, and battery. Below the status bar is a header with a close button (X) and the title 'Additional Verification'. A blue horizontal line separates the header from the main content area. The main content area starts with 'Step 6 of 7' and the title 'Scan SSN Card'. Below the title is a instruction: 'Please align front side of the SSN card within the frame. The system will capture it automatically.' In the center is a large rectangular frame with a yellow border. Inside the frame is a placeholder image of a Social Security card with the text 'SOCIAL SECURITY' at the top and 'USA' at the bottom. A blue circular camera icon with a white plus sign is centered over the placeholder. Below the frame is a button with the text 'I don't have SSN Now'. At the bottom of the screen are two buttons: 'Previous' with a left arrow and 'Proceed' with a right arrow. A black horizontal line is visible at the very bottom of the screen.

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?

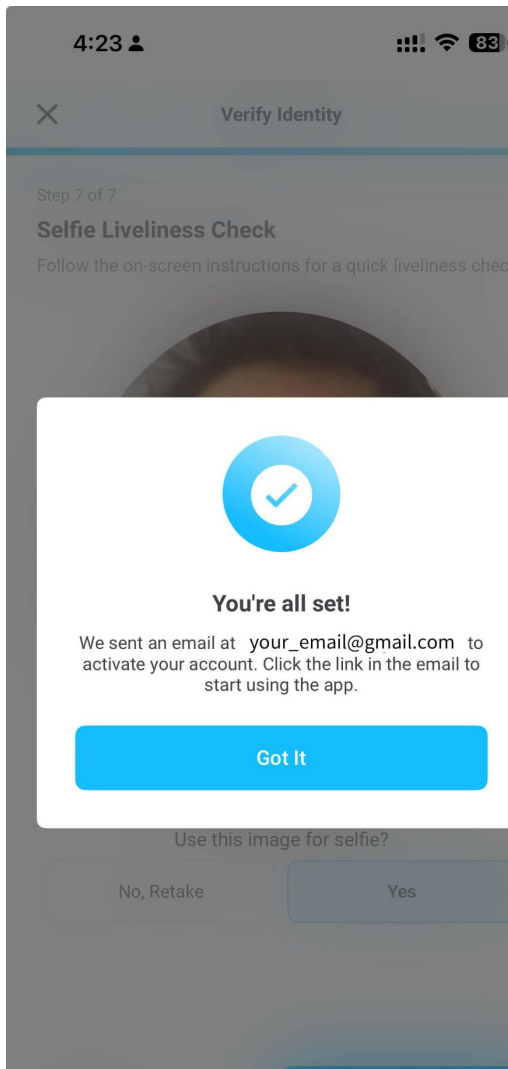
Use "Manual Capture" for a simple photo instead.

Step 5: Verification

What Happens Next?

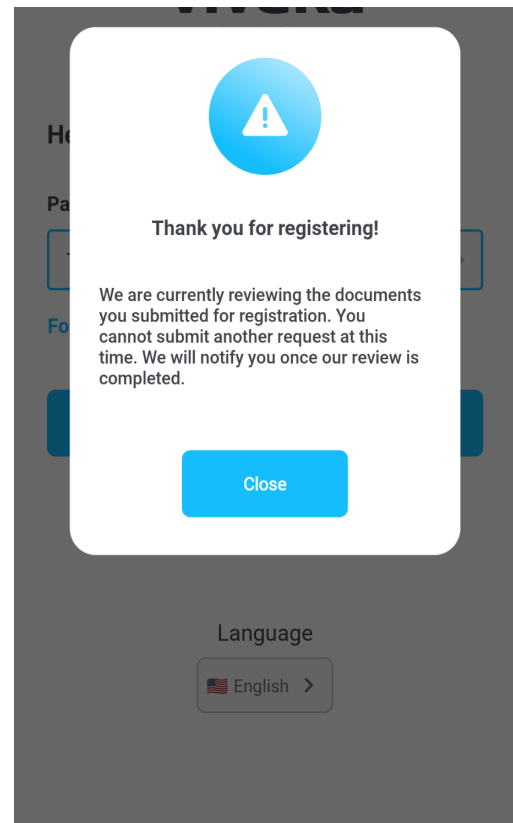
Verification Successful and Verification Email Sent

- 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.

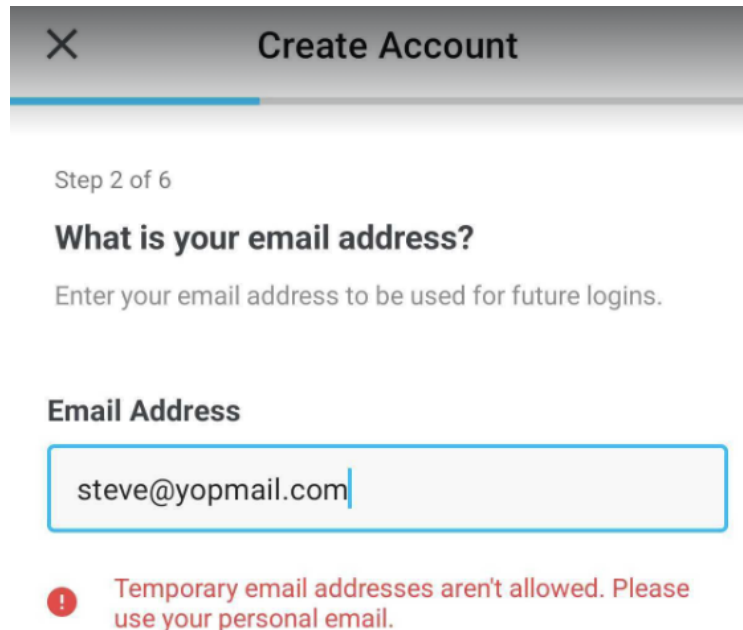
Q: What if my phone number is already registered?

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?

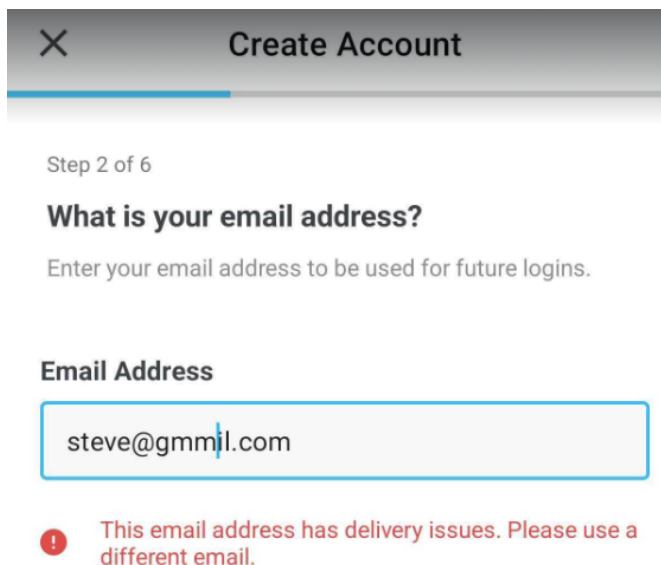
A: You must provide your permanent email address not temporary emails.



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.