






Viveka Health Smartphone App Quick-Start Guide

Getting and Registration as a new user

1. Android open Google Play store app  iPhone Apple AppStore 
2. Search "Viveka Health" app follow phone prompts to install.
3. Find and open the Viveka Health app  in your phone's launcher or home screen and tap it to open the app.
4. Tap "Sign Up"
5. Enter your information.
 - First Name: Legal first name
 - Last Name: Legal last name
 - Gender
 - Date of Birth: As your official records would have it
 - Mobile: Your cell phone number for the smartphone you are registering from
 - Email Address: Your own primary email address, usually personal
 - SSN or Insurance ID#:
 - Password: Requirements are given
6. Tap "Register".
 - If you get an error that the details don't match, click "Edit/Cancel" and recheck your information and submit. If you still have a problem contact your fund office and verify your details with them.
7. Verify your email address or mobile number by selecting your preferred verification method.
 - Email: You will receive an email there with a confirmation link. You must tap the link to register. If you do not receive an email cancel and proceed with Text/SMS
 - Text/SMS: you will receive a 6-digit confirmation code. Enter the code from your text messages and proceed.



Getting started with the app

- A. On the home screen tap "Sign In"
- B. Enter either your email address OR your mobile phone number, whichever you registered (From Step 7), then enter your password
- C. Follow the prompts:
 - Set your selfie: Retake your selfie until you are happy with it. It locks after 24 hours and you will have to call the fund office to change it.
 - Allow location access always: Gives you information about your best options for doctors and pharmacies
 - Allow notifications: You will be able to chat with your benefits team
 - Allow fingerprint login / Touch ID: Make it easier to sign in for the future
 - Enable paperless mail: Get your insurance card and other documents right in the app
 - The in-app tutorial will show you other features.