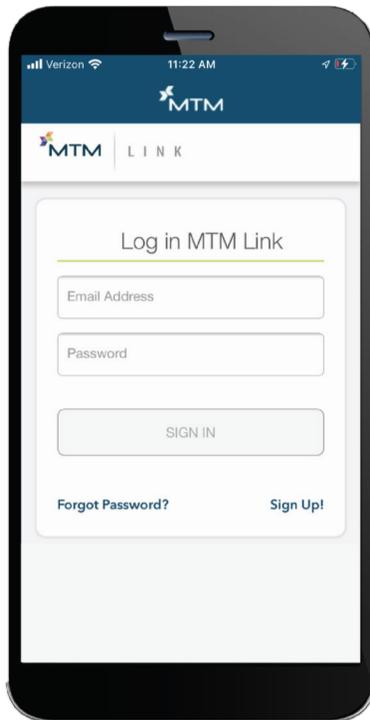


## Self Service Options

An easier way to manage your rides is here: **MTM Link!**

This new tool lets you book new rides, review existing rides, make changes to rides, and cancel rides from your computer or mobile device. Here's a sneak peek at MTM Link, which gives you more control over your rides.



In addition to our mobile-friendly portal and app, MTM Link offers other convenient self-service options, too! Manage your trips quickly on your own time with these options:

- Automated voice prompts when you call our toll-free scheduling line, which allow you to book rides over the phone without waiting to speak with a Representative
- Web chat available at **www.memberportal.net**, where you can chat with a Representative online instead of over the phone
- Reminder calls and text messages that confirm your ride details the day before your trip, and allow you to confirm or cancel your ride using automated prompts

Book your next ride online:

**[mtm.mtmlink.net](http://mtm.mtmlink.net)**



Need help using MTM Link?

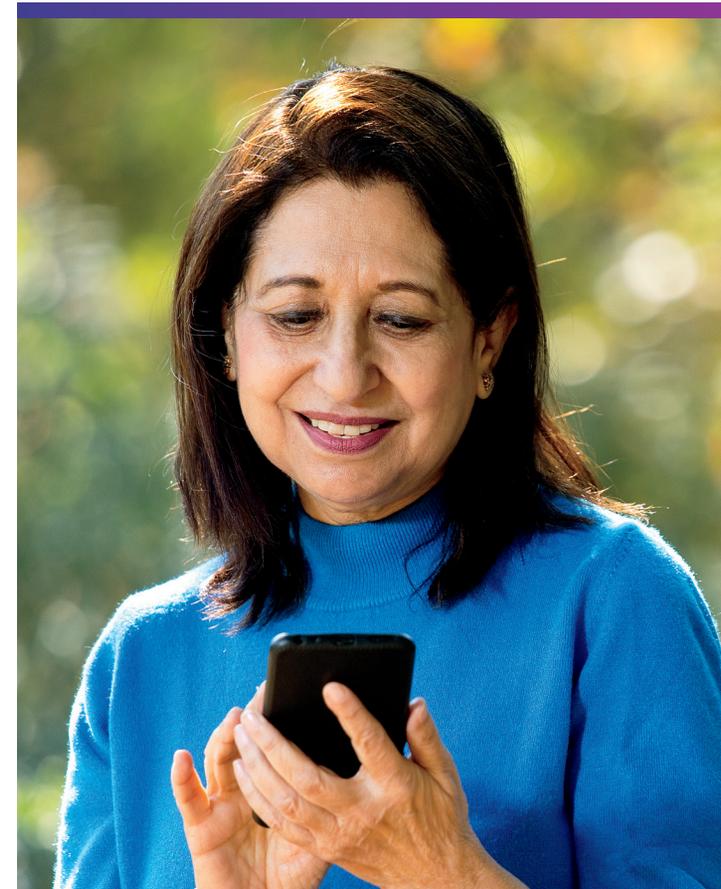
Call our Navigator Line:  
**888-597-1189**

CL-MTM-028-2020-1.0



## Manage Your Rides Online!

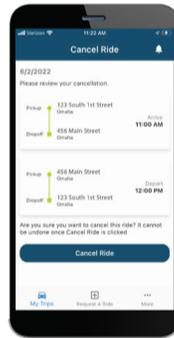
*Schedule, review, and cancel your rides from your computer or mobile device*





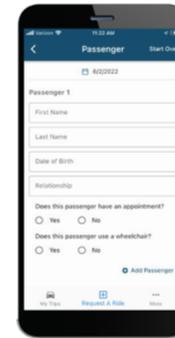
## Sign In

Looking for a convenient way to manage your rides without calling MTM? We're excited to introduce MTM Link! MTM Link allows you to request a ride, check on the status of a scheduled ride, or cancel a ride you no longer need, all from your computer or mobile device. All you have to do is log in.



## Ride Cancellation

Need to cancel a ride? Simply click the "Cancel" button. You will receive a message that asks if you are sure you want to cancel your ride.



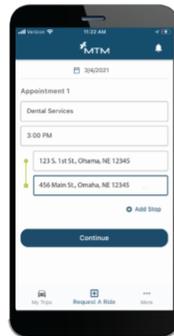
## Additional Passenger

Do you have any special requests? We're happy to accommodate your additional passenger, like a caregiver. We can also make sure you receive a wheelchair accessible vehicle.



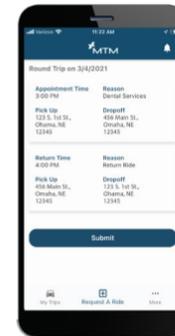
## Calendar Month

Once you log in, you can see your calendar. Select a date on the calendar to review your rides for that day.



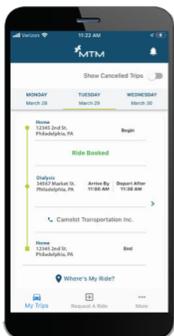
## Request a Ride

It's also simple to request a new ride! Just click on "Request A Ride." Select the date you need a ride, and enter in your ride details. Tell us where and when to pick you up, and where you need to be dropped off.



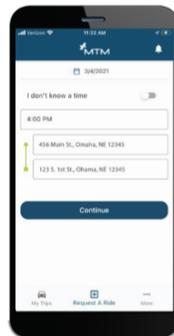
## Confirm Ride

Almost there! Review your ride details and make sure everything looks correct. If everything looks right, hit submit and your ride is booked! It's that easy.



## Ride Review

Now you can review the details for this day's rides. You can see your ride status, pick-up time and address, drop-off address, and transportation provider information for each ride you have scheduled.



## Return Ride

Confirm your return ride information to schedule your ride back home. If you don't know what time you'll be ready to return home, we can do that too! Just check the box that says "I don't know a time" to schedule your return ride after your appointment is over.



## Track Your Ride

Keep tabs on your ride in real time using the Where's My Ride? feature on the mobile app. View the status of your ride, your provider's name, the estimated time of arrival, and a map that shows your driver's current location. The map updates as your driver moves through the trip.