

**GETTING STARTED WITH RIGHTWAY:**

# Registration guide.



The Rightway app is one way we are making healthcare easier for you and your family. To help you get started, we have outlined the steps for activating your Rightway account below.

**NOTE:** You may receive a registration email from Rightway inviting you to register and activate your account. Look out for an email from [message@mail.rightwayhealthcare.com](mailto:message@mail.rightwayhealthcare.com) in your email inbox.

You can activate your Rightway account in two ways:

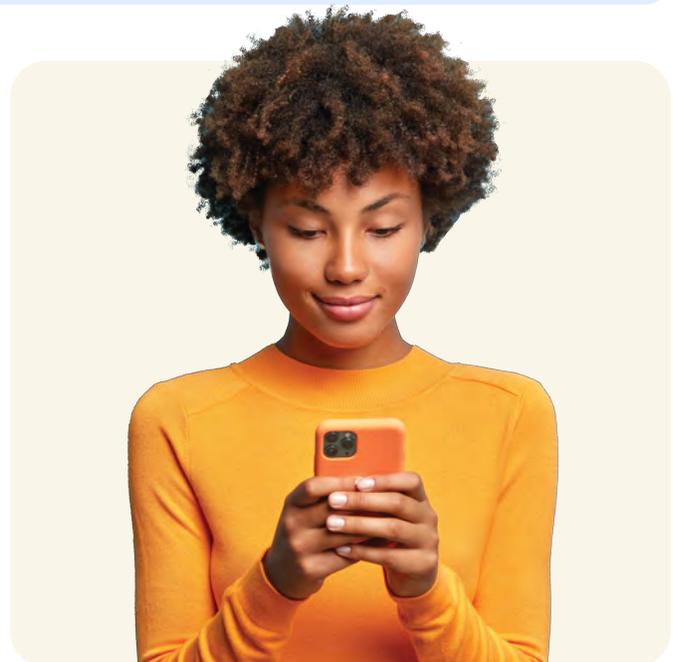
1. Visit [joinrightway.com](https://joinrightway.com) and enter your email address to get started. Follow the prompts in your web browser to complete your account set up.
2. Download the Rightway mobile app by scanning the QR code below or download directly from the App Store or Google Play.



Scan the QR code to download the Rightway app on the App Store or the Google Play store.



Whether you use the browser or the mobile app to get started, you will have equal access to your benefit information.



**REGISTRATION OPTION #1:**

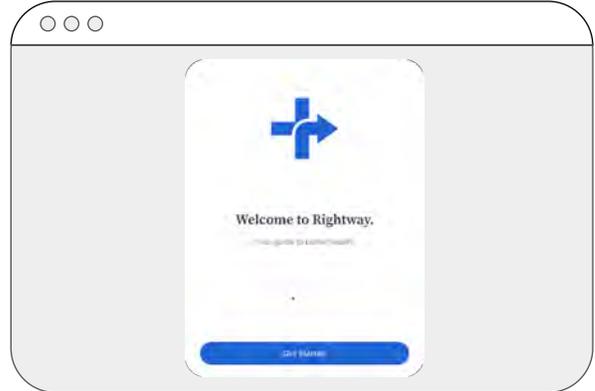
Registering  
with the Rightway  
desktop app.



**STEP 1**

Visit: [joinrightway.com](https://joinrightway.com) on any internet browser.

Click “Get Started”.

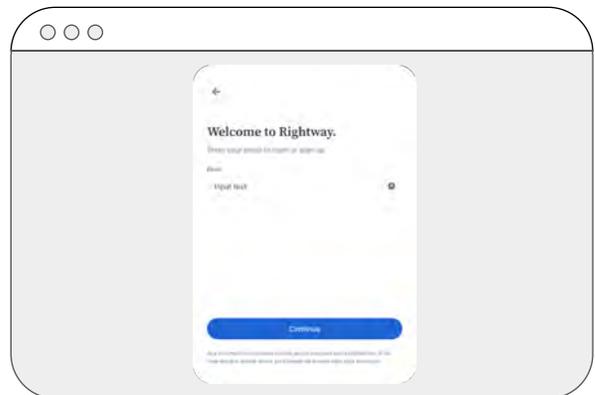


**STEP 2**

Enter your email.

Click “Continue”.

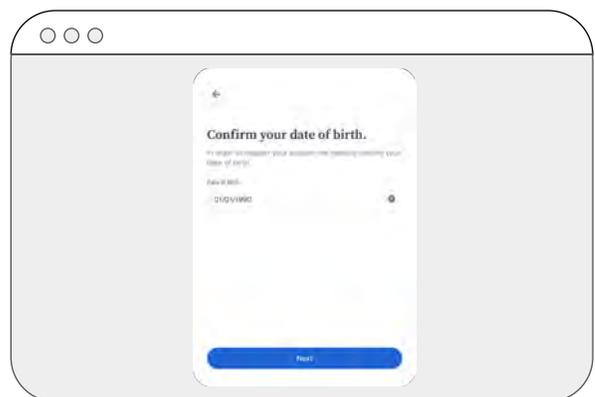
\*Please note that Rightway uses the email address provided by your HR team. If you have recently updated your email with HR, it may take a few days for the change to be updated with Rightway.



**STEP 3**

Confirm your date of birth.

Click “Next”.



**STEP 4**

We will then send you a verification code to your email. The email is titled “Your Rightway verification code is”.

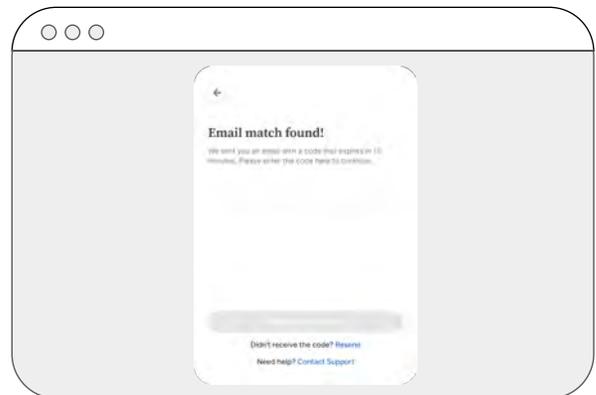
Please visit your email inbox and copy your six-digit code.



**STEP 5**

Paste or enter your six-digit verification code.

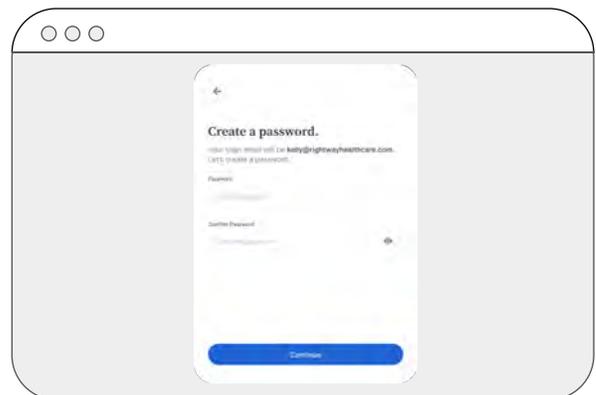
Click “Register Your Account”.



**STEP 6**

Create a password.

Click “Continue”.



**DONE!**

You have successfully activated your Rightway account.

Now that you have activated your Rightway account, you're one step closer to an easier healthcare experience. Visit [member.rightwayhealthcare.com](https://member.rightwayhealthcare.com) anytime to access your Rightway account.



**REGISTRATION OPTION #2:**

Registering  
with the Rightway  
mobile app.



**STEP 1**

Download the Rightway app from the App Store or Google Play.

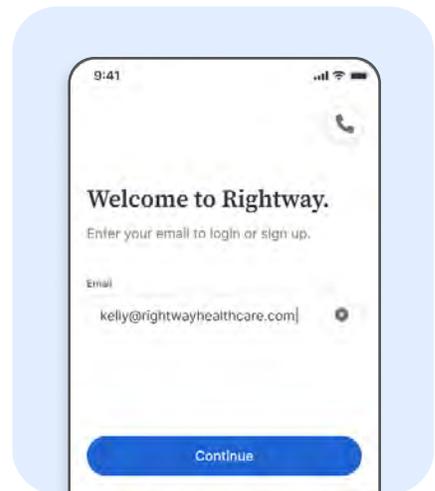
After downloading, open the app.



**STEP 2**

Enter your email and tap "Continue".

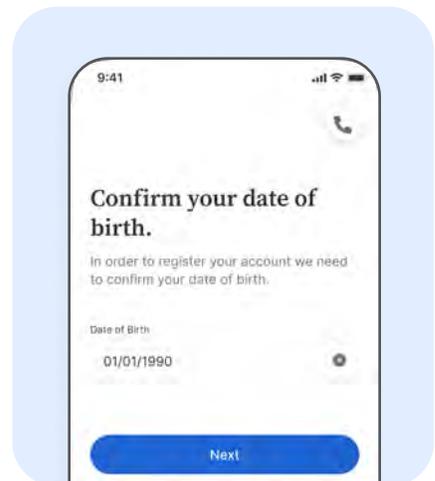
\*Please note that Rightway uses the email address provided by your HR team. If you have recently updated your email with HR, it may take a few days for the change to be updated with Rightway.



**STEP 4**

Confirm your date of birth.

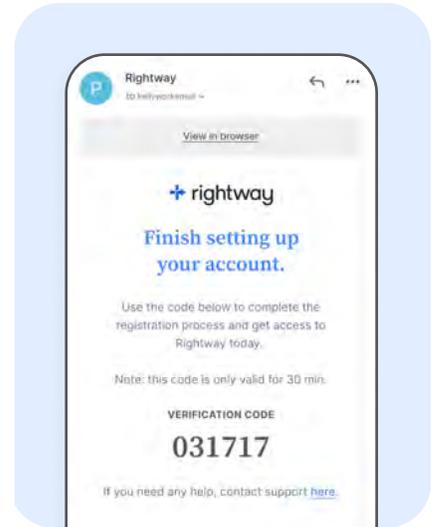
Tap "Next".



## STEP 5

We will then send you a verification code to your email.

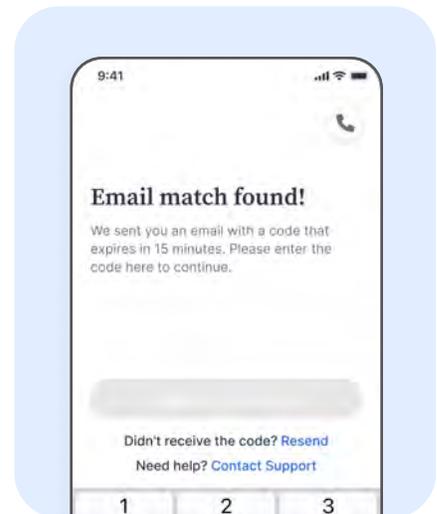
Please visit your email inbox and copy your six-digit verification code from your email inbox.



## STEP 6

Return to the app and enter your six-digit verification code.

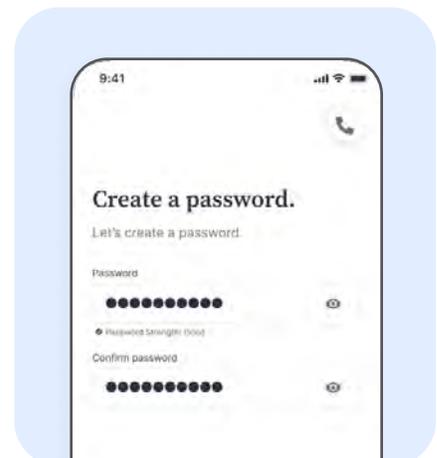
After entering your six-digit verification code tap "Register your account".



## STEP 7

Create your password.

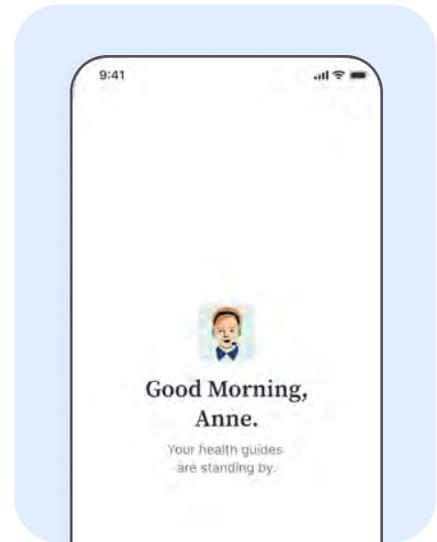
Tap "Continue".



**DONE!**

You have successfully activated your Rightway account.

Now that you have activated your Rightway account, you're one step closer to an easier healthcare experience. Use the app to access your Rightway account anytime.



APPENDIX

Troubleshooting:  
If your email  
is not identified.

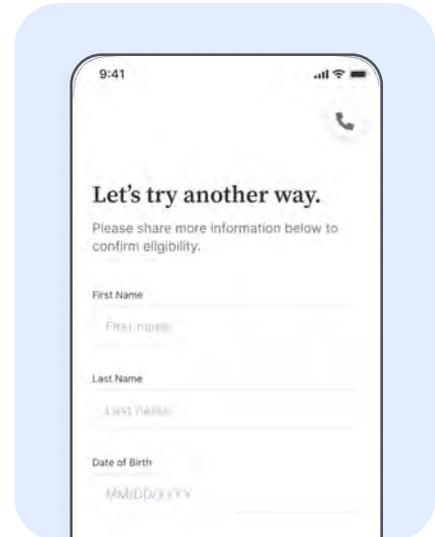


### STEP 1

If Rightway doesn't already have your email on record, you'll need to provide your first name, last name, and date of birth.

Next, click the "Continue" button.

If the information you provide doesn't match, you'll receive instructions to contact the Rightway team for assistance or call us at (833) 543-6480.



9:41

Let's try another way.

Please share more information below to confirm eligibility.

First Name

First name

Last Name

Last name

Date of Birth

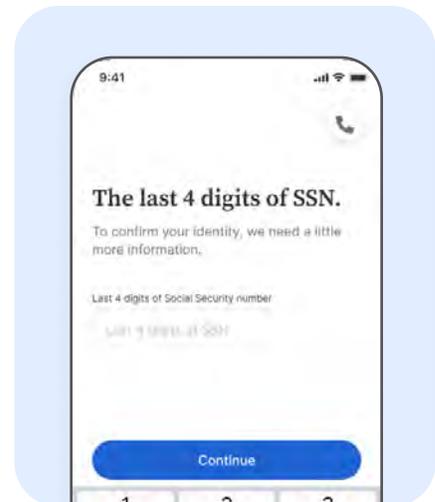
MM/DD/YYYY

### STEP 2

Enter the last 4 digits of your social security number.

Click "Continue".

\*For some groups, a different unique identifier may be requested in place of your social security number.



9:41

The last 4 digits of SSN.

To confirm your identity, we need a little more information.

Last 4 digits of Social Security number

XXXX-XX-XXXX-SSN

Continue

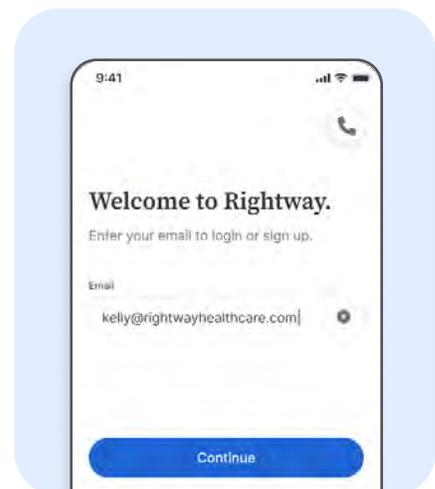
1 2 3

### STEP 3

Enter your email address.

Click "Continue".

You will be redirected to a screen to enter a verification code.



9:41

Welcome to Rightway.

Enter your email to login or sign up.

Email

kelly@rightwayhealthcare.com

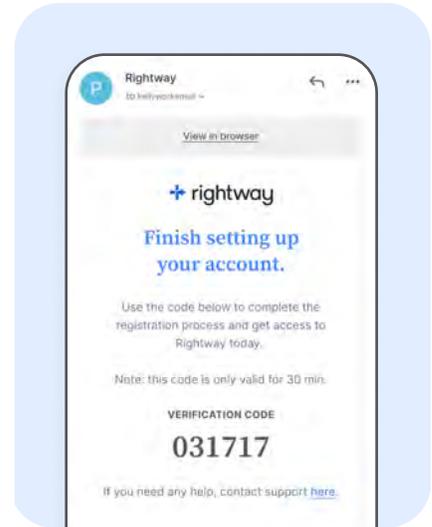
Continue

### STEP 4

Return to your email inbox and open the email from Rightway.

You will see a six-digit verification code.

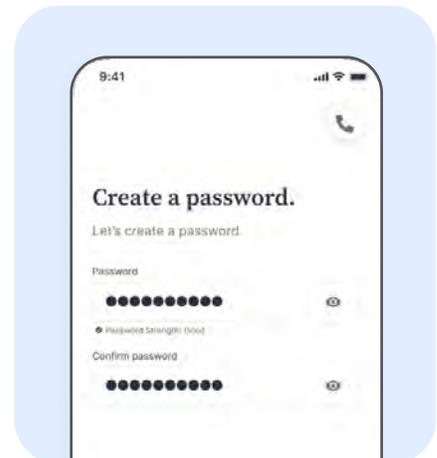
Copy your six-digit verification code. Return to the Rightway registration process and paste your six-digit code.



### STEP 5

Create a password.

Click "Continue".



### DONE!

You have successfully activated your Rightway account.

Now that you have activated your Rightway account, you're one step closer to an easier healthcare experience. Use the app to connect with Rightway anytime.



### STILL HAVING TROUBLE?

Rightway is here to help.

If you have any questions or need assistance Rightway is here to help activate your account.



**EMAIL:** [rwrx@rightwayhealthcare.com](mailto:rwrx@rightwayhealthcare.com)



**PHONE:** (833) 543-6480 (available 24/7)