



# MOBILE APP FAQ's

## LOGGING IN & OUT

### Can I log in using Facebook/Google/finger print or face recognition?

You cannot log in using Facebook or Google. After you register for the app, you can log in using face recognition or fingerprint verification. However, after a period of time of not using the app, you may be required to log in again.

### How do I reset my password?

You can hit 'forgot password' located on the main login screen and an email link will be sent to reset your password.

### Why can't I log in?

You cannot log in until after your first appointment with a Tria Health pharmacist. If you have already had your appointment and are still experiencing errors, check to see if you have completed all of the following steps:

- Step 1: Have you registered on the patient portal?
- Step 2: Have you entered the correct user ID and password on the login screen?
- Step 3: If you don't remember your password, click "forgot password".

### Why does it take so long to log in?

Tria Health does not store any of your personal information directly on your phone to protect your privacy. As a result, every time you log in we are requesting the information from our system, which takes a little longer, but we do this to protect your privacy.

### Do I need my Tria ID to log in?

You will need your Tria ID to register your account. After that, you will only need your user name and password. If you haven't done so yet, change your 'Profile' (located at the bottom navigation bar) to allow for face/fingerprint ID.

### Where can I find my Tria ID?

Your Tria ID is available to you on the care plan we sent to you after your first appointment. If you do not have that available, call us at 1-888-799-8742.

### How do I log out?

Navigate to your Profile (bottom navigation bar) and will see the log out button on the bottom and top right of your screen.

## INFORMATION SECURITY

### Is my information secure?

Yes. Tria upholds all HIPAA standards and does not share your personal information. In addition, Tria does not store any of your personal information directly on your phone to protect your privacy. As a result, every time you log in we are requesting the information from our system, which takes a little longer, but we do this to protect your privacy.

### Does anyone else have access to this information?

Your information is completely confidential and not shared with anyone. You have the ability to download your care plan and/or medication list from myportal.triahealth.com and share it with whoever you want, but this is completely managed by you to protect your privacy.

## CARE PLAN

### Is there any place on the app where I can see my care plan on one screen?

No. Because phone screens are small and your care plans contains a lot of valuable information regarding your conditions, you cannot see it on one screen. The best way to do this is from the member portal on the website at [myportal.triahealth.com](http://myportal.triahealth.com). You can log in to the mobile app or the member portal on the website using the same credentials. Navigate to the care plan. You can click on the care plan and download it as a PDF to save, email or print.

### Can I send my care plan from the app to my family or another doctor besides my primary care physician?

At this time, the best way to do this is from the member portal on the website at [myportal.triahealth.com](http://myportal.triahealth.com). You can log in using the same credentials as the app. Navigate to the care plan. You can click on the care plan and download it as a PDF to save, email or print.

### Can I see my glucose readings in the app?

Not yet. However, this will be available soon. For now, you can log in to our website at [myportal.triahealth.com](http://myportal.triahealth.com) and see your readings there. The website is mobile responsive.

## INCENTIVE SAVINGS

### How do I know which medications will be discounted using my Tria Health card?

If your medication treats one of the following chronic conditions: Asthma/COPD, Diabetes, Heart Disease, High Blood Pressure, High Cholesterol, Mental Health, Migraines, Osteoporosis your medication will likely be covered. However, plan design and formularies can impact coverage, so to find out if your specific medication will be covered, please call or chat with Tria Health.

## CHAT

### I see a Chat feature on the app – can I chat with my pharmacist that way?

Your pharmacist may not have availability at the time you want to chat, but you can chat with a Member Advocate who can schedule some time with your pharmacist and/or put you in touch with someone who can answer your question.

## APPOINTMENT SCHEDULING

### How do I schedule my follow up appointment?

You will be notified on the app when it is time to schedule your follow up appointment as established by your last consultation with the pharmacist. If you need to schedule an appointment before then, please use the chat functionality to schedule an appointment or call 1.888.799.8742.

## MISC.

### Does the app cost money?

No. Tria Health's mobile app is free for all active members.

### Will the app link to my apple health/google fit?

Not yet. However, this functionality may be available in the future.