

MEMBER BENEFITS

YOUR BENEFITS. YOUR PHONE.



AUTOMATIC SPRINKLER
LOCAL 281, U.A.
WELFARE FUND



Download the App in Seconds

Scan the QR code or search **UA Local 281 Health Fund** in your app store.

Tap **Sign Up** to create your account.



ALREADY A MEMBER?

- 1 Open Viveka Health**
Sign in and tap "Get the New App" on the welcome screen.
- 2 Download the New App**
Search UA Local 281 Health Fund in the App Store or Google Play.
- 3 Sign In & You're Set**
Remove Viveka Health from your device — you won't need it anymore.

NEW MEMBERS

Download the UA Local 281 Health Fund app and create your account directly. No need to download Viveka Health.

WHAT YOU CAN DO



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

(708) 597-1800
Automatic Sprinkler Local 281, U.A. Welfare Fund

www.sprinklerfitterchicago.org
Questions? We're here to help.

UA Local 281 Health Fund Mobile App - Quick Start Guide for Members

Last Updated: June 2026

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Download & Install

Download the App and Install

- Scan the QR code on your welcome flyer OR search "UA Local 281 Health Fund" in App Store (iOS) or Google Play Store (Android)

Creating Your Account (2-3 Minutes)

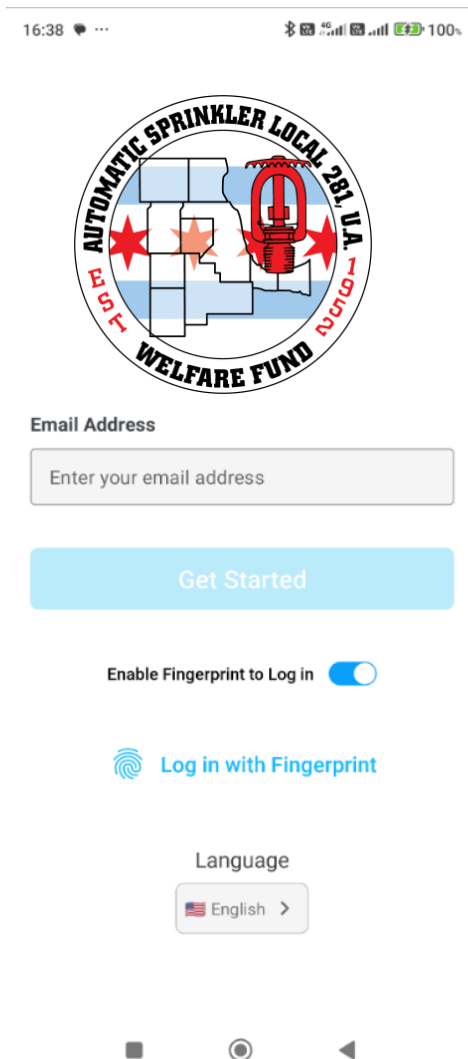
Step 1: Open the App - Launch the **UA Local 281** app on your device.

Step 2: Enter Your Email Address On the login screen, enter your email address

Tap "**Get Started**"

What

happens next:



Email not registered? →
System takes you to account creation

16:40

4G 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

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

1:56

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

The image displays two sequential screenshots of a mobile application's account creation process, specifically the phone verification step.

Left Screenshot (12:22): The screen is titled "Create Account" and shows "Step 1 of 6". The heading is "What is your phone number?". Below this, there is explanatory text: "To ensure the security of your personal and health information, let's verify your phone number." A "Phone Number" input field is shown with a dropdown menu set to "+1" (US) and a placeholder "XXX-XXX-XXXX". Below the input field is a checkbox with the text: "I also agree to receive text messages from Viveka Health at this number about my benefits, wellness programs, fund events, and important account updates." Below the checkbox is a note: "Message frequency varies. Message & data rates may apply. Reply STOP to cancel, HELP for help." and a link to "Privacy Policy". At the bottom, there is a "Previous" link and a blue "Next >" button.

Right Screenshot (12:23): The screen is titled "Create Account" and shows "Step 1 of 6". The heading is "Verify your phone number". Below this, there is explanatory text: "A 6-digit verification code has been sent to +1 (256) 269-0950". Below the text is a 6-digit verification code input field. Below the input field is a note: "Verification code will expire in 00:43" and a link "Didn't receive the code?". At the bottom, there is a "Previous" link and a blue "Next >" button.

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 >

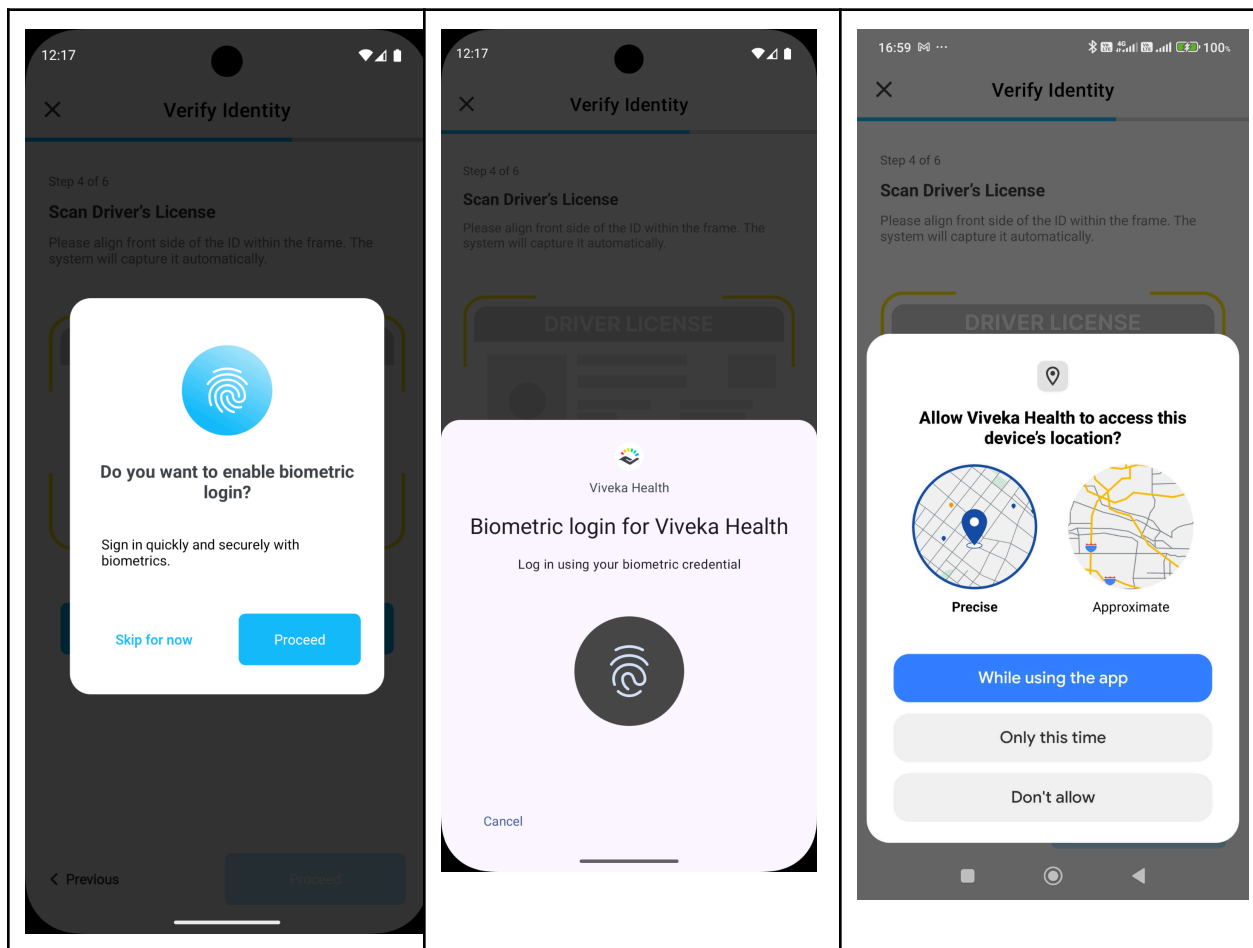
Watch the checkmarks turn green as you meet each requirement.

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**"

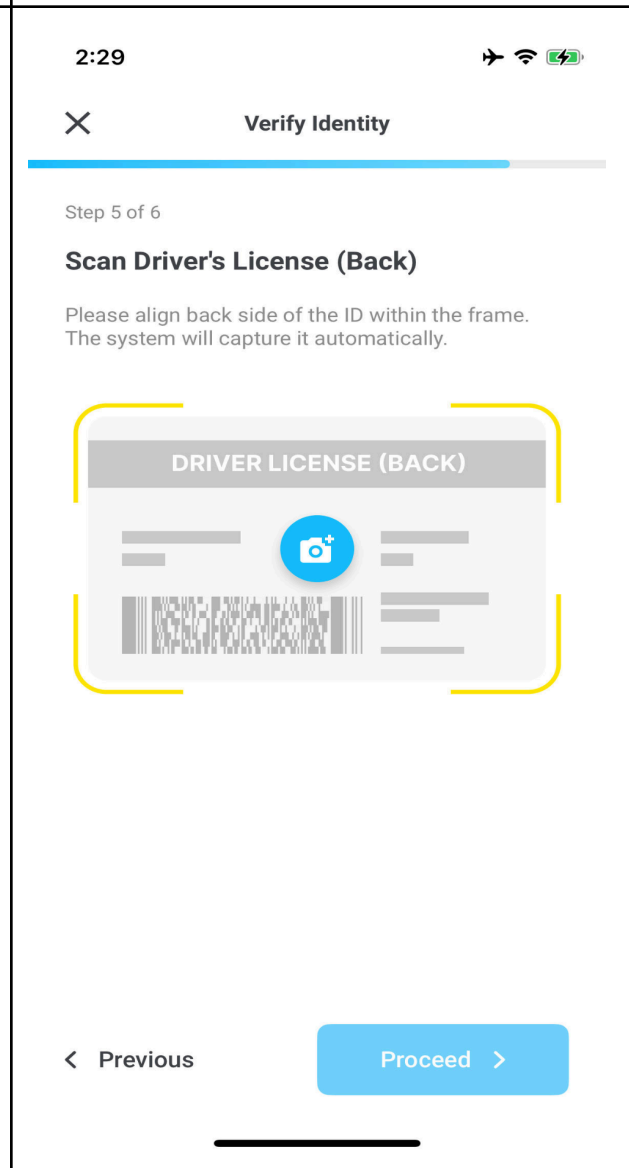
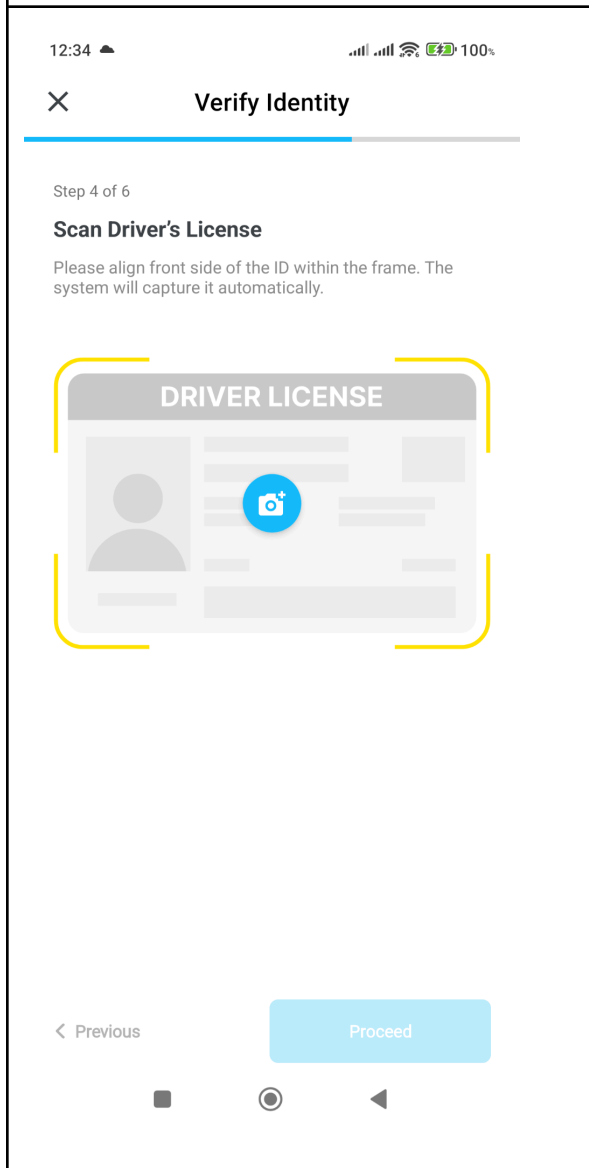
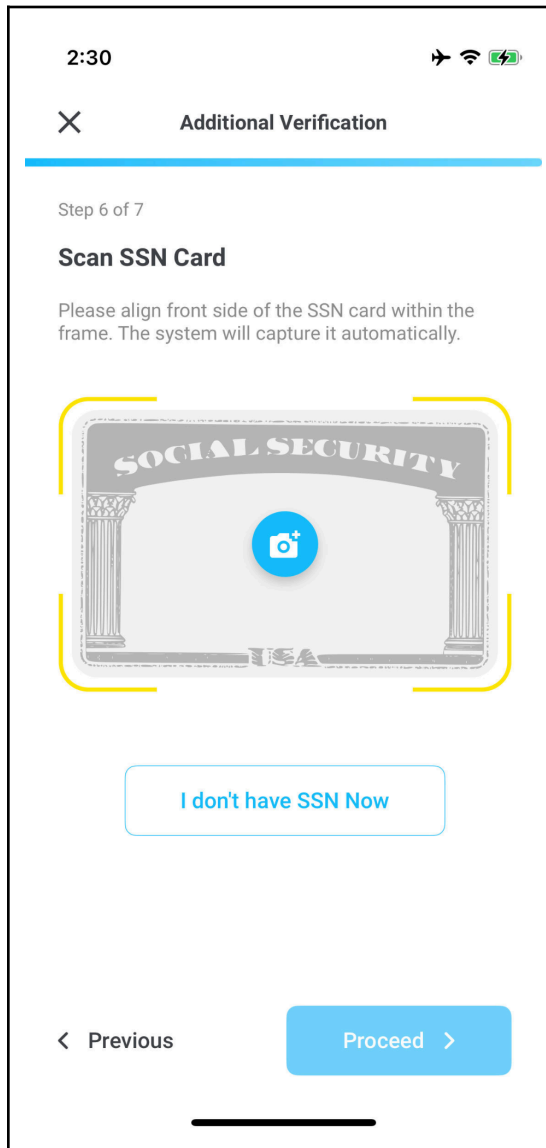


Image Capture Tips: Use dark, flat surface as background. Avoid glare and shadows. Keep license flat (not bent)

Step 3: Scan Social Security Card (If Prompted)

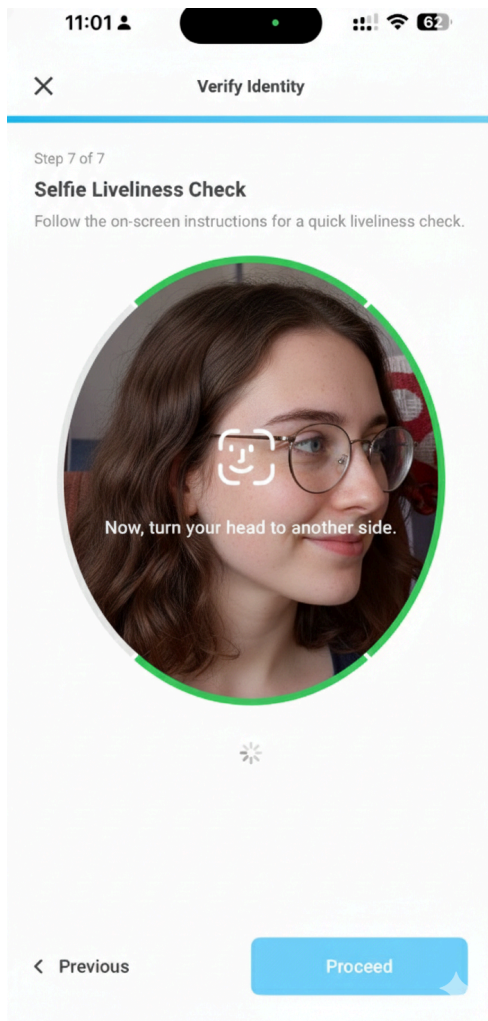
- **Needed when no match is found based on Driving Licence.**
- **Don't have it?** → Tap "I don't have SSN Now" to skip
- System will prompt you on first login



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:

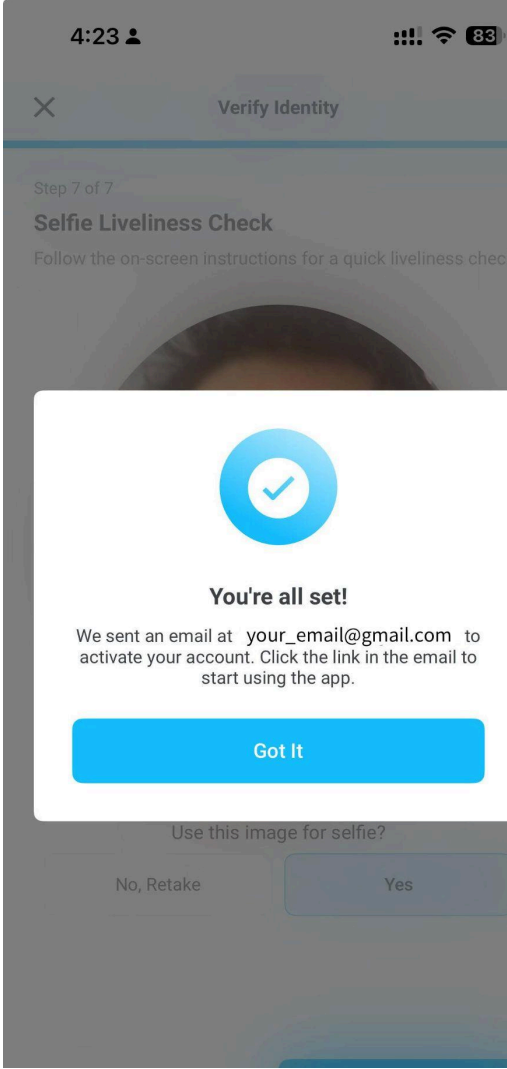
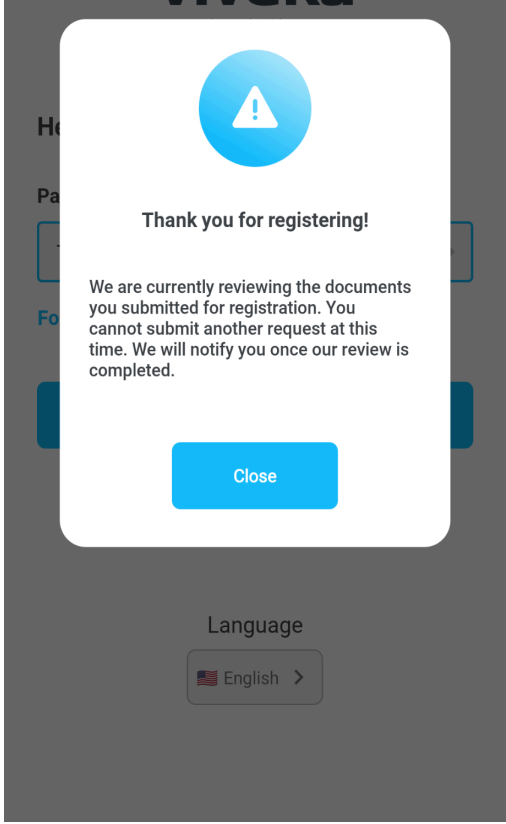
- Face the light (not backlit)
- Remove glasses if causing glare
- Move head slowly and smoothly
- Keep same person in frame throughout

Can't complete?

Use "Manual Capture" for a simple photo instead.

Step 5: Verification

What Happens Next?






<h4>Verification Successful and Verification Email Sent</h4> <ul style="list-style-type: none">• Verify the email (check spam) Tap "Proceed to Login"• Enter your email and password and start using the app immediately!	<h4>Awaiting Verification Sent to Customer Support</h4> <ul style="list-style-type: none">• 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.

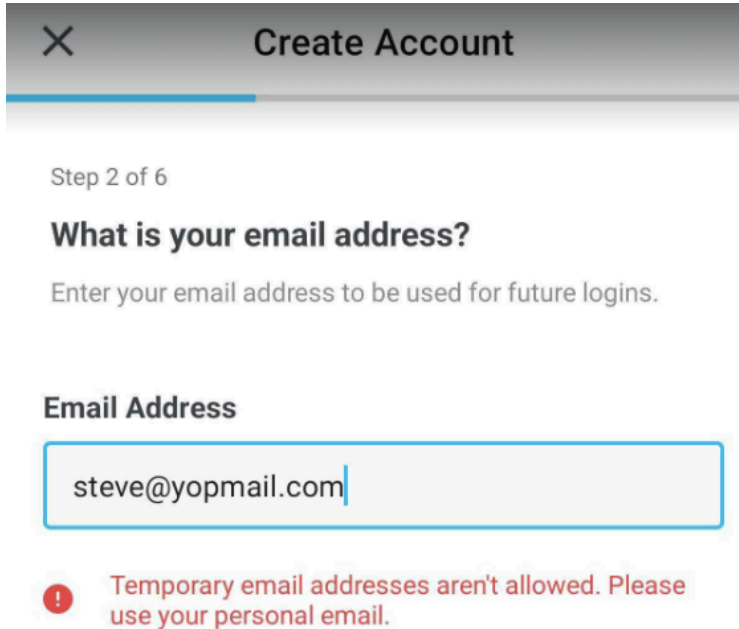
Q: What if my phone number is already registered?

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?

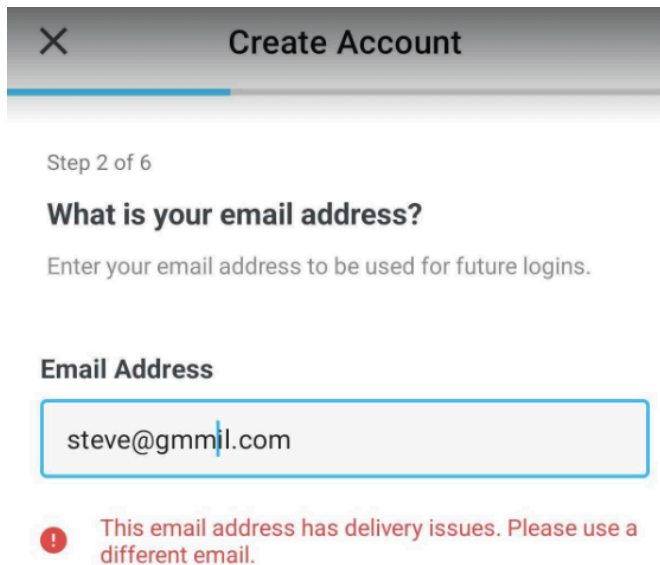
A: You must provide your permanent email address not temporary emails.



The screenshot shows a mobile app interface for creating an account. At the top, there is a header with a close button (X) and the text 'Create Account'. Below the header, it 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.' There is a text input field containing 'steve@yopmail.com'. Below the input field, a red error message with an exclamation mark icon reads: '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, there is a header with a close button (X) and the text 'Create Account'. Below the header, it 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.' There is a text input field containing 'steve@gmmil.com'. Below the input field, a red error message with an exclamation mark icon reads: '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.