

Self Service Trips Requests

To Register:

1. Call 1-866-790-8858
2. Give us your email address
3. Write down your login
4. You will receive an email with a link, please click on the link to set up your password

Getting Started

1. Go to <https://iridenow.com/Hawaii>
2. Next to “Self Service Trip Requests Instructional Video” Click on the blue words “Click Here”.
3. Watch the video to learn more

To Set Up Trips Online

1. Log in to your account
2. Click “Create new order”
3. Click “Home” and the address will auto populate
4. Enter the address you are going to – doctor’s office, Urgent Care, etc. Medical appointments ONLY!
5. Select the drop off time
6. Enter your request time
7. Select the date of your appointment
8. Select the trip “Purpose” in the Trip purpose menu
9. Click the green “SEND ORDER” button
10. If your request is “Approved” you will see green “New order accepted”
11. If you see a red warning message, call 1-866-481-9699 for assistance.

