

Instructions for Online Enrollment with RecoveryTrek

Step 1—Enrollment Request

1. Go to www.recoverytrek.com/enrollment.

The screenshot shows the RecoveryTrek website's enrollment page. At the top, there is a navigation menu with links for HOME, ABOUT, SERVICES, CONTACT, ENROLLMENT, and SUPPORT. The ENROLLMENT link is highlighted. Below the navigation is a "Participant Login" button and a logo for SDVOSB. The main content area features a cartoon illustration of a male doctor in white scrubs and a female patient in a red dress. To the right of the illustration, there is a "Welcome to RecoveryTrek" section with text explaining the enrollment process and a list of required information: "Your Full Name", "Email Address", and "Subject Line: 'Enrollment - YOUR PROGRAM NAME'". Below this list, there is a note: "Please include your case ID# if applicable." At the bottom of the page, there is a "send" button. Three grey callout boxes with arrows point to the "Name", "Email", and "Subject" input fields. The first callout box contains the text "2. Enter your name and email address." The second callout box contains the text "3. In the Subject line, type 'Enrollment—HAVEN'".

2. Enter your name and email address.

3. In the Subject line, type "Enrollment—HAVEN"

4. An enrollment packet with further instructions will then be emailed to you. It will come from greatsupport@recoverytrek.com with the subject line "Your RecoveryTrek New Participant Account," and it will contain your username, temporary password, and instructions for logging in.

IMPORTANT NOTE: Your temporary password is only valid for 24 hours. If you have not received the email within 36 hours of your request, check your spam folder. If you still do not have it, email greatsupport@recoverytrek.com requesting enrollment information.

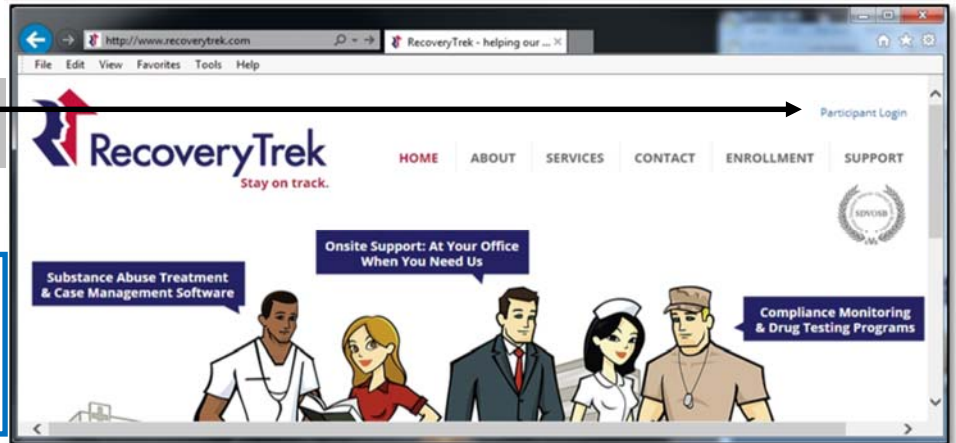
AFTER YOU RECEIVE YOUR TEMPORARY PASSWORD:

Step 2—Enrollment

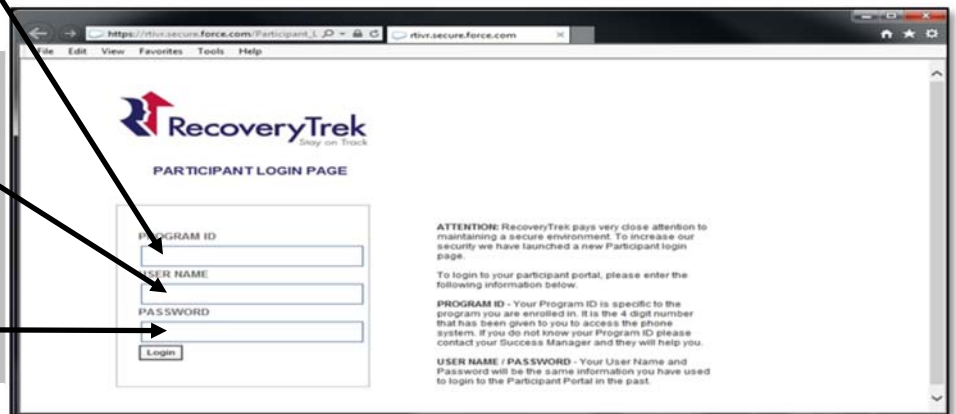
1. Go to www.recoverytrek.com.

2. Click on Participant Login.

IMPORTANT NOTE: Your program ID for HAVEN is **0701**.

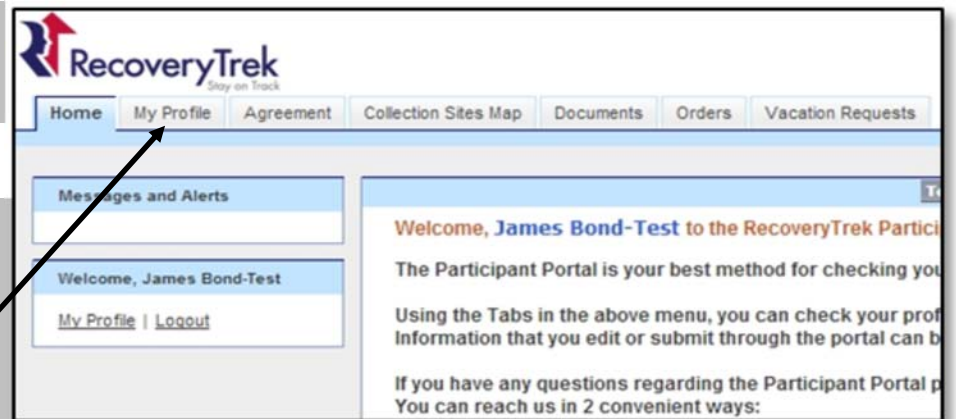


3. Enter your program ID, username (your full email address), and password exactly as they appear in the “New Participant Account” email you received.

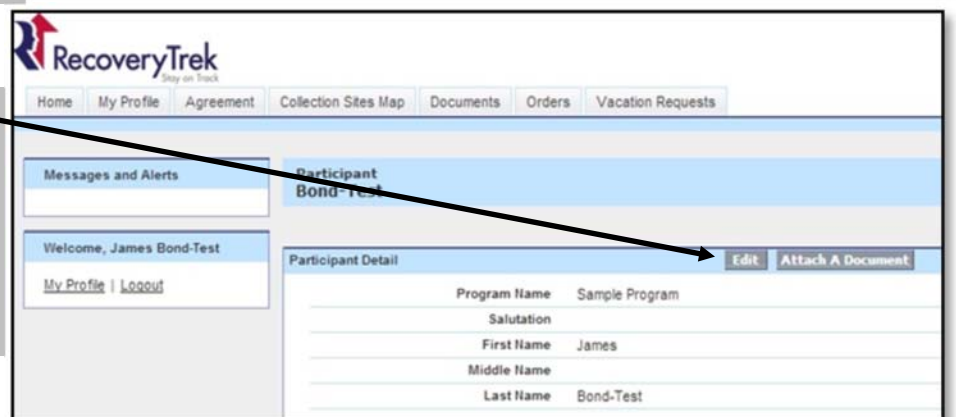


4. You will be prompted to change your password.

5. After login, you will be taken to a homepage. From the homepage, click “My Profile” tab to continue enrollment.



6. Click “Edit.” Be sure to complete ALL fields. If any fields have been pre-populated, please make sure they are correct.



Step 2 continued—Enrollment

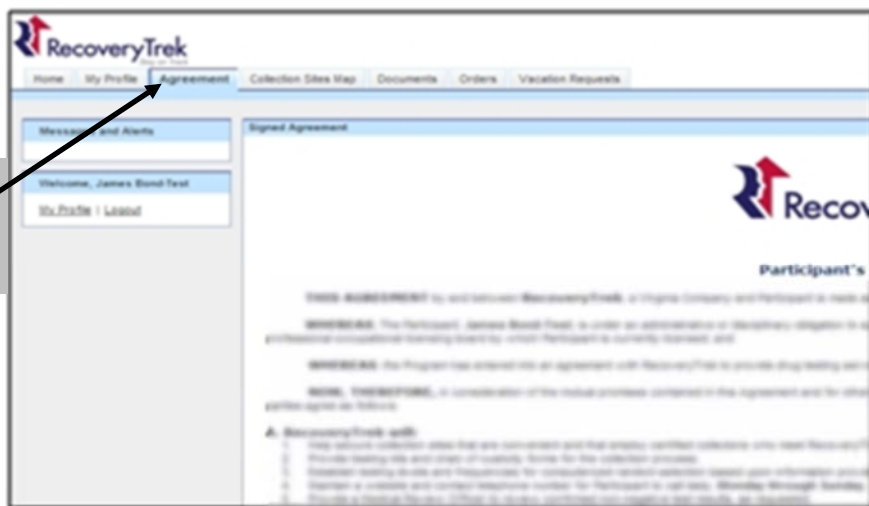
7. Make sure to enter your credit/debit card number, expiration date, and CVV#.

8. Be sure to click “Save” when finished.

IMPORTANT NOTE: You will not be able to check “Test Status” until enrollment is complete.

Step 3—Sign Your RecoveryTrek Agreement

1. Click on “Agreement” tab in the top menu.



2. Read agreement, then select the checkbox at the bottom acknowledging you agree to the RecoveryTrek Participant Terms.



3. Your enrollment process is complete. Your account will now be reviewed and activated by your Success Manager. A Participant Account Activation email will be sent within 24 hours with instructions on how and when you should begin checking in. If you have not received the email within 24 hours, please contact your RecoveryTrek Success Manager or HAVEN.

IMPORTANT NOTE: If you do not receive the activation email, log in to the Participant Portal and confirm that all steps have been completed. If all steps were completed, call your **RecoveryTrek Success Manager at 757-943-9800.**

Instructions for Phone Enrollment with RecoveryTrek

If you are unable to enroll online, you may enroll over the phone with your RecoveryTrek Success Manager. This method may take longer and may require a scheduled telephone call.

1. With your contact and billing information ready (see attached sheet for guidance), call your Success Manager at **757-943-9800**. Press Option **6**.

2. Your Success Manager will collect your information and provide you with instructions on how to sign and return your RecoveryTrek Monitoring Agreement.

3. You may send the signed agreement via email or mail:

- greatsupport@recoverytrek.com

- RecoveryTrek

4360 Shore Drive

Virginia Beach, VA 23455

PARTICIPANT FORM: Use this form to prepare the necessary information before contacting your Success Manager.

Program Name: HAVEN # Program ID: 0701
Address: 1210 Mill Street East Berlin, CT 06023

Participant Name:	Participant ID: (Your 8-digit HAVEN ID)
Participant PIN#: (6-digit PIN of your choice)	(this space intentionally left blank)
Home Address, Street:	City, State, ZIP:
Phone Number:	Email Address:
Best Method to Reach:	Best Time to Reach:
Credit Card Type: (Visa, Mastercard, AMEX)	Credit Card Number:
Credit Card Expiration Date: (Month / Year)	Credit Card CVV # : (3 digits on back of card)