

Frequently Asked Questions About MyAlliance MobileWeb

How much does MyAlliance MobileWeb cost? MobileWeb is absolutely free. Since it isn't an app, you don't have to buy or download anything. Plus, since you're a valued Alliance member, your access to MobileWeb is included with your membership.

What do I do if I have questions or comments? Call Alliance Member Services at 800-733-2242 or [contact us online](#).

Can I access MobileWeb on my tablet or computer? Since MobileWeb is designed specifically for iPhone, Android, and most smart phones, you'll still see the full version of [AffordableServices.org](#) on your computer or tablet.

Is the benefit information shown specific to my membership package? Yes. Logging in to MobileWeb is still very similar to logging in to the full website.

How do I access MobileWeb? If you are viewing this PDF on your mobile device, [click here](#) or navigate to [AffordableServices.org](#).

Will MobileWeb be updated and improved periodically? Yes, Alliance is constantly looking for ways to improve your member experience. In addition, you're welcome to send helpful suggestions and ideas to us at [AffordableServices.org/contact](#).

How do I save MobileWeb as an icon on my home screen? The steps vary by device type. On an **iPhone**, go to [AffordableServices.org](#) in your web browser. Tap the + sign at the bottom of the home screen and select "Add to Home Screen." On an **Android** phone, go to [AffordableServices.org](#) and bookmark it. Return to your Android home screen and long-press in an empty space to bring up the "Add to home screen" menu. Select "Shortcuts," then "Bookmark," and select the Alliance bookmark.

How do I use MobileWeb's Favorites feature? Favorites is the list of benefits you use most. To customize this area, touch the star in the upper right corner of any benefit. When the star turns red, you'll know that the benefit has automatically been stored in your Favorites list. When the star turns white, that benefit will be removed from your Favorites list.

Can I use MobileWeb to update my email address or change my password? Yes. Simply navigate to "My Membership," and you'll see your member number, name, email address, username, and password. Tap an option to update that information.

Do you recommend any benefits that I should store as Favorites? Yes. We suggest adding **Emergency Roadside Assistance** and **TeladocSM** to your Favorites list.

Are all of my benefits accessible through MobileWeb? No. Some benefits may still require you to visit the full website to take full advantage of them.

Some vendor websites don't display properly in MobileWeb. Why? Although Alliance has optimized its website for use on a smart phone, some external websites may not be optimized for MobileWeb. Alliance does not control the content on these external sites.

Can I still access the full website on my smart phone? Yes. If you are logged in to MobileWeb, simply select "Log Out." You will then be taken to the MobileWeb login page. At the bottom of that page, select "View our full website."

Why should I use MobileWeb instead of the full website? MobileWeb is designed to provide quick access to your benefits when you're on the go. If you are stuck in line or in a waiting room and need information about a benefit, you now have it at your fingertips. But you'll always be able to visit the full website when you need to.

I'm having trouble logging in — what should I do? Make sure you have an Alliance user name and password. If you haven't set them up yet, you can do it online through MobileWeb or the full website.

Why can't I access MobileWeb from my smart phone? Although MobileWeb is designed to work with most smart phones, some phones are not compatible with it. If your phone isn't compatible, you'll automatically be directed to the full website.