



Alexandria DOT Paratransit How to Use the Rider App

July 2022

Expansion

Welcome!

- Introduction
- Logging In
- Booking a ride
- Track your driver
- Other neat features



What you'll get with the app

- **Better control of your transit experience**
- **Transparency into your rides**
- **Flexibility to easily modify your plans**

Features we think you'll love

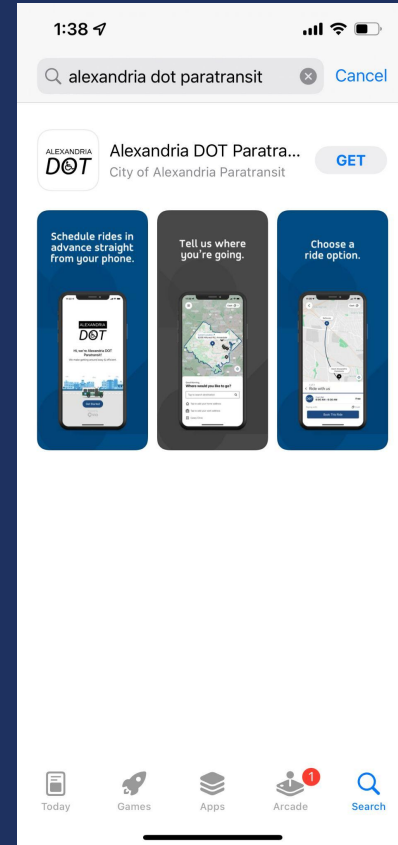
- Track the location of your vehicle leading up to your pickup time.
- View, modify, or cancel your scheduled rides.
- Book one-time trips / round trips.
- View the route of your ride and expected drop-off time.
- Payment method management

Getting Started - Download and First-time Login

Downloading the app

For iPhone and Android users:

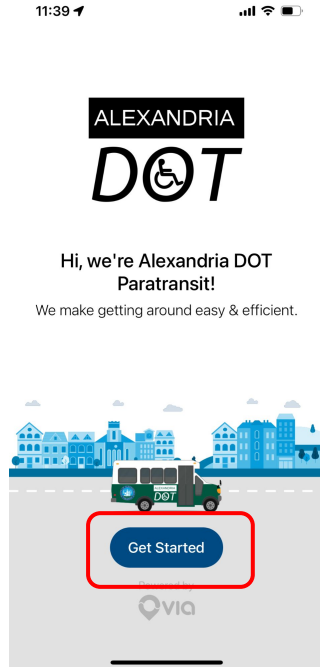
- After successfully applying for service through Alexandria DOT, download the rider application
- You can find the app in the store by searching **“Alexandria DOT Paratransit”**



Logging in for the first time

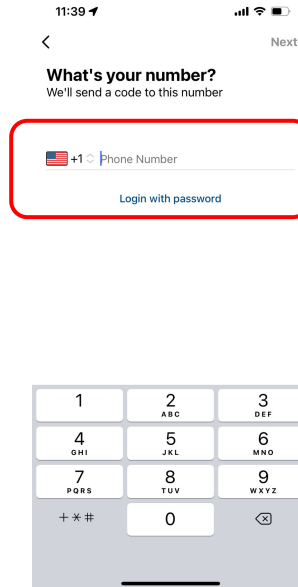
1

Click “Get Started”



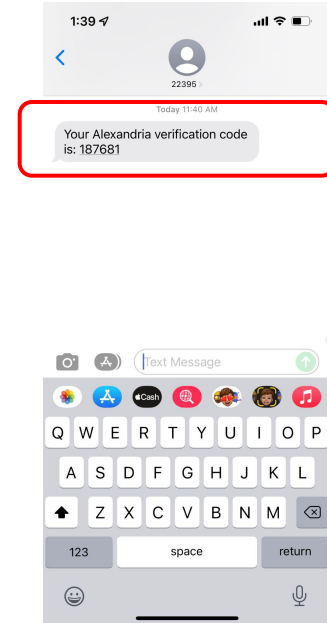
2

Enter mobile phone #
(must match account
info given to DOT)



3

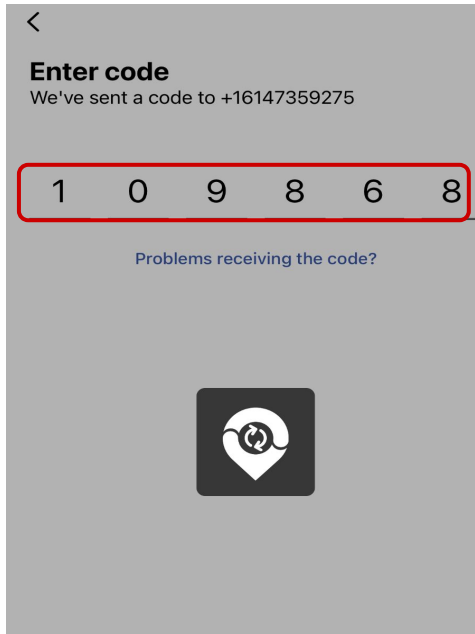
A 6 digit temporary
code will be sent via
text.



Logging in for the first time

4

Enter the 6 digit temporary code here




<

Enter code
We've sent a code to +16147359275

1 0 9 8 6 8

[Problems receiving the code?](#)



5

Congrats you've logged in to the Alexandria DOT Paratransit App!

1:47

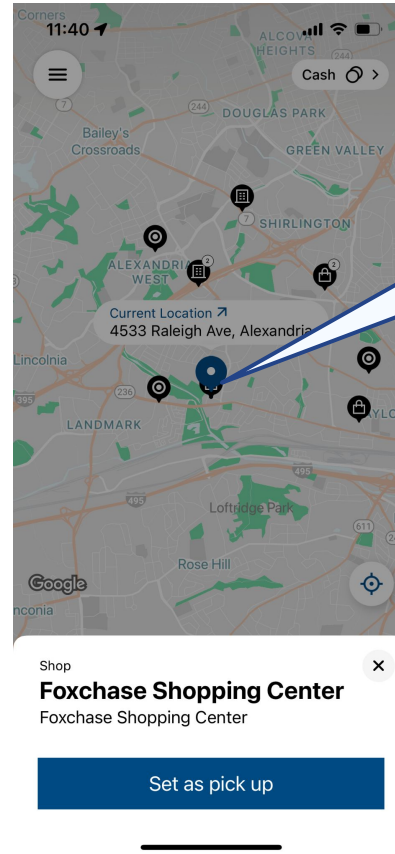
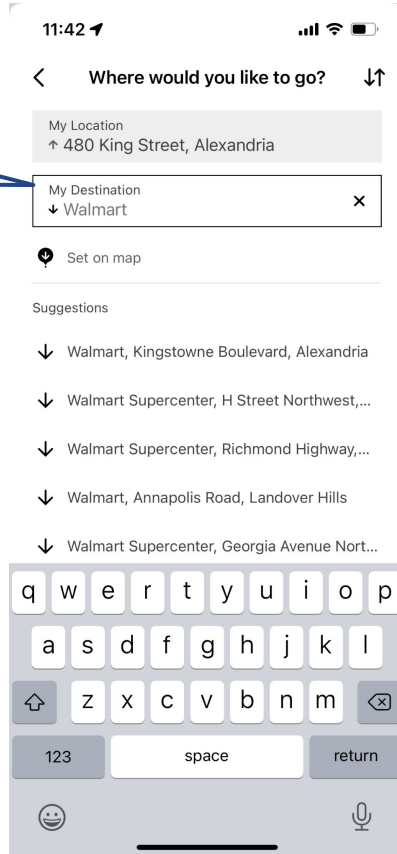


Booking a one-time ride.



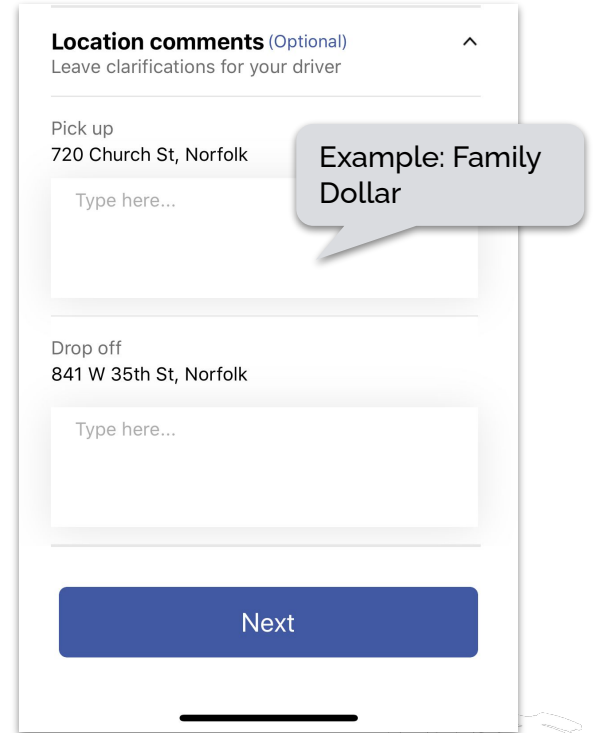
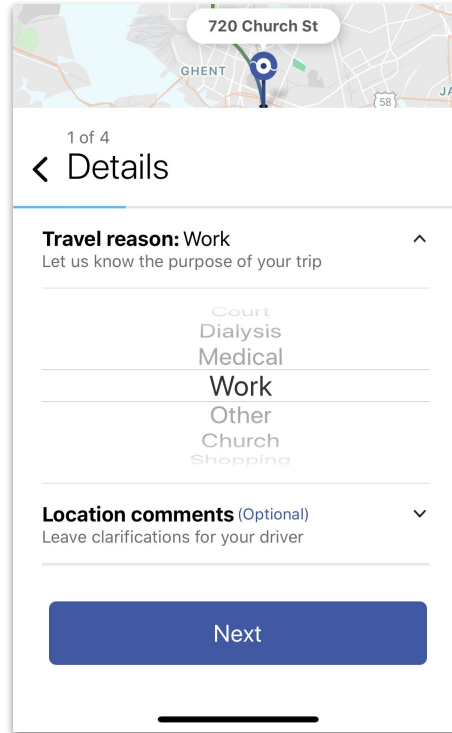
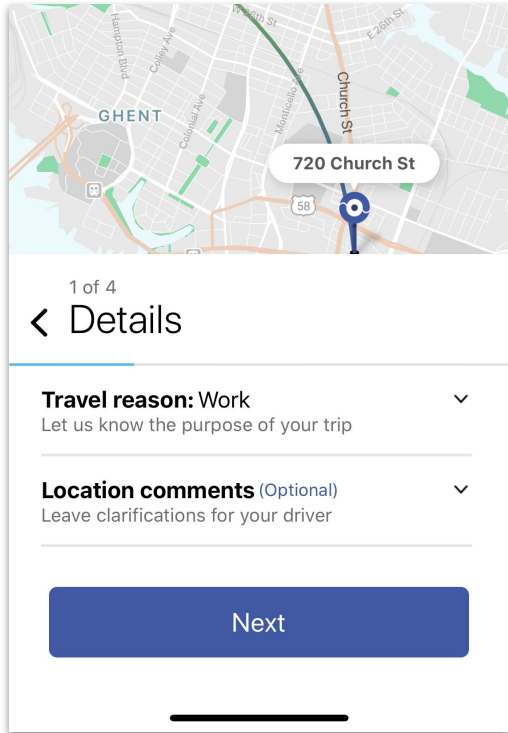
Step 1 - Pickup & Dropoff Location

You can type in a specific address (e.g. 480 King St) or the name of a business (e.g. Walmart)

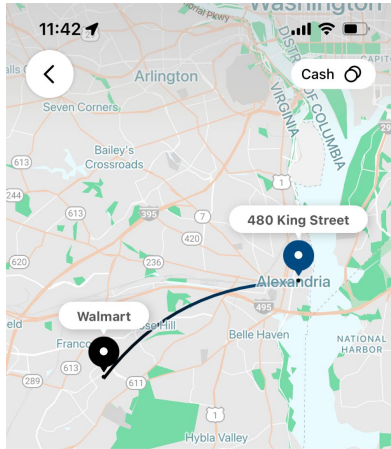


Or you can select one of the pre-saved locations from the map (e.g. Foxchase Shopping Center)

Step 3 - Travel Reason & Ride Notes



Step 4 - Additional Passengers



2 of 4
< Extra passengers

Me	- 1 +
Guest	- 0 +
Child (Under 5)	- 0 +

Next

Let us know if you are bringing any additional passengers.

If you are approved to travel with a PCA, that will automatically populate here.

Step 5 - Date and Time

2 of 4

< Schedule

Depart at: Arrive by:

Mon, Jul 27, 07:00 ^
Set a different pickup time

Sun, Jul 26 6:00 AM

Mon, Jul 27 7:00 AM

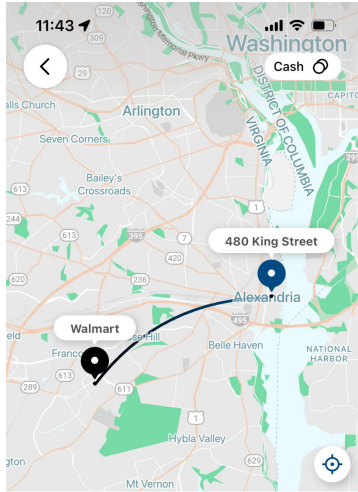
Tue, Jul 28 7:10 AM

Next

Choose “Depart at” or “Arrive by”.

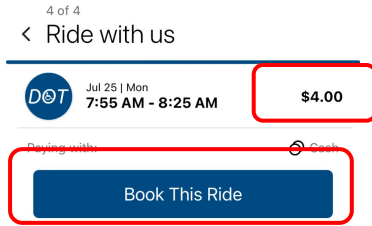
“Arrive by” should be used when traveling to an appointment so that we can be sure to get you there by a specific time!

Step 6 - Select Proposal Window

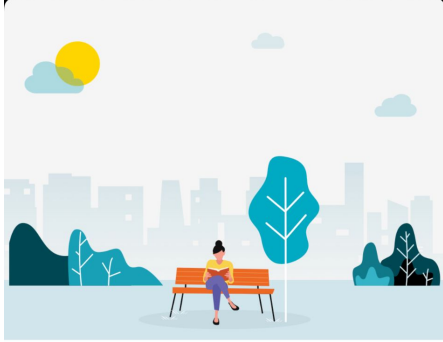


Once you've been given a proposal, select "Book this ride".

You'll notice the app also tells you the price of your ride!



Step 7 - Confirmation Screen + Book Return



Your Trip is Booked

Arrive at: Your booking is confirmed,
requested arrival time: **Mon, Jul 25, 8:17
AM - 9:00 AM**. Earliest departure time:
Mon, Jul 25, 7:55 AM

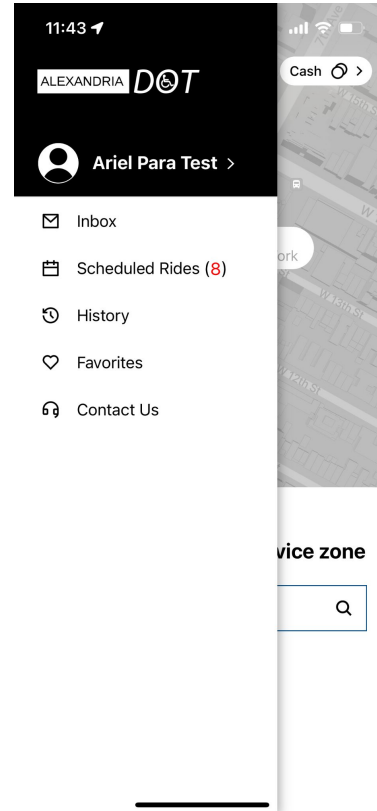
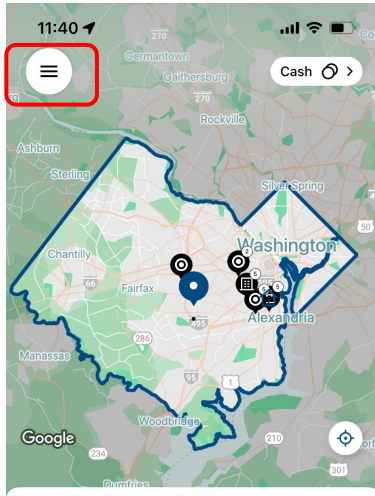
Book Return

OK

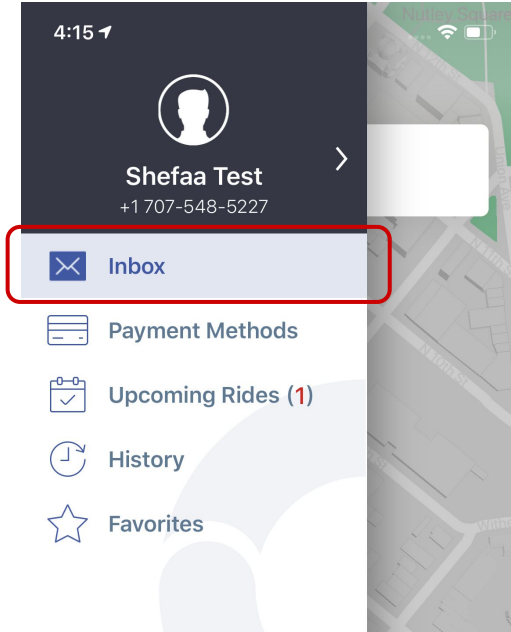
1. Click “Book Return” to flip the pickup and destination locations and start the booking process again.
2. Enter the ride details for your returning trip (date, time, etc.) and
3. Confirm the ride and you’re all set!

Other neat features

Navigating the app menu



Inbox

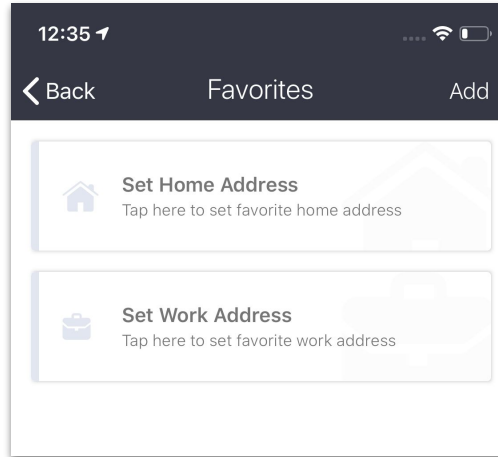
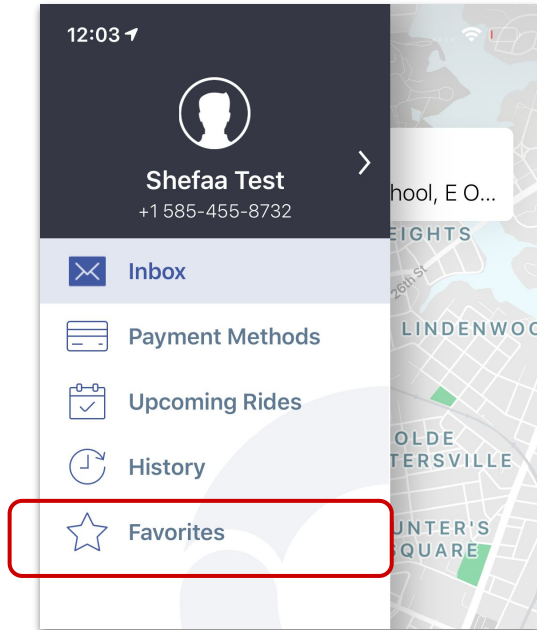


Communication about service updates can be found here (service ending early due to weather, holiday etc.). If there is a message you will see a pop up when you open the app that directs you to the inbox.

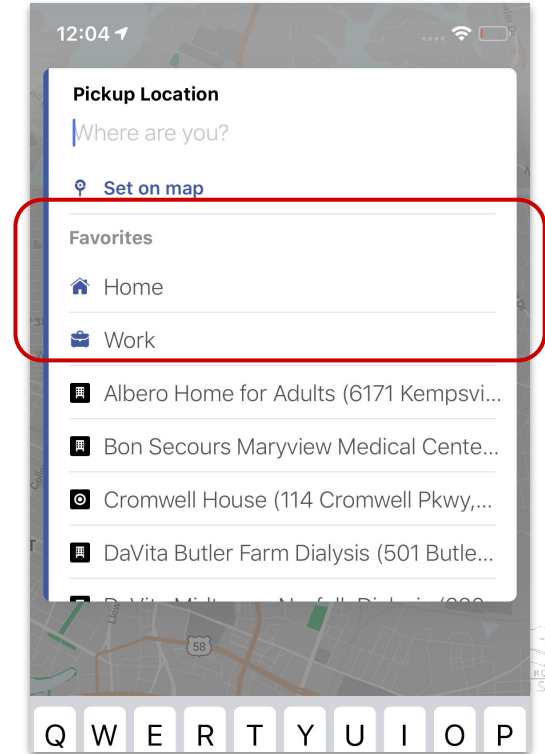
These alerts are also communicated via phone and email.

Set “favorites” for easy booking

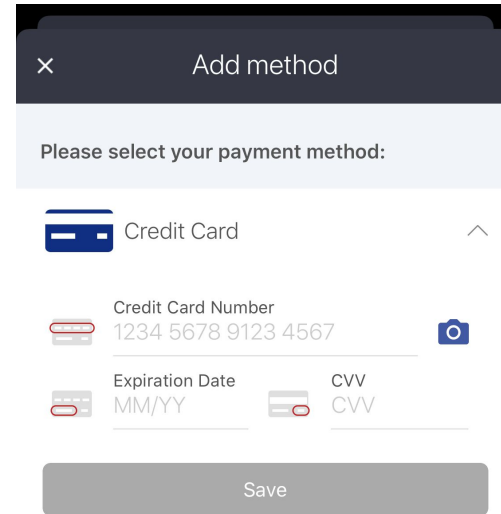
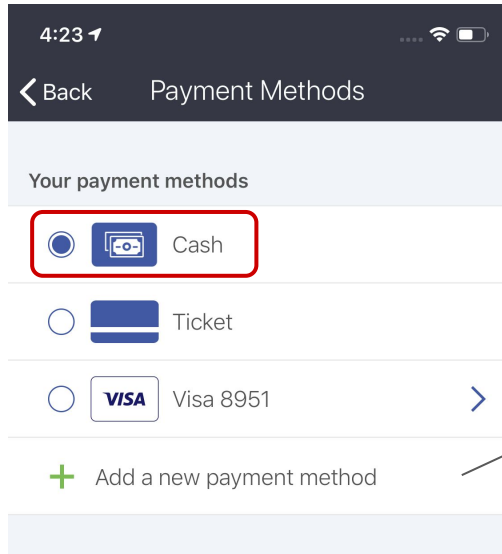
Set “home”, “work”, and other important locations



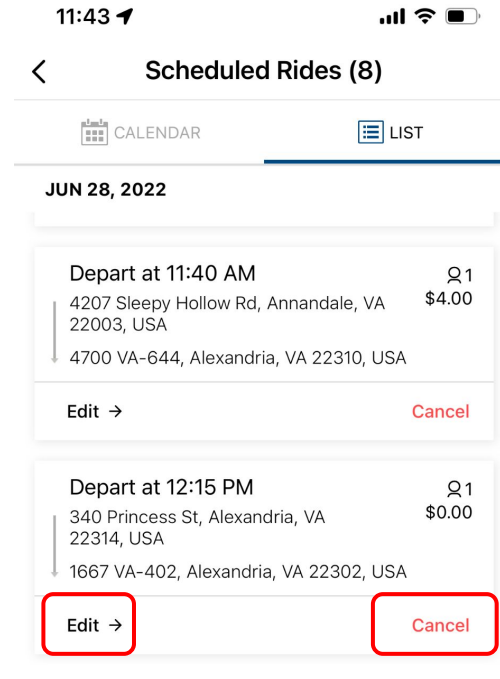
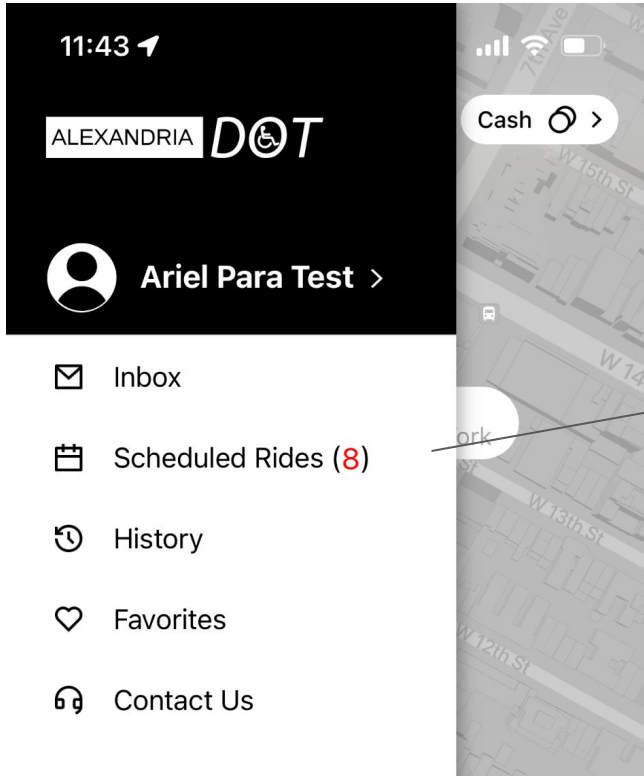
Click favorite location instead of typing address



Update a payment method



View, Edit, or Cancel Rides



*You can edit rides up until **4:30pm** the day before your ride



Track the real time location of your driver.

Pickup at
NEXCOM:3284, VIRGINIA BEACH
BLVD VIRGINIA BEACH.

Pickup in 7 min

Plate #: 10119
HRT Paratransit #0

A map interface for a paratransit service. At the top, a white box contains the pickup location: 'NEXCOM:3284, VIRGINIA BEACH BLVD VIRGINIA BEACH.' with a pedestrian icon. Below this, a blue circular callout with a clock icon says 'Pickup in 7 min'. A blue line on the map shows the route from a car icon to a green drop-off icon. The map includes street names like 'Little Neck Rd', 'N Green Neck Rd', and 'London Bridge Rd'. A white box at the bottom left shows a car icon and the text 'Plate #: 10119 HRT Paratransit #0'. A bus icon is in the bottom right corner.

Pickup at:
SERVMART:9610, DECATUR AVE
NORFOLK, Virginia, Virginia.

Your HRT vehicle is here

Plate #: 10005
HRT Paratransit #0

A map interface for a paratransit service. At the top, a white box contains the pickup location: 'SERVMART:9610, DECATUR AVE NORFOLK, Virginia, Virginia.' with a pedestrian icon. Below this, a blue circular callout with a clock icon says 'Your HRT vehicle is here'. The map shows the vehicle's current location with a blue car icon and an upward arrow, near 'Norfolk Naval Station, VA' and 'Norfolk Main Navy Exchange'. A white box at the bottom left shows a car icon and the text 'Plate #: 10005 HRT Paratransit #0'. A bus icon is in the bottom right corner.

Thank you!