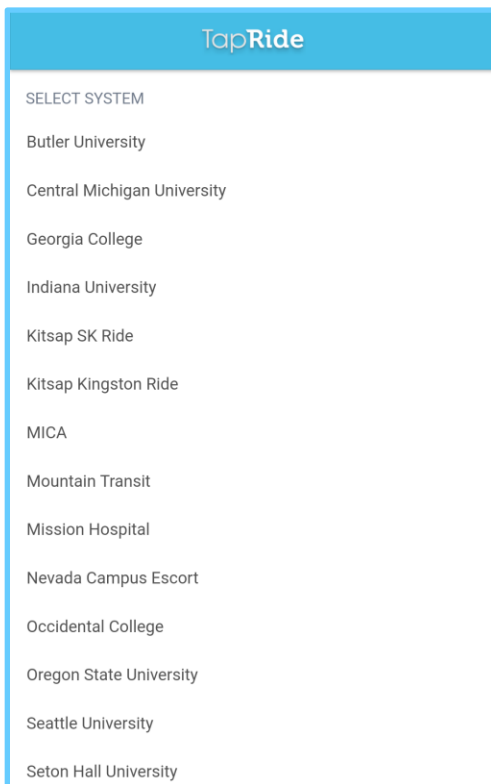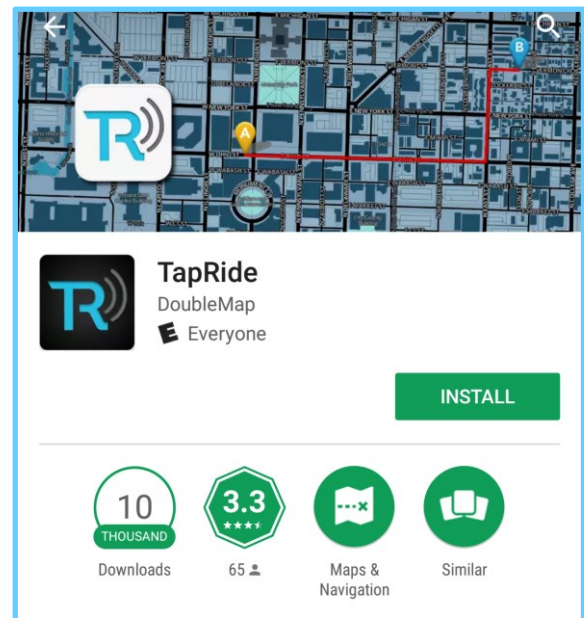# TapRide Rider Instructions

This document will cover the ride flow for the rider in the mobile application.
It will show the pages when a rider chooses their pickup/dropoff locations, when the
system has accepted it, when the driver has accepted it, as well as the Settings page.

Setup

Download the TapRide app

The TapRide App can be found by going to the
iOS App Store and the Google Play Store.

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Downloads

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65

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Select a system

Open the TapRide app and select the desired system from
the drop-down list.

Sign In

Once a system has been selected, sign-in through your system's SSO (single sign on) integration or through a TapRide authentication system.

Integrated Single Sign-On

TapRide Single Sign-On

Phone Number Input

TapRide will ask for a phone number upon first logging into the system. This is so drivers/dispatchers/admins will be able to contact the rider if any additional information is needed.

Submitting A Ride Request

Setting Pick-Up Location

After selecting the "Start" button, riders will be prompted to choose a pickup location. "Schedule" is an additional button a system may have that allows a rider to schedule a ride in advance.

On the map, select either a stop pin or a location within a viable service area. Riders also have the option to look up a location by selecting the magnifying glass icon in the upper-right corner. Once selected, riders can search for a drop-off location or choose it from a list of predefined stops.

Once a location has been selected, A yellow "A" pickup pin will appear and riders may select the blue "Set Pickup" button to move onto selecting a Dropoff location.
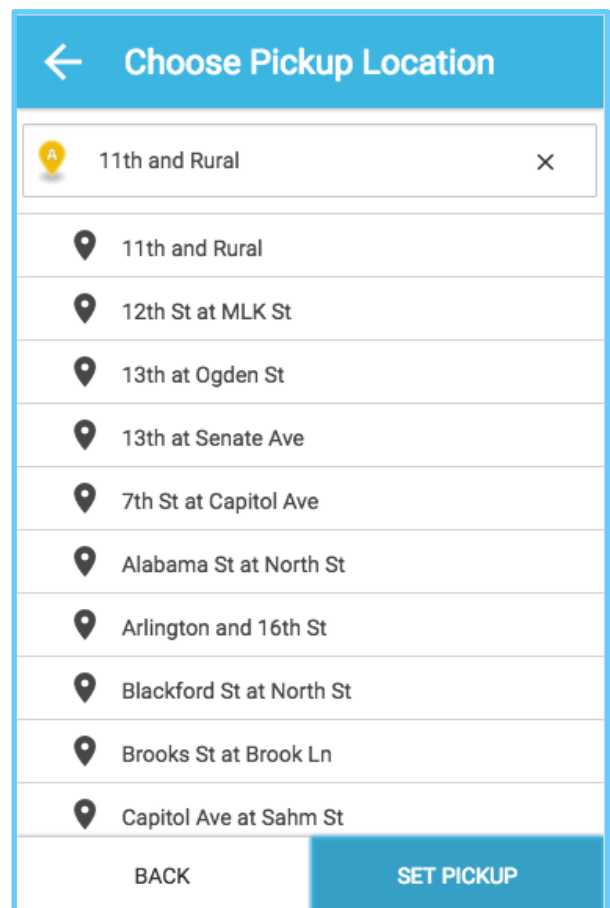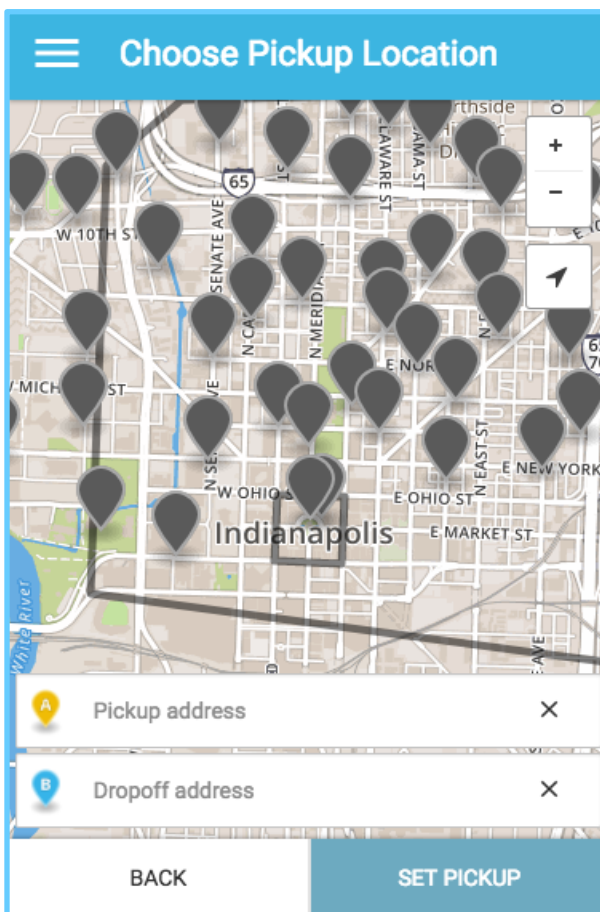
Setting A Drop-Off Location
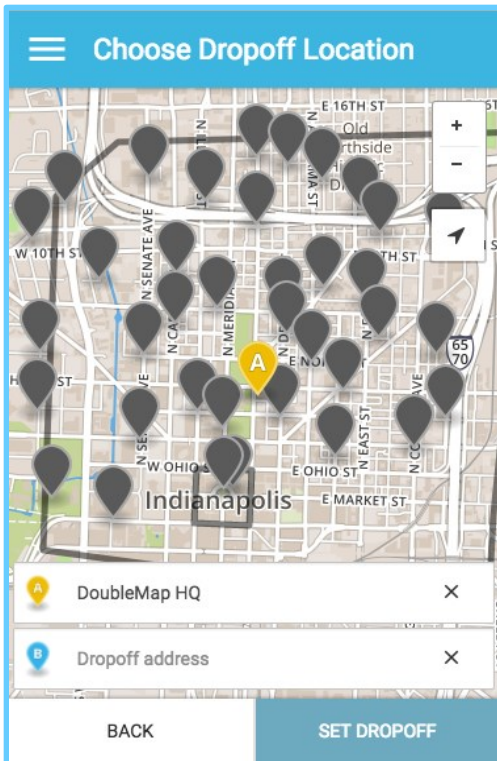
Once riders have selected a pickup location, they may repeat the steps for selecting a dropoff location.

As with choosing the pickup location, the rider can select the magnifying glass icon in the upper right corner to search for a drop-off location or choose it from a list of predefined stop.
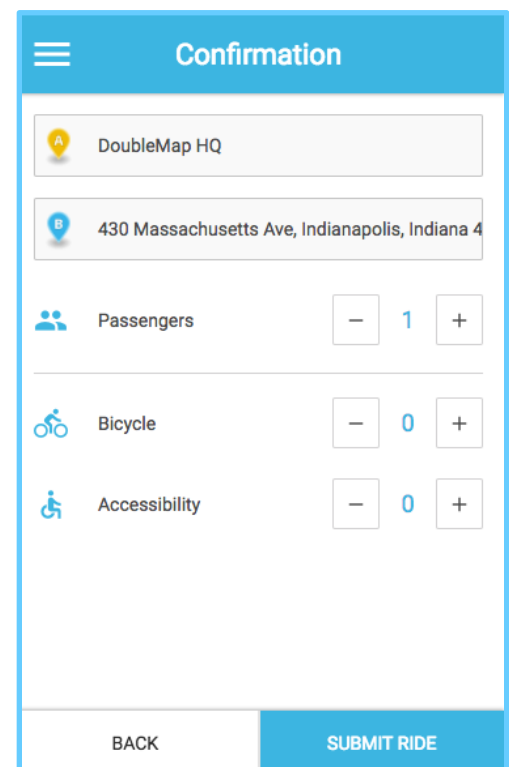
The app will now display a blue "B" dropoff pin in addition to the yellow "A" pickup pin. Select the blue "Set Dropoff" button once the dropoff address has been selected.

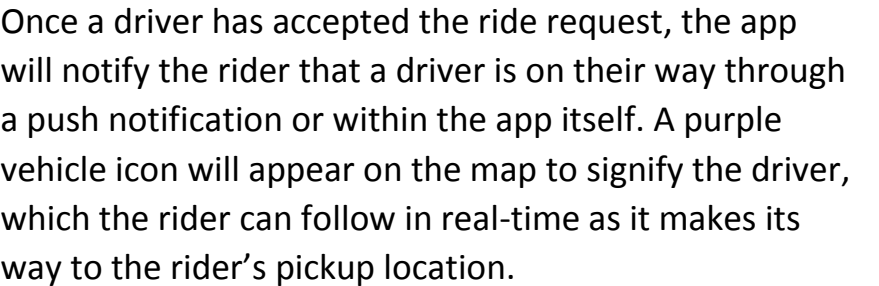## Setting Number Of Passengers

& Accommodations

Riders may then select the number of passengers they will be traveling with in order for TapRide to ensure enough capacity for their ride. Additionally, ADA accessibility and bicycle accommodations may be selected provided the system offers these.

The final step is to click "Submit Ride", which will notify nearby drivers of the ride request.

Catching a Ride

Waiting for pickup & estimated time of arrival (ETA)

TapRide will alert a nearby driver once the rider has submitted a request. The rider app will display "*Waiting For Driver*" at the top of the screen until a driver accepts the request.

Once a driver has accepted the ride request, the app will notify the rider that a driver is on their way through a push notification or within the app itself. A purple vehicle icon will appear on the map to signify the driver, which the rider can follow in real-time as it makes its way to the rider's pickup location.

An ETA will be displayed above the vehicle icon that will update the rider on the progress of their pickup every 2 minutes.

Honk Notification

The driver may press a digital "Honk" button on their interface if they are nearby or unable to locate the rider, which will send a notification to their phone.

Cancellations

Riders have the ability to cancel their ride anytime before they are onboarded by their driver. Riders can select from a list of cancellation reasons or input a custom message.

Drivers have the ability to cancel ride requests before the rider is physically aboard their vehicle. Please refer to the system administrators for more information on instances in which a ride may be cancelled.
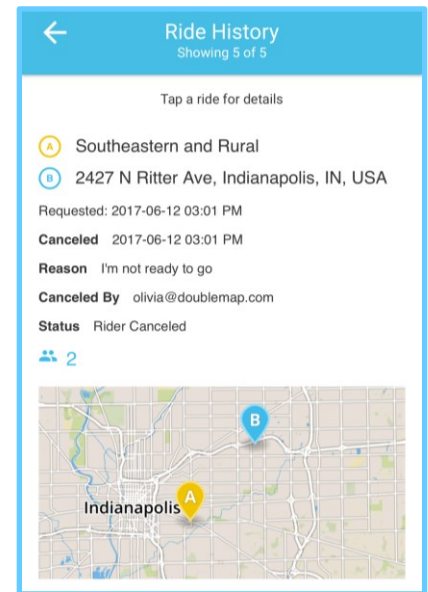
Settings

The Settings page allows the user to view their scheduled rides (if this feature is enabled in their system), check their ride history, reset their phone number, log out, as well as provide feedback about the TapRide application. The rider is taken to this page when they select the 3 small horizontal bars in the upper left-hand corner of the screen.

Ride History

The Ride History tab will provide the rider with a comprehensive view of their past ride requests that have been completed or cancelled.
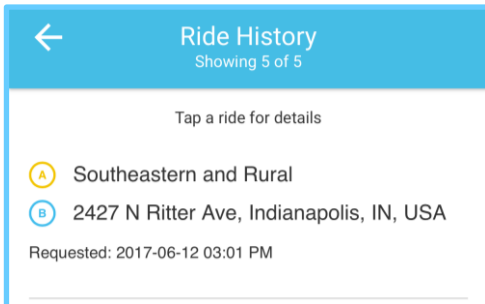
If the rider taps on an individual ride, they will be able to find out more information for that ride such as; what time the ride was requested, accepted, picked up, dropped off, as well as the pickup and dropoff locations.

Set Phone Number

The rider will be able to change the phone number that displays to the driver via the Set Phone Number setting.

Log out

The Log out tab will log the rider out of their system and direct back to the system selection page.

Feedback

The Feedback tab will open an external email application in which the rider will be able to submit their feedback about the TapRide application. Any transit specific concerns will be redirected to the transit providers support page/address.