

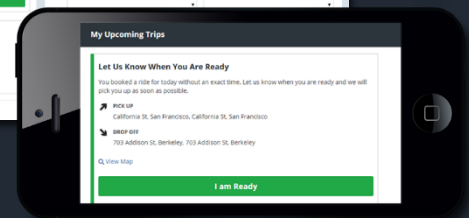
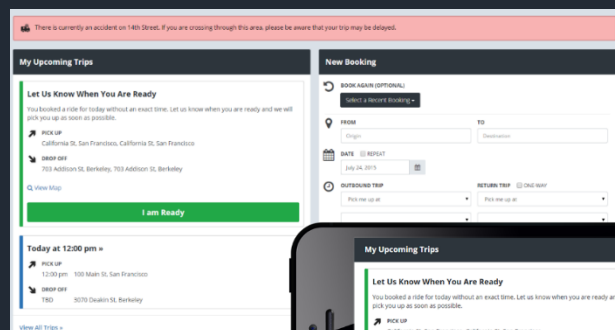
# HOW TO GET STARTED WITH PASSENGER PORTAL

From any web-enabled device, you or (optionally) a delegated person can access a wide range of trip booking tools as well as see where your approaching vehicle is. Once you have registered, you can start taking advantage of the tools to help you plan your trips anytime, day or night.

- You can log in and cancel a trip
- You can view upcoming trips
- You can edit personal information
- “I am Ready” button to call for a return ride

## Your Home Screen

From a single screen you can see all the important information associated with each trip. There may even be alerts about possible delays. You can also quickly clone a booking from a previous booking. When you're ready to be picked up, push the “I am Ready” button to call for your return ride.



## Booking a trip from scratch (optional)

Previously used and favorite addresses will automatically pop up when you start typing. Fill in the important trip information (E.g.: “From” and “To” addresses), select a date and time for your desired trip, any additional information you require, and you’re on your way to completing your booking.

## Delegates Booking (optional)

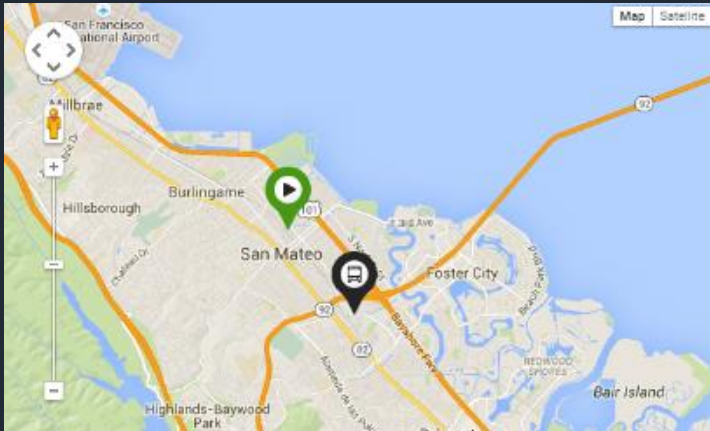
If the option exists, it may be possible for a family member, a personal care giver, anyone given the authority can manage your trips for you. The process for booking a new trip as well as cloning previous trips is exactly the same for a delegate as it is for you. The delegate simply needs to be enabled and verified at their initial log-in. Based upon security and preferences, delegates or facilities can self-manage the trips for their clients and patients.

The screenshot displays the Passenger Portal interface. On the left is a sidebar menu with the user's name 'Sara Alvarez' and birthdate 'Sep. 7, 1987'. The menu includes options: Home, Review or Cancel Trips, Book a Trip, Bulletins, and Help. The main content area is titled 'Itinerary' and features a 'BOOK AGAIN (OPTIONAL)' section with a 'Select a Recent Booking' dropdown. Below this is the booking form with fields for 'FROM' (3070 Deakin St, Berkeley, gene code 0254) and 'TO' (Alameda Hospital-Er, 145 Jackson St, San Francisco, make sure to drop off at building 2-A). The 'DATE' is set to July 24, 2015, with a 'REPEAT' option. The 'OUTBOUND TRIP' section has a 'Drop me off at' dropdown set to 11:00 am. The 'RETURN TRIP' section has a 'ONE-WAY' option and a 'I will notify you that day' dropdown. The 'OUTBOUND OPTIONS' section includes 'I am Bringing:' (Leg Braces, with a 'Change' button), 'Additional Passengers:' (Personal Care Attendant (Ambulatory), with an 'Add' button), and 'Booking Purpose:' (Medical Reasons, with a dropdown arrow). The 'RETURN OPTIONS' section has a 'SAME AS OUTBOUND' option. A 'Book Trip' button is at the bottom right. To the right of the form is a map of the San Francisco area with a red pin at the destination and a green pin at the origin.



## Where's Your Vehicle?

Before your vehicle arrives, you'll be able to watch it approach on a live map and see an accurate estimated time of arrival. This way, you'll know exactly when to get ready and also be warned about possible delays.



## Manage Your Notifications Preferences

You can edit how you receive notifications, if automated notifications is enabled. You can get notified the night before, as well as moments before your scheduled trip. Choose the type of notification that suits you best, either: email, text message, voice call, or a combination of all three.



## Contact Us

If you have any further questions about the many things you can do with the Passenger Portal, don't hesitate to call our office at XXX-XXX-XXXX.