My Transit Manager – USER GUIDE

This document is formatted for the visually impaired.

NOTE: Boldfaced text denotes text matching on the app.

My Transit Manager is a smartphone (i.e., mobile device) app that enables paratransit users to monitor the status of their trips in real time. My Transit Manager also provides the ability to see where the user's bus is on a map, automatically receive notifications, email, text, and/or voice alerts when their bus is about to arrive, if it is running late, and even if it's waiting outside their door. My Transit Manager can also be configured to inform family members or caretakers of the same trip status and monitor the trip from pickup to destination.

Download the App

Search for:

- Apple App Store: My Transit Manager from Transdev Services, Inc.
- Android: My Transit Manager from Transdev North America, Inc.

Register Yourself

1. When you start the app for the first time, tap on the **Create an account** button if you have not used the

service before or, if you've used the service before, tap **I already have an account** button and go to step #5.

2. In the list of agencies, select your city/region of service. One or more can be selected. Tap the **Next** button.
3. The registration screen appears.
   a. Input an email address.
   b. Confirm the email address in the second field.
   c. Input your first and last names. Make sure the spelling of first and last names match exactly to what you gave originally when you applied for transportation.
   d. Input your Paratransit (Passenger) Client # exactly as it was given to you.
   e. Tap the **Register** button.
4. After registering, you will be logged in. It may ask to create a trip notification. If you are ready, tap the **YES** button and go to step #7.

Login

5. Input your email and password. The app will force you to type uppercase – this is normal – as email is not case-sensitive. Tap the **Login** button.
6. After logging in, you may be asked a few questions – answer them accordingly. You will then see the screen entitled **My Trips**.

Notifications (Alerts)

7. You may now add one or more notifications to fit your personalized transit needs. Begin by tapping the menu button, found in the upper-left corner (to the left of the screen title). From the menu, select the **Notifications** option and the **Notifications** screen opens.

8. To add a notification, tap the Add button, which is the circle with a plus (+) inside, found in the lower-right corner. The **Paratransit Alert** screen will open. This is where you will type in a new notification.

   a. The first field is **Alert Name**. This data defaults to "Alert #1". Change the **Alert Name** to what you would like to call it (i.e. Visits to Dr. Foster, Grocery trips, Physical Therapy, etc.).

   b. The second field is **My City/Service**. Do not change this unless you take rides from two different agencies.

   c. The third field is **Your Para Transit Client #** – do not change.

   d. The next two fields, **Alert Starts On** and **Alert Expires On**, are for defining when you'd like to be notified. Use them also to place notifications on hold, such as when you go on vacation.

   e. Next is the question, **Send me alerts on these days of the week**. Below the question are seven bubbles, each representing a day in the week. Tap

and select which days you wish to receive alerts. Once a day is selected, it will show brighter and in a green color. Non-selected days will be more dim and in a gray color.

f. Below the bubbles, the words **and between** point out a time range below it. These two times are used to specify what time you'd like to receive alerts on any day. For instance, if you'd only like to receive alerts between 8am and 7pm, then you'd specify 8am for the first time and 7pm for the second time. After tapping either of the times, a "clock control" will open. Use it to select your desired times.

g. Scroll or swipe down to see more of the input screen. The next series of fields are questions pertaining to the alert, each having an On/Off setting. Certain questions include a pop-up dialog that will ask additional questions, so be prepared for that.

h. Remember to continue swiping down to reveal more questions.

i. If the **Include vehicle status link** question is turned On, it will include a hyperlink in the email or text alert that, when tapped on, will open a map (i.e., Google Maps) showing the current location of the vehicle. If the second question is turned On, it

will create "screen reader friendly" location info for hearing impaired passengers.

j. Turning on the **Push notifications** question allows you to receive "system notifications" on your phone about your scheduled trips.

k. The **Send alerts to these emails** question allows you to add one or more email addresses that alerts will be sent to. Tap the plus (+) button to add additional email addresses.

l. The **Send alerts via text message to these numbers** question allows you to specify up to two phone numbers where text alerts will be sent.

m. Lastly, when you are finished filling out your notification, review *all* the selections made by scrolling up/down. When sure, tap the **Save** button in the upper-right corner of the screen. You will receive an email informing you of the changes you just made.

Reviewing & Editing Notifications

After one or more notifications have been added, each one will be listed in the **Notifications** screen. This again is accessed by tapping the menu button in the upper-left corner, then selecting **Notifications**.

Each notification will be listed as an individual "card". Minimal information about each notification will appear on

the card. A pencil icon is displayed in the upper-right corner of each card that is used to edit that notification. A trashcan icon is displayed next to the pencil that is used for deleting the notification.

Now that one or more notifications have been added, you should receive notifications, text or email alerts. If you don't, use the History section, explained below, to troubleshoot why.

My Trips

When you first login to My Transit Manager, it will open the **My Trips** screen. This screen will list all trips that are currently scheduled, including today and into the future, regardless if you have any notifications set up or not.

When a trip is active, you will see an option for "Where's my vehicle?". Tapping it will open a map showing where the pickup or drop-off location (when already on-board the vehicle) is and where the vehicle currently is located based off GPS.

Tapping either the left-pointing arrow in the upper-left corner or your device's normal back button will return you to **My Trips**.

History

If it seems that you are not receiving the alerts you are expecting, there is a way to review a history of notifications that were sent to you.

Review history by tapping the menu button (in the upper-left corner), then select **History**. A list of the most recent notifications sent to you will be listed. Swipe down to view more history. Tap the **more** link (appears on the right) to view more information on a single alert.

Booking a New Trip

NOTE: Not all locations support booking or canceling trips.

If your city has the feature available, you can book new trips based off past trips. Use either the **My Trips** or **History** screens to find a trip that has the same pick-up and drop-off of where you want to go.

Notice that each trip listed has a **Book Now** button. Tapping this button will begin the process of booking a new trip based off the trip selected.

Located in the lower-right corner of the screen is a circle and (+) button. Tapping this button will also give you access to the History screen so that you can look through trips to select from.

If you are unable to locate a trip in the ones listed, use the **Past 30 Days** button located at the top of the screen to pull up more trips from the past. Any number of days back can be selected.

When the **Book Now** button is tapped, a calendar will appear. Tap the date you wish to travel.

After selecting the date, a **New Trip** screen will appear. Make sure the address in the **Pick-Up** and **Drop off** fields are correct. Use the [+] buttons on each address to input any special instructions to the driver about either address.

Use the **Pick me up at** and **Drop me off** by option buttons to select whether the time is for a pick-up or arrive at an appointment.

Tap the time to specify the pick-up or appointment time. A clock will appear. Use it to first select the hour, then the minutes after the hour. The keyboard button, located in the lower-left, can be used to tap in the time from a keypad.

When everything in the **New Trip** screen looks correct, tap the **Request this trip** button. The trip will be booked. If it can't be booked, you'll see an **Alert** message asking you to contact the reservations desk to talk to someone about your trip booking.

Canceling a Trip

If your city has the feature available, you can cancel a trip in the My Trips screen, providing the time isn't too close to the pick-up time.

In the **My Trips** screen, locate the trip you wish to cancel. If there is a **Cancel** button located next to the date of the trip, then it can be canceled.

A confirmation dialog will appear asking if you wish to cancel the trip. Tap **Yes** if you really want to cancel your trip.

Caregivers

Anybody that needs to monitor passengers, such as caregivers and family members, can take advantage of My Transit Manager. This can be done several ways:

- Login using the passenger's login to simply see what they are seeing (or getting the same alerts that they are receiving).
- Have the passenger add your email address (for email alerts) and/or mobile number (for text alerts) to their account. For mobile numbers, use the two fields labeled **Cell Phone 1** and **Cell Phone 2**.
- Add a separate account for yourself. Follow steps #1-4 on page 1 under **Register Yourself** to add a new account.

Before adding the account, you will need the passenger's first and last name, including the Paratransit (Passenger) Client # as described in step #3. Except, under step #3a, input your own email address, so that you will receive the account setup confirmation email. Then, add desired emails and phone numbers to receive the same alerts the passenger receives.

Feedback: Rate Your Ride

After you are dropped off from your trip, My Transit Manager will give you the opportunity to rate your transit service and provide any feedback. A screen will appear with five stars and a large blank text box. Use the series of stars to tap 1-5 (from left to right), where 1 is poor and 5 is best. Use the text box to type in any comments.

Tap the **Send** button to save your rating and comments.

If you tap the **I'll Do This Later** button or wish to provide feedback at a more convenient time, use the History feature (explained earlier) to locate the trip you wish to rate, then tap the option to rate the trip. When you do, the same screen for the selected trip will appear.