



# HRT Paratransit Rider App

September 2020

# Welcome!

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



# Who we are...



**Tess Gebretensai**  
Community  
Engagement



**Talia Stermann**  
Rider Product  
Experience



**Parker Fernandez**  
Rider Product  
Experience

# 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



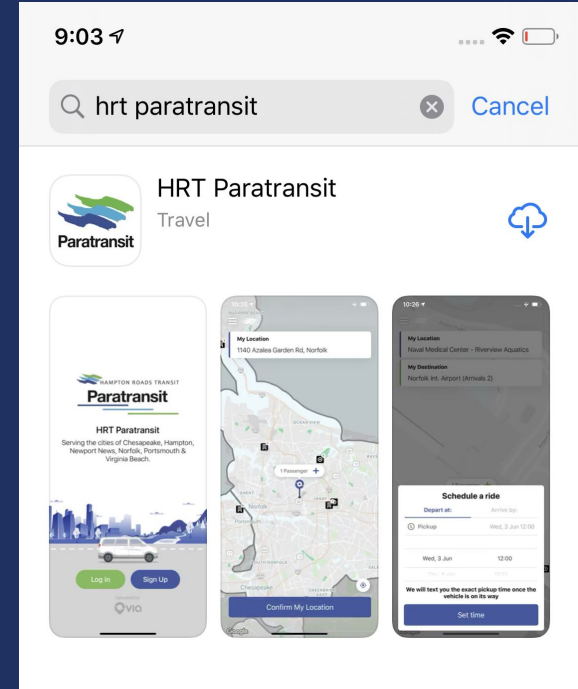
# Getting Started - Download and First-time Login



# Downloading the app

For iPhone and Android users:

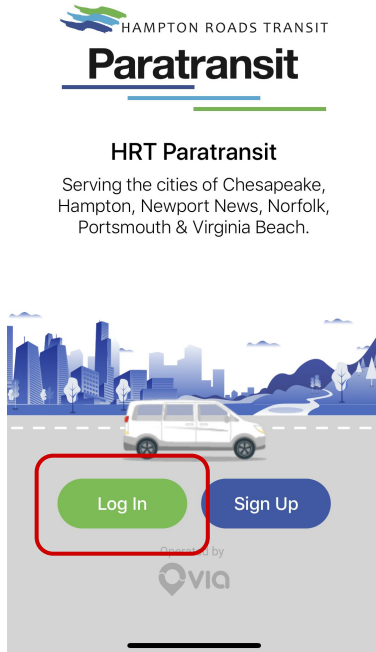
- You can find the app in the store by searching **"HRT Paratransit"**



# Logging in for the first time

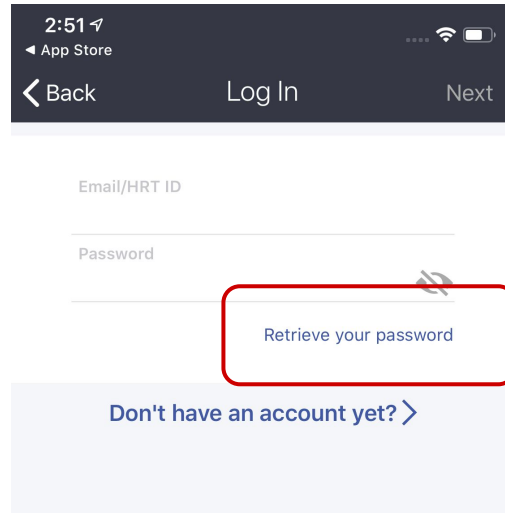
1

Click “Log In”



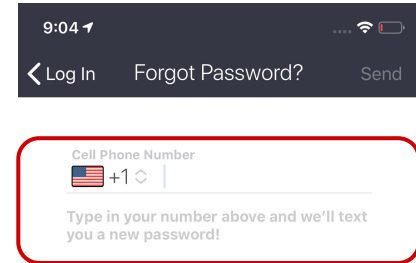
2

Click “Retrieve your password”



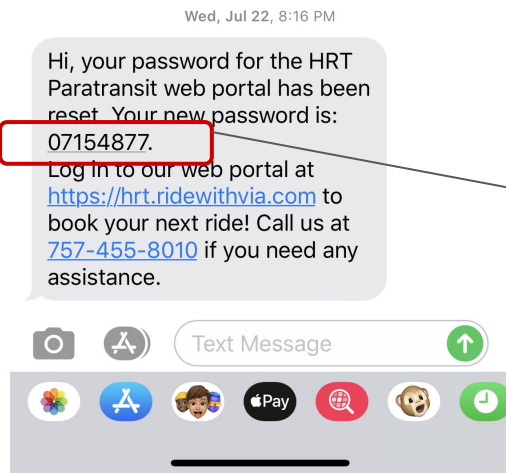
3

Enter phone # (must match account)



# Logging in for the first time

**Receive SMS and  
call w/ password**



**Return to Log In  
screen on the app**

HRT ID

2:51

App Store

Back Log In Next

Email/HRT ID

Password

Retrieve your password

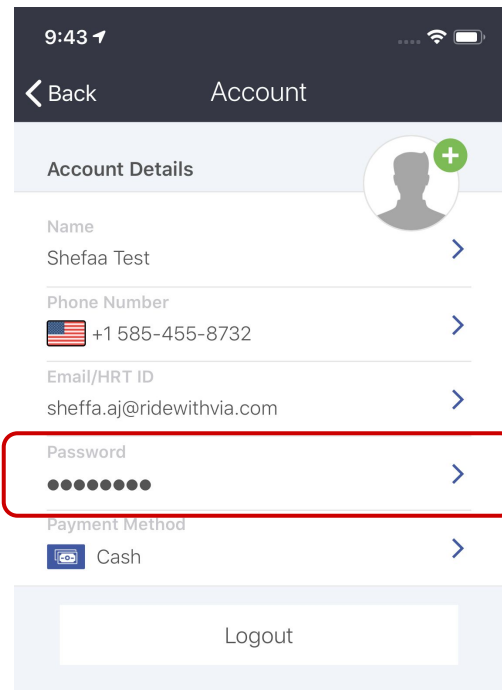
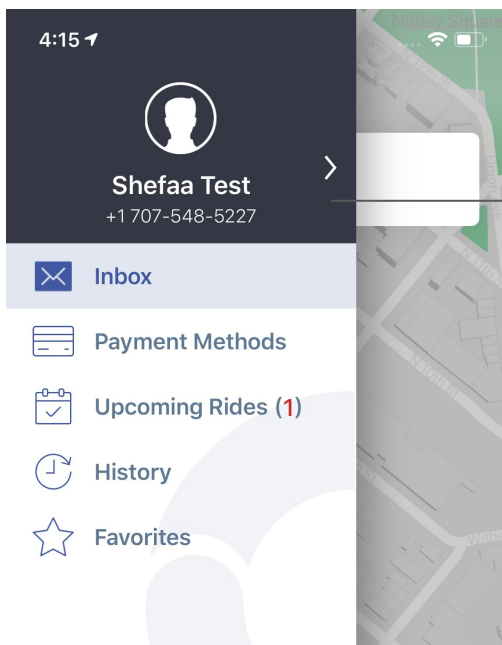
Don't have an account yet? >

The login screen has a dark header with the time "2:51", a signal strength indicator, and a battery icon. Below the header is a navigation bar with "Back", "Log In", and "Next" buttons. The main area contains two input fields: "Email/HRT ID" and "Password". Below the "Password" field is a link that says "Retrieve your password". At the bottom is a light blue button that says "Don't have an account yet? >".



# Update password to something you can easily remember (optional)

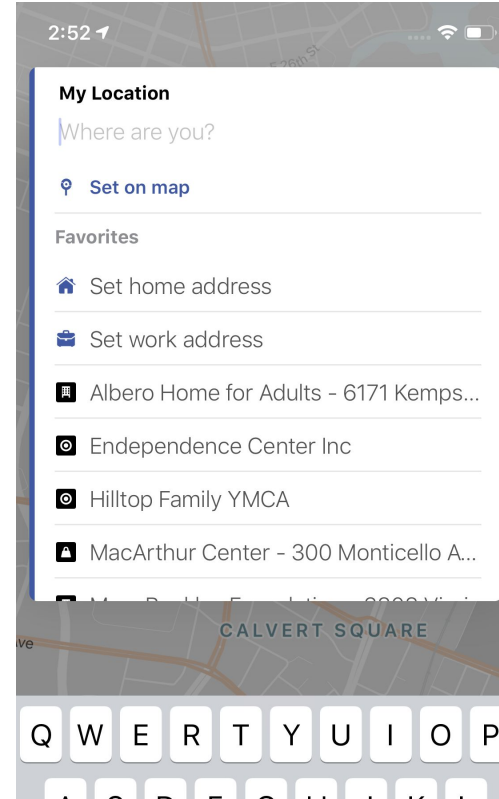
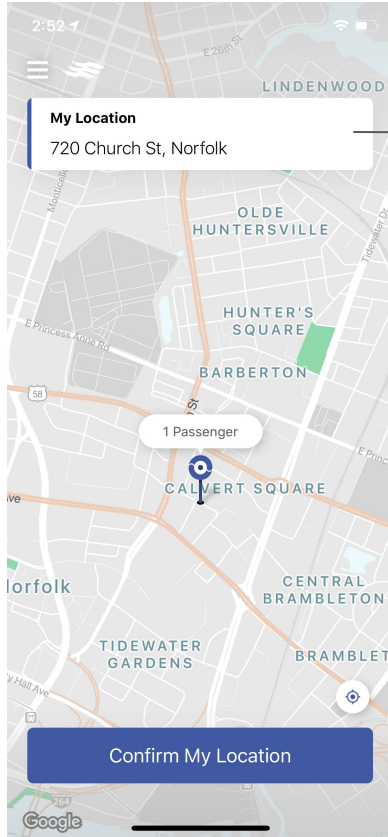
**Make sure your password is at least 6 characters long and contains a number or special character.**  
Example acceptable password: 'Hrt123'



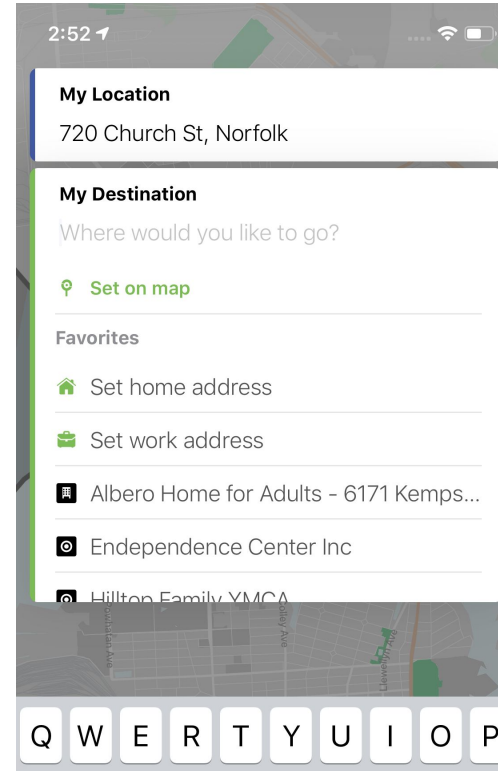
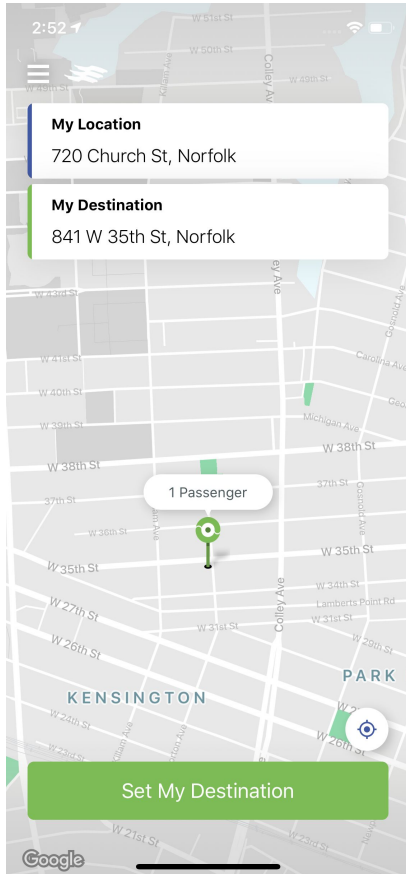
# Booking a one-time ride.



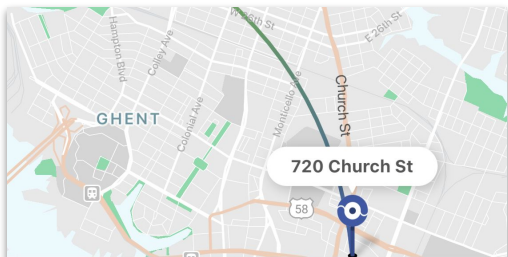
# Step 1 - Pickup Location



# Step 2 - Destination Location



# Step 3 - Travel Reason & Ride Notes



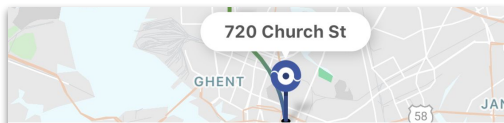
1 of 4

< Details

**Travel reason:** Work ▼  
Let us know the purpose of your trip

**Location comments** (Optional) ▼  
Leave clarifications for your driver

Next



1 of 4

< Details

**Travel reason:** Work ^  
Let us know the purpose of your trip

Court  
Dialysis  
Medical  
Work  
Other  
Church  
Shopping

**Location comments** (Optional) ▼  
Leave clarifications for your driver

Next

**Location comments** (Optional) ^  
Leave clarifications for your driver

Pick up  
720 Church St, Norfolk

Type here...

Drop off  
841 W 35th St, Norfolk

Type here...

Next

# Step 4 - Additional Passengers

720 Church St

GHENT

JAN

58

3 of 4

< Extra passengers

Me	—	1	+
Companion (WAV)	—	0	+
Companion	—	0	+
Child (WAV)	—	0	+
PCA (WAV)	—	0	+

Next

# Step 5 - Date and Time

2 of 4

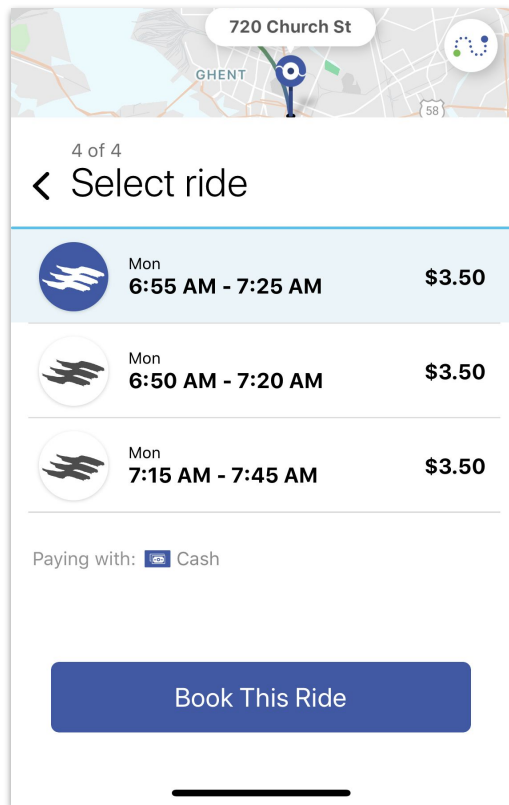
## < Schedule

Depart at:	Arrive by:
<b>Mon, Jul 27, 07:00</b> ^ Set a different pickup time	
Sun, Jul 26 6:00 AM	
Mon, Jul 27 7:00 AM	
Tue, Jul 28 7:10 AM	

Next

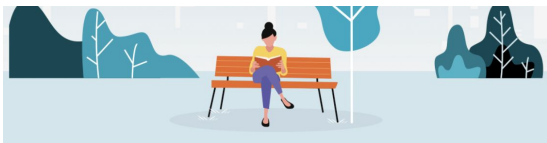
Choose “Depart at” or “Arrive by”

# Step 6 - Select Proposal Window





# Step 7 - Confirmation Screen + Book Return



**Your Trip is Booked**

Pickup on: **Mon, Jul 27, 6:55 AM - 7:25 AM**

You will receive a reminder message the day before your ride.

Book Return

OK

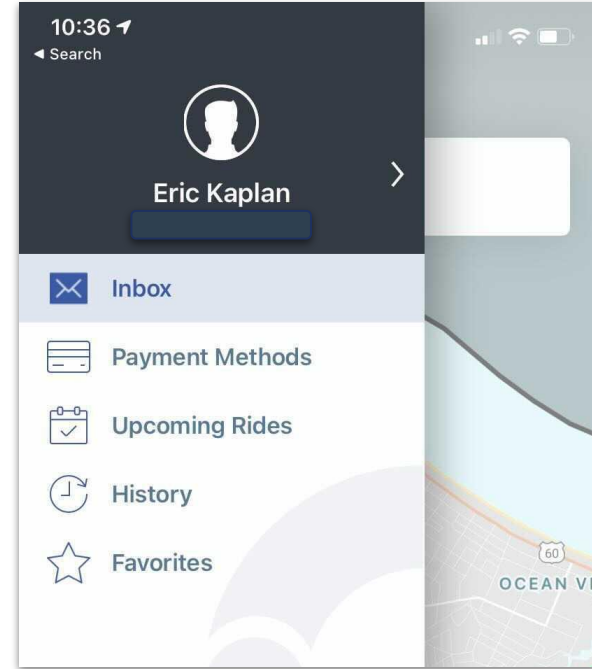
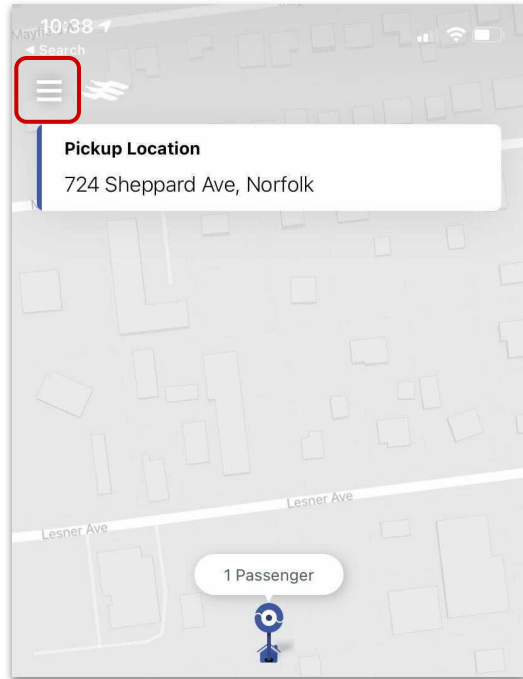
1. Click “Book Return” to flip the pickup and destination locations and starts the booking process again.
2. Enter the ride details for your returning trip (date, time, etc.) and
3. Confirm the ride and you’re all set!



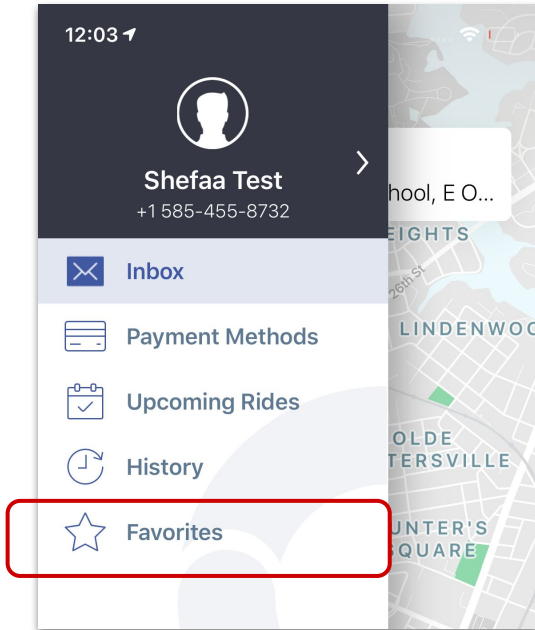
# Other neat features



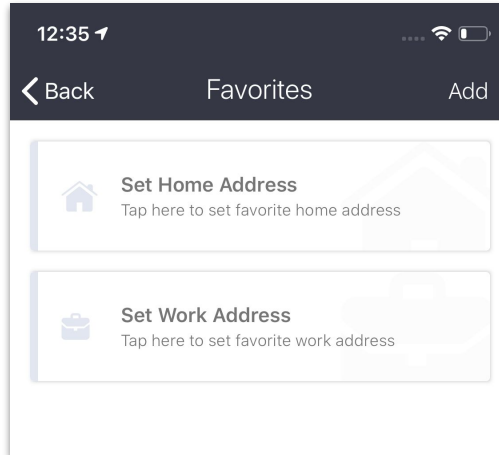
# Navigating the app menu



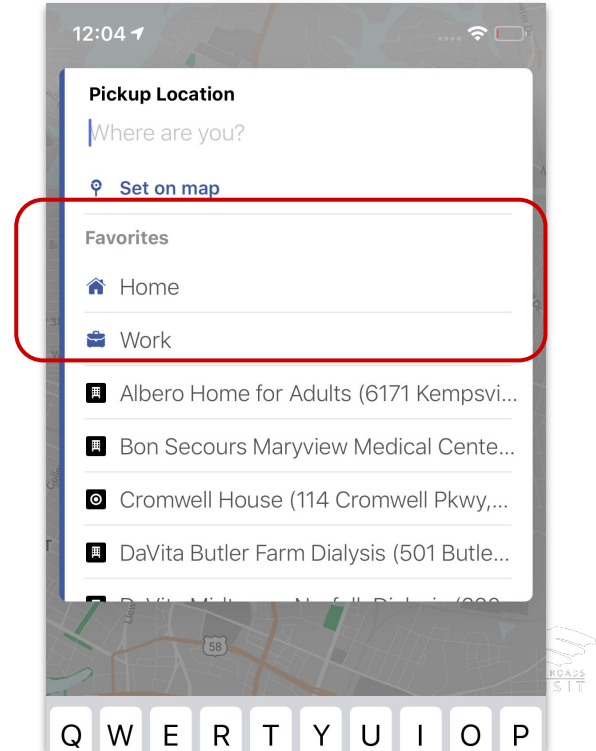
# Set “favorites” for easy booking



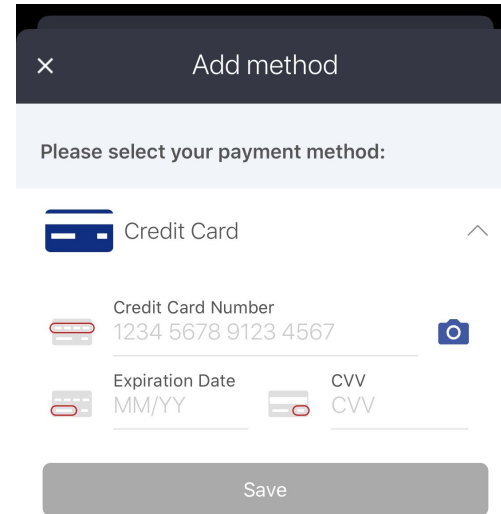
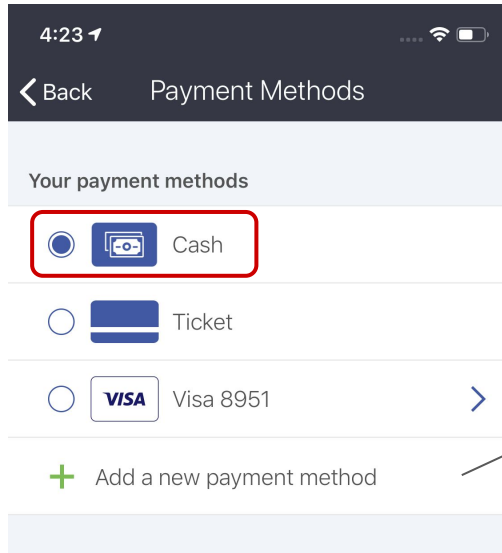
Set “home”, “work”, and other important locations



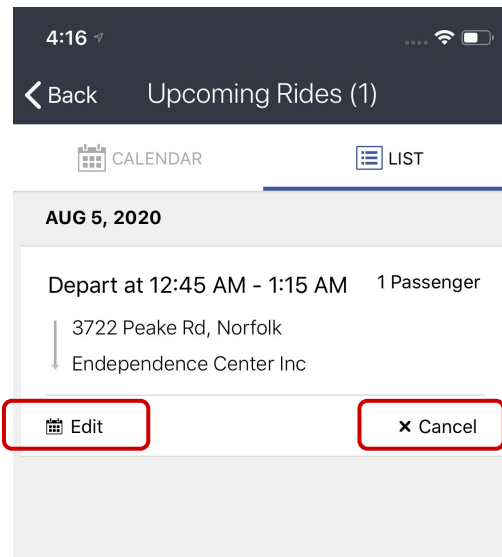
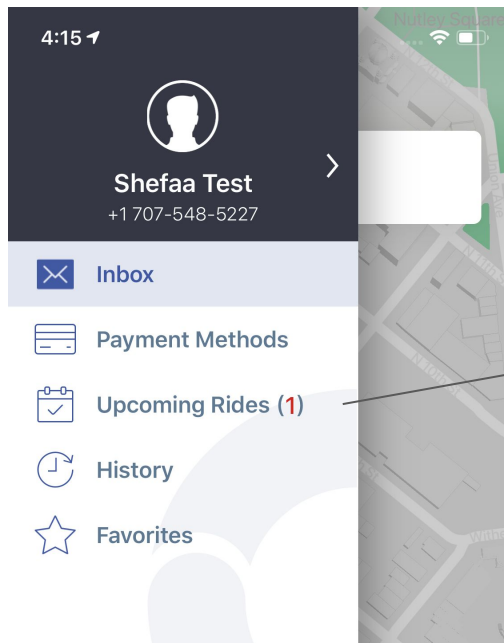
Click favorite location instead of typing address



# Update a payment method

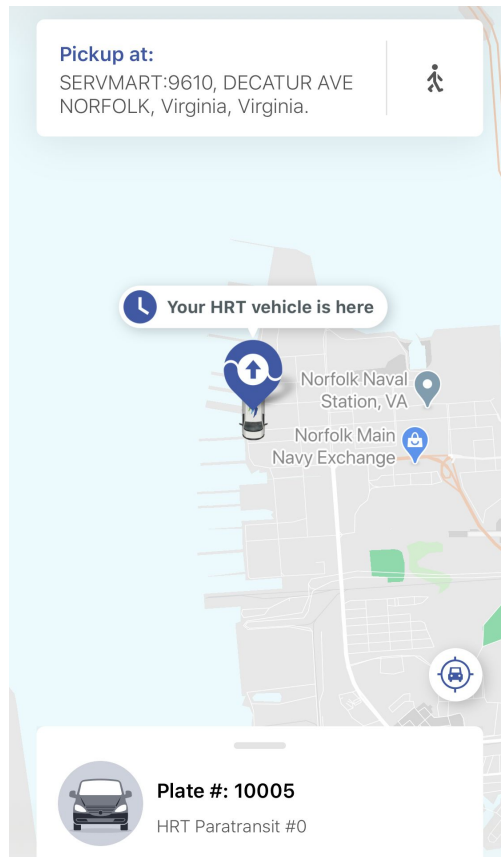
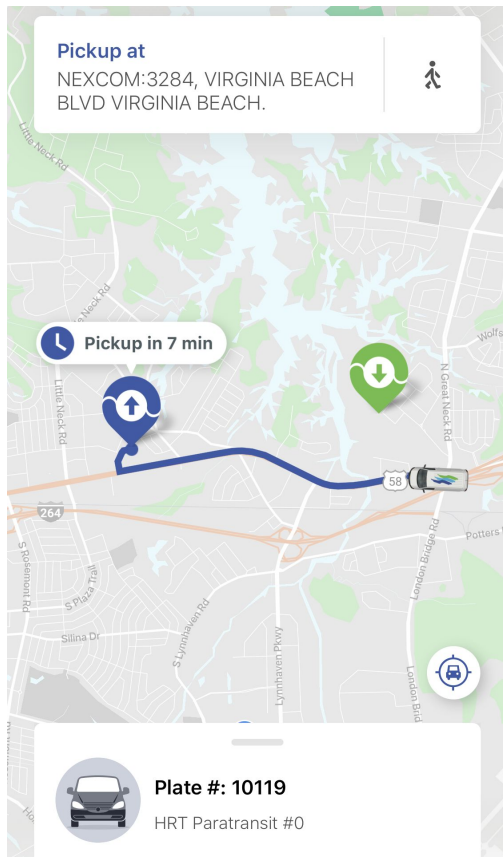


# View, Edit, or Cancel Rides



\*You can edit rides up until 5pm the day before your ride

# Track the real time location of your driver.



# More resources

**Click here to download the app on your smartphone**

## **Tutorial Videos:**

[Downloading and logging into the app](#)

[Booking a ride](#)

[Tracking your driver and more features](#)

More details at the [HRT Paratransit website](#)



**Questions?**

**Thank you!**