HRT Rider App Beta Testing

May 2020

Welcome!

- Introductions.

- What is a "beta launch?"

- Why am I a part of this group?

Plan for today.

1. How will the beta launch work?

2. What types of things should we look for in the app?

3. How will we share feedback?

4. What's in this version of the app?

5. Downloading the app

6. Logging in.

01.

How will the beta launch work?

We want **YOU** to learn and experience the app in your own way!

Over the next two weeks:

- ☑ Download login to app.

- ☑ Explore app and menu options.

- ☑ Schedule a one-time ride.

- ☑ Track an existing ride on your app.

via | HAMPTON ROADS TRANSIT

The process

- Iterative app versions.

- Versions aren't perfect.

- Receive as much customer feedback as possible and quickly create new versions.

The outcome

An app user experience that is:

- Customer-centric.

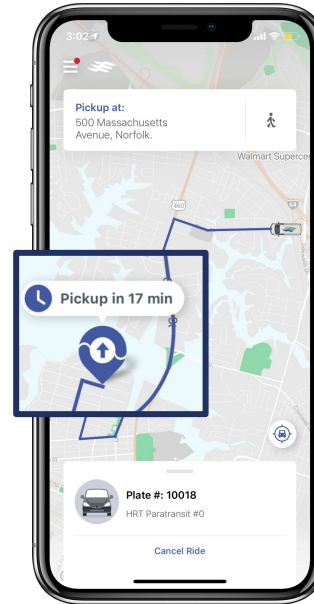- Clear and easy to use.

- ADA Compliant.

02.

What types of things should we look for in the app?
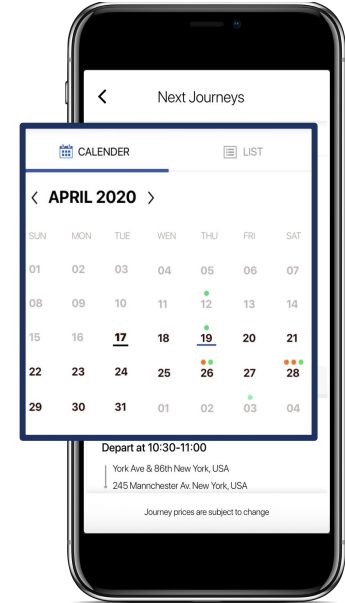
Report issues if you see:

- Incorrect information in the app.

- Buttons that are not working.

- Language that is unclear.

- Address issues.

✓

The wait time is not counting down.

✓

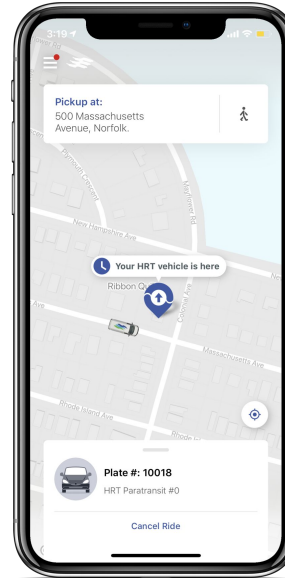*I can't find my scheduled rides.*

02 continued.

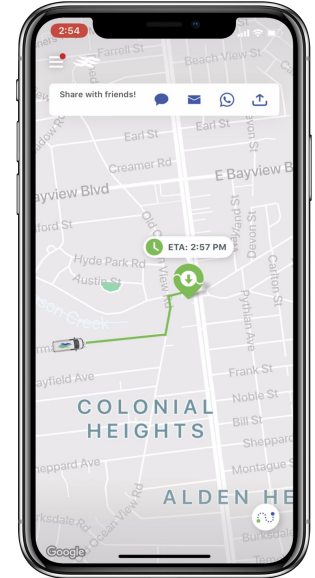## Don't need to report on:

- Disruptions in service.
- Driver complaints.
- Issues with vehicles.

My driver showed up late.

I didn't like my driver's route.

03.

How will we share feedback?

By Phone:

There will be a dedicated phone line that is **only** for reporting feedback in the app (M-F, 8AM-5PM)

- Feel free to call in multiple times as you have feedback
- **(757) 568-7260**

By WhatsApp:

WhatsApp is a free messaging app where you can create groups across Android and Apple devices.

- We will create a group where you can send feedback – **please add screenshots** if they help illustrate your feedback! This is helpful for us to actually see what the issue is.
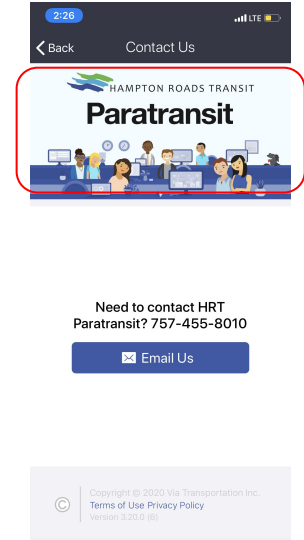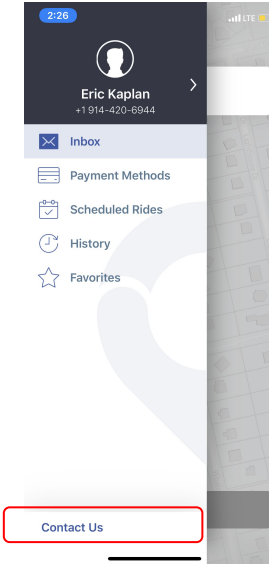- This will also allow you to see other HRT riders' feedback.

How will we share feedback?
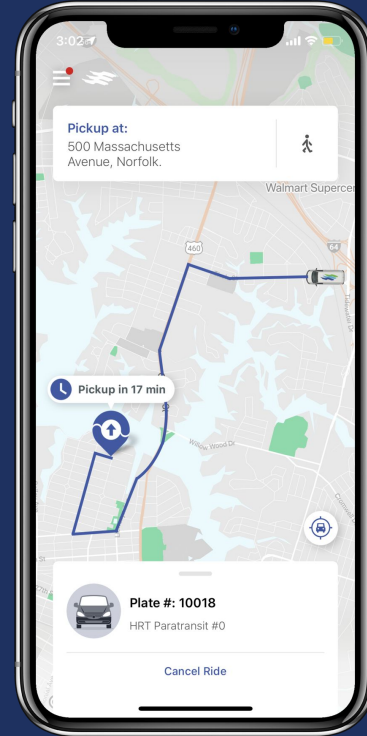
We may ask for you to send 'logs'

If there is an issue in the app, sometimes reviewing the log of events in the software code can help our engineers find the issue faster.

We might ask you to share these logs. To do so,

Click **Contact Us,** and then press down on the graphic of the people behind computers for **five seconds,** and an email will open with the 'logs' attachment

Download WhatsApp

What's in this version of the app?

Features we think you'll love

- Track the location of your vehicle leading up to your pickup time.

- View your scheduled rides.

- Book one-time trips / round trips.

- View the route of your ride and expected drop-off time.

- Multiple proposals (when available) for you to select the time window that works best for you.
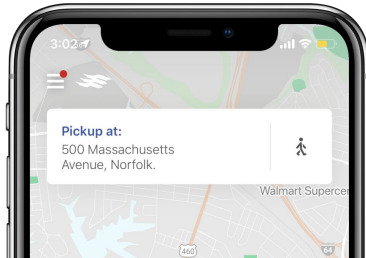
What's coming soon?

New in version 2

- Feedback from you!

- Include pickup and dropoff note to your driver.

- Book recurring trips.

- Visual changes to the booking flow.
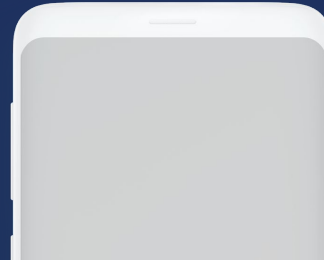
05.

Downloading the app

For iPhone users:

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

- Download with your Apple ID and password

For Android users:

- A file was sent to your email to download the app - *if you have email on your phone, download the file directly on your device*

- Or, you can access the file through this link: https://drive.google.com/file/d/1f OlZdEL2qyCm8kdBbv3LK5l5ijuKvF JM/view?usp=sharing

- Download, and click "Install"

Logging in.

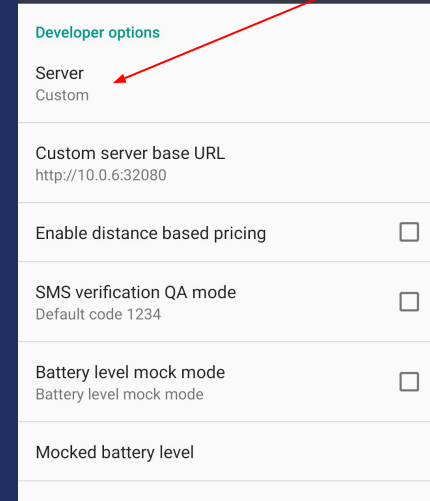**If you have logged in to the web portal, your password will be the same.**

I will message each person their username privately in the Zoom meeting

If you have not logged in to the web portal, you will need to retrieve your password through your phone number, via SMS

Once you log-in, feel free to change your password in the account section to a password you can remember

For Android users:

- Open the app and tap the bottom left corner three times consecutively

- Change the "Server" from *Custom* to *Live* (see below)

Developer options

Server
Custom

Custom server base URL
http://10.0.6:32080

Enable distance based pricing ☐

SMS verification QA mode
Default code 1234 ☐

Battery level mock mode
Battery level mock mode ☐

Mocked battery level

Thank you!