VIA | HAMPTON ROADS TRANSIT

Your HRT Paratransit experience made much smoother.

Use our new mobile app to book or cancel rides at the touch of a button, track your driver in real time, and pay seamlessly.

gohrt.com/paratransit/app

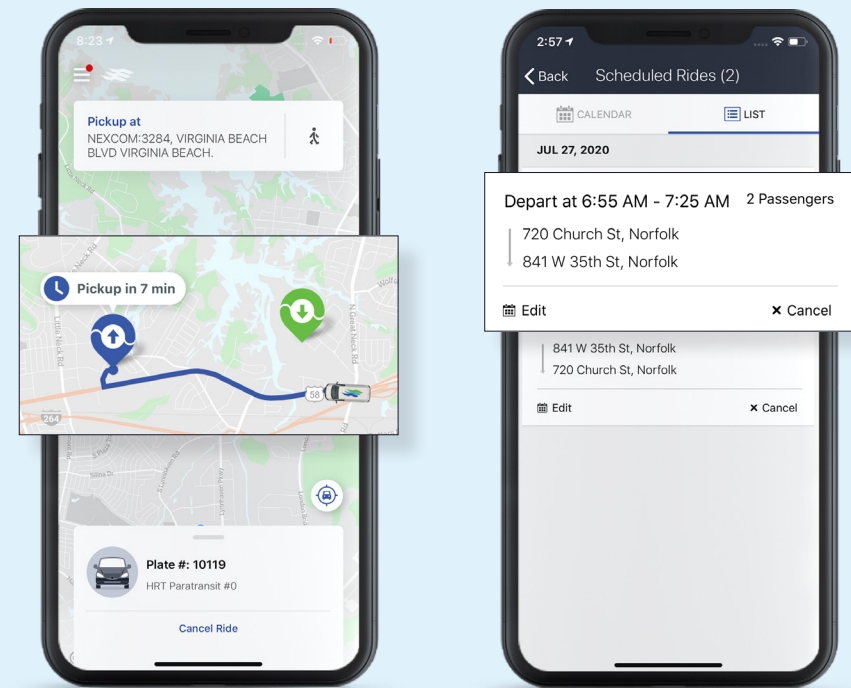## Why should I switch to using the app?

- Book your rides even faster.
- Track your driver's location and exact arrival time at your pickup point.
- Pay simply through a credit or debit card on file.

How do I download the app?

Head to the **App Store** or **Google Play Store** on a smartphone or tablet and search **HRT Paratransit**.

How do I log into my account?

Click on the **Login** button. Your HRT ID is your username. Click **Retrieve Password**. We will send you a text message and a phone call with a password to login.

How do I book a ride?

Enter your pickup and dropoff addresses, and choose **Depart at** or **Arrive by** time. Select your travel reason. Choose from the series of ride proposal windows.
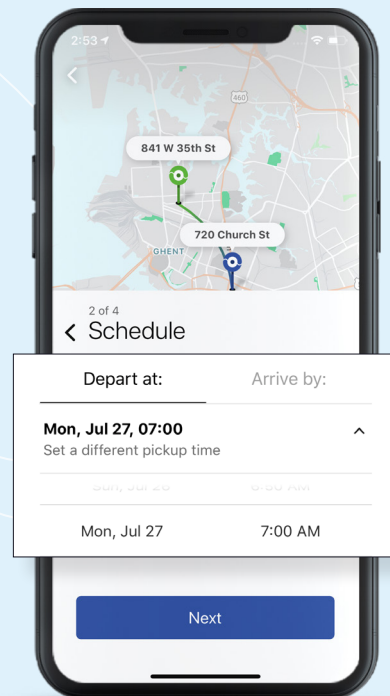

How do I track my ride?

Once your driver is on the way, the app will tell you how many minutes away he/she is. You can also track the vehicle moving towards you in real time.

How do I see all of my pre-scheduled rides?

Head to the app menu by tapping the top left corner of your screen. Click on **Scheduled Rides**.

How do I cancel a ride?

Head to the app menu by tapping the top left corner of your screen. Click on **Scheduled Rides**. Find the ride you'd like to cancel from either the calendar or list view options. Click the small **Cancel Ride** text in the bottom right corner.