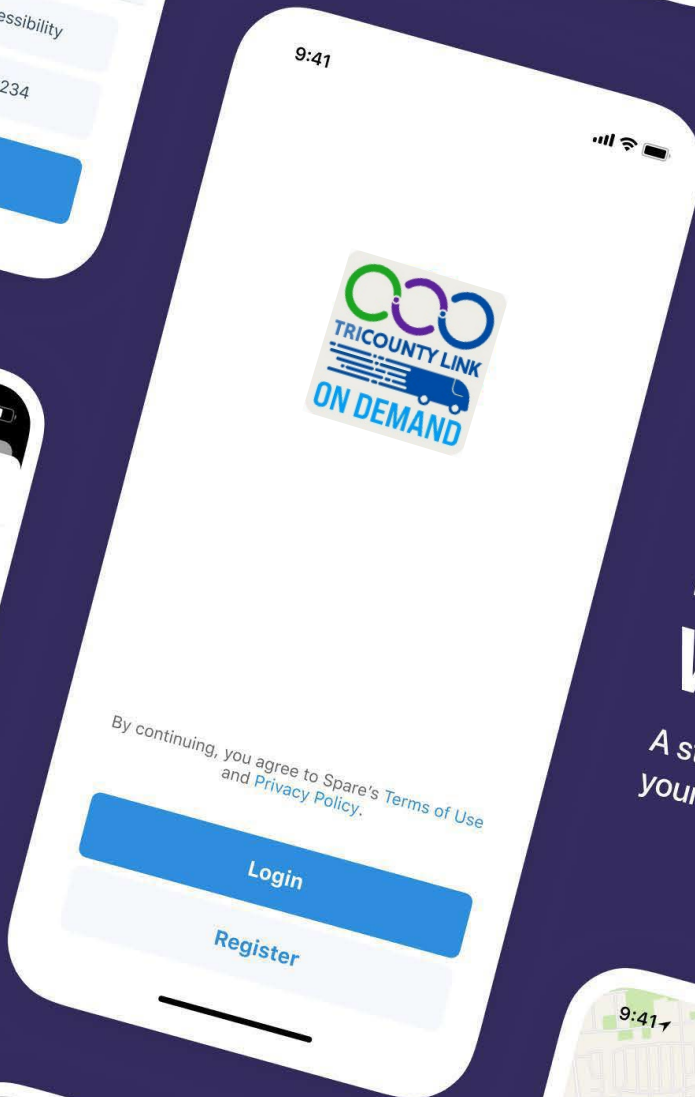
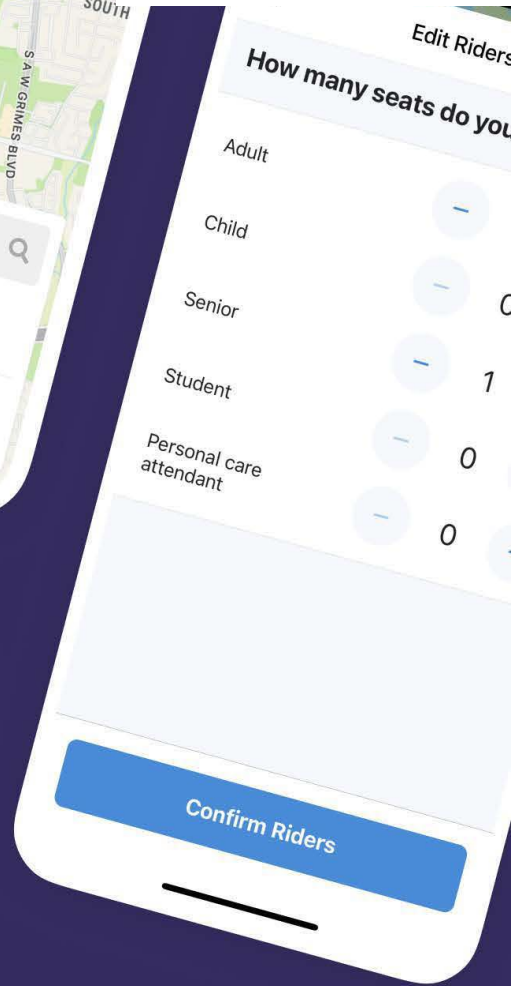
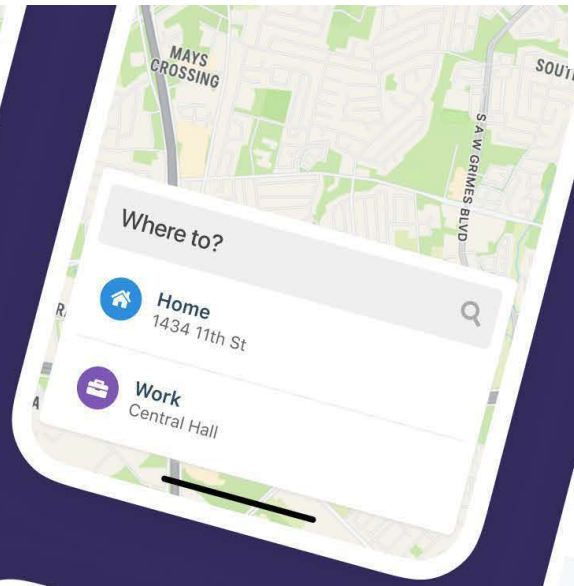
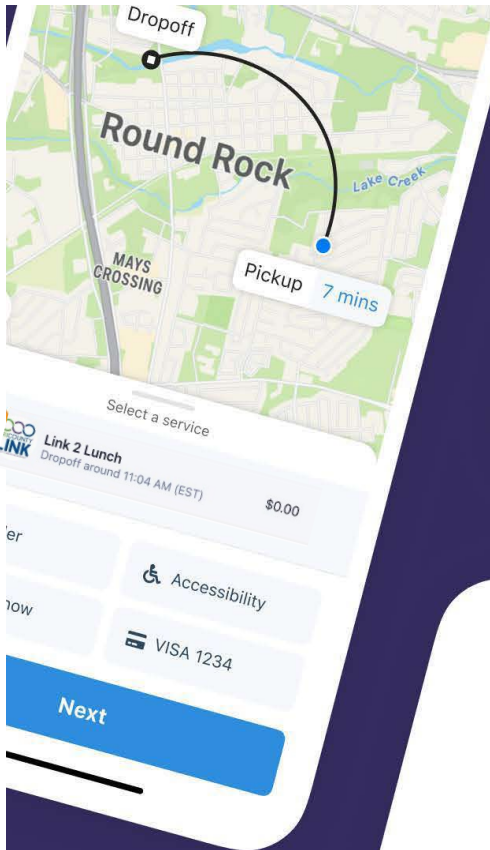
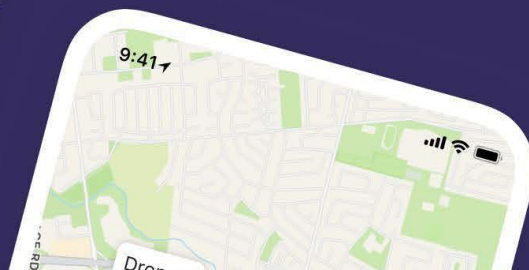


## RIDER APP GUIDE



# Rider App Walkthrough

A step-by-step guide to using your service's dedicated rider app



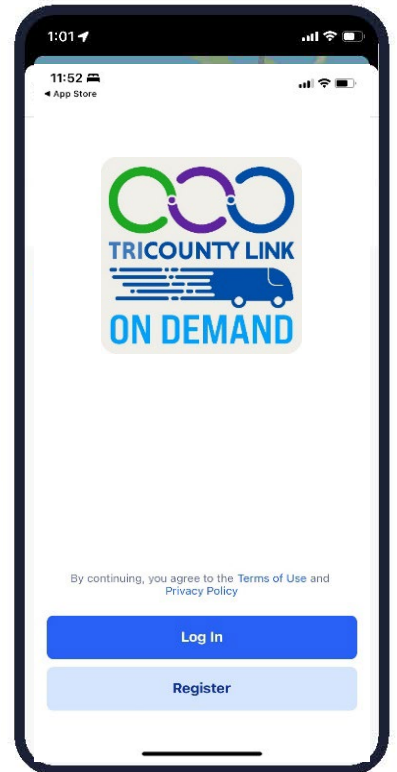
## RIDER APP GUIDE

**Welcome to Tricounty Link OnDemand.** This is an on-demand, same day, affordable and accessible public transit service. Service may be curb to curb, or point to point service that will be provide more accessibility to riders. TCL OnDemand is open to everyone and available in select communities within the Tricounty Link service area (see website for service area details). Use this as a step-by-step walkthrough about how to access and use the service.

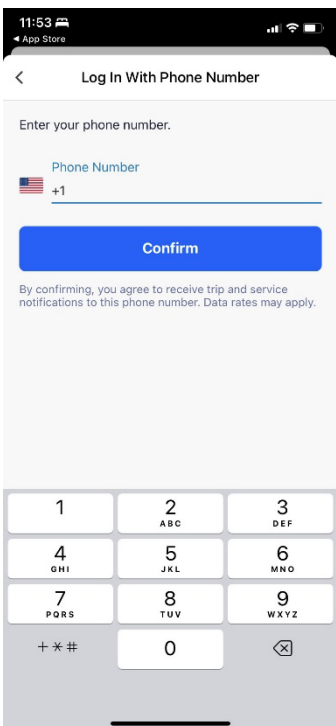


### Download the app

Search for Tricounty Link OnDemand and for the logo seen here. App is available in the App Store and on Google Play.



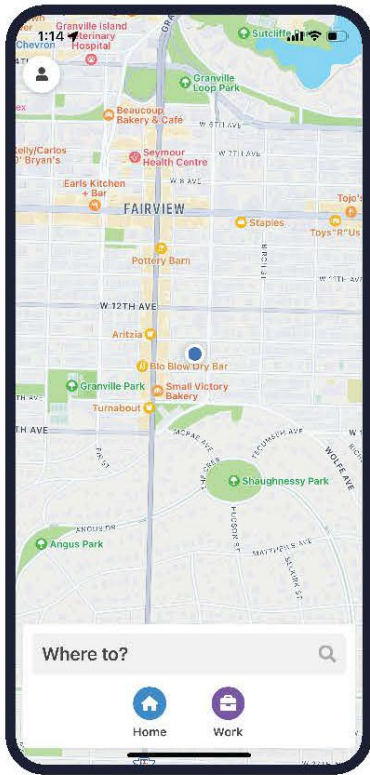
**Register for your free account**  
Set up your free account.



### Set up your account

Connect with your phone number, customize your profile and more...

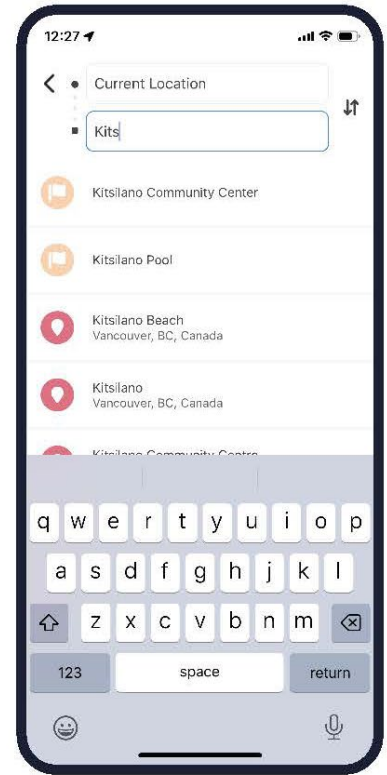
**RIDER APP GUID** *Tell us your pickup and destination locations...*



**Homescreen**

Riders start booking a trip by tapping "Where to?"

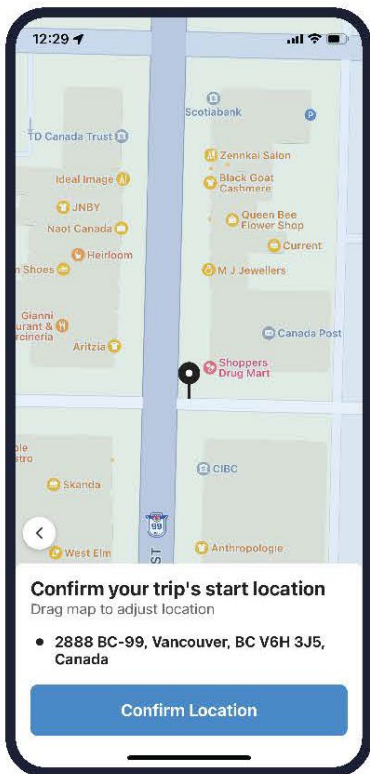
Riders can also set favorite locations that let them start a booking from the homescreen with one tap.



**Set locations**

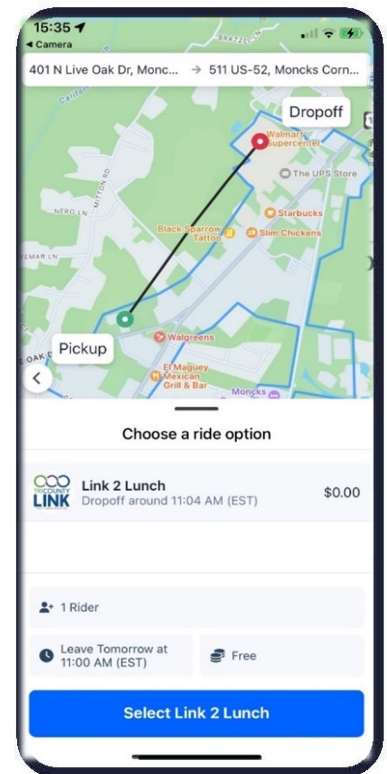
Enter the desired pickup & dropoff locations.

Select a stop (orange flag) or point of interest (red pin) from the list.



**Confirm pickup location**

Confirm the trip's start location by moving the pin to the desired pickup spot on the map.



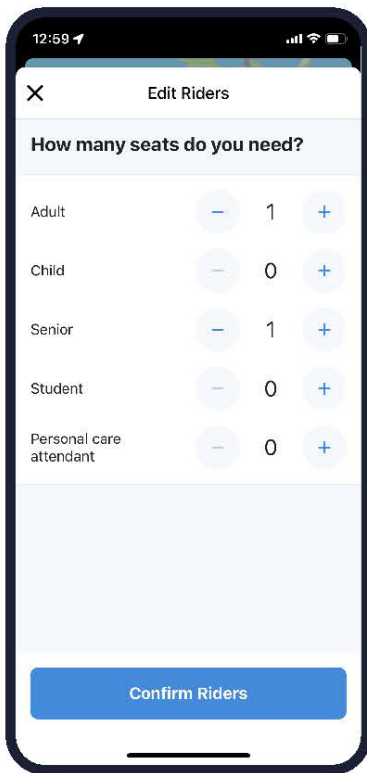
**See ride options**

Riders can see the fare and estimated dropoff time of any available on-demand services.

If multimodal is enabled, fixed-route transit options will also be listed here.



## RIDER APP GUIDE *Who is riding, special request and payment...*



### Add riders

Reserve extra seats for everyone who's traveling.

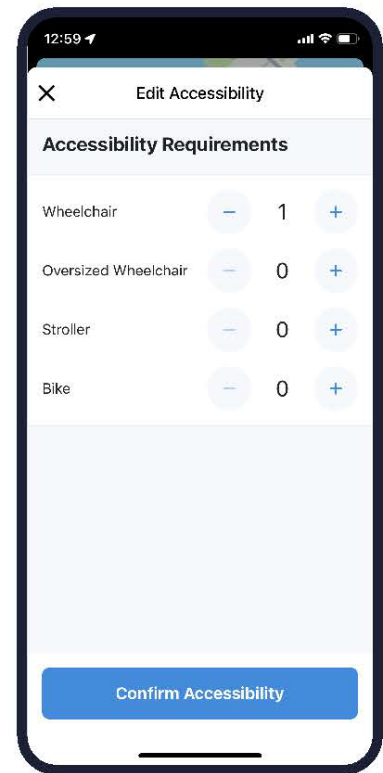
You can choose which rider types you want to support on your services. Fares can be set independently for each rider type.



### Add accessibility features

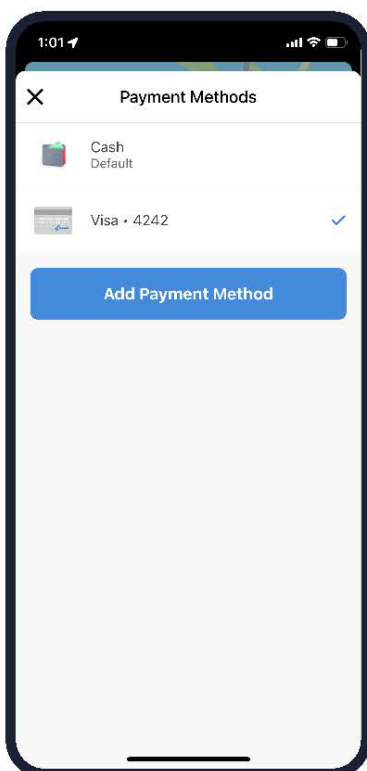
Add any accessibility requirements.

Riders will only be matched to vehicles that can support their needs.



### Note:

These are your accessibility items that you currently use to aid in mobility purposes.



### Choose payment

Choose a payment method such as credit card, debit card, transit pass, or cash.

Credit and debit payments are processed instantly and securely.



Fare Passes can be configured as stored value or time-based passes and sold in-app.



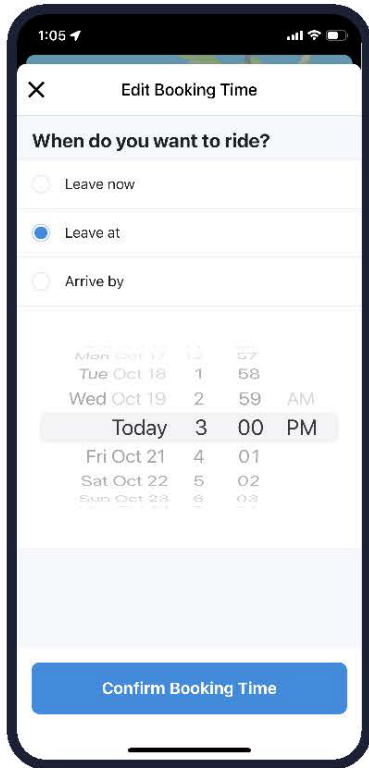
Promos can be linked to transit agency promotions, special events, student or senior discounts, employer-subsidized commuter rides, and more.

### Note:

This may or may not apply. Some services are free and do not require a fare to be paid.

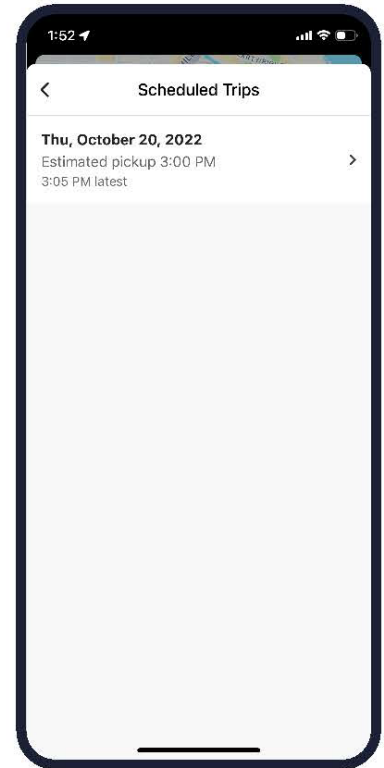
Link2Lunch is a FREE service.

RIDER APP GUIDE **Schedule your ride for now or for later...**



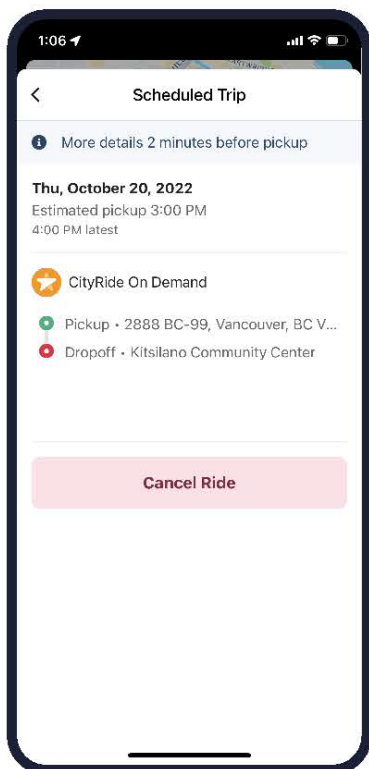
**Schedule for later**

If scheduling a trip for the future, riders can specify the time they'd like to leave at or arrive by.



**View scheduled trips**

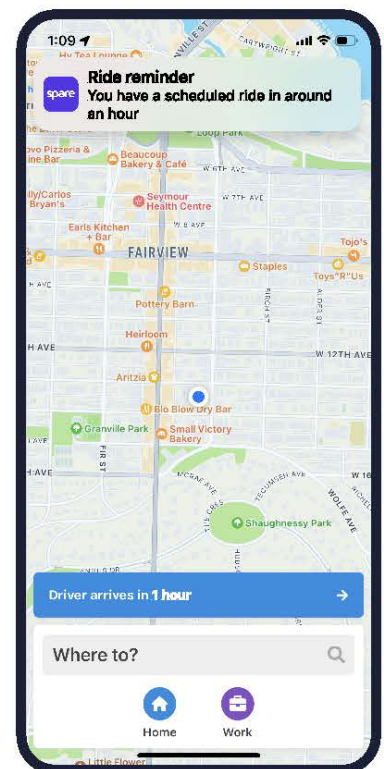
Upcoming scheduled trips can be viewed from the menu.



**Preview your trip**

Details about the trip are added as the pickup time approaches.

Riders can also cancel from here if they don't need the trip anymore.



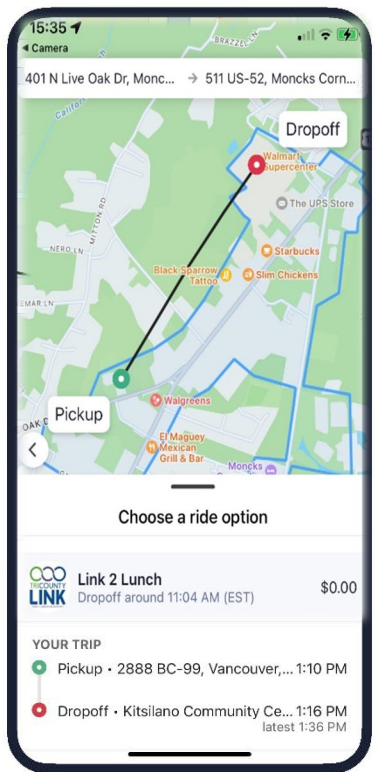
**Get reminded**

Before pickup time, riders receive reminder notifications.

A banner on the homescreen provides a shortcut to view the trip.



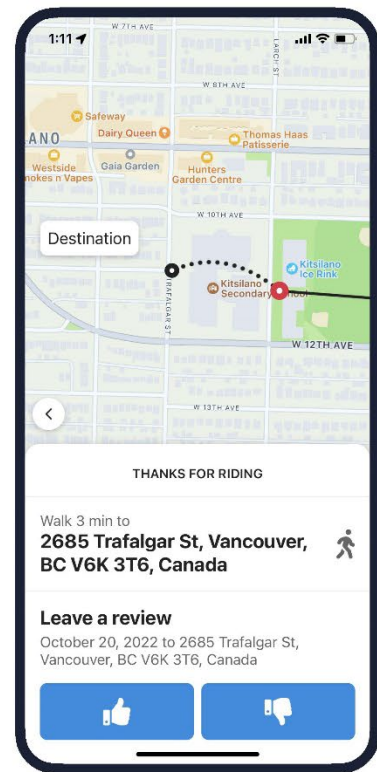
**RIDER APP GUIDE** *Track your ride and receive trip guidance*



**At pickup time**

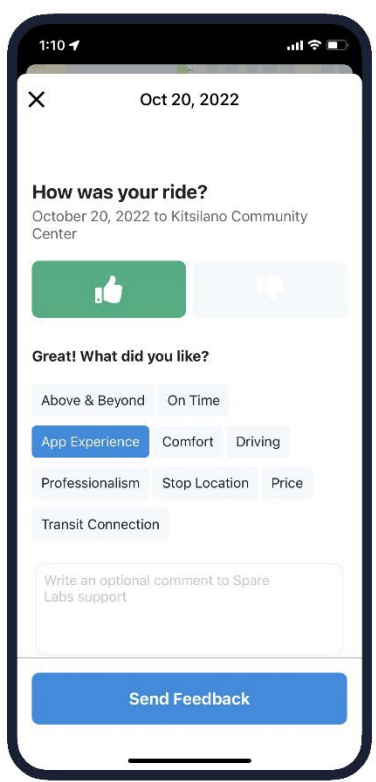
When it's pickup time, riders can see where the vehicle is, where & when they'll be picked up and dropped off, and which vehicle to look for.

In stop-based services, riders will see walking directions to their stop.



**After dropoff**

After the ride, riders can see walking directions to their destination.



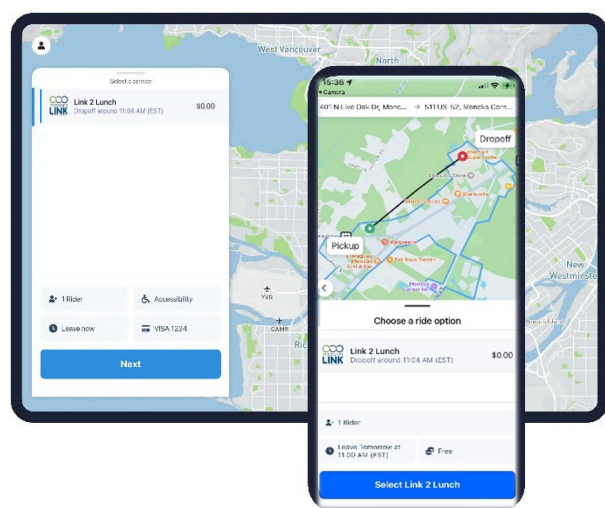
**Review**

Riders can leave a review to let you know what their ride was like.



**Book on the web, too!**

In addition to mobile apps for Android and iOS, Spare Rider is also available as a website on desktop and mobile.





For more info visit [www.ridetricountylink.com](http://www.ridetricountylink.com) or call 843-899-4096