My Transit Manager USER GUIDE

My Transit Manager is a smartphone 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:

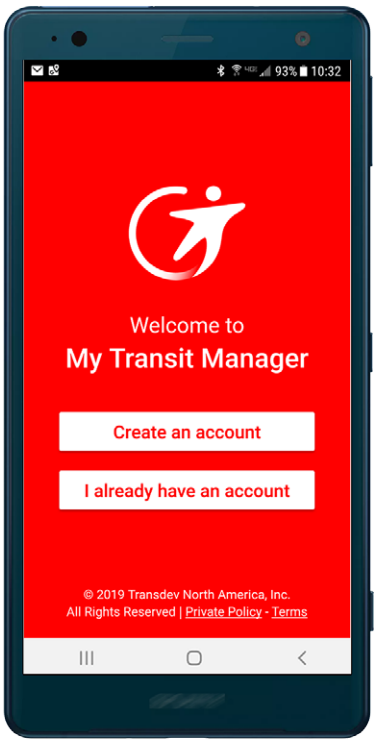
Download on the App Store **Apple:** My Transit Manager from Transdev Services, Inc.

GET IT ON Google Play **Android:** My Transit Manager from Transdev North America, Inc.

Register Yourself

1. When you start the app for the first time, tap on **Create an account** if you have not used the service before or, if you've used the service before, tap **I already have an account** and go to step #5.

1



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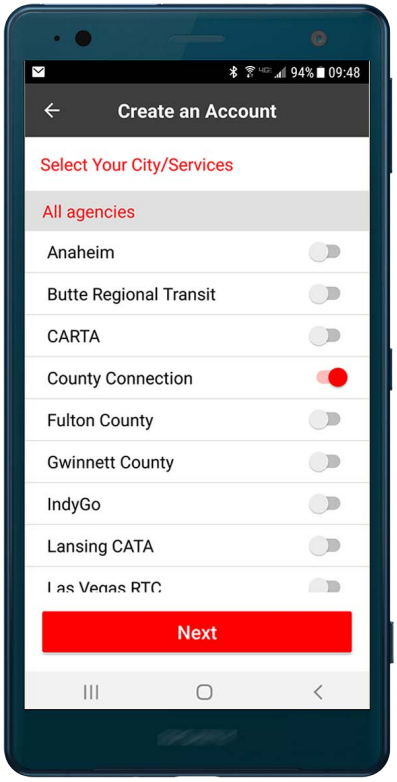
2. Tap your city/region of service. One or more can be selected. In the example, County Connection is selected. Tap Next.



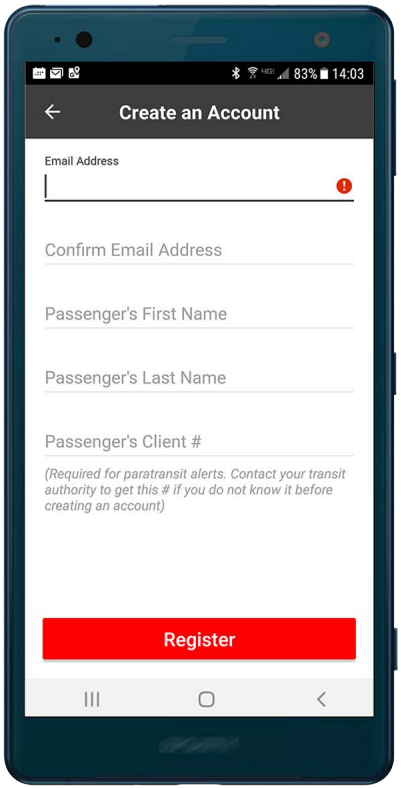
3. The registration screen appears.

a. Input an email address, then confirm it.

b. 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.

c. Input your Paratransit (Passenger) Client # exactly as it was given to you.

d. Tap **Register**.



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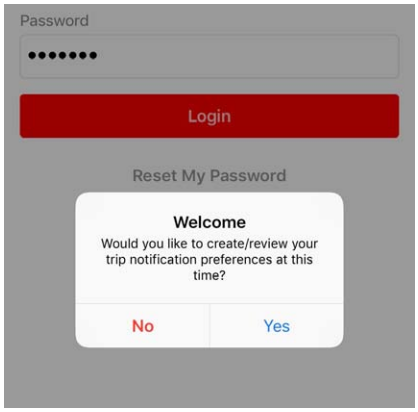
4. After registering, you will be logged in. It may ask to create a trip notification. If you are ready, tap **YES** and go to step #7.

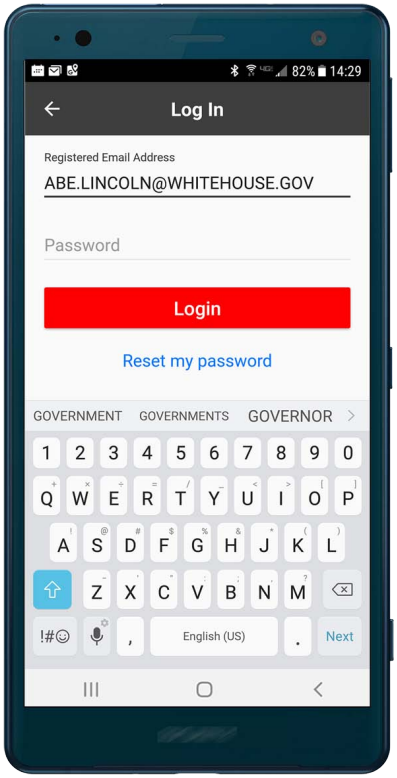
4



Login

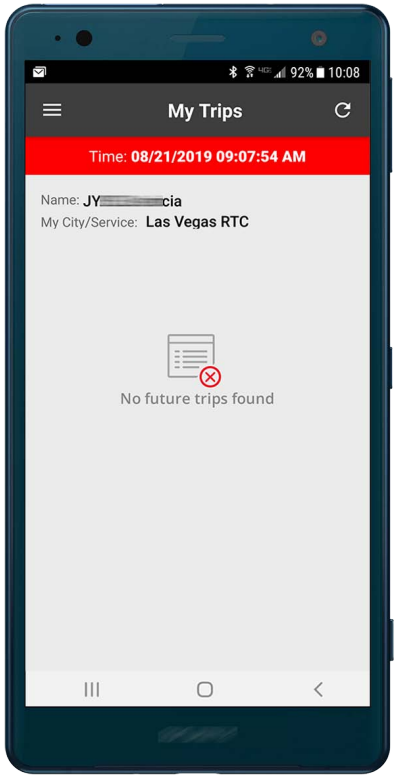
5. Input your email and password. The app will force upper case—this is normal—as email is not case-sensitive. Tap **Login**.

5



6. After logging in, you may be asked a few questions—answer them accordingly. You will then see the **My Trips** screen.

6



Add a Notification

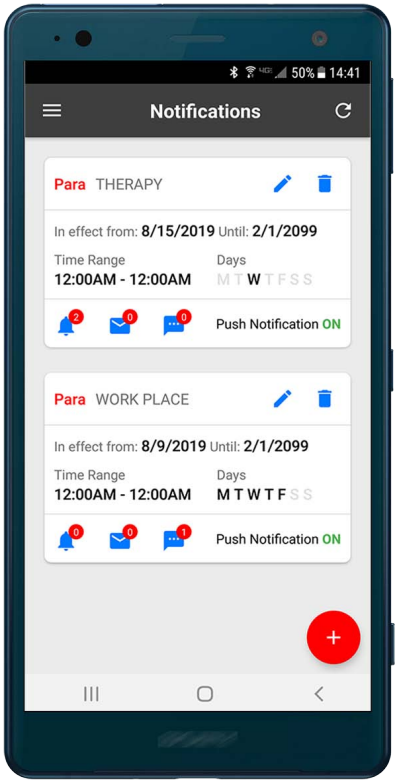
7. You may now add one or more notifications to fit your personalized transit needs. Tap the Menu button in the upper-left corner of the screen. Select the **Notifications** option and the **Notifications** screen opens.

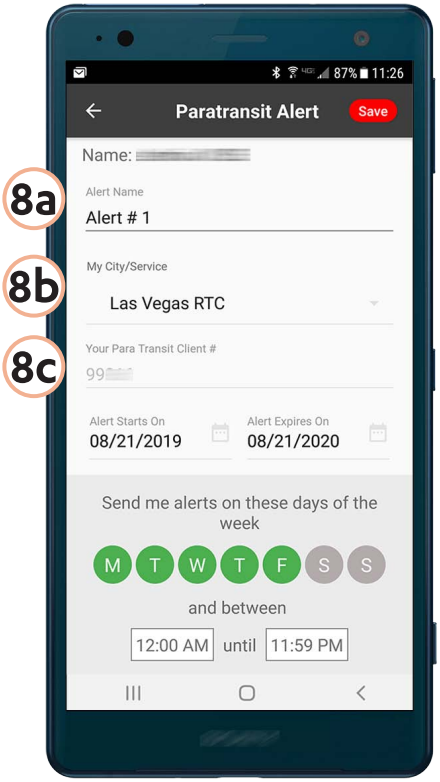
8. To add a notification, tap the add button. The **Paratransit Alert** screen will open. This is where you will type in a new notification.

a. **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. **My City/Service.** Do not change this unless you take rides from two different agencies.

c. **Your Para Transit Client #.** Do not change.



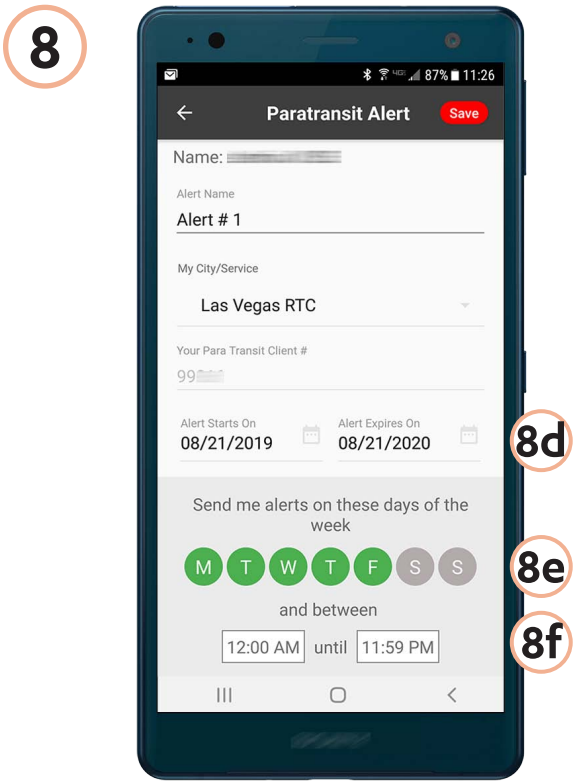


8. *continued*

d. **Alert Starts/Expires.** Use these dates to define when you'd like to be notified. Use them also to place notifications on hold, such as when you go on vacation.

e. **Send me alerts...** Tap these balloons to select which days of the week you wish to receive notifications on. In this example, Mon-Fri (M T W T F) is on, meaning send alerts, and Sat-Sun (S S) is off, meaning do not send alerts.

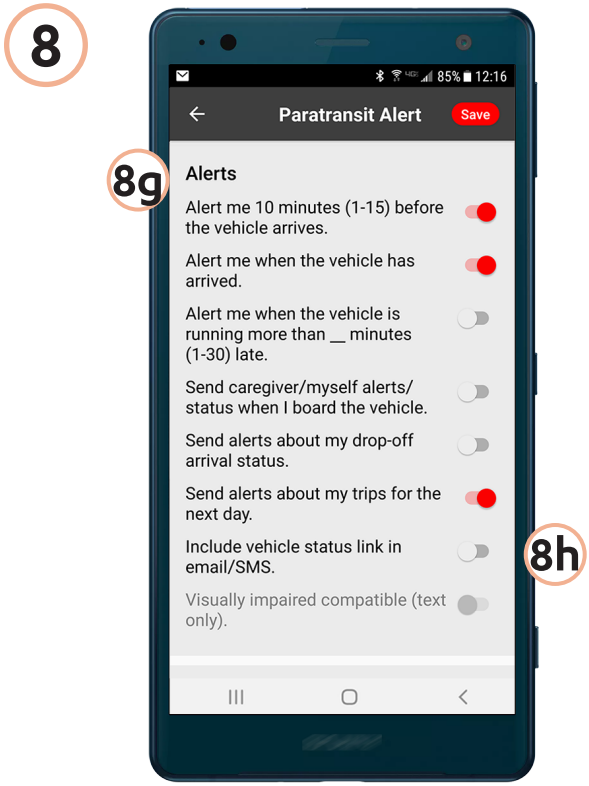
f. **and between...** tap either of these times to set what times you would like to receive alerts. Tapping either time field will open a "clock control". Use it to set, first, the hour, then the minutes.



8. *continued*

g. **Alerts.** Use these series of switches to select the different alerts allowing you to be notified. Depending on which switch you tap on, a dialog box will open allowing you to specify values, such as minutes.

h. **Include vehicle status...** Switching this on will include a hyperlink in the email or text alert that, when tapped on, will open a map showing the current location of the vehicle. If the second switch is turned on, it will create "screen reader friendly" location info for hearing impaired passengers.



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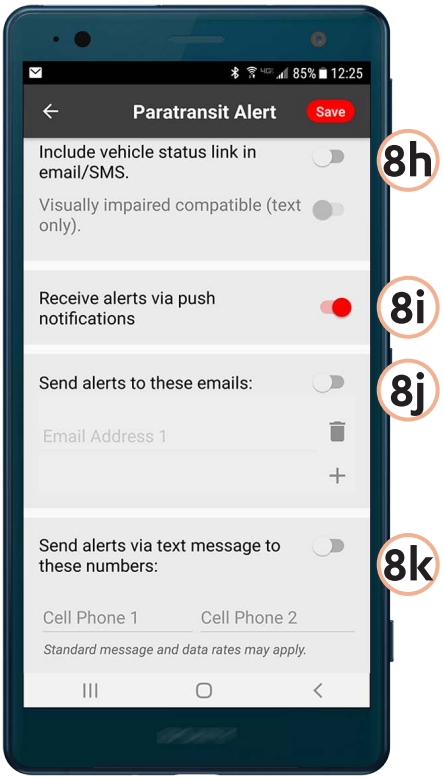
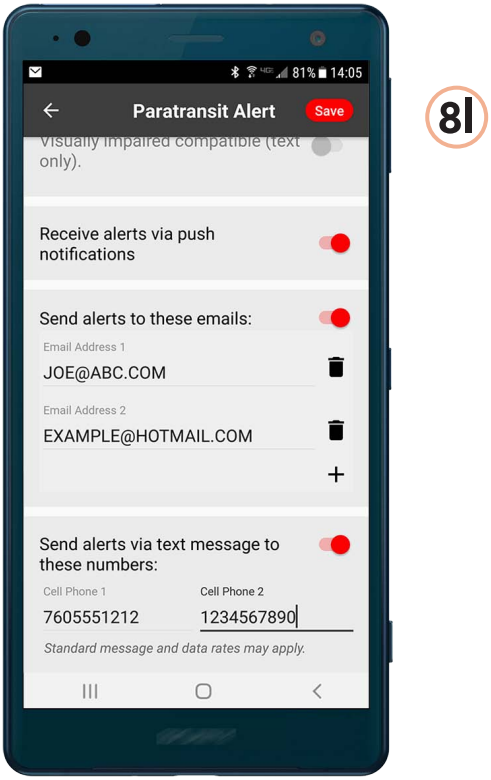


i. **Push notifications.** Switching this on will allow you to receive "system notifications" on your phone about your scheduled trips.

j. **Emails.** Switching this on will allow you to add one or more email addresses that alerts will be sent to. Tap the [+] button to add additional email addresses.

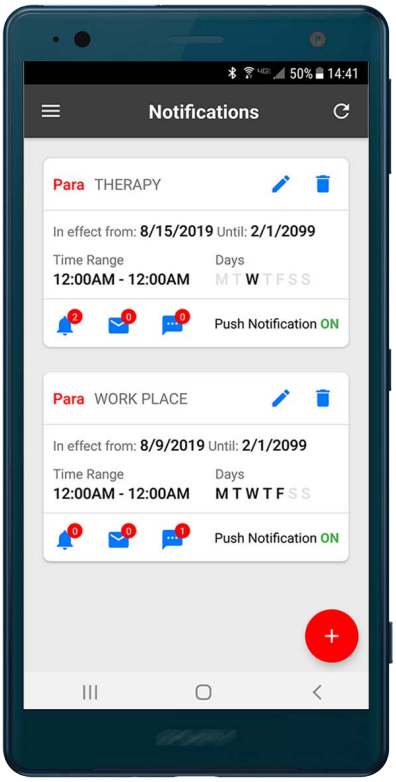
k. **Cell phone numbers.** Switching this on will allow you to specify up to 2 phone numbers where text alerts will be sent to.



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

Once one or more notifications are added, they will be listed in the **Notifications** screen, such as in the example at right. Use the ✎ button to edit the notification or 🗑 to delete it.

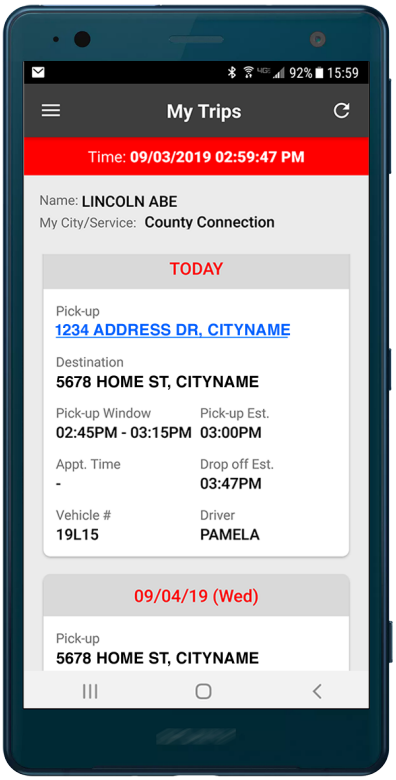
At this point forward, you should now receive notifications, text or email alerts. If you don't, use the History section below to troubleshoot.



My Trips

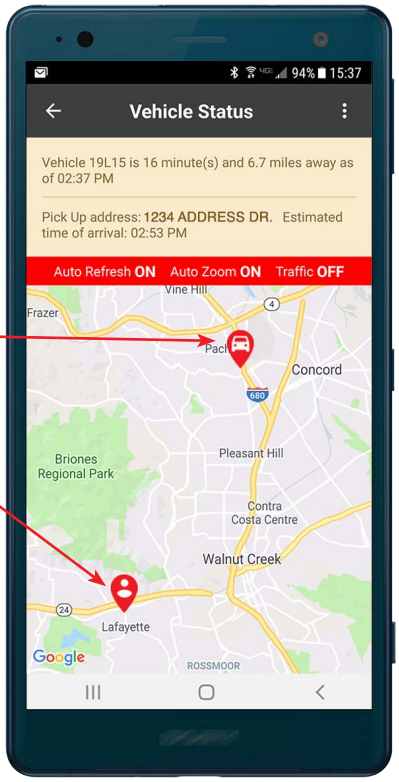
When you first login to My Transit Manager, it will open the **My Trips** screen. This screen will list all trips that are currently scheduled, including today and into the future, regardless if you have any notifications setup or not.

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.



My Trips *continued*

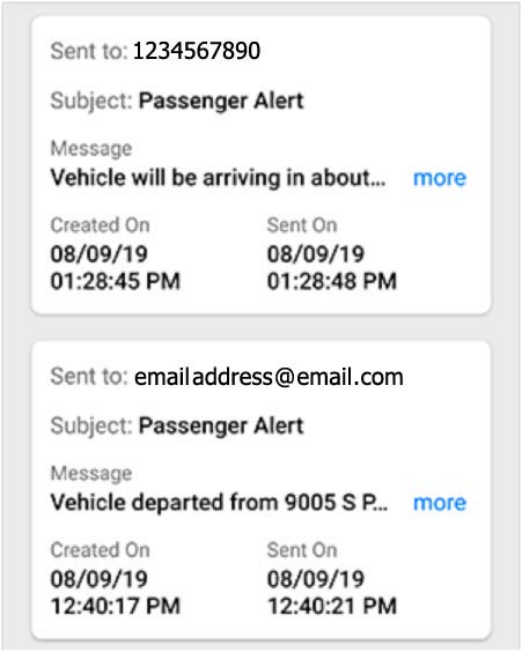
Tapping the ← button or your phone's back button will return you to **My Trips.**



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, 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 to view more information on a single alert.



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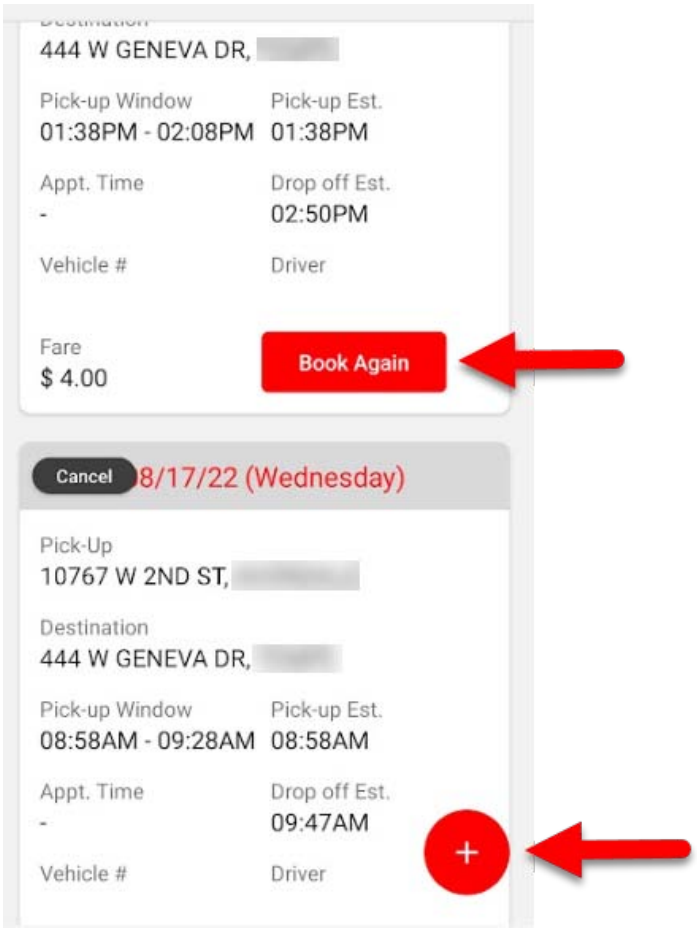
Booking a New Trip

You can book new trips that are 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 the button was on.

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 to 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.

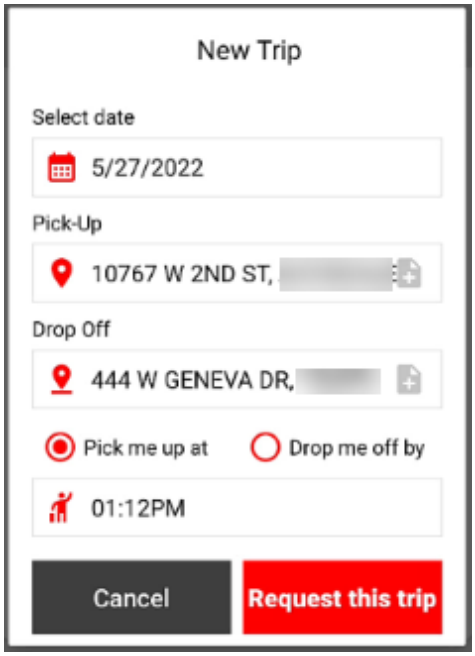


Booking a New Trip *continued*

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 **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.



Booking a New Trip *continued*

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.

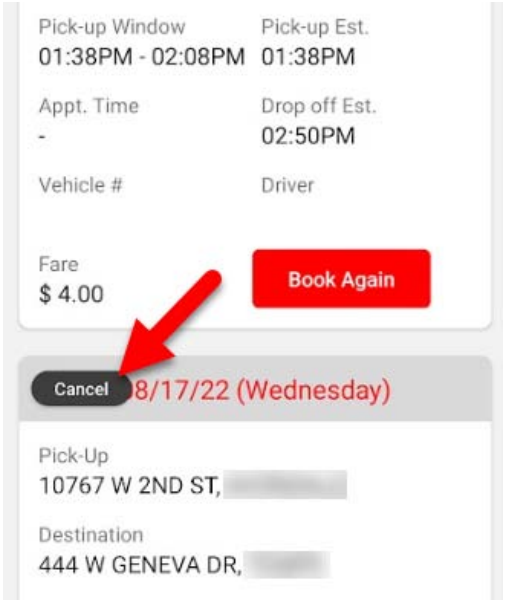
When everything in the **New Trip** screen looks correct, tap the **Request this trip** button. The trip will be booked. If it can't be booked, you'll see an **Alert** message asking you to contact the reservations desk to talk to someone about your trip booking.

Canceling a Trip

Providing the time isn't too close to the pick-up time, a trip booking can be canceled.

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.

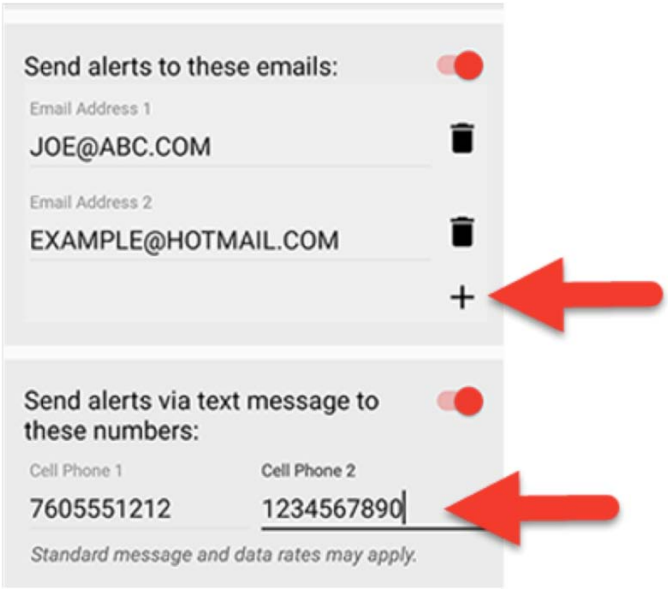
A confirmation dialog will appear asking if you wish to cancel the trip. Tap **Yes** if you really want to cancel your trip.



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:

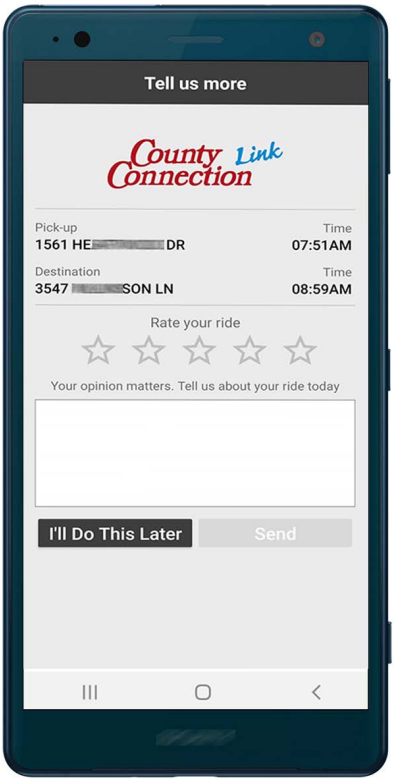
- Login using the passenger's login to simply see what they are seeing (or getting the same alerts that they are receiving).
- Have the passenger add your email address (for email alerts) and/or mobile number (for text alerts) to their account. See example at right where both arrows point at what to tap on to add additional email addresses and/or phone numbers.
- Add a separate account for yourself. Follow steps #1-4 on page 1 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 similar to the one at the right will appear. Use the series of stars to tap 1-5 (from left to right), where 1 is poor and 5 is best.



The white box below the stars can be used to type in text explaining any feedback you have. Tapping the Send button will submit your rating and text.

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.

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