

TapRide Mobile Application: Rider Instructions

Before You Begin

Download The TapRide Mobile App

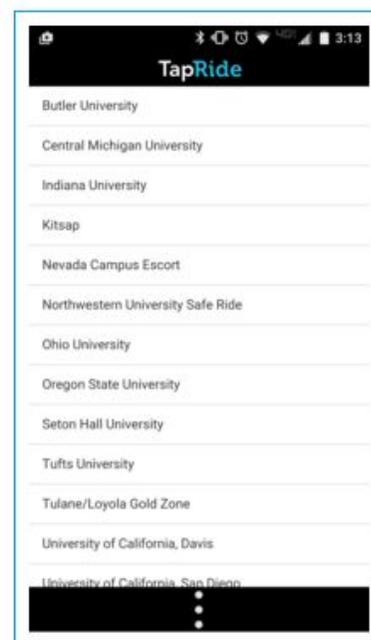
The TapRide App can be found by going to the Apple App Store for iPhones and Google Play Store for Android phones. Download links and QR codes have been provided here.



Setting Up The TapRide app

Selecting Your System

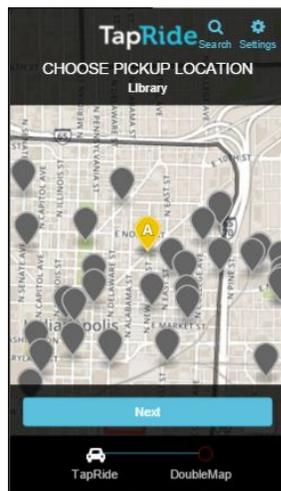
Open the TapRide app and select your location from the dropdown screen. TapRide supports single sign-on (SSO), so you will be prompted to login with your University ID and password or Google Gmail login information. Once you have selected your system, TapRide will save this selection for the future.



Submitting A Ride Request

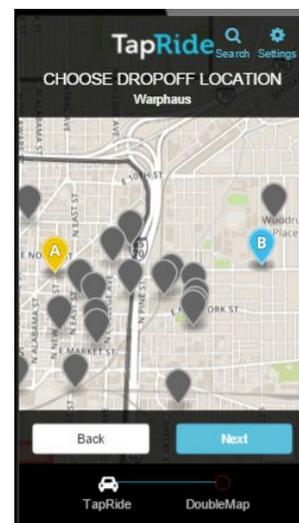
Setting Pick-Up Location

After selecting the “Submit Ride” button, you will be prompted to choose your pickup location. On the map, select either a stop pin or a location within a viable service area. Riders also have the option to look up a location by selecting the magnifying glass icon in the upper-right corner. Once your location has been selected, a yellow “A” pickup pin will appear and you may select the blue “Next” button.



Setting A Drop-Off Location

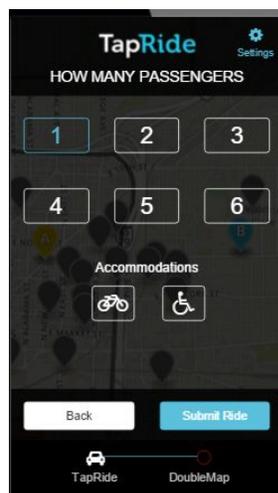
Once you have selected a pickup location, you may repeat the steps for selecting a dropoff location. The app will now display a blue “B” dropoff pin in addition to the pickup pin. Select the blue “Next” button.



Setting Number Of Passengers & Accommodations

You may then select the number of passengers you will be traveling with in order for SafeRide to ensure enough capacity in your ride. Additionally, ADA accessibility and bicycle accommodations may be selected provided your transit provider offers these.

The final step is to click “Submit Ride”, which will notify nearby drivers of your request.

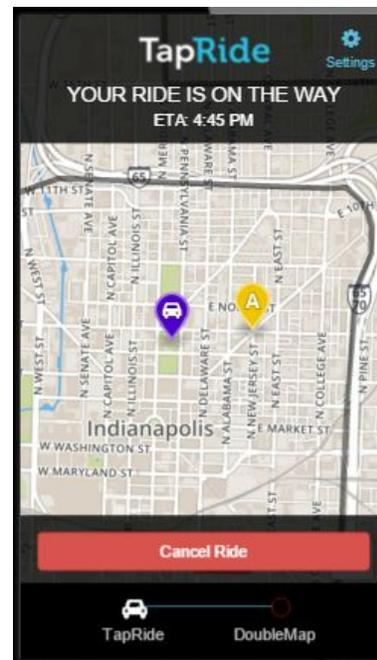


Catching Your Ride

Estimated Time Of Arrival & Honking

TapRide will alert all nearby drivers once you have submitted a request. Your app will display a “Waiting For Driver” notification until a driver accepts your request. At this juncture, your app will notify you that a ride is on its way through a push notification and within the app itself. The driver will also provide you with an estimated time of arrival for planning purposes.

A purple vehicle icon will appear on the map to signify your driver, which you can follow in real-time as it makes its way to your pickup location. The driver may press a digital “Honk” button on their interface if they are nearby or unable to locate you, which will send a notification to your phone.



Cancellation Notices

Drivers do reserve the right to cancel ride requests if certain conditions are met. A few examples of ride cancellation scenarios are listed below:

- If the ride request is located on a fixed transit route
- If the ride is not more than X number of blocks
- If it is the end of the night and the service is booked for the remaining operating hours
- An emergency alert, such as weather related closings
- Any other reasons specified by your university

