



## PLANNING YOUR CALL-A-RIDE TRIP JUST GOT EASIER

Download the Ecolane  
Mobile App







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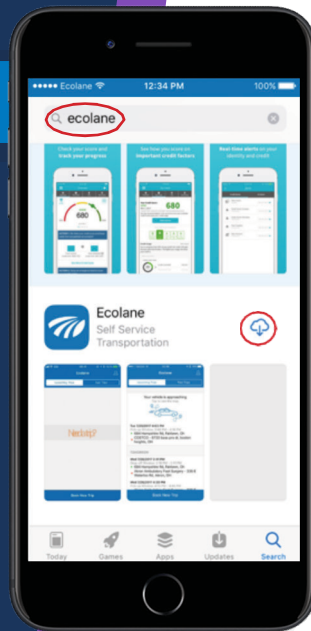
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## Introduction

### *Welcome to the Ecolane mobile app!*

Riding with us just keeps getting better. Our innovative mobile app is designed to meet industry standards and exceed your expectations. It is fully integrated with our vehicle dispatch software, putting you in the driver's seat. You will experience ease of use, flexibility to manage your trips, and the ability to view trip details all with the click of a button.

Because the vehicles use GPS, you will be able to plan your schedule conveniently and get real-time updates about your scheduled trips. Traveling has never been faster or simpler, so come ride with us.



## Setup, Download, & Login

Open the App Store if you have an iPhone or open the GooglePlay store if you have an Android.

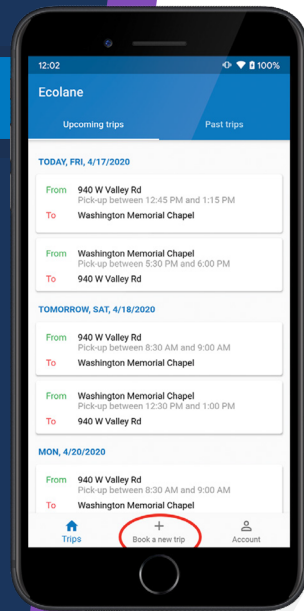
Search **Ecolane** by clicking on the magnifying glass icon. Click on the cloud-shaped icon on an Apple device or Install on an Android device to download.

## Setup, Download, & Login (cont'd)

The image displays two smartphone screens side-by-side, both showing the Ecolane app's login interface. The left screen shows the initial login page with a blue header, the Ecolane logo, and a form with fields for 'Agency' (set to 'Cache Valley Transit District'), 'Login name', and 'Password'. Below the form are buttons for 'Login', 'Forgot password', and 'Sign up', along with links for 'Terms of Service' and 'Privacy Policy'. The right screen shows the same interface but with the 'Agency' dropdown set to 'Cache Valley Transit District' and the 'Login name' field filled with 'CVTD365RIDER'. The 'Password' field is masked with dots. The status bars at the top of both phones show the time as 12:38 and 12:41 respectively.

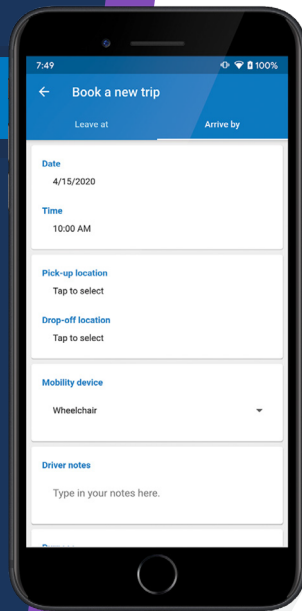
Contact CVTD to activate your self-service account. You will receive an email link with your username. You will need to create a password.

On the Ecolane app, enter your username, password, and select Cache Valley Transit District as the agency that provides your transportation. Next, click [Login](#).



## Booking a New Trip

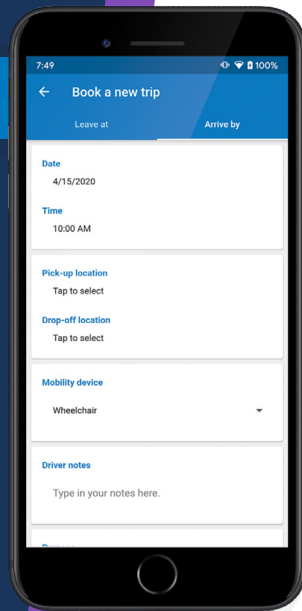
Click Book New Trip on the bottom.



## Booking a New Trip (cont'd)

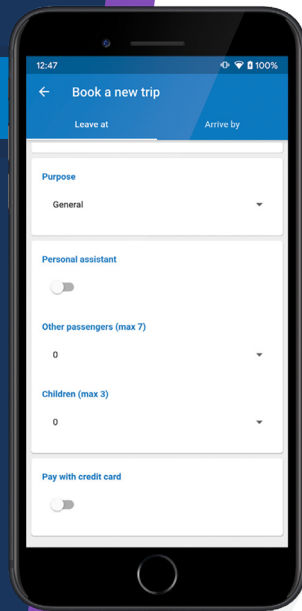
Choose options to **Leave At** or **Arrive By** a certain time. Select the travel date and time for either the pick-up or drop-off selection. Enter pick-up and drop-off locations.





## Booking a New Trip (cont'd)

If you will be using a mobility device during your trip, select it on the menu. You can also leave any notes your driver may need to help in picking you up, such as if you'll be waiting by a side door.



## Booking a New Trip (cont'd)

Next, select the **Purpose** for your trip from the list of options available from CVTD.

If you have anyone travelling with you add them to your trip.

## Booking a New Trip (cont'd)

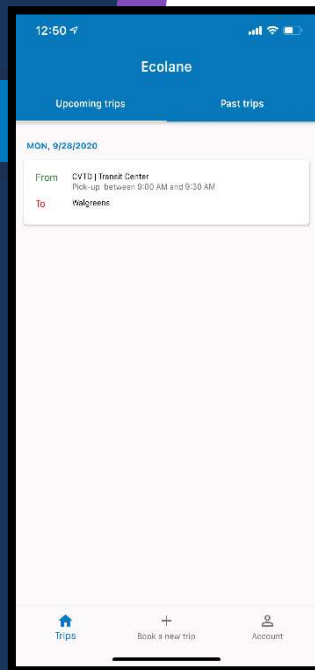
Once you've filled out your trip, press the "calculate fare" button.

Note: All Call-A-Ride trips are zero fare.

If everything looks good, click the "book now" button and your reservation will be sent to our dispatching system.

You'll receive a confirmation and have the opportunity to book your return trip.

The image displays two overlapping smartphone screens showing the 'Book a new trip' app interface. The top screen, with a status bar at 10:16, shows the 'Book a new trip' screen with fields for 'Leave at', 'Arrive by', and 'Type in your notes here'. Below these are sections for 'Purpose' (set to 'Personal'), 'Personal assistant' (toggle off), and passenger counts for 'Other passengers (max 7)', 'Children (max 7)', and 'Companions (max 7)', all set to 0. A 'Calculate fare' button is at the bottom. The bottom screen, with a status bar at 12:49, shows the same form but with a 'Book now' button at the bottom. Below the form, a summary section shows: 'Price 0.00 USD', 'Additional passenger(s) 0.00 USD', and 'Balance amount - USD'.

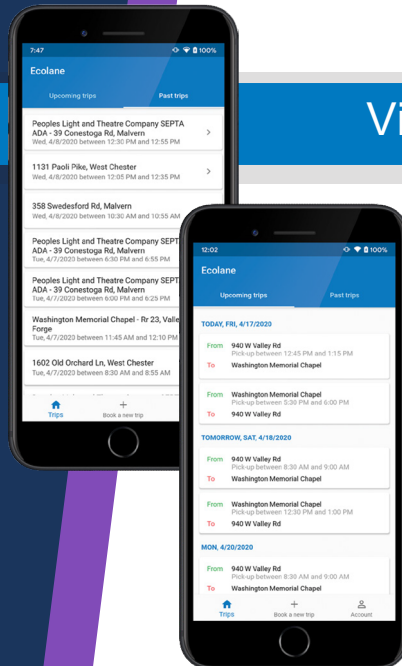


## Your New Trip

After you're done booking you'll see it displayed in your upcoming trip list.

You'll get a window during which you'll be picked up for your trip. On the day of your trip we'll add additional information about when we expect the vehicle to arrive.

## Viewing Your Trips



You will see two tabs: **Upcoming Trips** and **Past Trips**. When you click on **Upcoming Trips**, you see future trips, which include the following details for each:

- Trip Date
- Pick-up Window
- Pick-up Location
- Drop-off Location

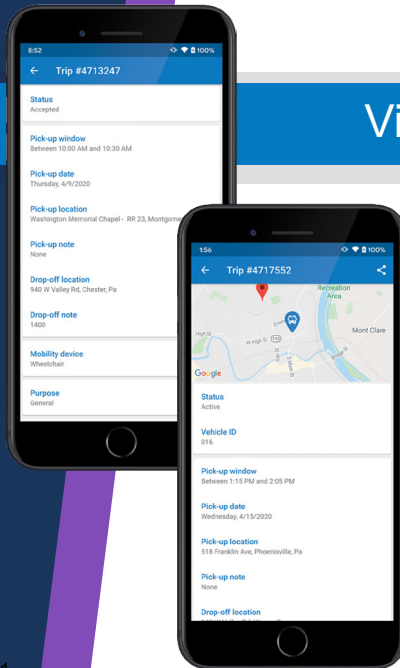
*If you see an icon of a phone next to the trip, you must call CVTD to confirm pick-up before making the appointment.*

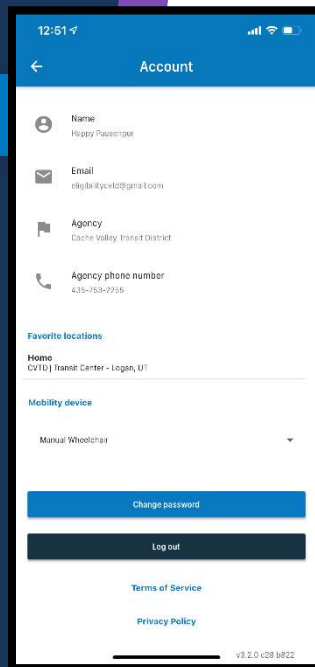
## Viewing Your Trips (cont'd)

You can click on any trip on your trip list to get additional details such as:

- Mobility Device
- Additional passenger information
- Vehicle location when you're about to be picked up

Additionally, you can cancel a trip you no longer need (subject to CVTD no-show policy) or copy a trip you want to take again.





## Your User Account

View your user account by clicking on the account button at the bottom of the page.

In the account you can:

- View your profile
- Contact your agency





Thank you and we hope you enjoy the flexibility, convenience, and independence of the Ecolane mobile app.

