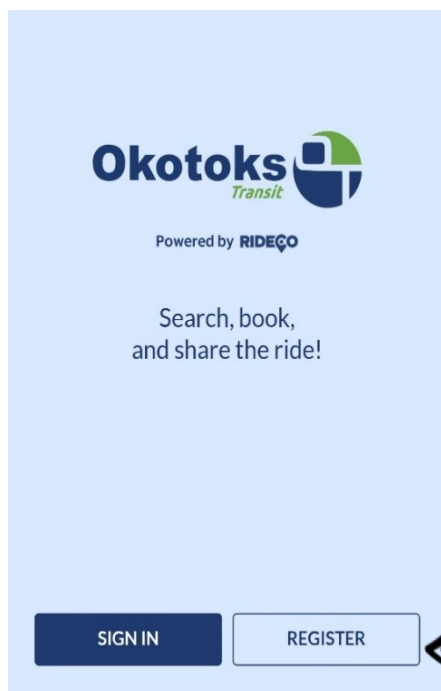


# OKOTOKS ON-DEMAND TRANSIT PASSENGER APP GUIDE

## HOW TO REGISTER

To register, enter your name, phone number, email, and a password (minimum of 6 characters). The name you enter will appear as your screen name to drivers.



If you are a first-time user, you can sign up for the service by registering directly on the app.

The image shows the registration form. It has the Okotoks Transit logo and "Powered by RIDEÇO" at the top. The form fields are: "Name\*", "Phone\*" (with a Canadian flag icon), "Email\*", "Password\*", "Retype Password\*", and "Referral Code (for free ride credits)". There is a "REGISTER" button and a link "Already registered? Sign in" at the bottom.This image shows the registration form with a keyboard overlay. The fields are filled with: "Mandy", "+14165551234", "mandy@gmail.com", "\*\*\*\*\*", "\*\*\*\*\*", and "Referral Code (for free ride credits)". The "REGISTER" button is visible. The keyboard is shown at the bottom.The image shows the verification screen. It displays the phone number "+1 647-555-1653" and the text "We have sent a verification code to the phone number above. Enter your verification code:". There is a "Verification Code" input field, a "VERIFY" button, and a "Sign out" link at the bottom. A green checkmark and the text "New Code Sent" are visible.

You will receive a text on the cell number you registered with. A verification code needs to be entered before using the app. If an incorrect phone number was entered during registration, it can be changed by clicking on "Change Phone Number."

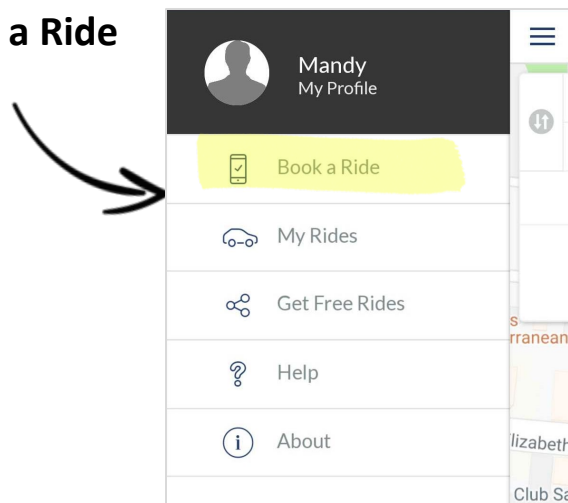
The image shows the sign-in screen. It has the Okotoks Transit logo and "Powered by RIDEÇO" at the top. The form fields are "Email" and "Password". There is a "SIGN IN" button and links for "Register" and "Forgot password?" at the bottom.

If you forget your password, click Forgot password? and follow the instructions. You will get an email explaining how to reset it. Check your junk mail &/or whitelist the sender/domain (RideCo/Okotoks Transit) on the app/website.

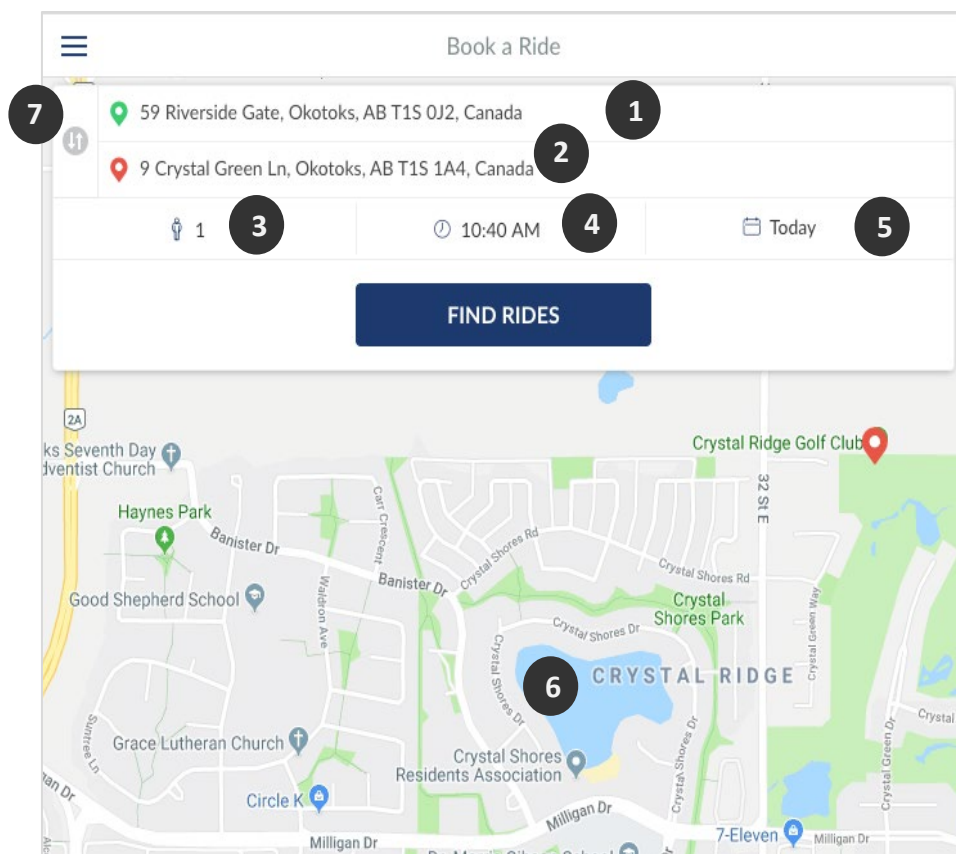


# HOW TO USE THE APP

## Book a Ride



**STEP 1:** Enter all the necessary information to make a booking. There are **5 main fields to fill in** when booking a ride. The location you've chosen is shown on the map (6).



### 1) **Pick-up location**

Location where you will be picked up.

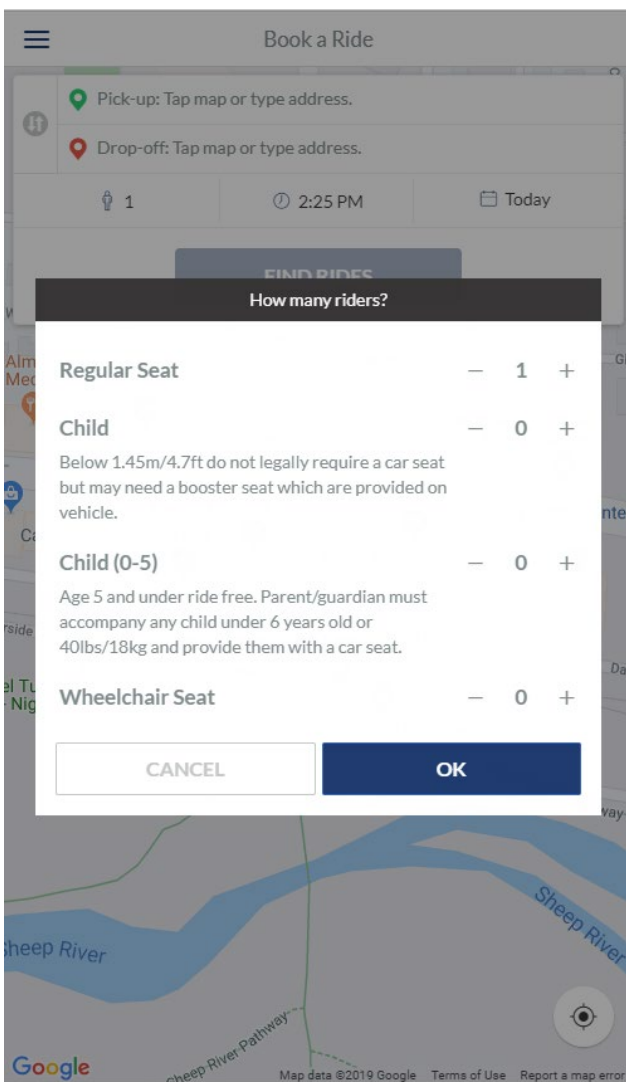
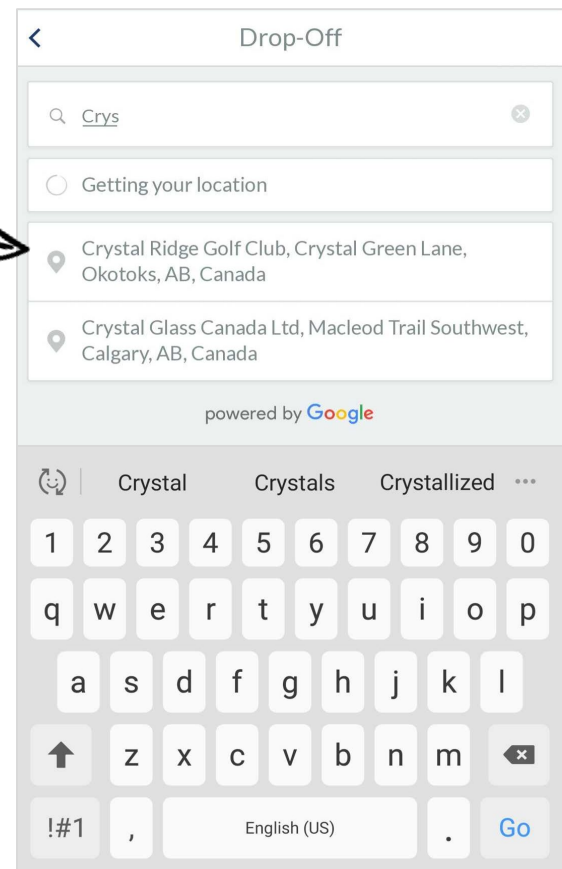
### 2) **Drop-off location**

Location where you will be dropped off.

Google Maps are used to locate pick-up and drop-off locations. You can search for an address in the search bar. Recent locations are specific to the client so your frequently visited locations will be displayed automatically.

### 3) **Passenger type**

There are multiple passenger options to choose from. This ensures each passenger can select the type of seat he/she requires.



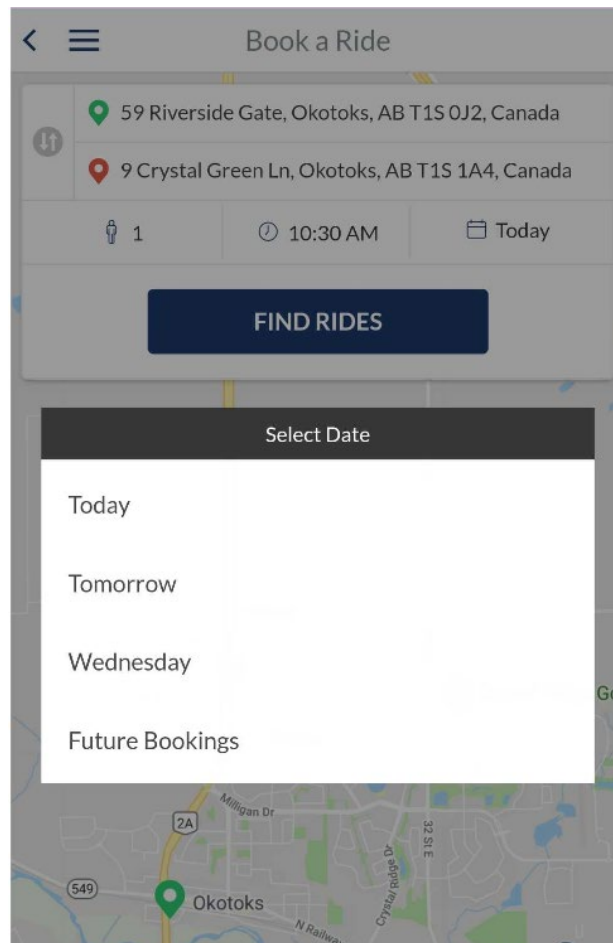
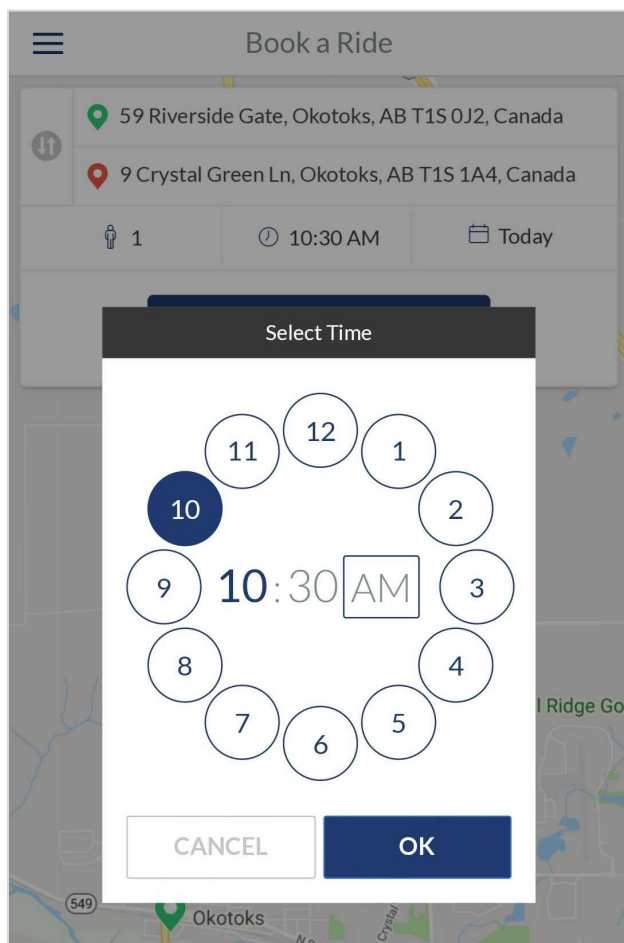
#### 4) **Departure time**

Time you are ready to be picked up. Multiple options for available pick-up time slots will be presented at the next step.

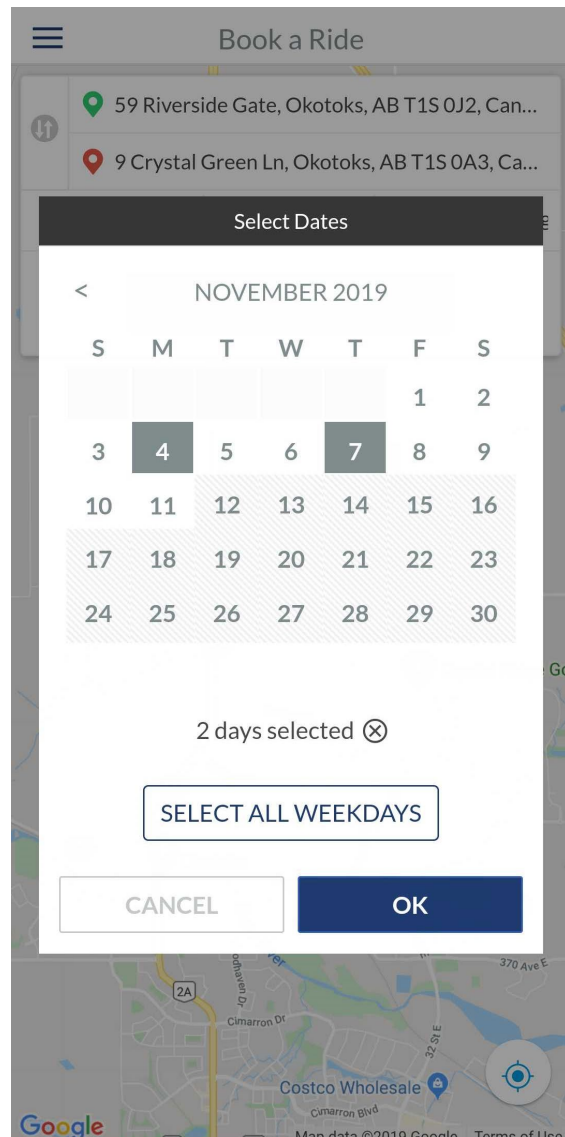
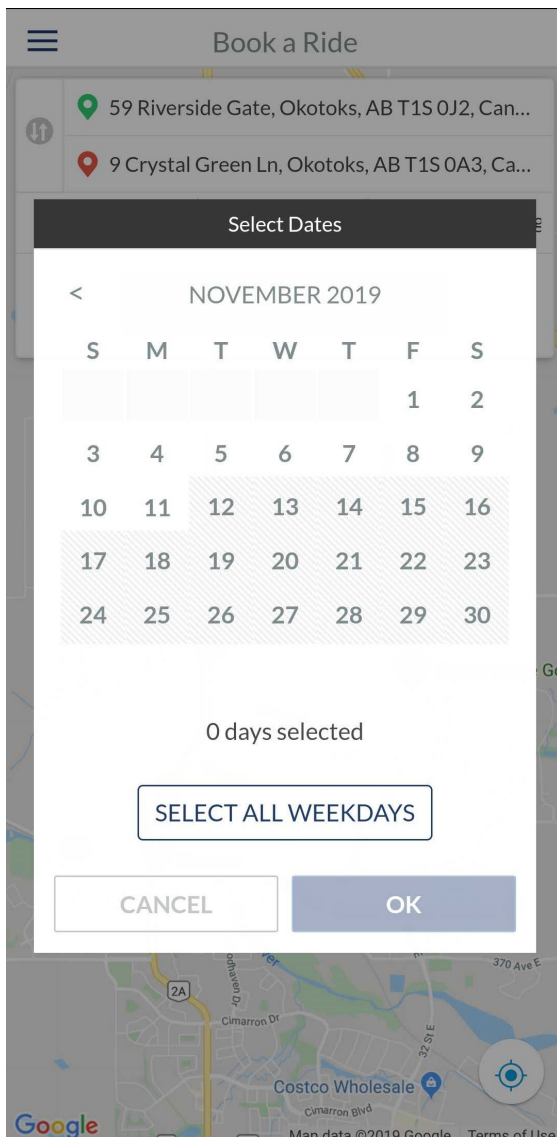
#### 5) **Date**

Select the date of the booking. A booking can be made up to 21 days in advance.

Multi-day booking option allows the passenger to select the same booking that will happen in the next 21 days. Passengers can use this feature to make a recurring booking. If the pick-up location, drop-off location, or depart after time is different, a separate booking should be created. Note that rides during peak times should be booked in advance.



Multi-day booking can be made by clicking on “Future Bookings”. This will open a calendar view, giving the passenger options to pick the days they want to book in the coming 3 weeks.

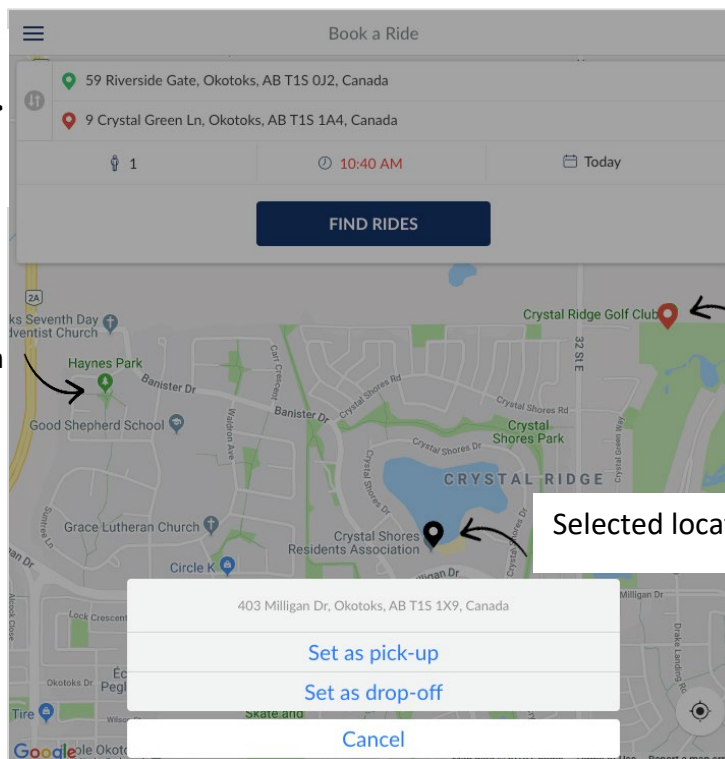


## 6) Google Map

After the pick-up and drop-off locations have been selected, two markers will appear on the map. The green marker indicates the pick-up location, and red indicates the drop-off location. Alternatively, you can also click on the map to mark a pick-up or drop-off point. The black marker indicates what location is selected, the passenger can set that as the pick-up or drop-off location.

Click arrows to reverse direction (when booking a return trip)

Pick-up location



Drop-off location

Selected location

## 7) Return Trip

A return trip will need to be booked separately. The fastest way to do this is to reverse the direction by clicking on the arrows as highlighted in the image above. This will switch the pick-up and drop-off locations, as well as change the depart after time.

Once all the inputs have been entered, click on:

**FIND RIDES**

## STEP 2: Select a Ride

### Pick-up Spot

Location where you will be picked up. It will also appear as a green location marker on the map.



### Drop-off Spot

Location where you will be dropped off. It will also appear as a red location marker on the



Multiple options will be generated with different Pick-up windows and Arrive Before times.

Select a Ride

PICK-UP SPOTS

DROP-OFF SPOTS

Google Map data ©2019 Google Terms of Use

59 Riverside Gate, Okotoks, AB T1S 0J2,

9 Crystal Green Ln, Okotoks, AB T1S 1A4

\$2.75

PICK-UP

ARRIVES BEFORE

10:30 AM ~ 10:40 AM

10:51 AM

59 Riverside Gate, Okotoks, AB T1S 0J2,

9 Crystal Green Ln, Okotoks, AB T1S 1A4

\$2.75

PICK-UP

ARRIVES BEFORE

10:20 AM ~ 10:30 AM

10:41 AM

59 Riverside Gate, Okotoks, AB T1S 0J2,

9 Crystal Green Ln, Okotoks, AB T1S 1A4

\$2.75

PICK-UP

ARRIVES BEFORE

10:40 AM ~ 10:50 AM

11:01 AM

Confirm what the fare for each ride will be.

### STEP 3: Pick this ride?


A notification screen will pop up to confirm details of the booking.


Passenger type(s)  
selected from the  
bookings screen

Pickup window


Arrive by time

### Pick this ride?

 1

 **PICK-UP**  
59 Riverside Gate, Okotoks, AB T1S 0J2, Canada

Date: Sep 13, 2019  
**Pick-up 10:30 AM ~ 10:40 AM**  
Driver can arrive at any time within this window and will wait for 2 minutes

 **DROP-OFF**  
9 Crystal Green Ln, Okotoks, AB T1S 1A4, Canada

Date: Sep 13, 2019  
**Arrive by 10:51 AM**

CANCEL

OK

#### What is a “Pickup Window”?

The window of time when you will be picked up. The vehicle can arrive anytime in that timeframe. Note that the vehicle will only wait one minute.

#### What is an “Arrive by” time?

The time we promise you will reach your destination.

## STEP 4: Book a Ride

Special  
instructions  
for the driver

<

Book a Ride

Summary

PICK-UP

59 Riverside Gate, Okotoks, AB  
T1S 0J2, Canada

Pick-up 10:30 AM ~ 10:40 AM Today

DROP-OFF

9 Crystal Green Ln, Okotoks, AB  
T1S 1A4, Canada

Arrive by 10:51 AM Tomorrow

Pick-up Information:

Pick me up from the back door.

Add Special Instructions

Subtotal:

\$2.75

You Pay:

\$2.75

Payment Method

Change

MasterCard - \*\*\*\* \* 3119

Add credit card

Coupon Code

e.g. HALFPRI

APPLY

PAY \$2.75

Add Special Instructions

Select Payment Method

MasterCard - \*\*\*\* \* 3119

Paper ticket  
When boarding, show your single use ticket to the driver for validation.

Prepaid e-ticket  
When boarding, show your Thundertix e-ticket to the driver for validation.

Add credit card

Credit Card Details

Credit Card Number  
e.g. 4520 1234 5678 9123

Expiry (MM/YY)  
MM / YY

CVC (Back of card)  
e.g. 123

Postal Code  
E.G. A1A 1A1

CANCEL

SAVE CARD

Payments by Braintree

Your credit card details are sent directly to Braintree.

### Payment Methods

You can pay by credit card, which can be added to your account for direct online payments. Alternatively, select one of the offline payment methods. You will have to validate your payment by presenting your paper ticket or prepaid e-ticket to the driver.

## Bulk E-tickets

Purchasing bulk e-tickets can be done online at [www.okotokstransit.ca](http://www.okotokstransit.ca). Once you purchase your bulk e-tickets, there will be a 15 minute delay (during regular service hours, 6am-11:30, Mon-Sat) for the purchase to show up as credits on your account. If you purchased bulk rides online, you will see an additional option of "Use ride credits" on your screen. You can choose to use your ride credits, or continue with another payment method.

<

Book a Ride

Summary

PICK-UP

99 Okotoks Dr, Okotoks, AB  
T1S 1H3, Canada  
Pick-up 1:50 PM ~ 2:00 PM

Add Special Instructions

DROP-OFF

723 Cimarron Close, Okotoks,  
AB T1S 1X4, Canada  
Arrive by 2:14 PM

1 trip selected

View dates

Subtotal:

C\$2.75

Discount:

Ride credits

- C\$2.75

You Pay:

C\$0.00

Use ride credits

☒

Coupon Code

e.g. HALFPRICE

APPLY

BOOK NOW

<

Book a Ride

Summary

PICK-UP

99 Okotoks Dr, Okotoks, AB  
T1S 1H3, Canada  
Pick-up 1:50 PM ~ 2:00 PM

Add Special Instructions

DROP-OFF

723 Cimarron Close, Okotoks,  
AB T1S 1X4, Canada  
Arrive by 2:14 PM

1 trip selected

View dates

Subtotal:

C\$2.75

You Pay:

C\$2.75

Use ride credits

☐

Payment Method

Change

MasterCard - \*\*\*\* \* 3119

Add credit card

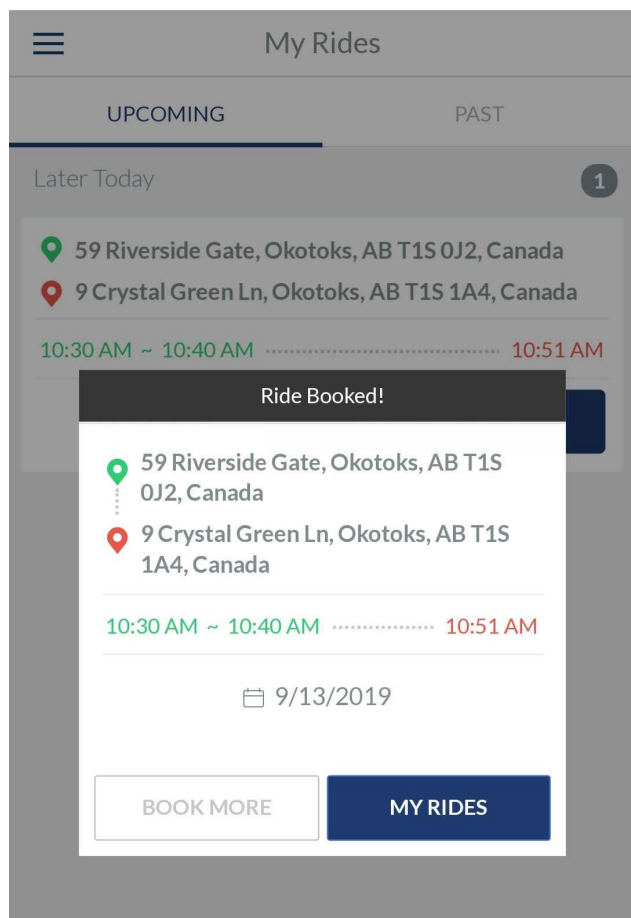
Coupon Code

e.g. HALFPRICE

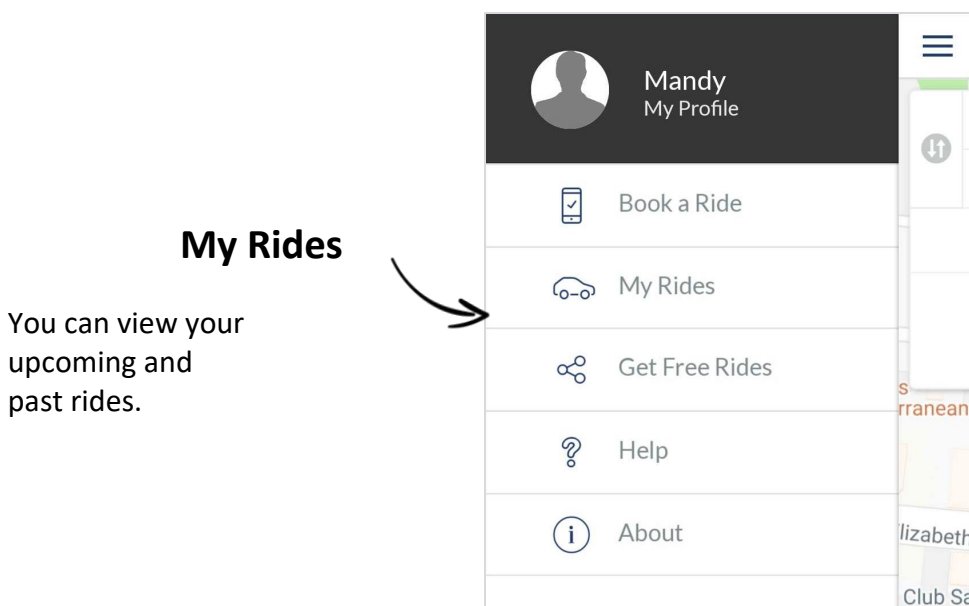
APPLY



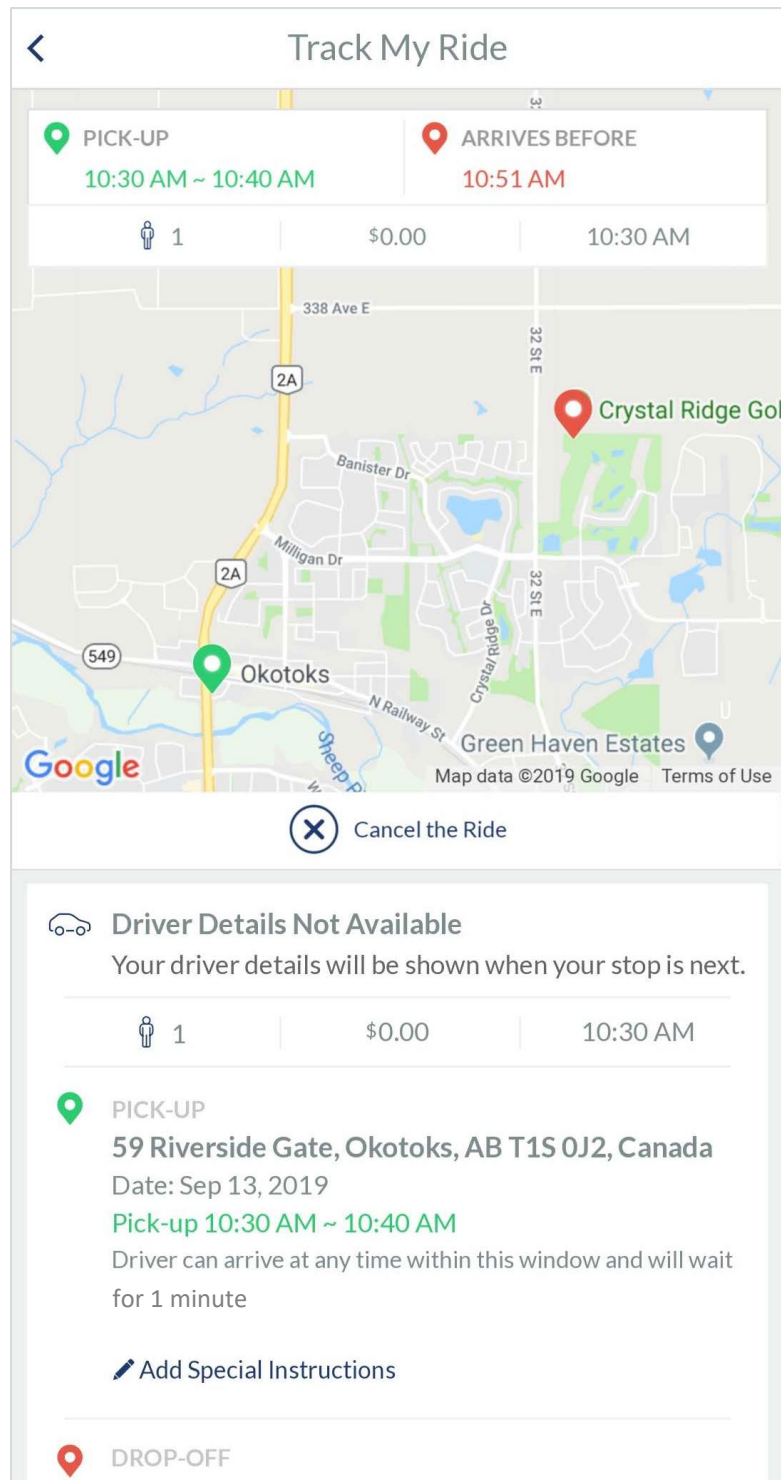
## STEP 5: Booking Confirmation



You will be presented with a confirmation of your ride. Click on “My Rides” to track your upcoming ride.



Track the driver's location using the car that appears on the map



Cancel any upcoming rides from here

Add/edit any special pickup instructions for the driver here

## Rate Your Ride

A notification to rate your ride pops up in the app at the end of each trip. If you close the app without providing a rating, the notification will pop up again the next time you open the app. Give a star rating out of 5 and leave a comment. Your ratings are important because they give us insight into your ride experience and help us improve the service.

