# Mountain Line Paratransit Rider App

Ride The Line

App Overview

The **Ride The Line** mobile app will give you full control of the paratransit rider experience. The app allows you to book rides straight from your phone, track your ride status in real time, review and change upcoming bookings, and more.

This document contains guidance on how to:

1. Download the app.
2. Log into the app.
3. Book a ride.
4. Review, change, or cancel a ride.

The final page highlights some other helpful features.
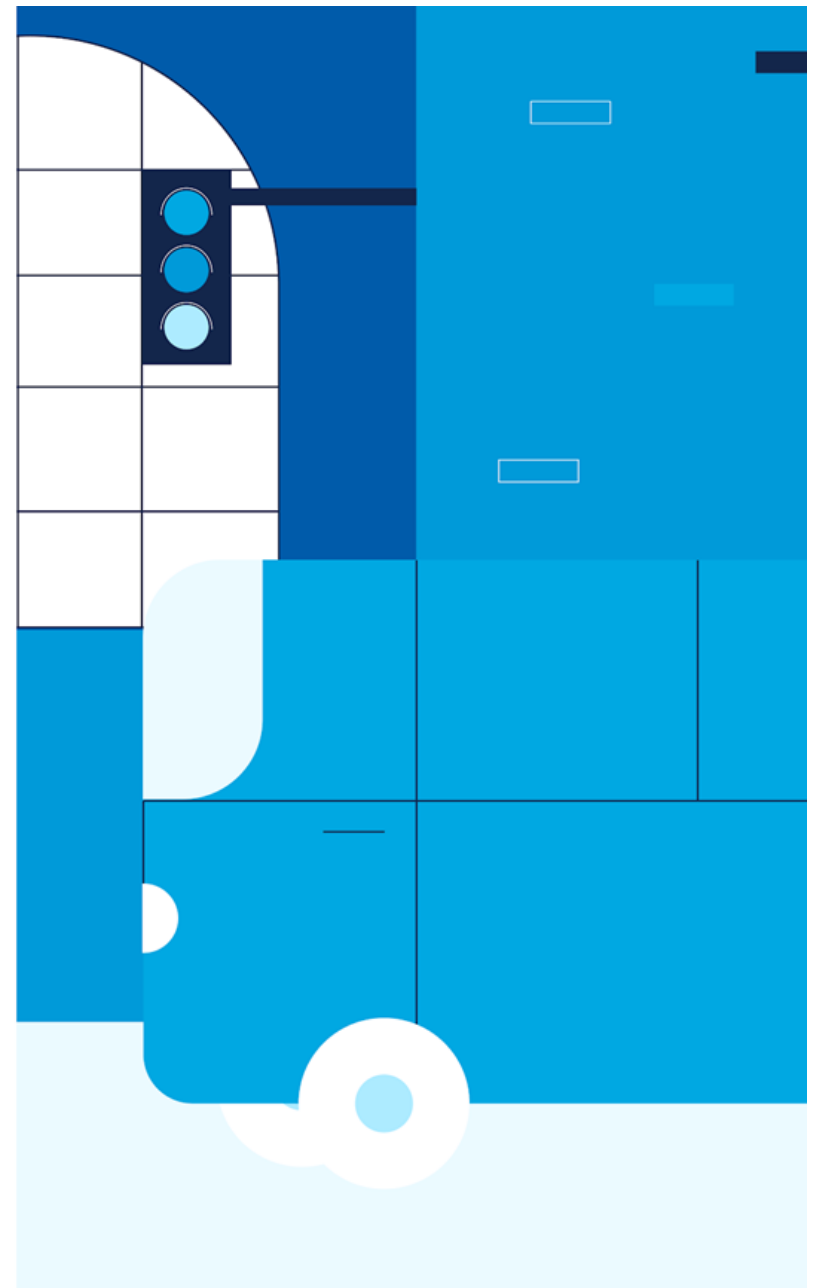
1. Download the FREE app.

1. Open the app store on your mobile device. The icon for the app store for Apple and Android devices are shown here.

2. Search "Ride The Line" in the app store.

3. Click "Download."
   - Note: If you have never downloaded an app before, you will need to set up an account in the app store. This app is FREE.
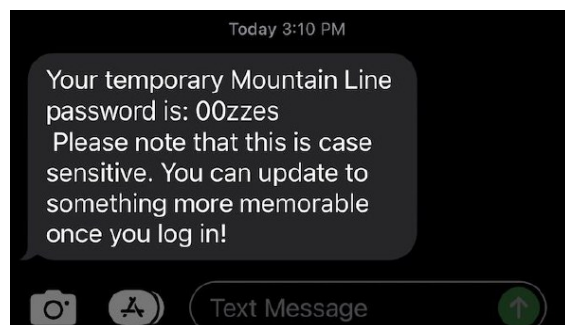

Apple: App Store Icon

Android: App Store Icon

Google Play
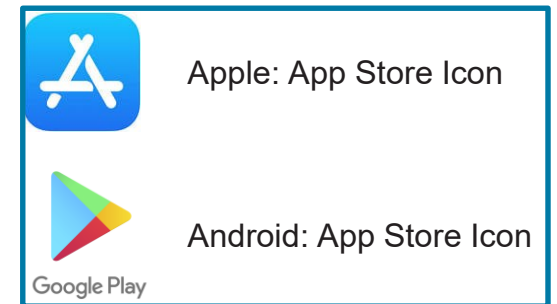
If you are having a hard time finding the app in the store, you can visit **www.mountainline.com/accessibility** on your phone or tablet and click on the links on that page to be taken directly to the app in the store.
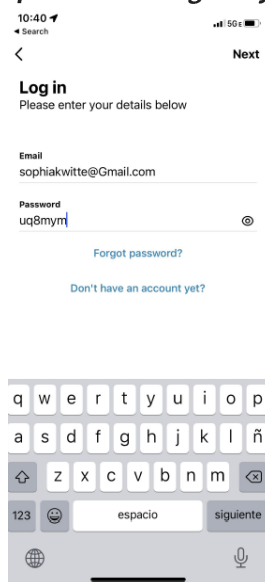
2. Login to the app.

A. When you call Mountain Line, they will confirm your email address and have a temporary password sent to your mobile device via SMS text.
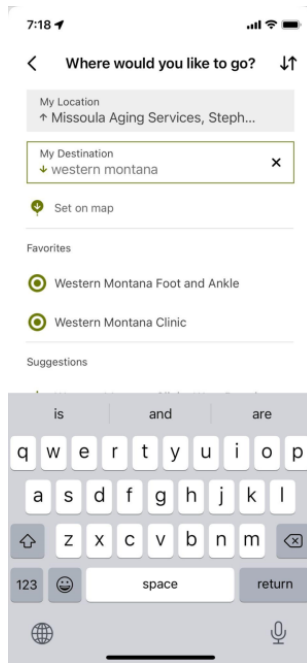
B. Log in using your email address and the temporary password. You must use the correct upper and lowercase for your email address and password.
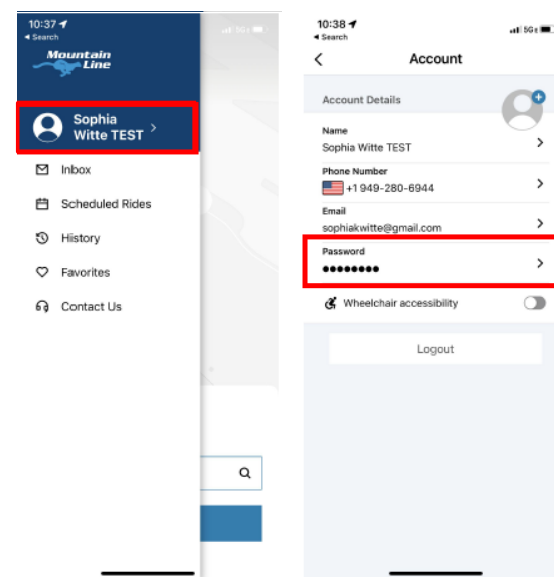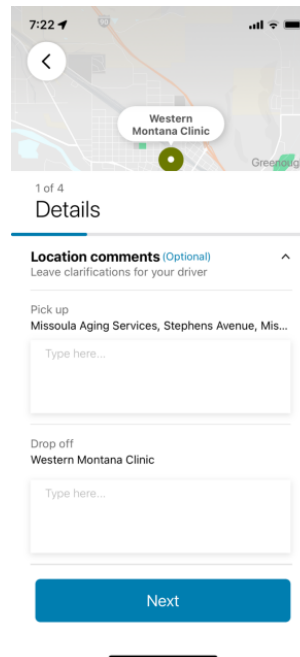
C. Create a new password by clicking your name in the app menu, and then clicking the arrow next to Password.
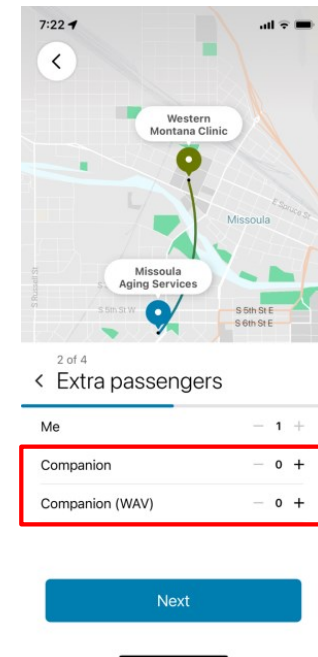*Note toggle on "Wheelchair accessibility" if you require a wheelchair accessible vehicle.*

3. Book a ride.

A. Input pickup and dropoff locations.
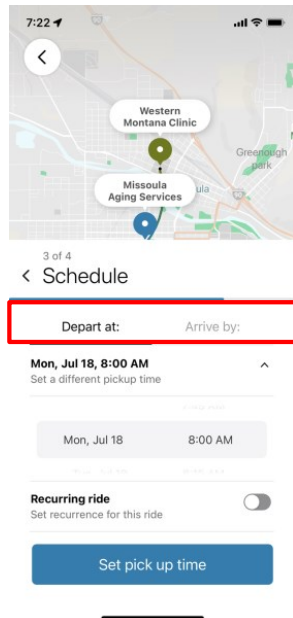*See last page for instructions on how to save Favorite addresses.

**B.** Add any notes for the driver about the locations (optional).

C. Indicate if you're bringing a companion and if they require a wheelchair accessible vehicle (WAV).
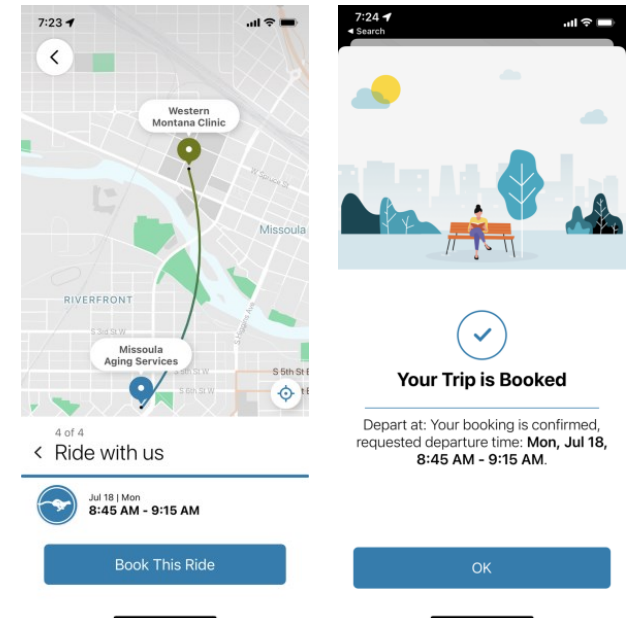
3. Book a ride (continued).

A. Choose "Depart at" if you wish to schedule based on a desired pickup time; choose "Arrive by" if you wish to schedule based on a desired dropoff time (recommended for medical appointments). Then set the ride date and requested pickup/dropoff time.
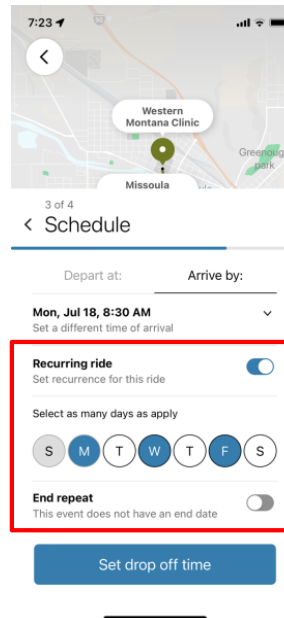
B. If you wish to book a subscription series (repeat rides), click the "Recurring ride" toggle and then select the days on which the ride should repeat. For example, the screenshot above indicates a recurring ride that should arrive by 8:30AM every Monday, Wednesday, and Friday.

C. After setting the ride details, you will be shown the proposed pickup window and be prompted to click "Book This Ride." Once confirmed, you will see the booking confirmation shown on the right.
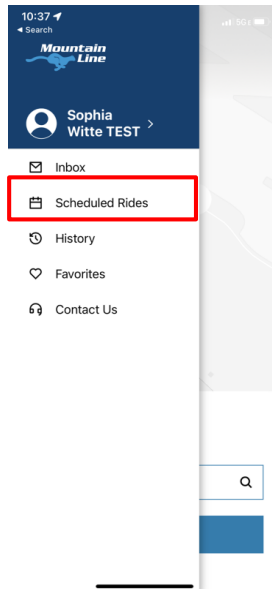
3. Book a ride (continued).
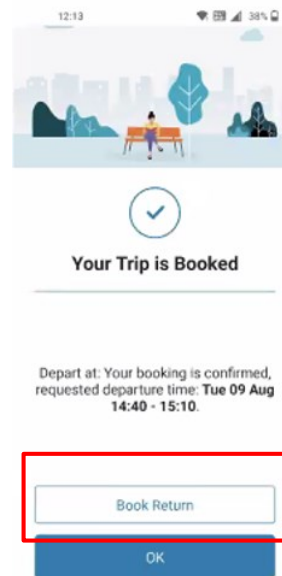
A. On the same screen as your ride confirmation, you will see a button to book a return trip. <u>Your ride will be one-way unless you book a return trip.</u>

B. To book the return trip, follow the same instructions you used to book your first trip.
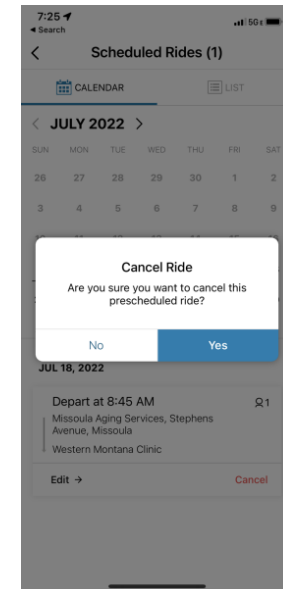
4. Review, change, or cancel a ride.

A. You can review your upcoming ride information at any time by clicking "Scheduled Rides" in the app menu.
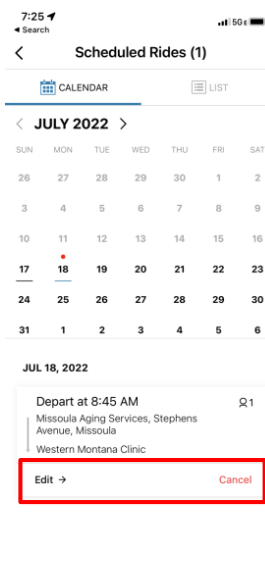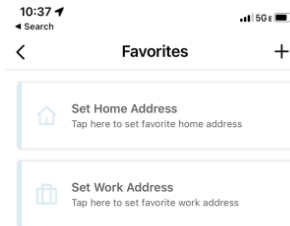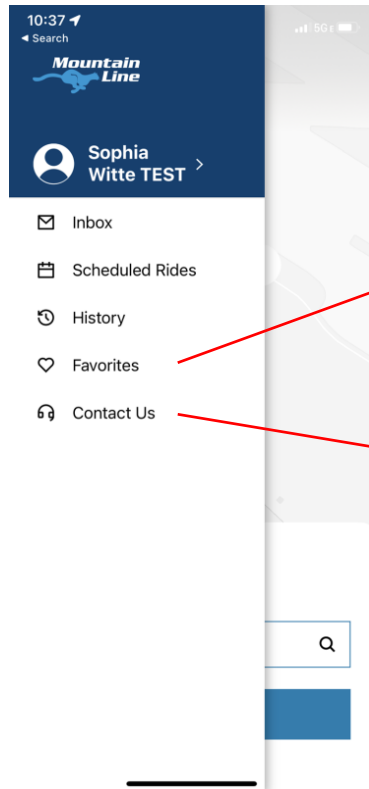
B. The Calendar View shows a red dot to indicate if you have a ride on the given day, and the List View shows all upcoming rides, with prompts to "Edit" or "Cancel" the ride.
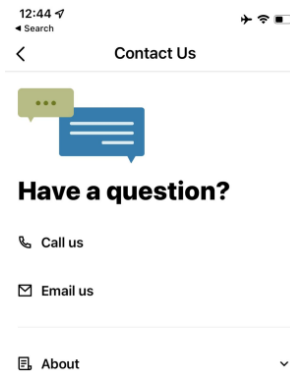
C. Before finalizing the requested edit/cancellation, you will be prompted to confirm "yes" that you wish to make the change.

Other Helpful Features:

A. Set your top locations (e.g., Home) as "Favorites" and then these addresses will automatically pop up as suggested pickup/dropoff points during the booking process.

B. To get support, click the "Contact Us" page to find the phone number and email address to reach the Mountain Line office.