Alexandria DOT Paratransit
How to Use the Rider App

July 2022

Expansion

Welcome!

- Introduction

- Logging In

- Booking a ride

- Track your driver

- Other neat features

What you'll get with the app

- **Better control of your transit experience**

- **Transparency into your rides**

- **Flexibility to easily modify your plans**

Features we think you'll love

- Track the location of your vehicle leading up to your pickup time.

- View, modify, or cancel your scheduled rides.

- Book one-time trips / round trips.

- View the route of your ride and expected drop-off time.

- Payment method management

Getting Started - Download and First-time Login

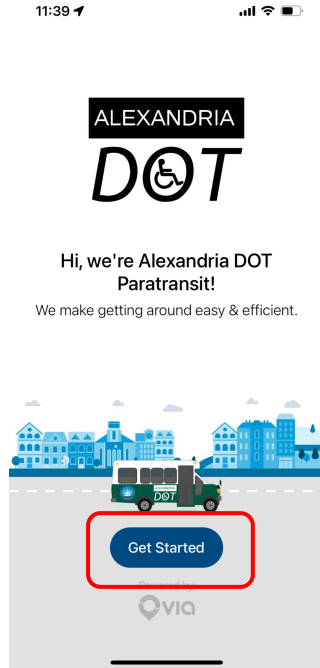# Downloading the app

For iPhone and Android users:

- After successfully applying for service through Alexandria DOT, download the rider application

- You can find the app in the store by searching **"Alexandria DOT Paratransit"**
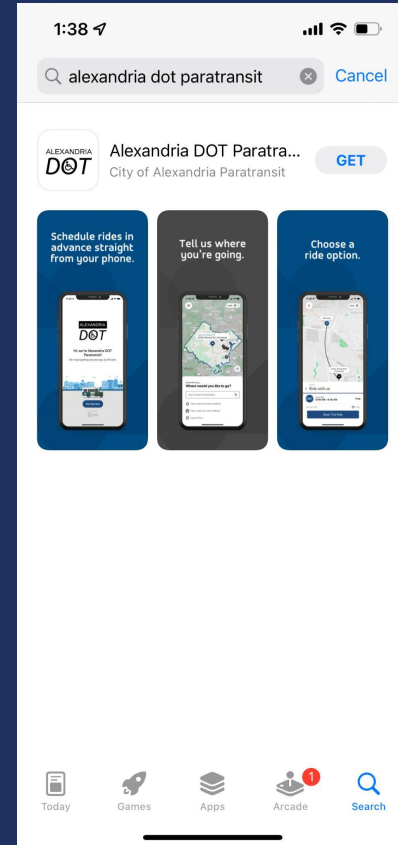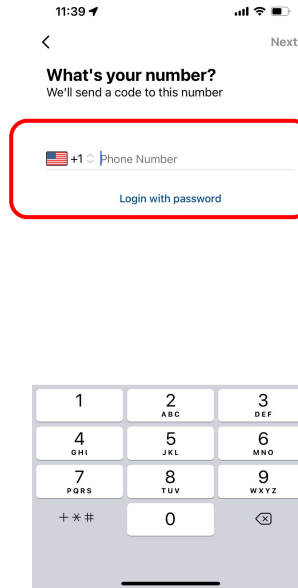
Logging in for the first time
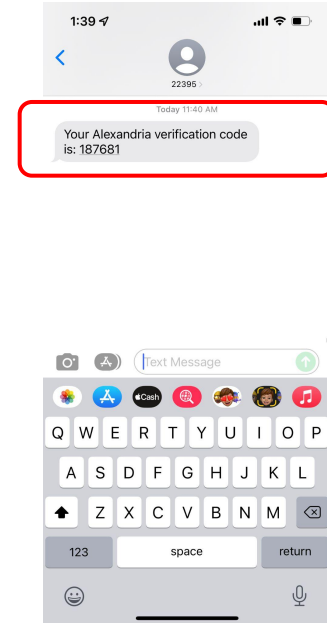
1

Click "Get Started"

11:39

ALEXANDRIA
DOT

Hi, we're Alexandria DOT Paratransit!
We make getting around easy & efficient.

Get Started

2

Enter mobile phone # (must match account info given to DOT)

11:39   Next

What's your number?
We'll send a code to this number

+1 Phone Number

Login with password

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

3
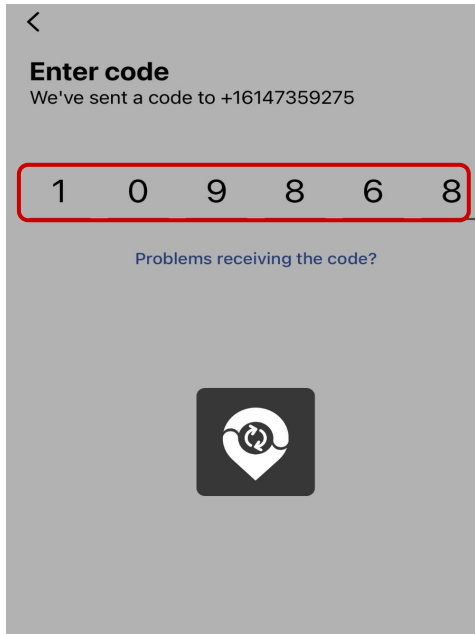
A 6 digit temporary code will be sent via text.

1:39

22395

Today 11:40 AM

Your Alexandria verification code is: 187681

Text Message

Logging in for the first time

4

Enter the 6 digit temporary code here

<

Enter code
We've sent a code to +16147359275

| 1 | 0 | 9 | 8 | 6 | 8 |

Problems receiving the code?

5

Congrats you've logged in to the Alexandra DOT Paratransit App!
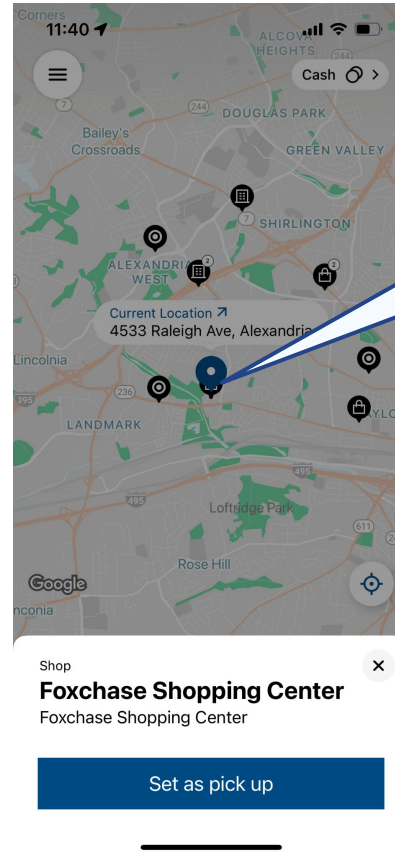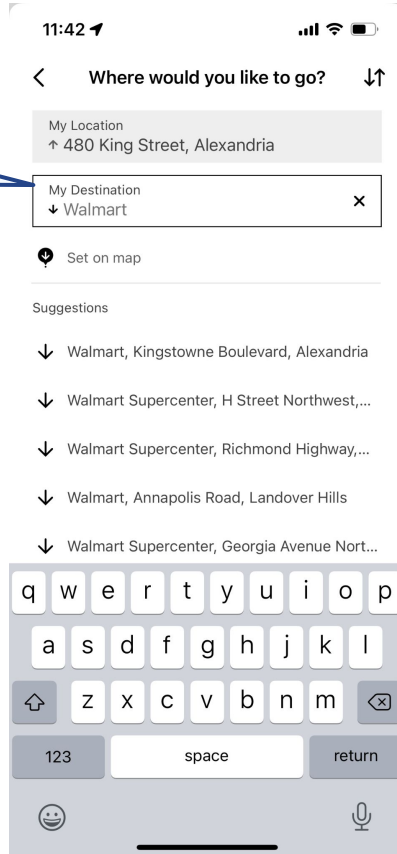
1:47

ALEXANDRIA
DOT

Powered by
via

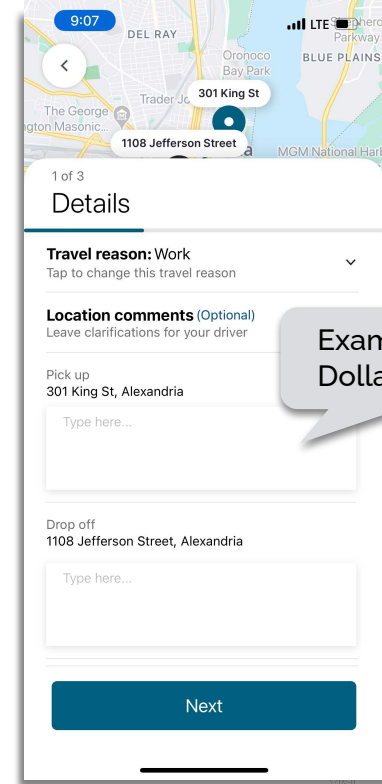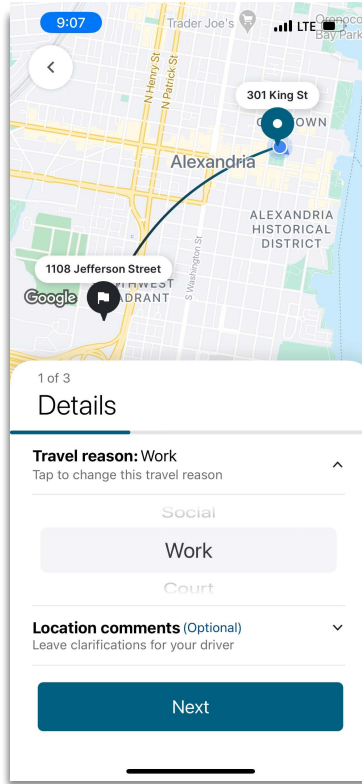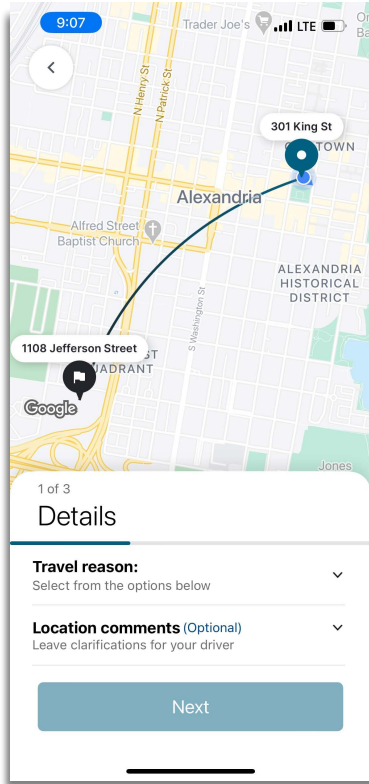# Booking a one-time ride.

Step 1 - Pickup & Dropoff Location

You can type in a specific address (e.g. 480 King St) or the name of a business (e.g. Walmart)

Or you can select one of the pre-saved locations from the map (e.g. Foxchase Shopping Center)

11:42

Where would you like to go?

My Location
↑ 480 King Street, Alexandria

My Destination
↓ Walmart

Set on map

Suggestions

↓ Walmart, Kingstowne Boulevard, Alexandria

↓ Walmart Supercenter, H Street Northwest,...

↓ Walmart Supercenter, Richmond Highway,...

↓ Walmart, Annapolis Road, Landover Hills

↓ Walmart Supercenter, Georgia Avenue Nort...

11:40

Cash

Current Location ↗
4533 Raleigh Ave, Alexandria

Shop
Foxchase Shopping Center
Foxchase Shopping Center

Set as pick up

Step 3 - Travel Reason & Ride Notes

Step 4 - Additional Passengers
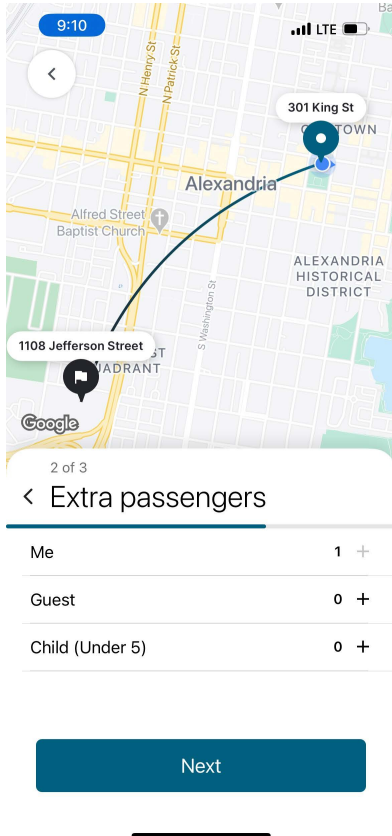
Let us know if you are bringing any additional passengers.

If you are approved to travel with a PCA, that will automatically populate here.
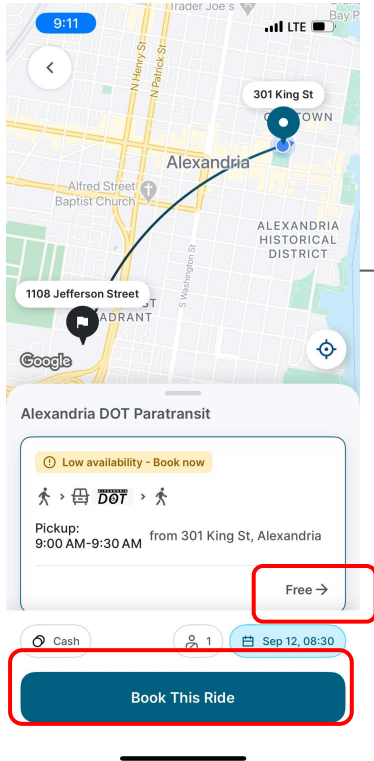
Step 5 - Date and Time
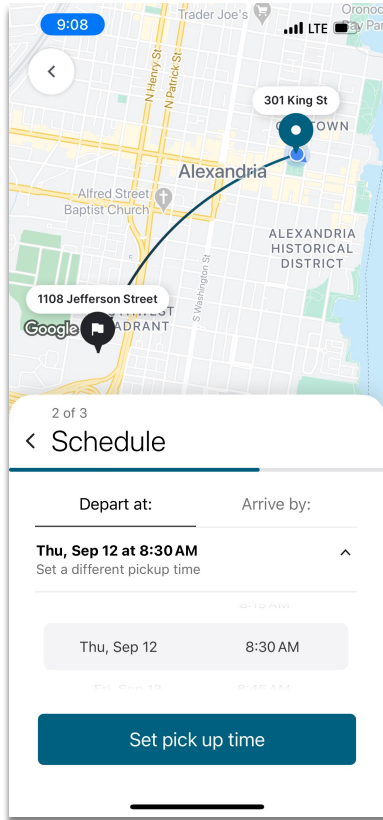
Choose "Depart at" or "Arrive by".

"Arrive by" should be used when traveling to an appointment so that we can be sure to get you there by a specific time!
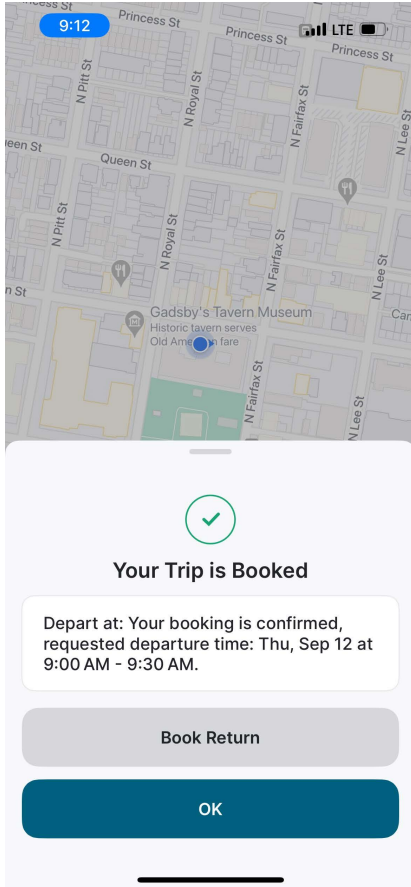
Step 6 - Select Proposal Window

Once you've been given a proposal, select "Book this ride".

You'll notice the app also tells you the price of your ride!

Step 7 - Confirmation Screen + Book Return

1. Click "Book Return" to flip the pickup and destination locations and start the booking process again.

2. Enter the ride details for your returning trip (date, time, etc.) and

3. Confirm the ride and you're all set!

Other neat features

Navigating the app menu
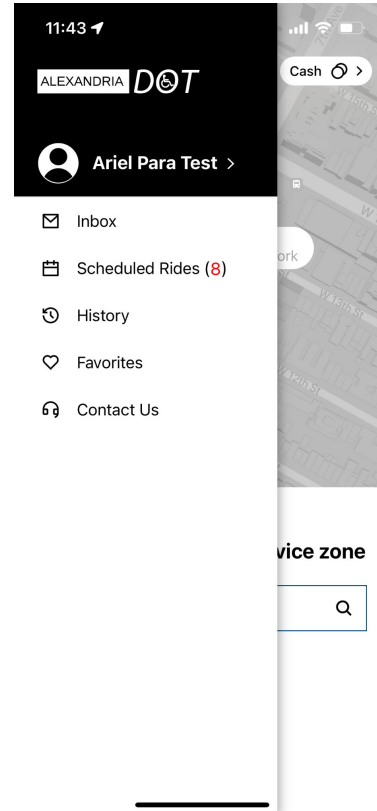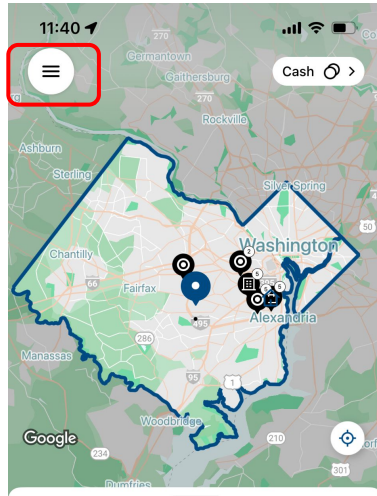
Inbox
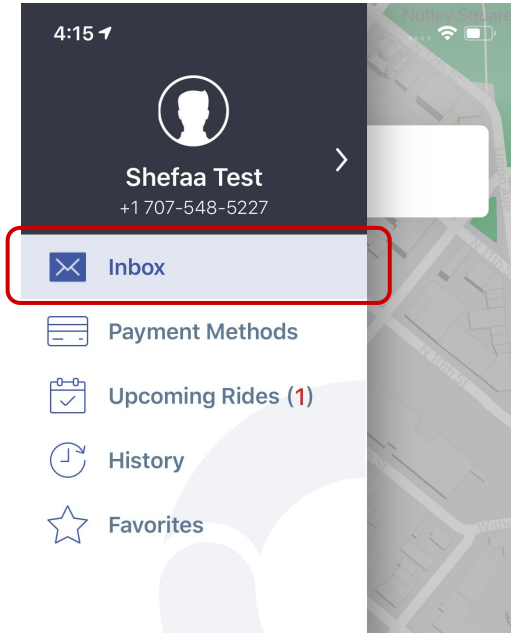
Communication about service updates can be found here (service ending early due to weather, holiday etc.). If there is a message you will see a pop up when you open the app that directs you to the inbox.

These alerts are also communicated via phone and email.
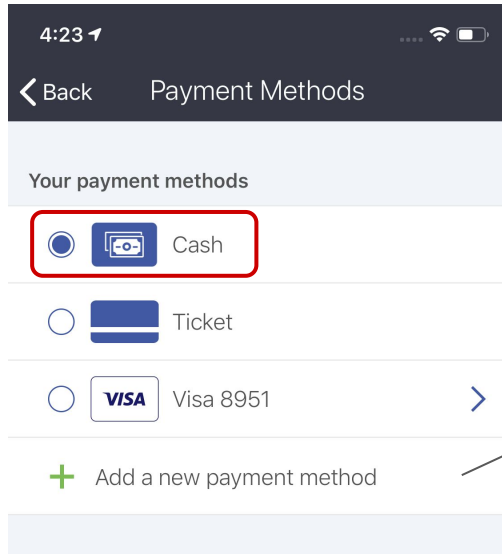
Set "favorites" for easy booking
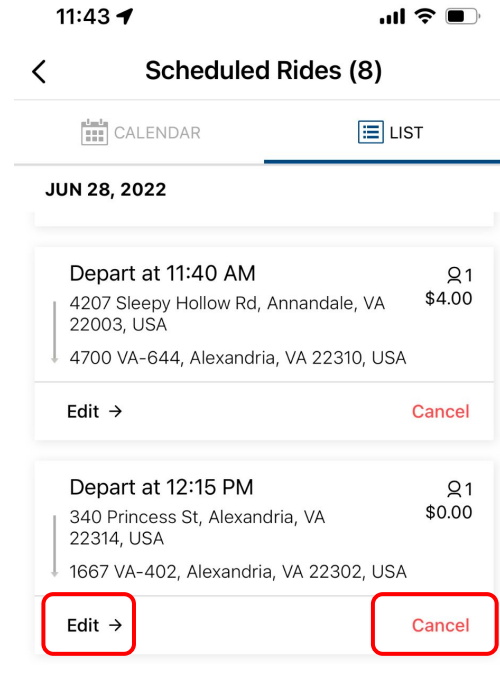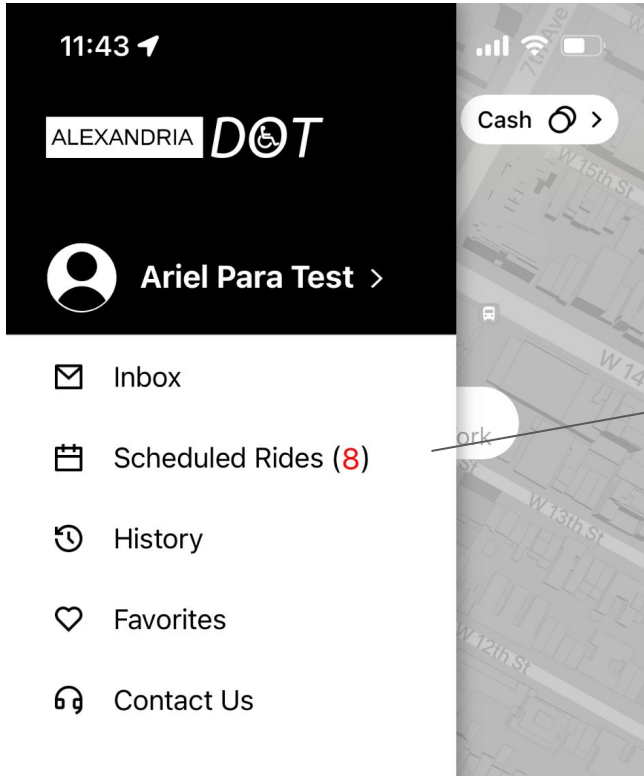
Set "home", "work", and other important locations
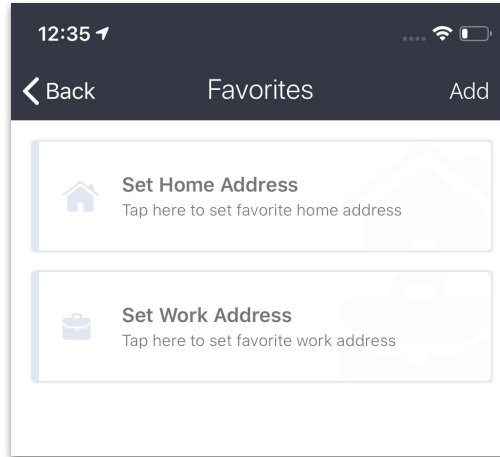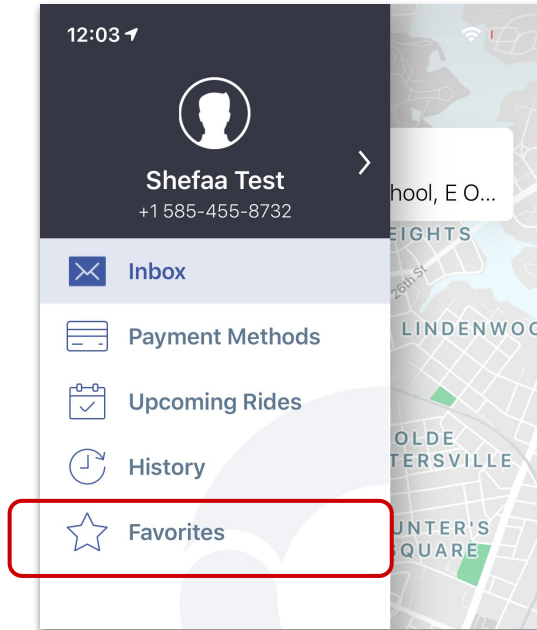
Click favorite location instead of typing address
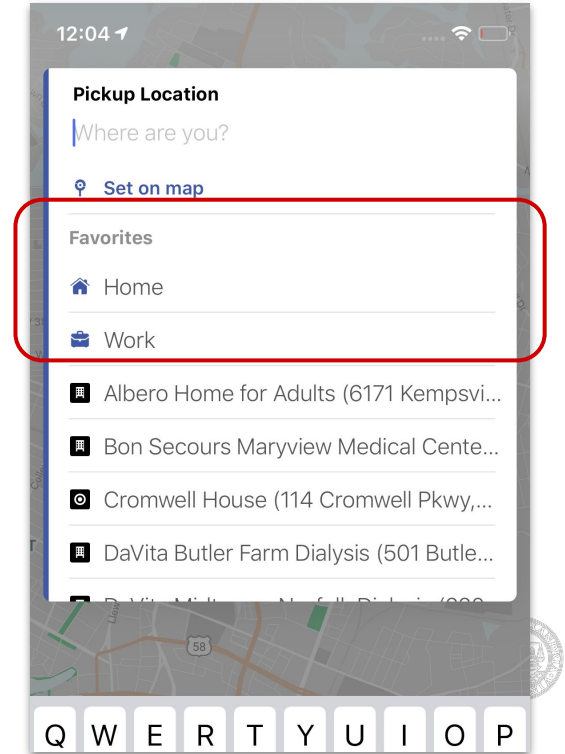
Update a payment method
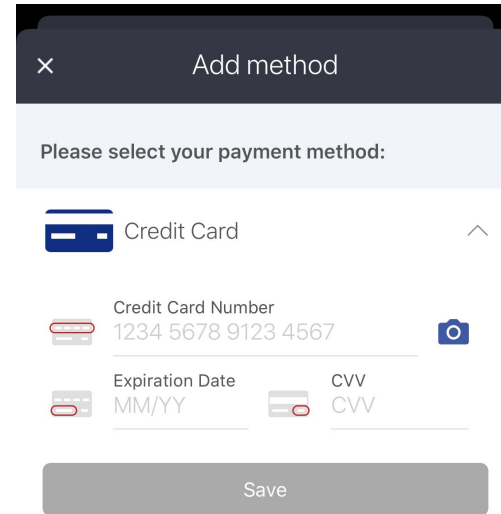
View, Edit, or Cancel Rides

*You can edit rides up until **4:30pm** the day before your ride

Track the real time location of your driver.

Pickup at
NEXCOM:3284, VIRGINIA BEACH
BLVD VIRGINIA BEACH.

Pickup in 7 min

Plate #: 10119
HRT Paratransit #0

Pickup at:
SERVMART:9610, DECATUR AVE
NORFOLK, Virginia, Virginia.

Your HRT vehicle is here

Norfolk Naval
Station, VA

Norfolk Main
Navy Exchange

Plate #: 10005
HRT Paratransit #0

Thank you!