



# PLANNING YOUR TRIP JUST GOT EASIER

Download the Ecolane  
Mobile App





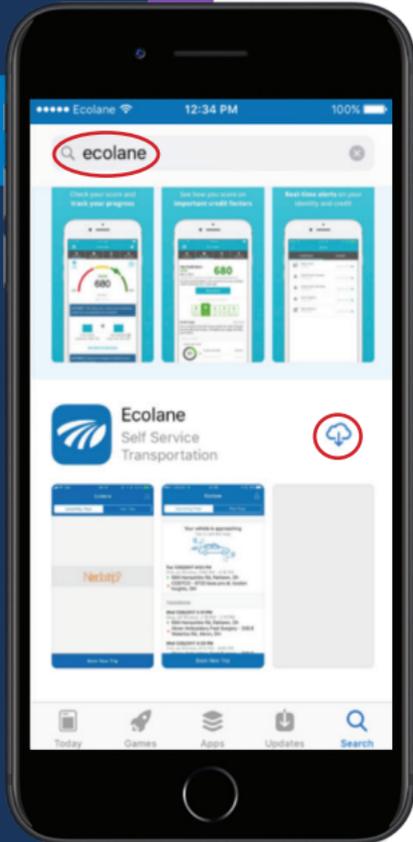
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# Introduction

*Welcome to the Ecolane mobile app!*

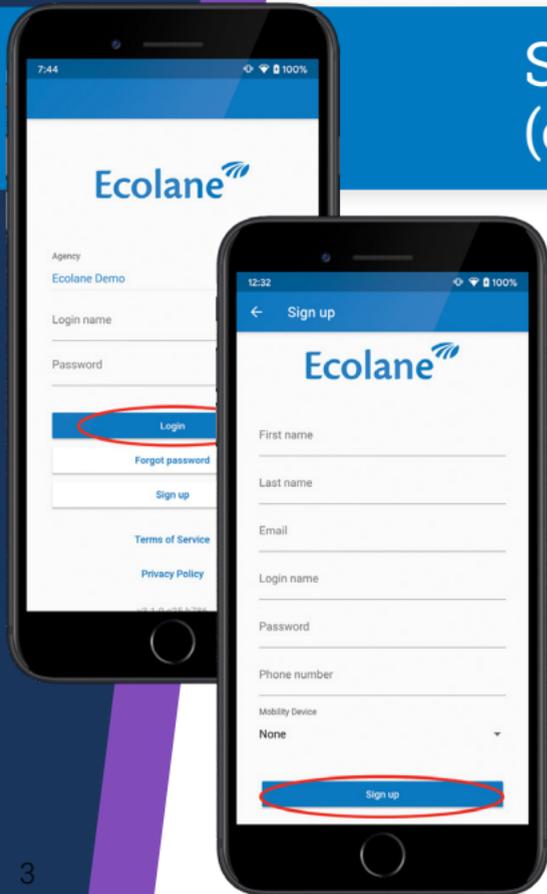
Riding with us just keeps getting better. Our innovative mobile app is designed to meet industry standards and exceed your expectations. It is fully integrated with our vehicle dispatch software, putting you in the driver's seat. You will experience ease of use, flexibility to manage your trips, and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



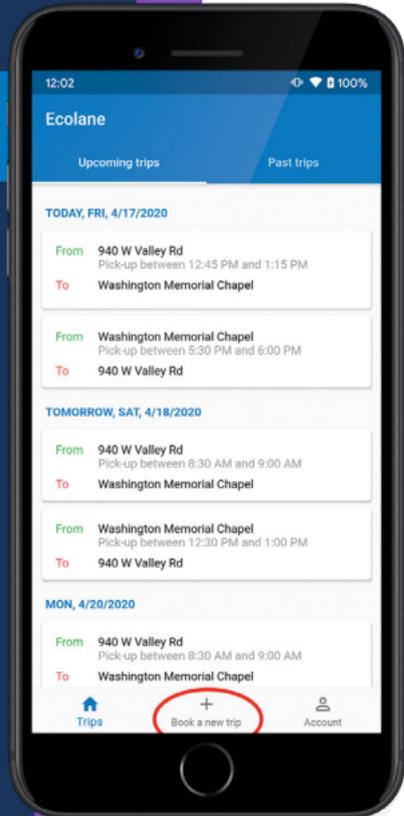
*Note: Depending on the agency, you will either receive login information from them or have the option to self-register. If you're unsure about registration, contact your agency to find out.*

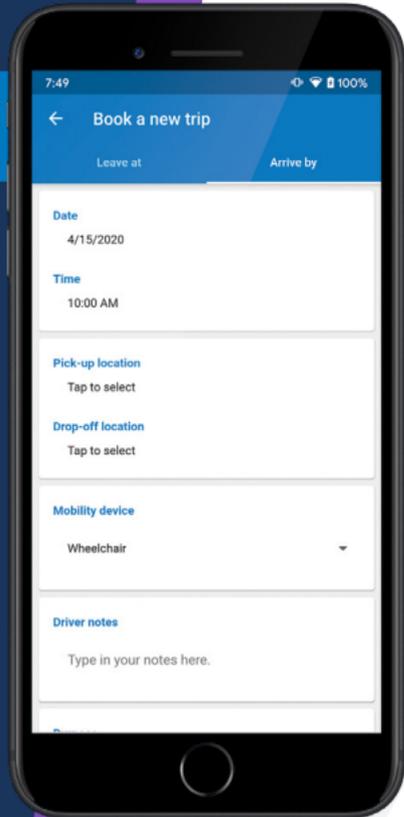
If your agency provides you with registration information, enter your username, password, and select the agency that provides your transportation. Next, click **Login**.

If you have the option to self-register, enter your information and then click **Sign Up**.

# Booking a New Trip

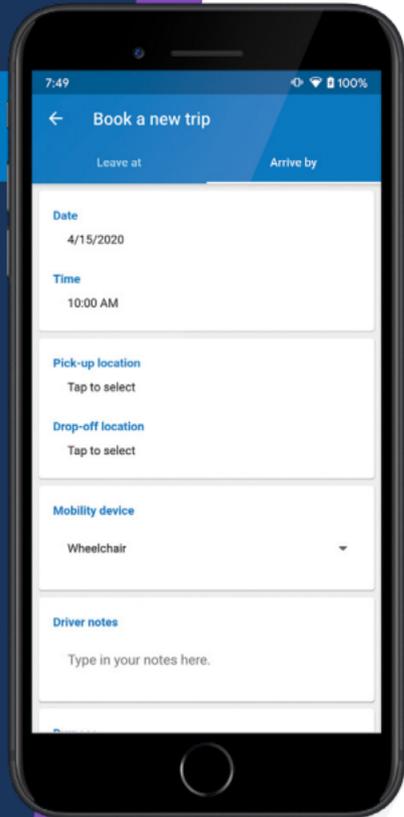
Click **Book New Trip** on the bottom.





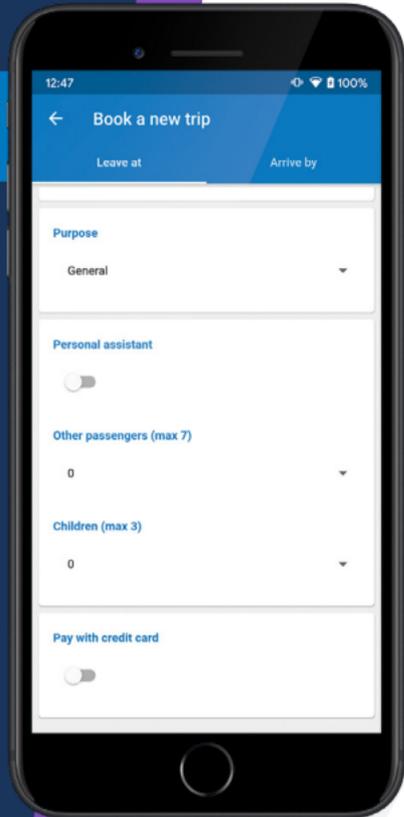
## Booking a New Trip (cont'd)

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.

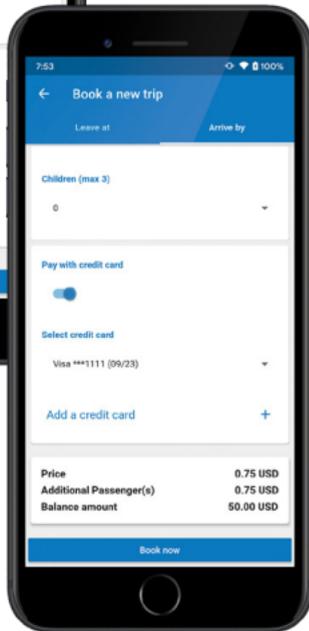
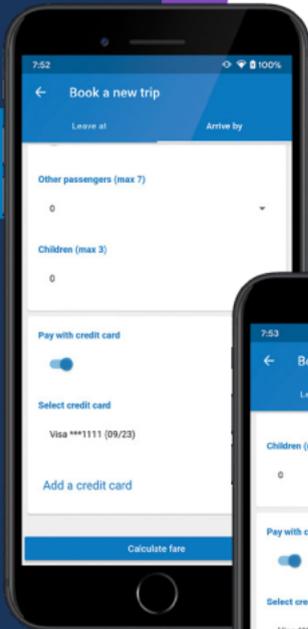


## Booking a New Trip (cont'd)

Next, select the **Purpose** for your trip from the list of options available from your agency. If you only have one purpose available, it will be auto selected for you. If you have anyone travelling with you add them to your trip. Note that fares may apply for each additional passenger.

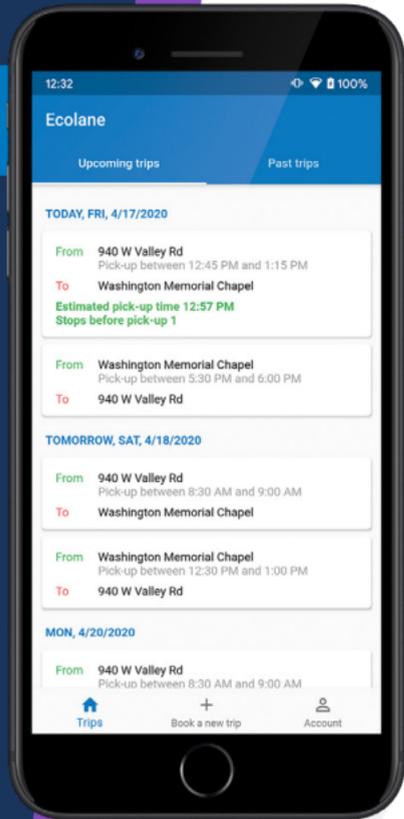
Last, you can select to pay by credit card if it's offered by your agency

## Booking a New Trip (cont'd)



Once you've filled out your trip, you can calculate your fare. If everything looks good, click the book trip 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.



## Your New Trip

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

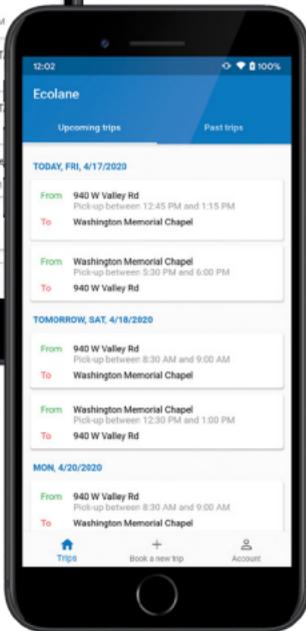
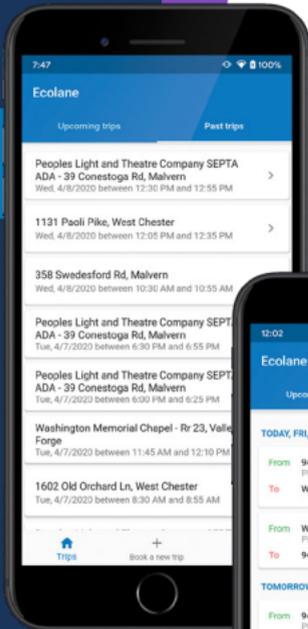
You'll get a window during which you'll be picked up for your trip. On the day of your trip we'll add additional information about when we expect the vehicle to arrive.

# Viewing Your Trips

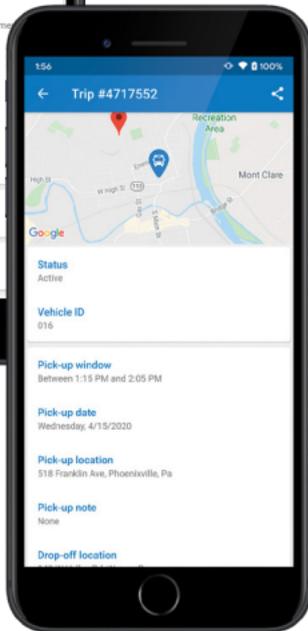
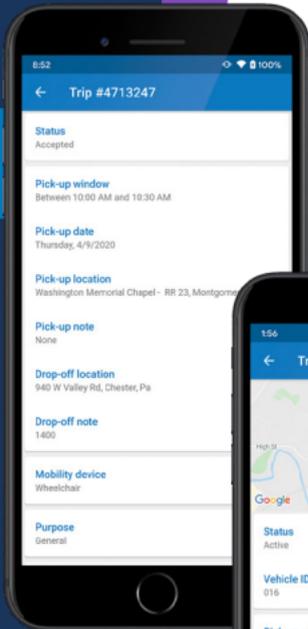
You will see two tabs: **Upcoming Trips** and **Past Trips**. When you click on **Upcoming Trips**, you see future trips, which include the following details for each:

- 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 the agency to confirm pick-up before making the appointment.*



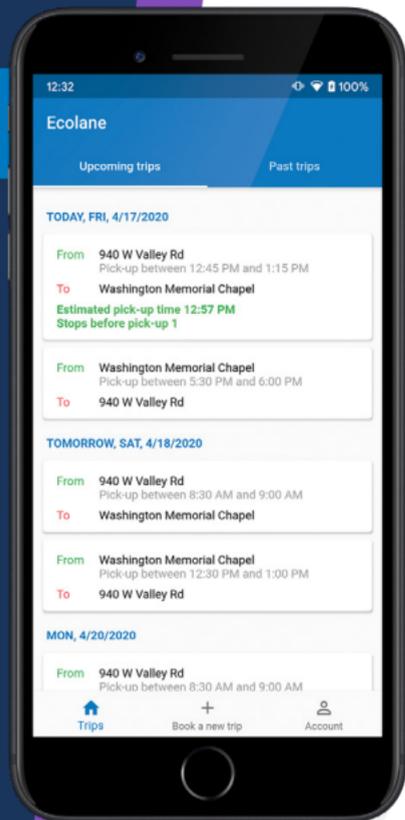
## Viewing Your Trips (cont'd)



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

- Fare
- 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 agency rules) or copy a trip you want to take again.



## Your User Account

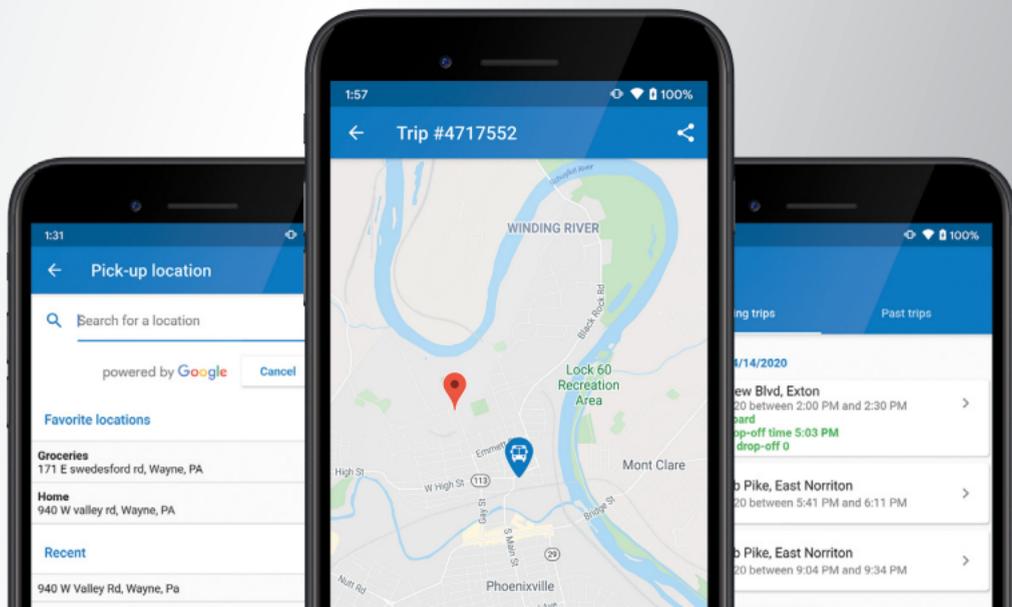
View your user account by clicking on the account button at the bottom of the page.

In the account you can:

- View your profile
- Contact your agency
- Manage your credit cards



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





**Ecolane**