Click the RIDES tab

Click on ADD RIDE

SEARCH FOR THE RIDER



IF THE PERSON IS NOT IN OUR FILE

- Click the ADD NEW CONTACT button on the fare right of the screen
- Follow the process to add a new contact
- Then that person is available to select in the yellow SEARCH box

SPECIFY ADD ONE RIDE FOR THE SELECTED RIDER

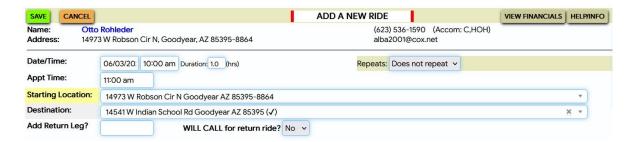


Note: Repeating rides are not discussed in this document

REVIEW THE RIDER'S ACCOMMODATION SETTINGS

Check the Accommodations listed next to the phone number. These are brought in from the person's master record. Confirm any accommodations with the rider and click their name to access their master record if needed to add or change accommodations there.

ENTER DATE, PICKUP TIME, APPOINTMENT TIME, DURATION



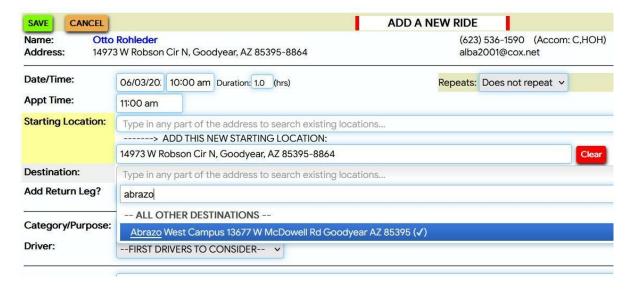
IGNORE THE "DOES NOT REPEAT" SETTING

PICKUP LOCATION DEFAULTS TO RESIDENT'S HOME ADDRESS

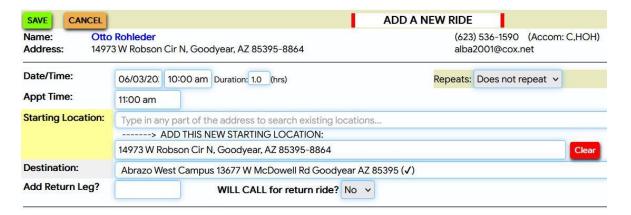
BEGIN TO ENTER A DESTINATION

The system first lists the most recent destination used for this person (if any have previously occurred) as well as all other previous destinations for this person (shown when you click the "down" arrow on the destinations box). If any of those are to be used for this ride, click the appropriate entry.

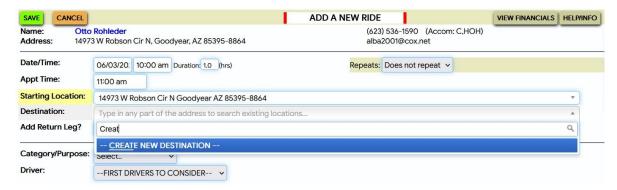
Otherwise, start typing of any value – a facility/practice name, the beginning of a street address (number) and the system will begin suggesting locations <u>already existing</u> in the system. (All previous destinations for any person are retained in this listing). For example, typing "abrazo" the system finds an on-file address for Abrazo West Campus. If the desired destination is found in this manner, click that entry.



The selected destination is placed in the current Destination box.



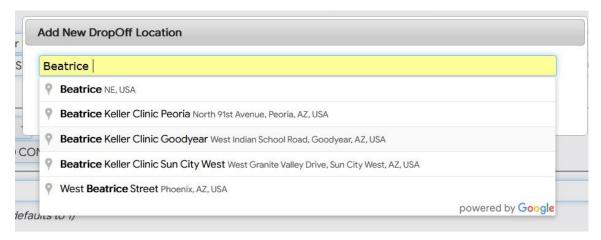
TO CREATE A NEW DESTINATION, (NOT CURRENTLY IN THE SYSTEM)



Clear any existing destination information and type "Create" to get the "Create" button

Click the long CREATE NEW DESTINATION button

In the resulting "Add New Drop Off Location" box, begin to type information and Google will start to make suggestions. This NOT from the system list of previous destinations. It is Google doing a full internet search based on your entry.



Google will most likely find a "business" name, such as "Beatice" as shown, or also find a street address if you begin with a an address number.

CLICK ON THE DESIRED LOCATION TO ACCEPTS

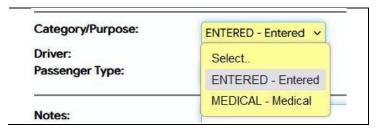


Ignore "ADD RETURN LEG"

Change "WILL CALL FOR RETURN RIDE" to "YES" only if the rider is to call the driver by phone when they are ready for the return trip

In the CATEGORY/PURPOSE box Select "ENTERED"

This usage will be explained later



DRIVER SELECTION

Do NOT make any selection in the "Driver" selection box.

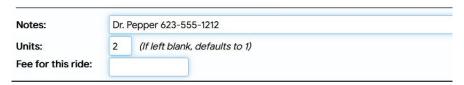
We will NOT be calling drivers to arrange their Rides

Drivers have a separate DRIVER MODULE APP.

Using that APP they can view all available Rides, and "sign up" to accept and handle that Ride.

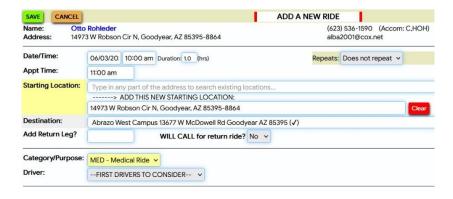
Ignore PASSENGER TYPE, if present. This capability is being reviewed for usefulness.

If provided by the rider, enter the doctor/practice name and phone number in the NOTES field. This information will be presented to the driver in the Driver Module.



Leave UNITS as "1"

SAVE THE RIDE TO FINALIZE IT AS "ENTERED"



PROCESS A RIDE REQUEST Version: July 17, 2024 Author: Pelletier



Note: this graphic shows the Category/Purpose as "MED" but we will use "ENTERED"

RIDE AS THEN SHOWN IN THE ADMIN SYSTEM



SUBSEQUENT PROCESSING

A separate document "MANAGING RIDES IN THE ADMIN SYSTEM" will discuss how the office reviews and manages Rides after this initial entry.