



Rider App Guide

—
2024

Rider App





The TripShot Rider app was designed to help you get to where you want to go. Through True-Time® Notifications, Route Schedules, Maps, and Trip Planning, the TripShot Rider app will help connect you with your transportation needs.

Getting Started

Getting Started

Download

You can download the TripShot (Rider) app from your device's app store.



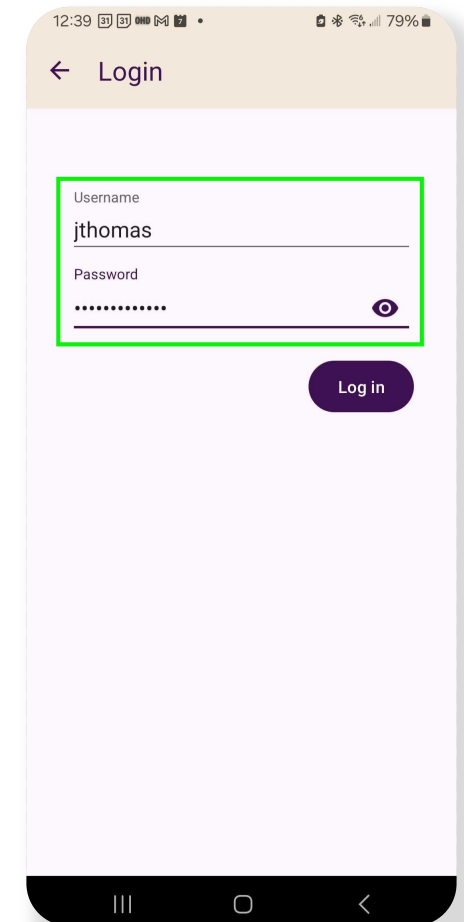
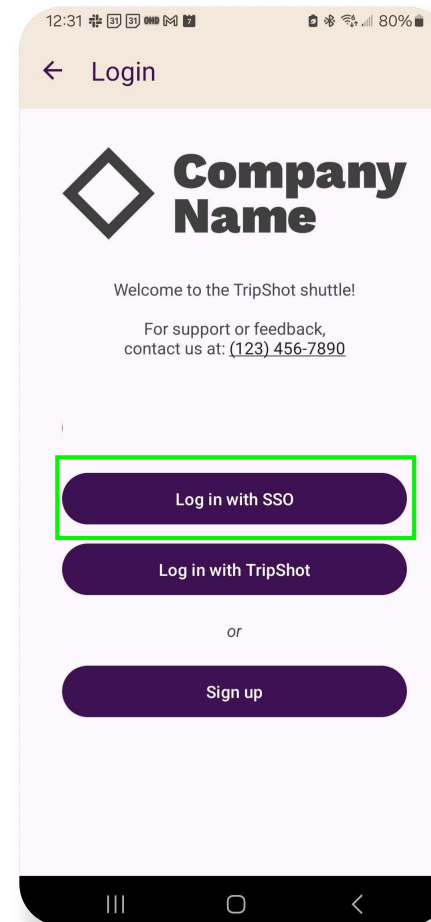
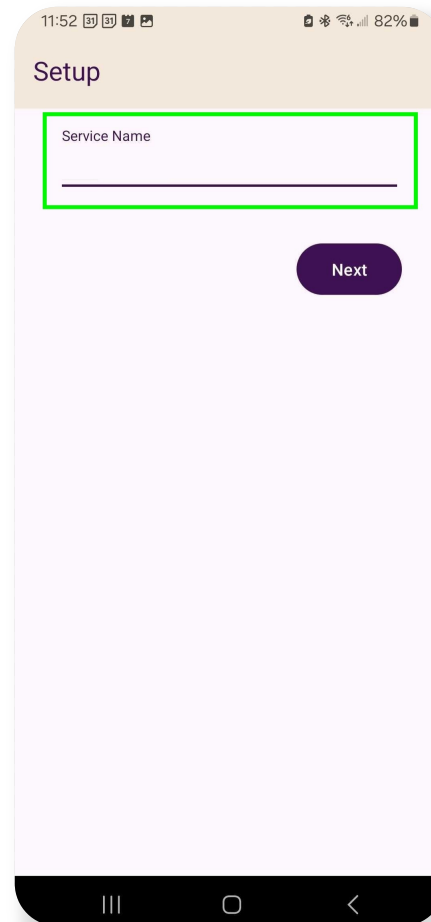
First Time Rider Setup

Each transit agency will determine how or if they would like Riders to set up accounts. Some agencies will be public and require no account set up for use. Other agencies may want you to create an account before use. Let's explore the 3 different types of accounts set up.

First Time Rider Set-Up

Single Sign On

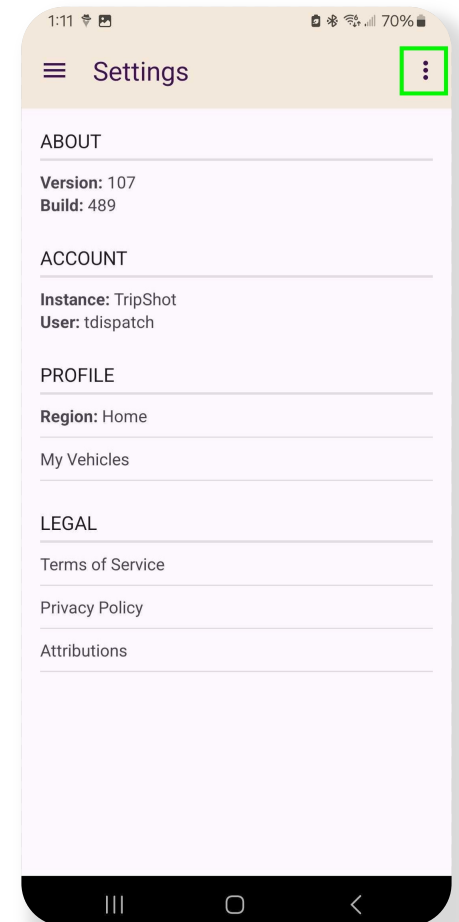
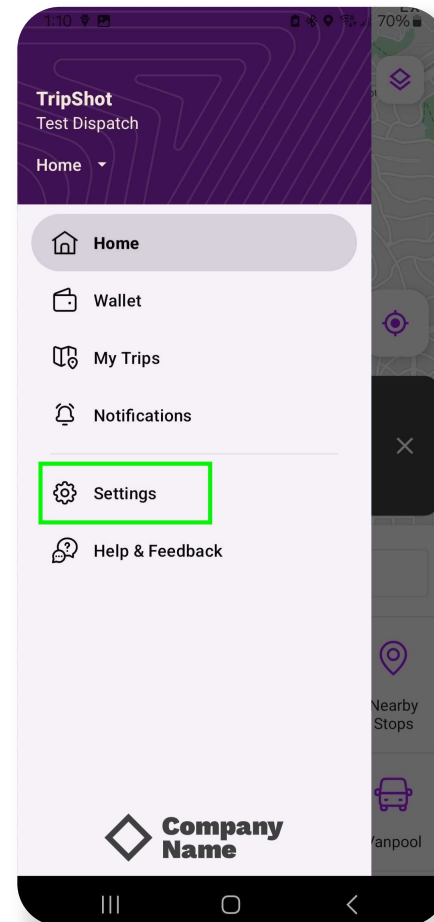
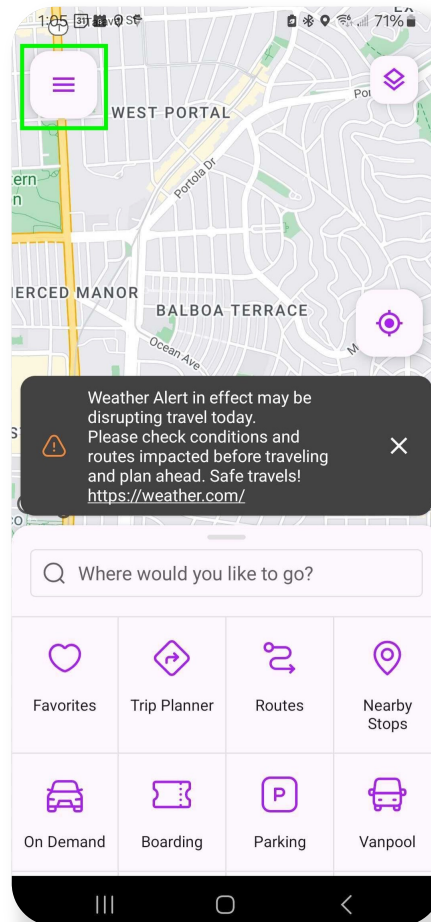
1. Single Sign On, or SSO, allows your company to validate your company credentials to determine access and create a rider account.
2. Download the TripShot app from iOS or Android.
3. Enter your Service Name **DU Shuttle**
4. Select **Log In With DU**. (you will be redirected to your company login page)
5. Enter your user credentials for your organization. Upon validation, your account will be automatically created.



Logging In/Out

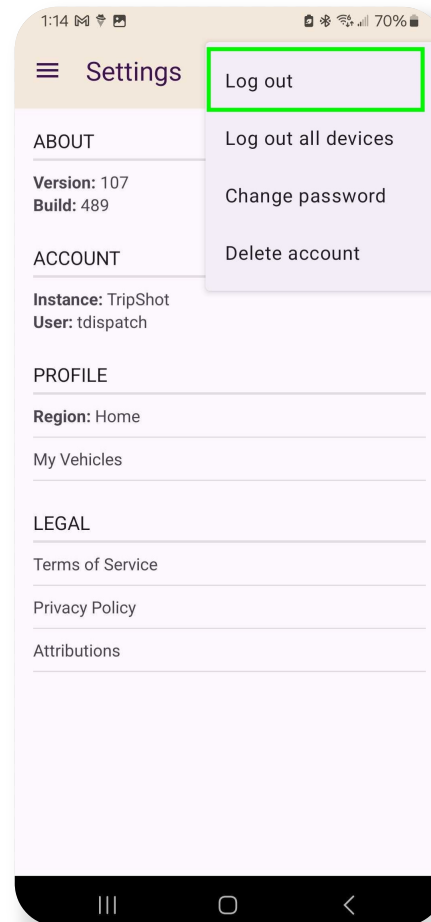
Logging Out

1. Navigate to the Sidebar Menu (3 lines in upper left corner).
2. Select Settings
3. Tap the 3-dot icon in the upper right corner.



Logging Out

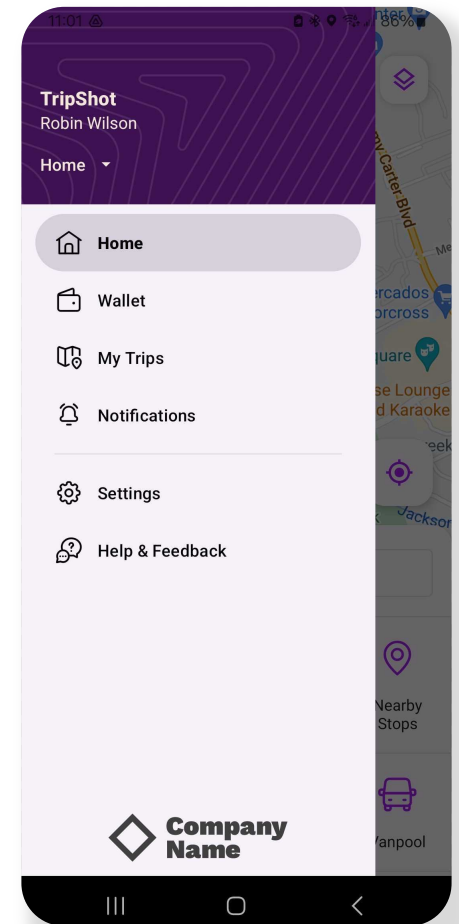
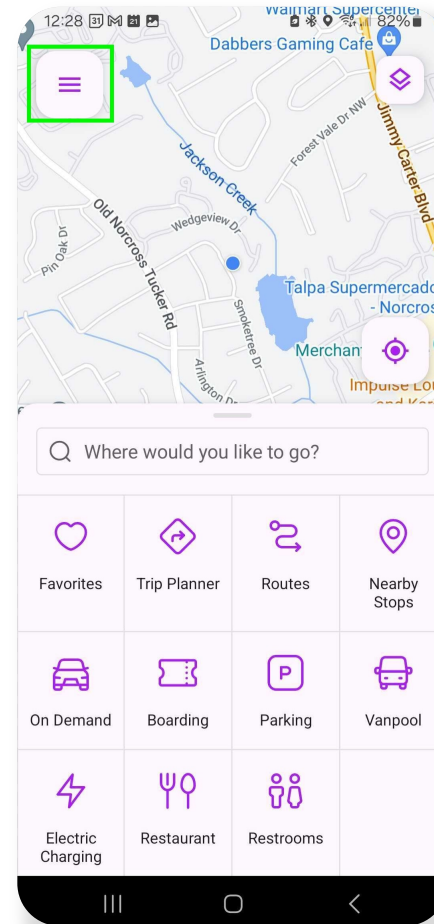
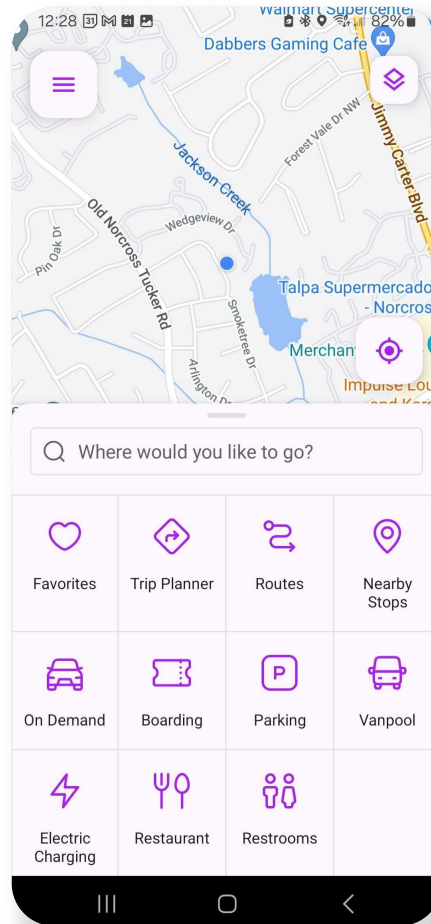
4. Select Log Out



Home Screen & Sidebar Menu

Home Screen & Sidebar Menu

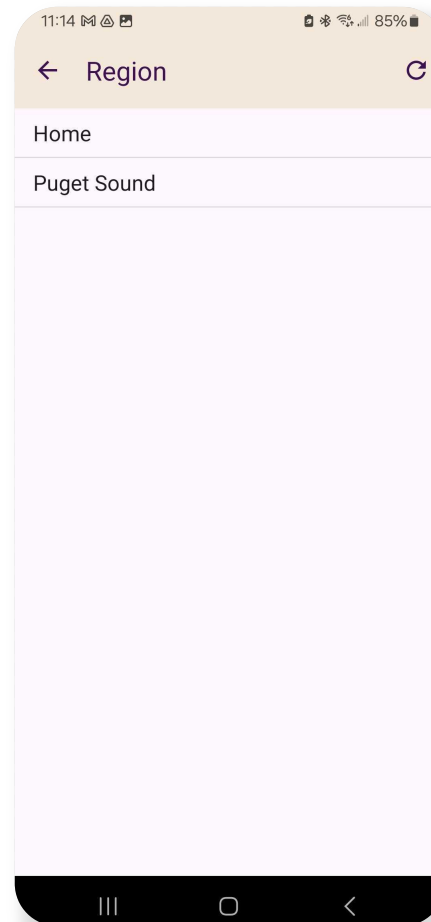
1. The Home screen displays TripShot's most used features such as Favorites, Trip Planner, Routes, Stops and Points of Interest (if applicable).
2. TripShot's sidebar menu provides access to Wallet, My Trips, Notifications, Settings, and Help & Feedback.



Regions

Regions

If your transportation solution provides transportation in multiple regions, at first login, select the Region you are traveling within. When traveling in a different region, return to the Sidebar Menu to select your alternate region.

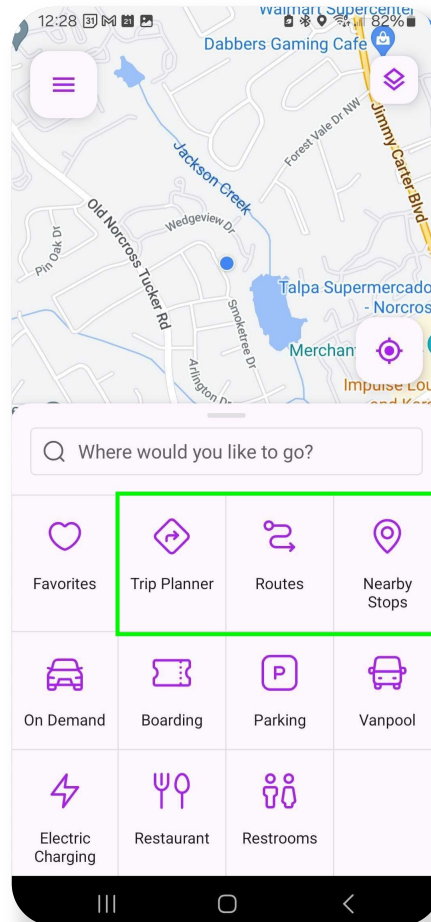


Travel Options

Travel Options

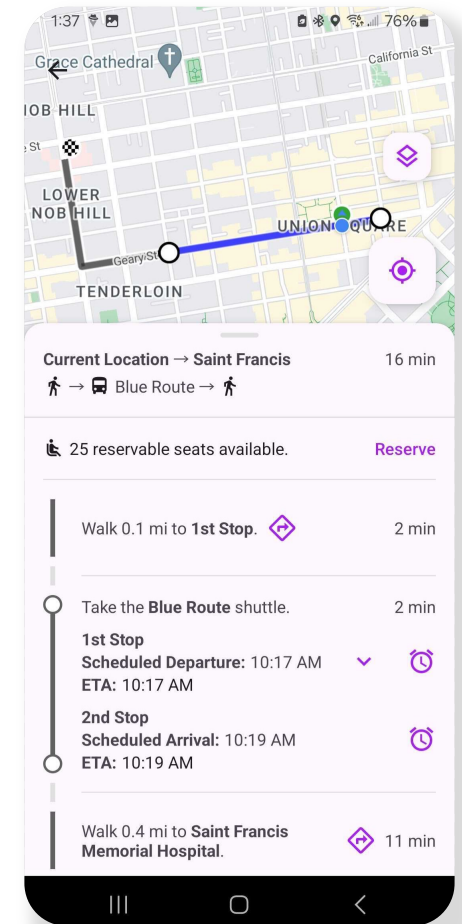
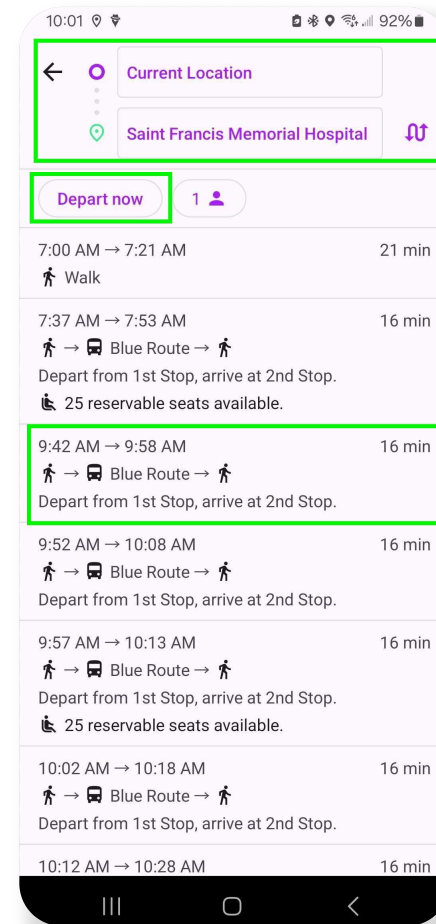
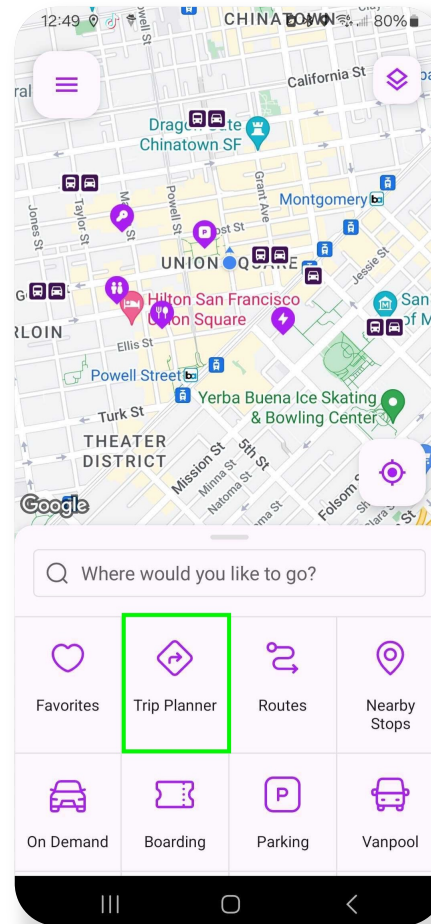
From the Home screen there are three ways to find your route and get travel information.

1. **Select Trip Planner** – to see options from your pickup location to your destination.
2. **Select Routes** – to see all your route options and schedules.
3. **Select Nearby Stops** – to see stops near your current location.



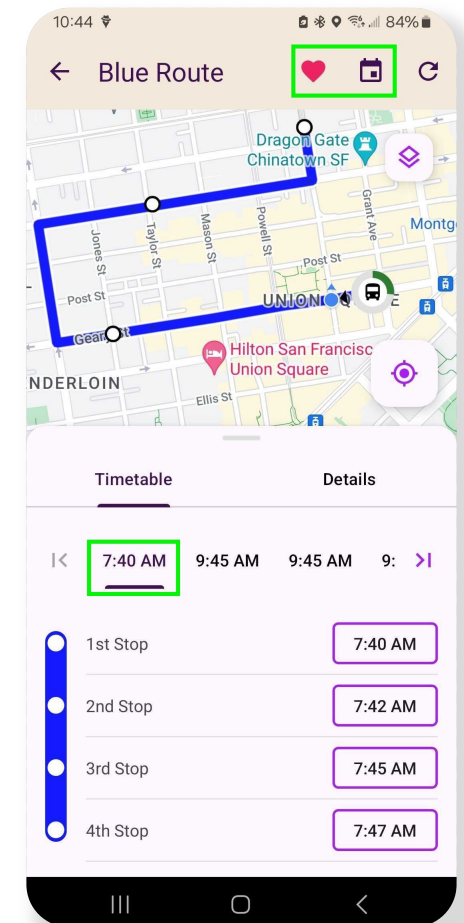
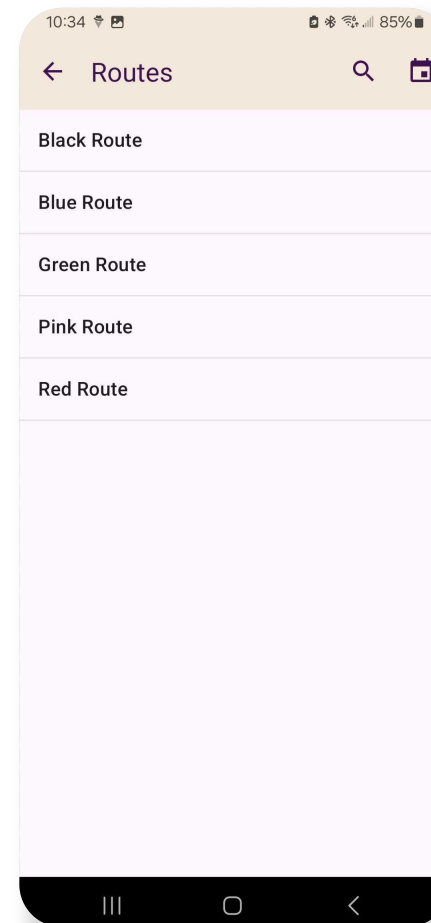
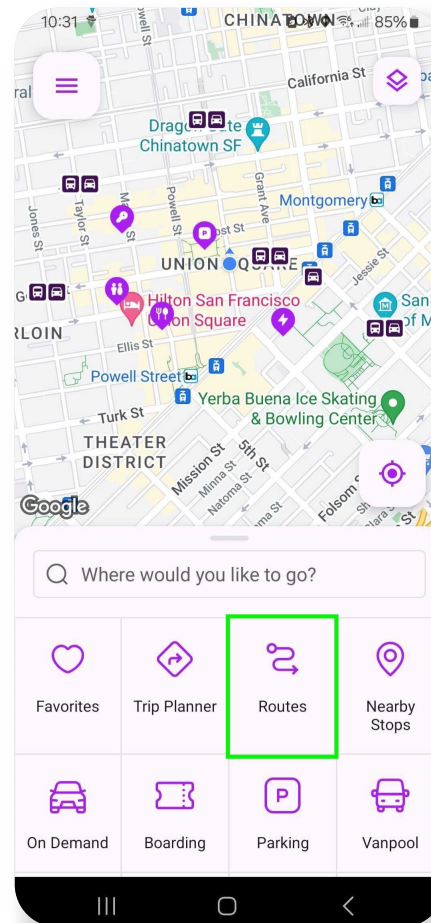
Trip Planner

1. Touch Trip Planner and enter a Pickup and Dropoff location.
2. Select Depart Now to change your pickup time to a later time or date (if applicable).
3. View results below. Select a "plan" to view details, make reservations, or set up notifications.



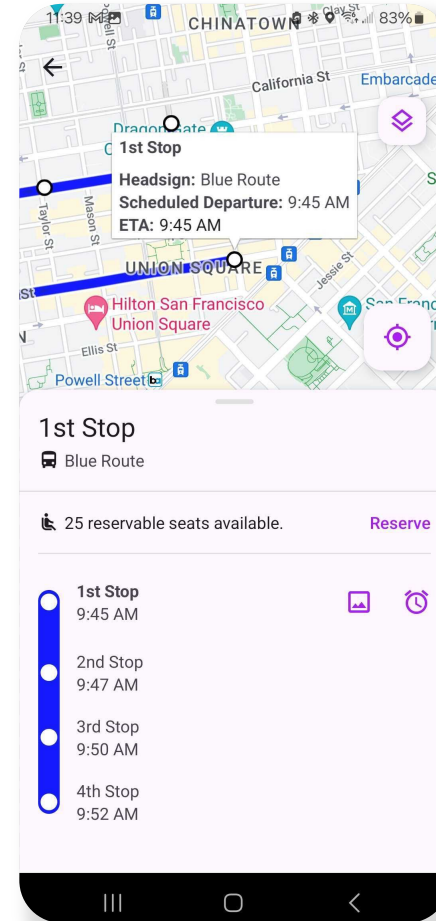
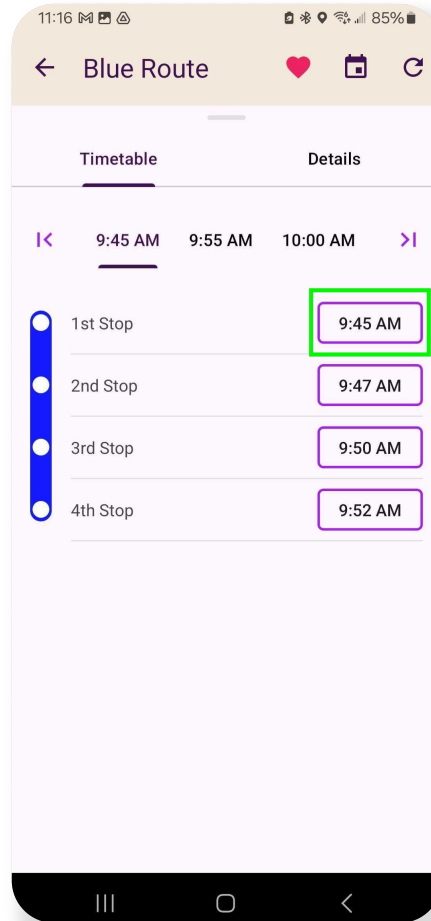
Routes Tile

1. From the Home screen select **Routes**, then select your preferred route from the list.
2. Select a Ride Time. Scroll right/left to view additional Ride Times.
3. Selecting a Ride Time will update the Stop Times for this route.
4. Use the heart icon to Favorite this route. Use the calendar icon to view schedules for other dates.



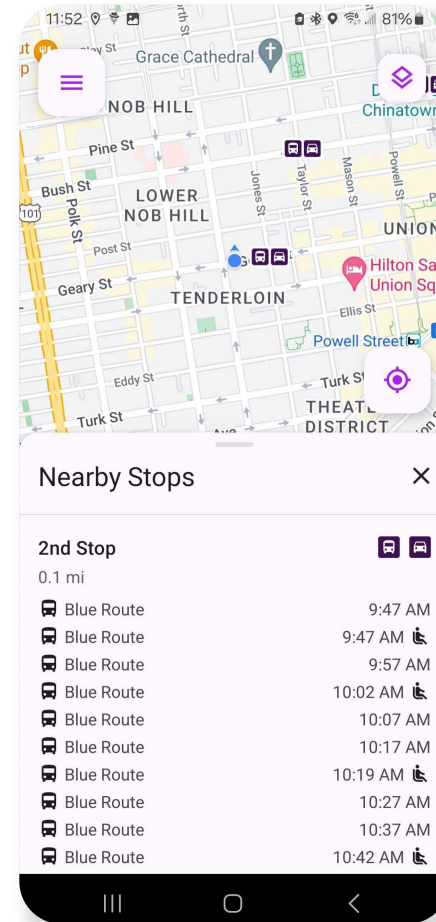
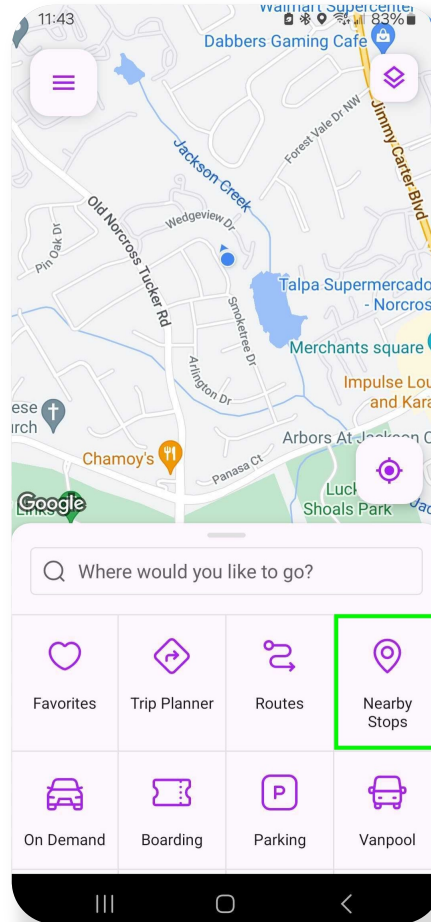
Routes Tile

5. Select a Stop Time to view stop details, see a picture of the stop, reserve a seat, or sign up for notifications.



Nearby Stops

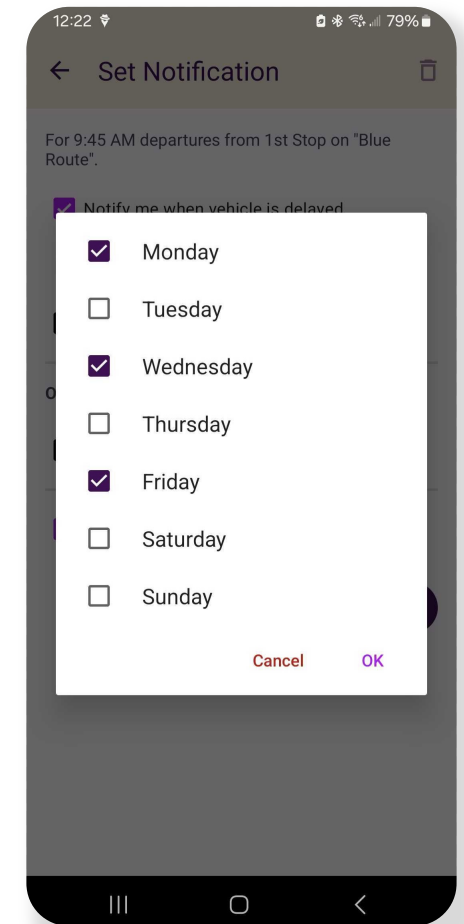
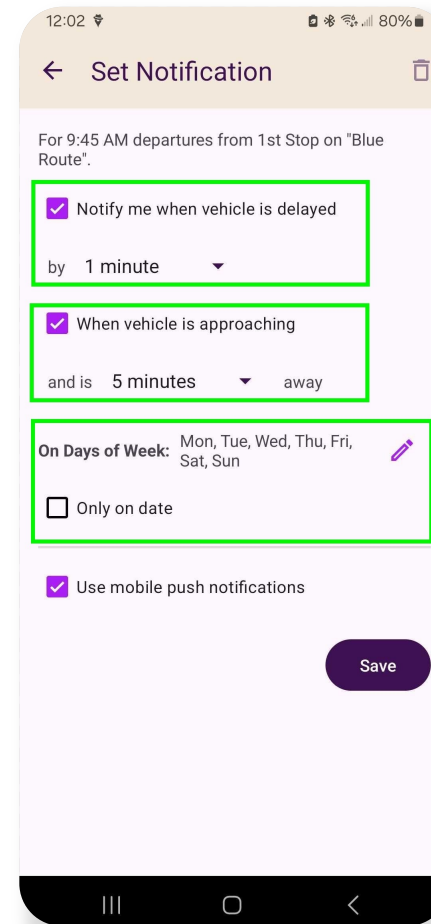
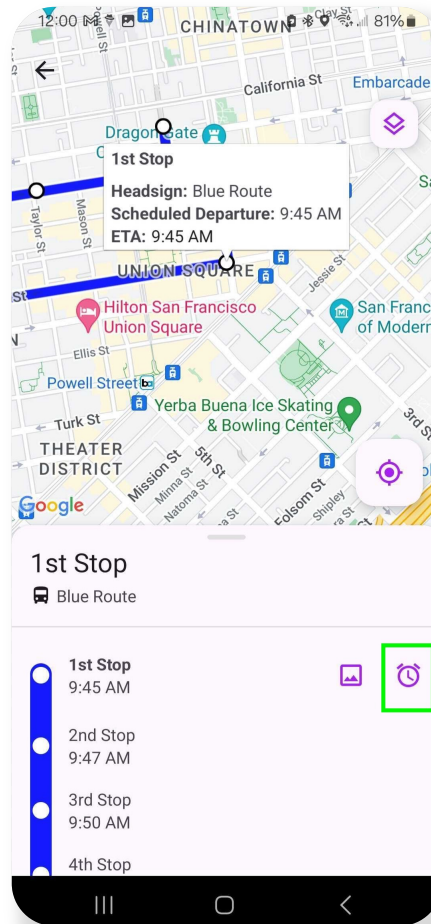
1. Select Nearby Stops to view stops near your current location.



Notifications

Notifications

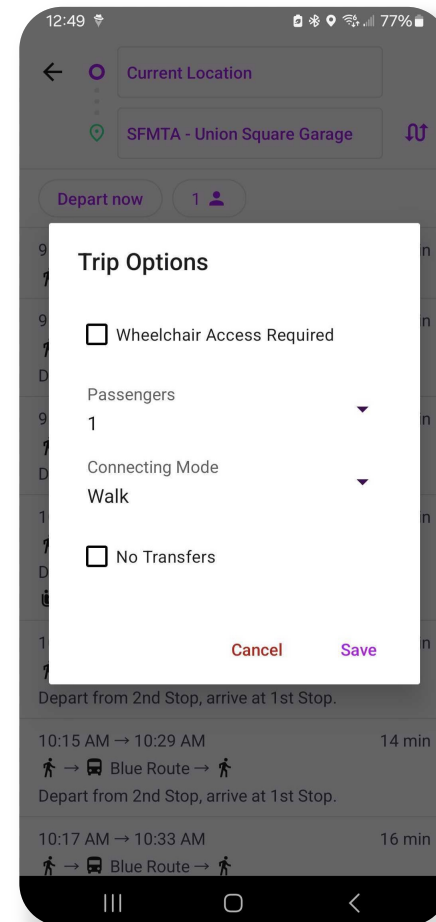
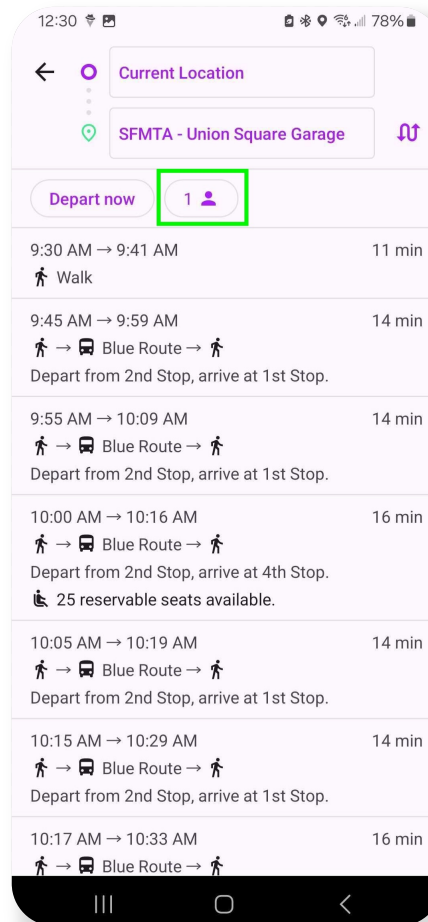
1. Subscribe to receive True-Time® push notifications about delayed or approaching vehicles.
2. Select a Trip Plan or Route and Stop to view details.
3. Select the alarm icon to subscribe to notifications.
4. Set the number of minutes for your notifications.
5. Use the pencil to set up the days you would like to receive notifications.



Connecting Mode

Connecting Mode

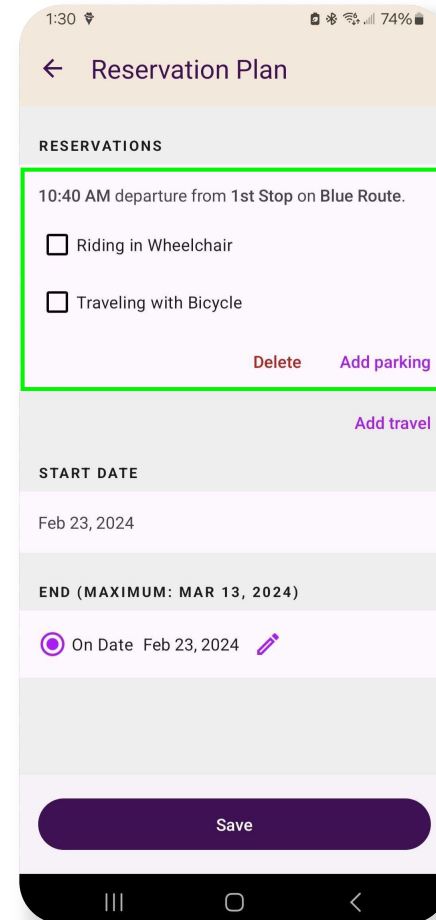
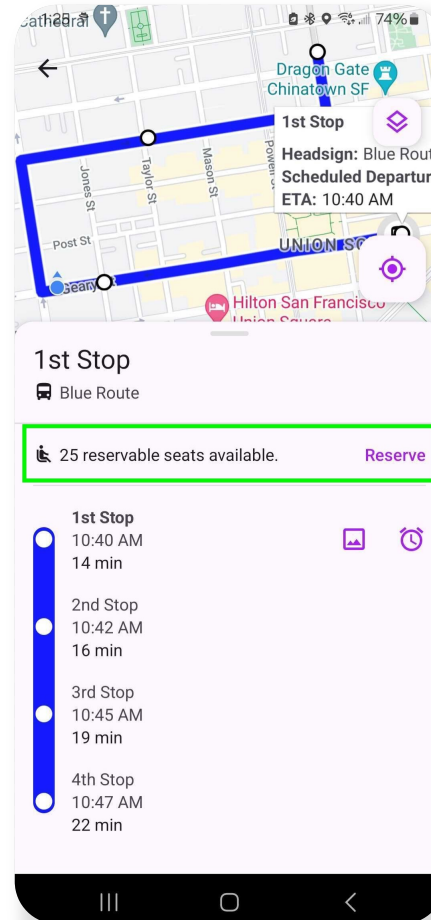
1. How you are moving around. When using the Trip Planner, revising your Connecting Mode will increase or decrease your search area. The faster you can move around the more options available.
2. Select the person icon to change your Connecting Mode. Walk, Bike, Drive.



Reservations

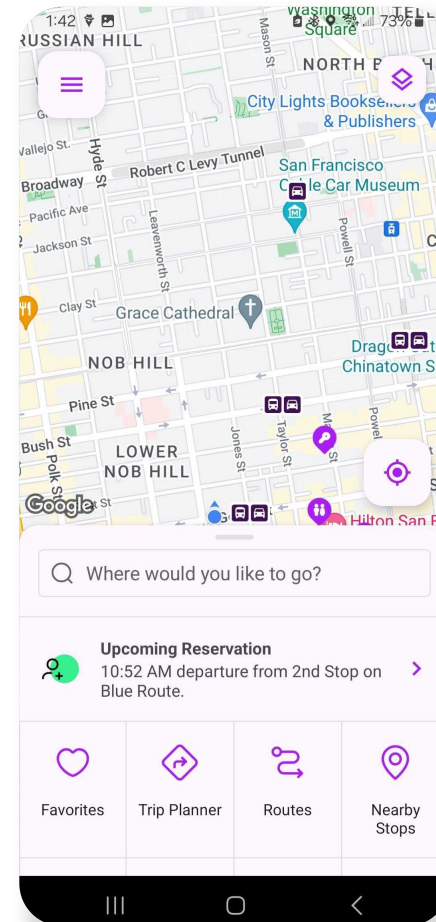
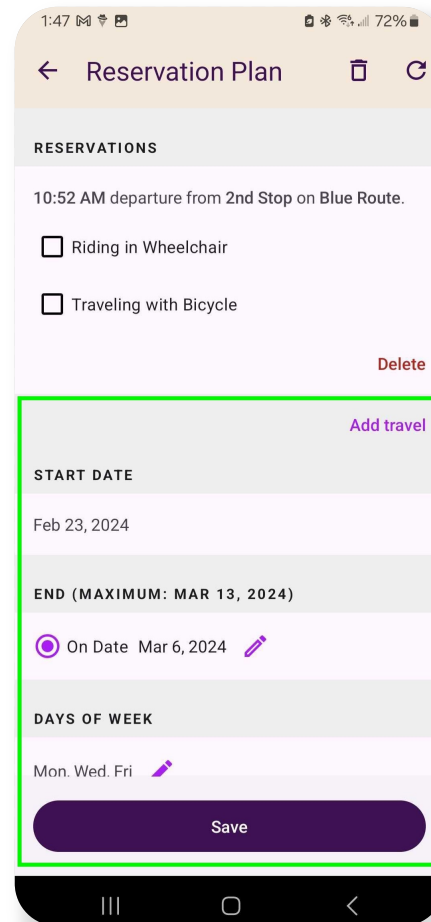
Reservations

1. If your agency allows, Reservations are a great way to guarantee your seat on the bus. To find the Reserve button, select a Trip Plan or Route and Stop and view details.
2. Select Reserve.
3. The Reservation menu allows you to select if you have a wheelchair or a bike, or to reserve a parking space if your agency allows.



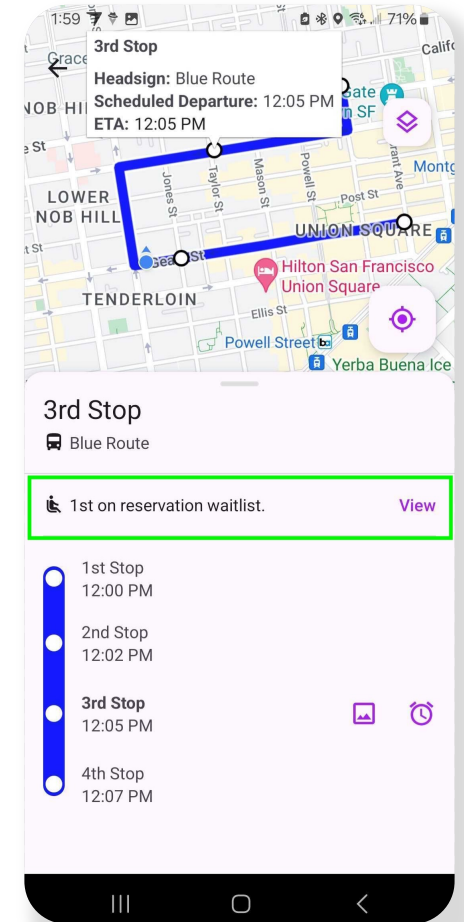
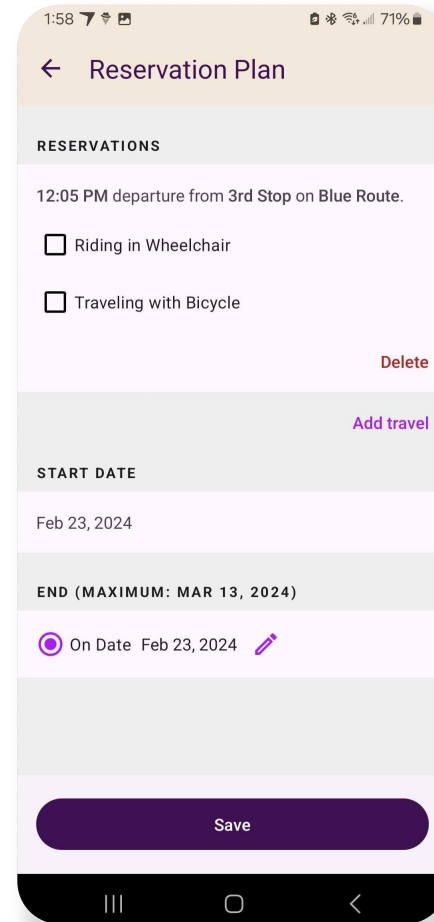
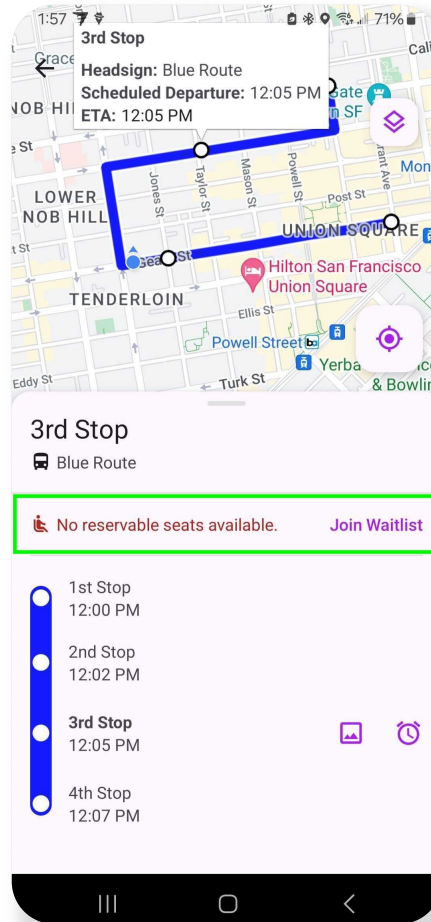
Reservations

4. Use Add travel to return to the Trip Planner and book your return ride or any additional travel.
5. Need to reserve for multiple days? Edit the end date.
6. If reserving for multiple days, edit the days of the week you require the reservation.
7. Select Save.
8. As a reminder, your reservation will appear on the Home screen.



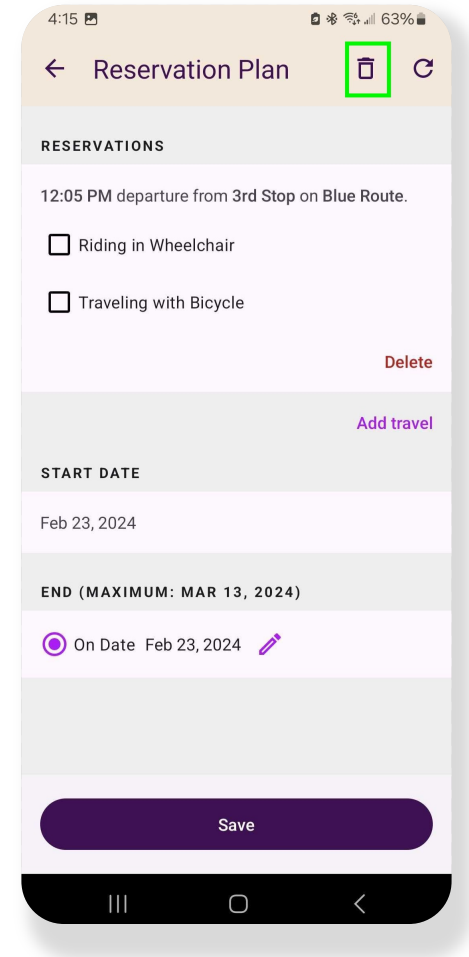
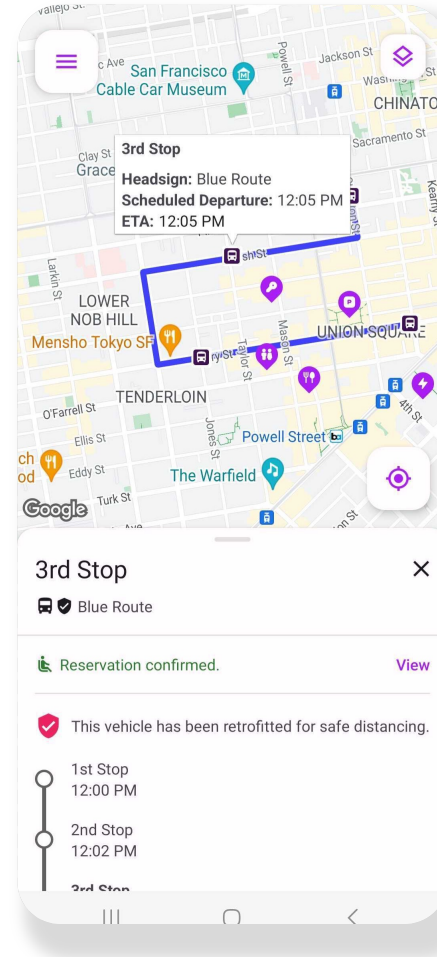
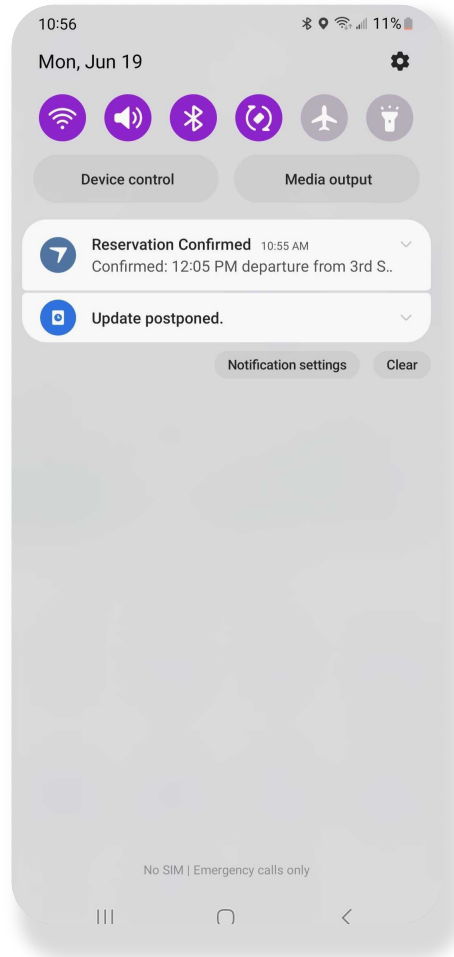
Reservations Waitlist

1. If your preferred route is fully reserved, you will see Join Waitlist.
2. Select Join Waitlist to request a reservation. Click Save.



Reservations Waitlist

3. If a spot opens up for your waitlisted reservation, you will receive a push notification. "Reservation Confirmed"
4. You now have a confirmed reservation.
5. To cancel a reservation, use the sidebar menu to access My Trips. Select your reservation and use the trashcan to cancel.

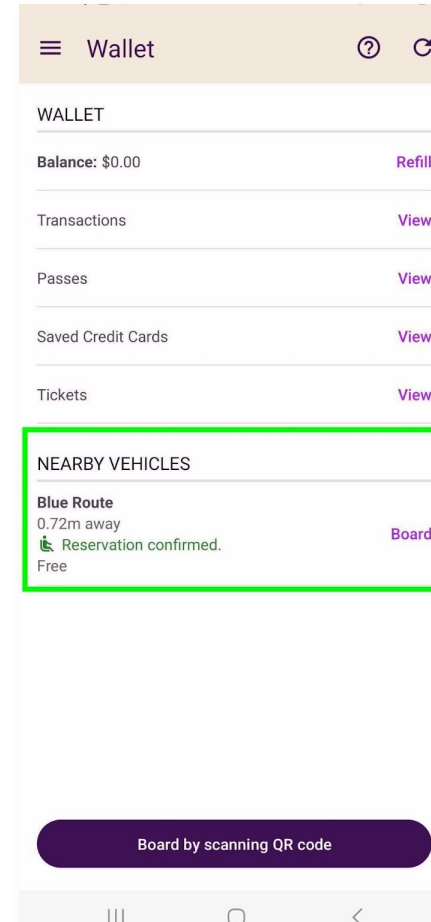
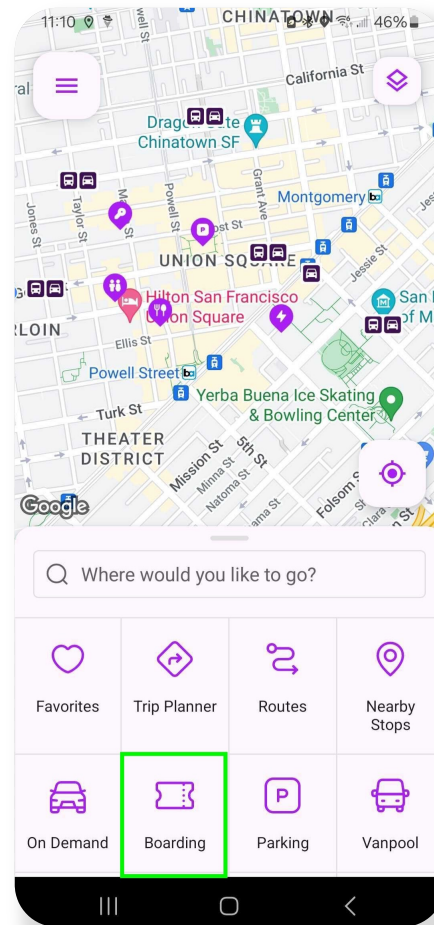


Boarding

Boarding

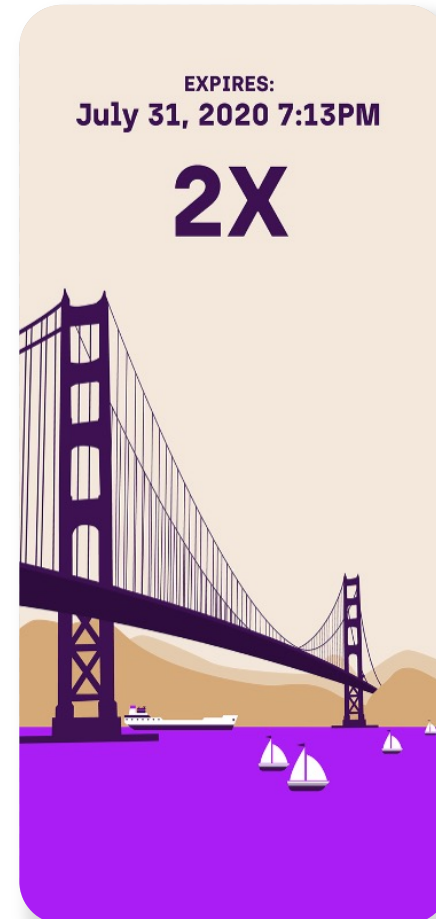
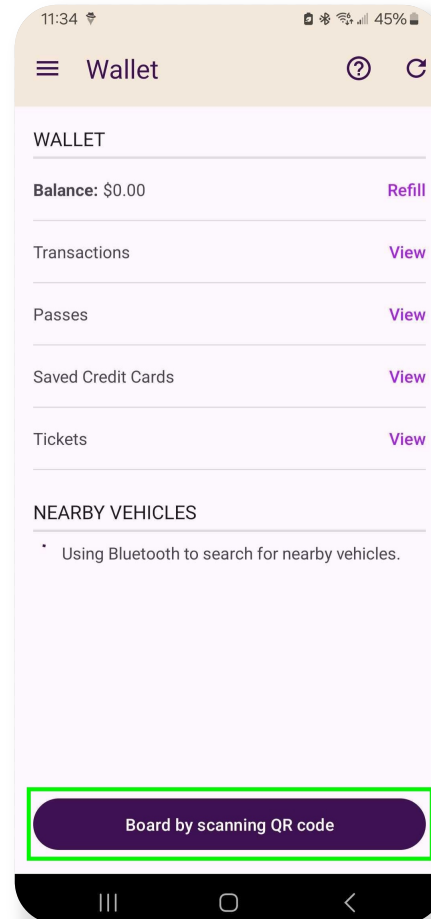
Depending on how your transit system operates, there may be different boarding "styles".

1. Manual – a rider boards and is manually counted by the driver.
2. Digital Tickets/Pass - As the vehicle approaches, select the Boarding tile. The vehicle/route will appear under Nearby Vehicles. Click Board to generate a digital ticket. Show your digital ticket to the driver at boarding. Requires Bluetooth enabled on both driver and rider's device.



Boarding

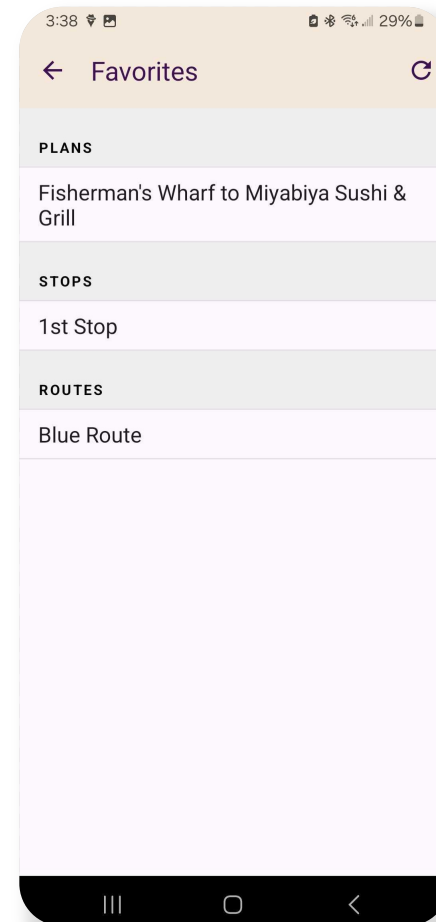
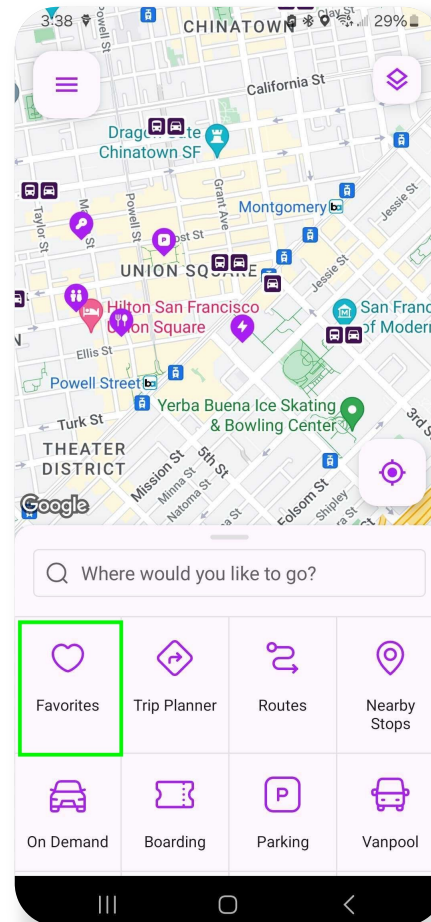
3. QR Code – Scan the QR code on the vehicle to generate a digital ticket. Show your digital ticket to the driver at boarding.
4. Automatic passenger counters (APC) - You may notice a device above or on the boarding doors. These automatic passenger counters will, automatically count passengers upon boarding.
5. Badging - some agencies require the use of badges to board a vehicle. Tap your badge at the badge reader, the driver will confirm your badge is valid for boarding.



Favorites

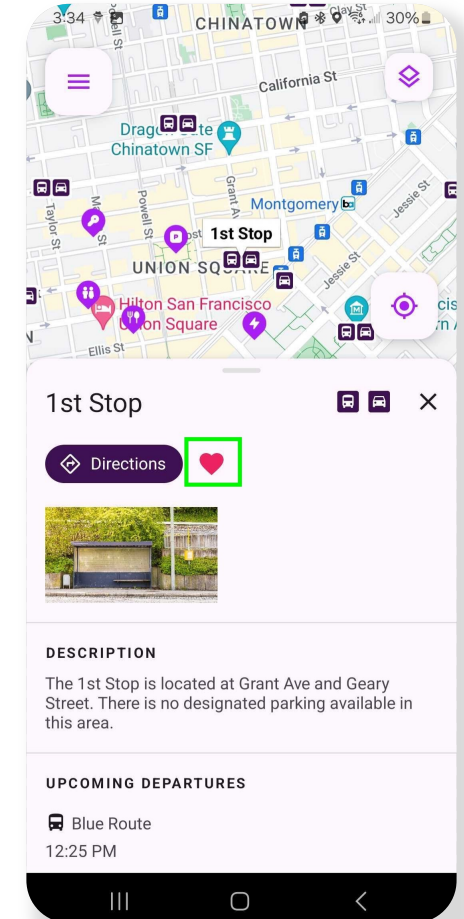
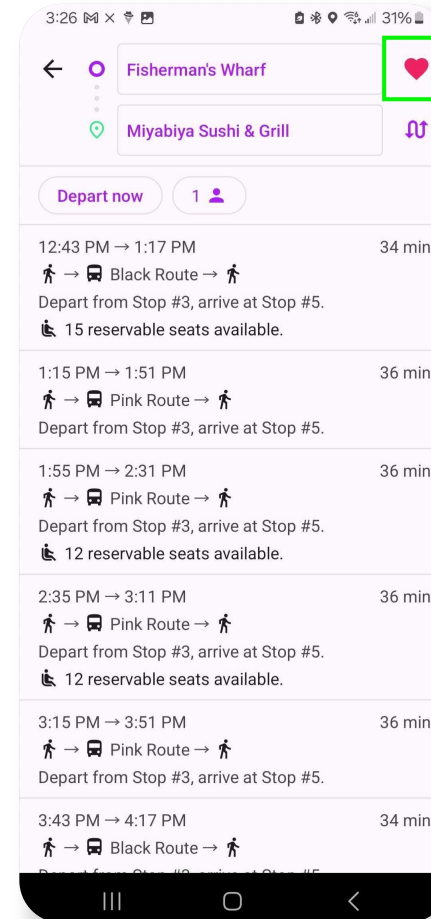
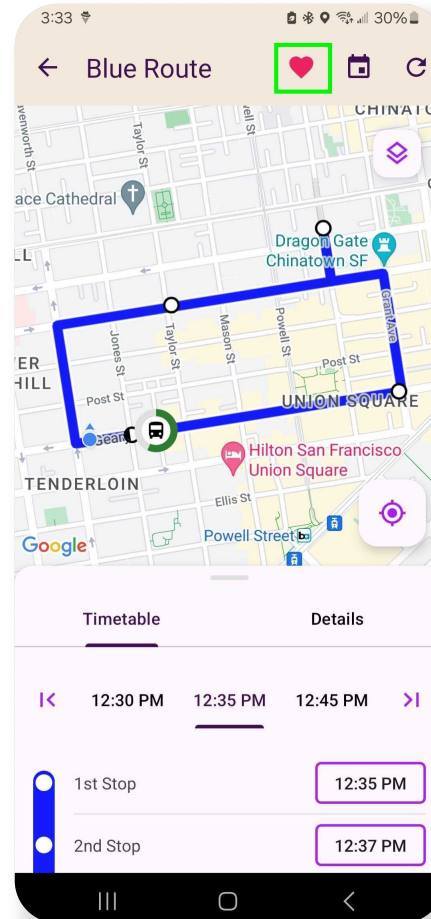
Favorites

1. Access Favorites from the Favorites tile on the Home screen.



Favorites

2. Save a route, trip plan, or stop to Favorites for quick access.
3. Use the heart icon to set a route, trip plan, or stop as a Favorite.

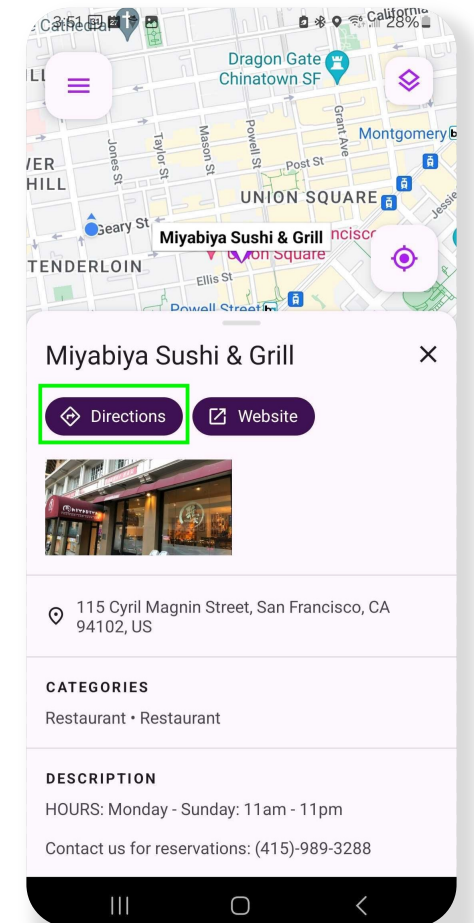
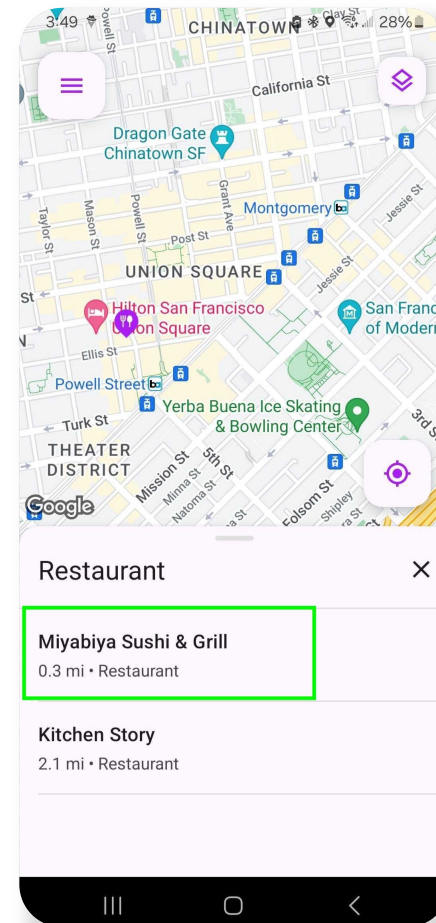
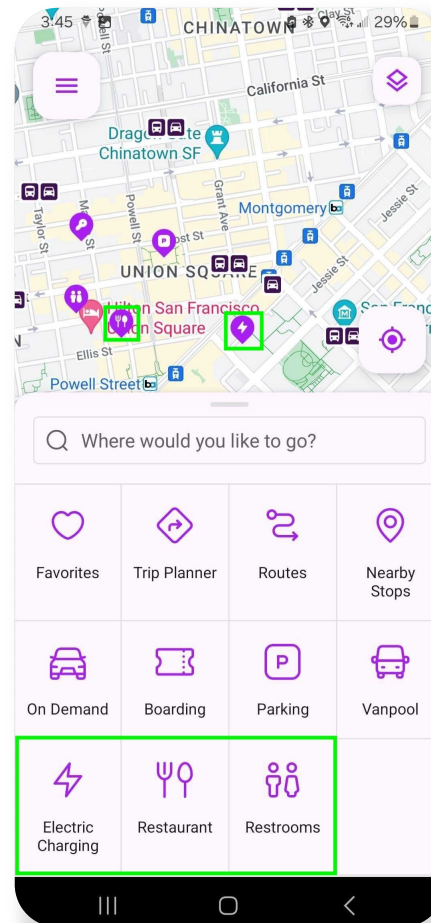


Points of Interest (POI)

Points of Interest

1. Your transit agency may display various restaurants, shops, parking, or other interesting locations.
2. POI's display on the Home screen as a Tile and on the map with a purple icon. There may be multiple Points of Interest Tiles on the home screen. Each tile will hold one or more entries for the Tile category.

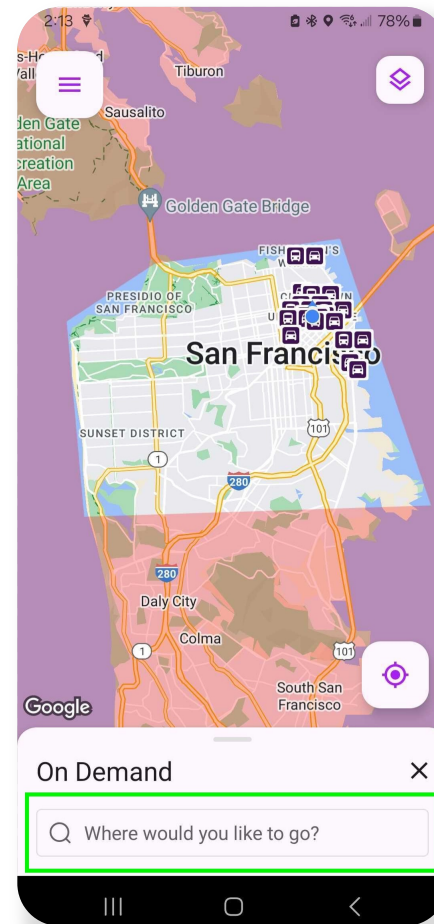
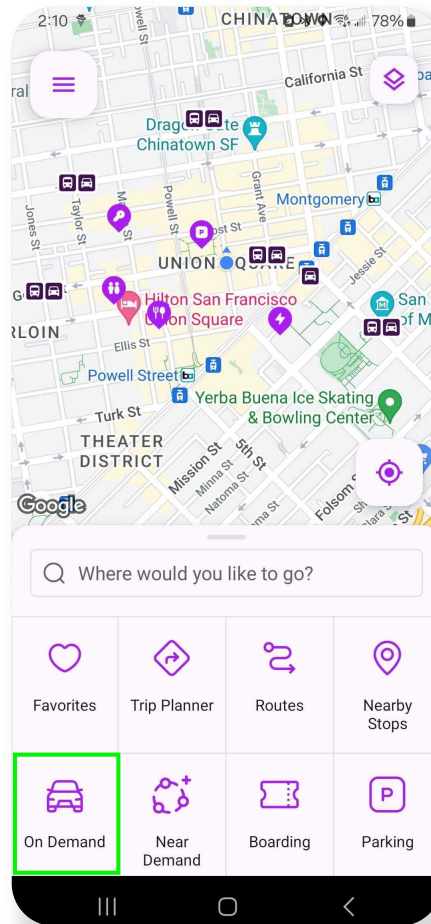
Favorites	Trip Planner	Routes	Nearby Stops
On Demand	Boarding	Parking	Vanpool
Electric Charging	Restaurant	Restrooms	
3. Select a POI Tile. Select a POI entry. View POI details. Use Directions to navigate to or from these locations.



On Demand Requests

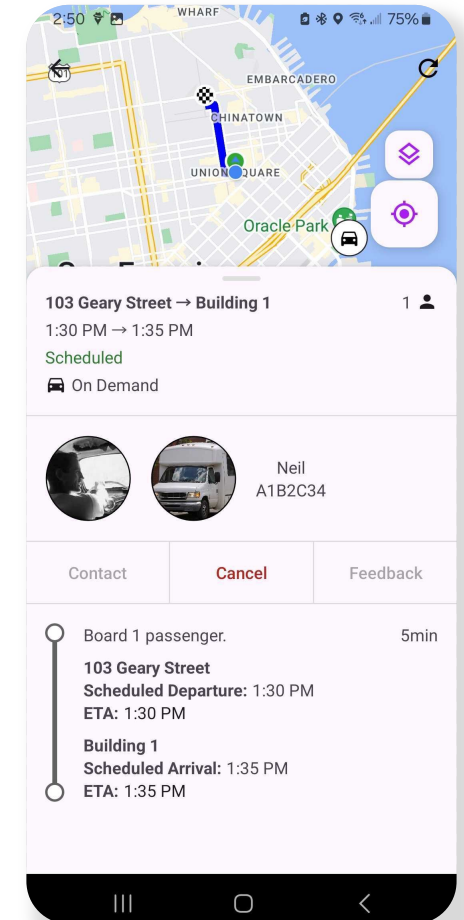
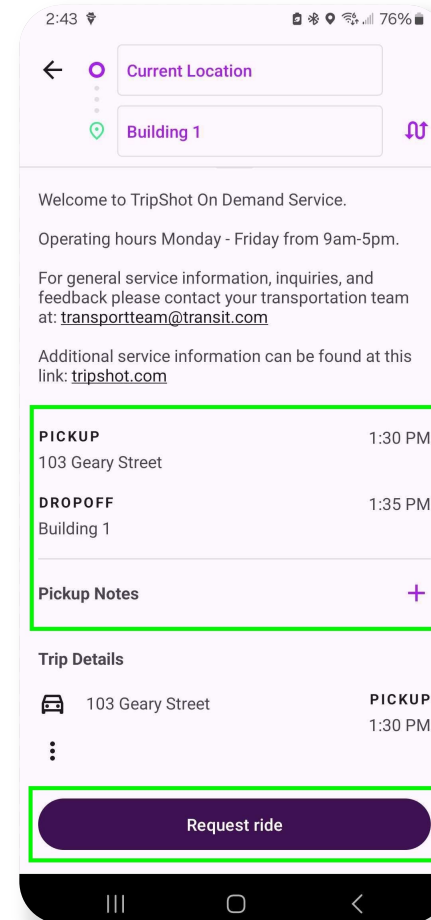
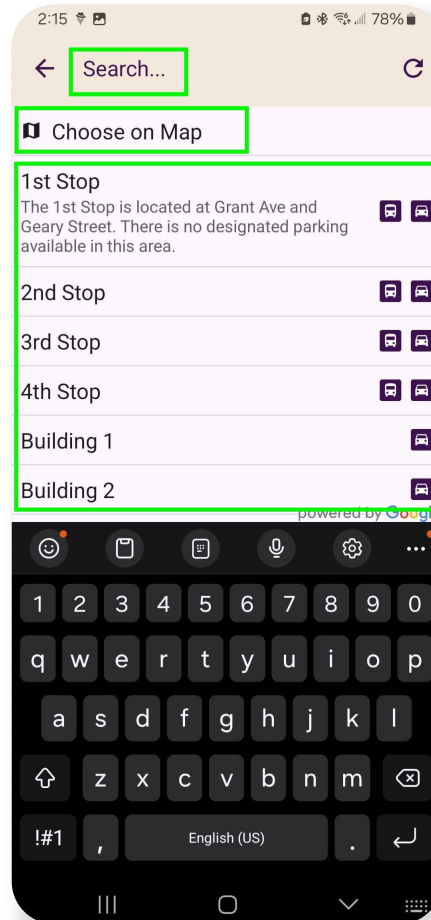
On Demand Requests

1. From the Home screen select On Demand.
2. Your service zone map will appear (if applicable). Tap "Where would you like to go?" to see your options. Note: No On Demand service in the red areas.
3. *If On Demand services are offered by your transit agency, the Trip Planner will also display any available On Demand services.



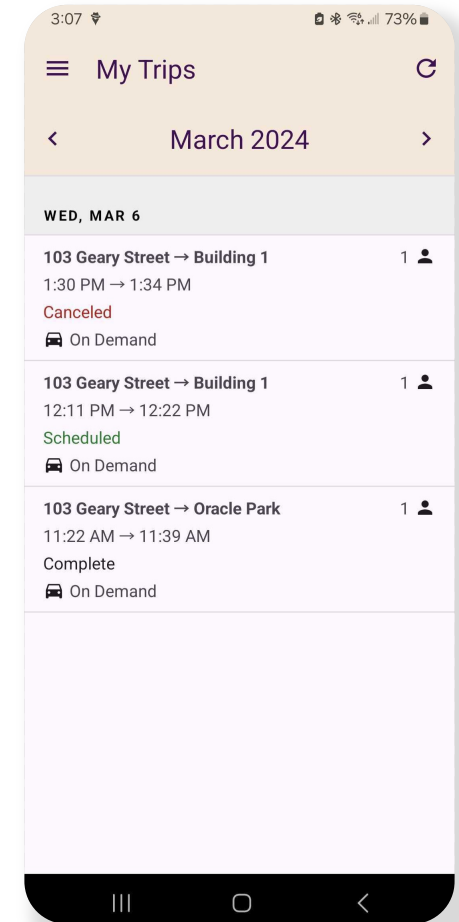
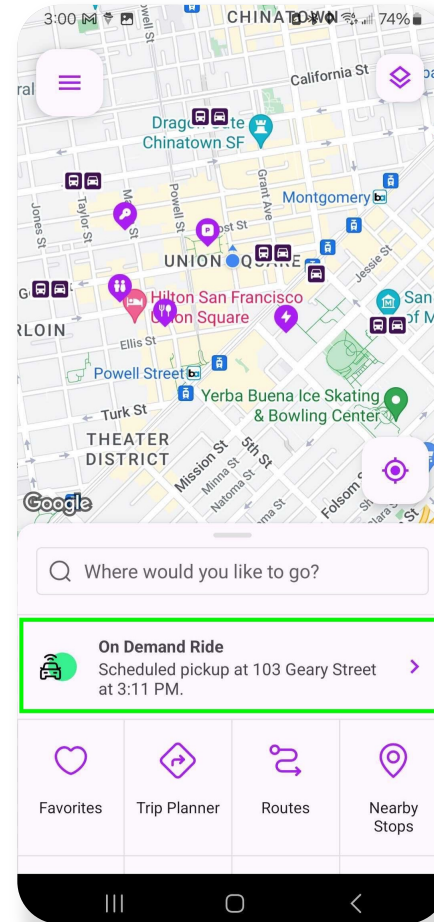
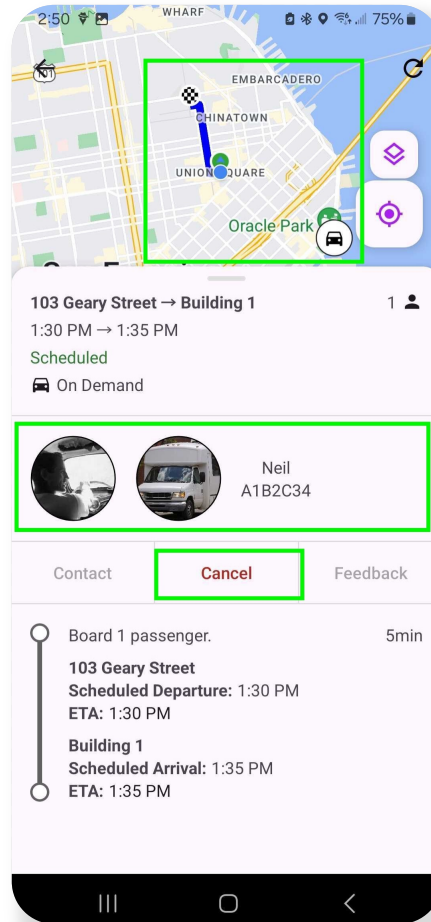
On Demand Requests

4. Select your destination.
 - a. Start typing to "Search" for your destination.
 - b. Tap "Choose on Map" to center the map over your destination.
 - c. Use the agency provided On Demand Stops below.
5. Review Your pickup/dropoff location and the pickup/dropoff times.
6. For Special Requests, add a Pickup Note.
7. Click Request Ride to confirm your ride.



On Demand Requests

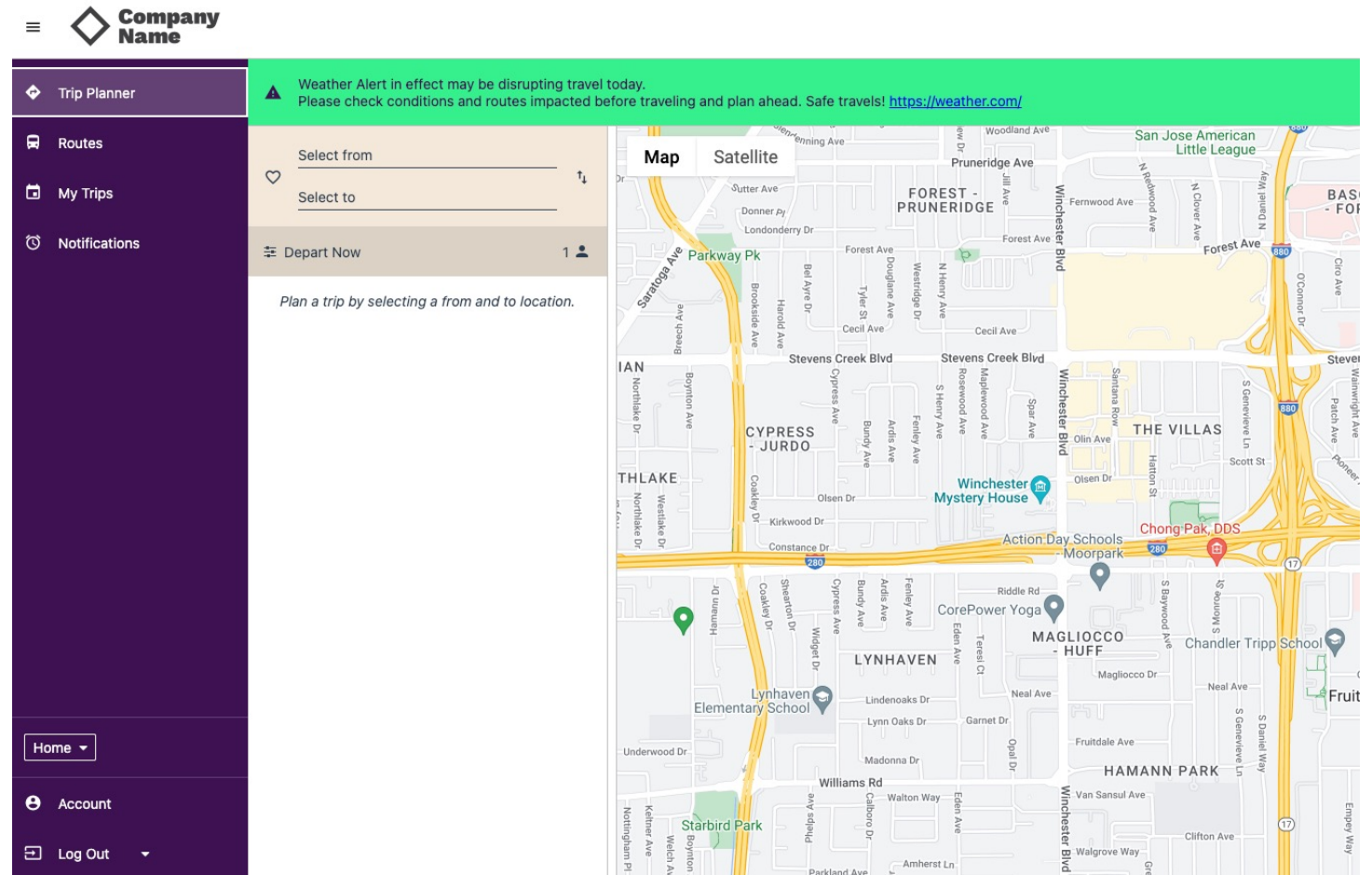
- 8. You can now:
 - a. View real-time location and accurate ETA's.
 - b. View driver and vehicle details.
 - c. Cancel the ride if needed.
- 9. For your convenience, we'll display your On Demand Ride on the Home screen. Tap to view.
- 10. Use the Sidebar Menu and select My Trips to view your On Demand Rides.



Rider Web Portal

Rider Web Portal

1. The Rider Web Portal is the desktop version of the Rider App.
2. Access your Rider Web Portal using the url:
<https://universityofdenver.tripshot.com>



Rider Web Portal Trip Planner

1. Enter a starting and ending location.
2. Select your preferred Trip Plan.

The screenshot displays the Trip Planner interface. At the top, there is a navigation menu with options: Trip Planner, Routes, My Trips, and Notifications. Below the menu, a sidebar contains 'Home', 'Account', and 'Log Out'. The main content area shows a list of routes starting from 'Building 5' and departing 'Now'. A weather alert banner is visible at the top right. A map on the right side shows the current location and route.

Company Name

Weather Alert: Weather Alert in effect may be disrupting travel today. Please check conditions and routes impacted before traveling and plan ahead. Safe travels! <https://weather.com/>

Route	Duration
1st Stop Building 5	
Depart Now	1 person
7:40 AM → 7:59 AM Blue Route → Walk Arrive at 2nd Stop. 25 reservable seats available.	19min
7:55 AM → 8:19 AM Walk	24min
9:45 AM → 10:04 AM Blue Route → Walk Arrive at 2nd Stop.	19min
9:55 AM → 10:14 AM Blue Route → Walk Arrive at 2nd Stop.	19min
10:00 AM → 10:19 AM Blue Route → Walk Arrive at 2nd Stop. 25 reservable seats available.	19min
10:05 AM → 10:24 AM Blue Route → Walk Arrive at 2nd Stop.	19min

Map: Shows a street map of San Francisco with a highlighted route. Landmarks include St Francis Memorial Hospital, Asian Art Museum, and Civic Center.

Rider Web Portal Trip Planner

- 3. View your ETA and Route details. Click the Alarm icon to sign up for a delayed or approaching vehicle notification.

The screenshot displays the Trip Planner interface. On the left is a dark purple sidebar with navigation options: Trip Planner, Routes, My Trips, Notifications, Home, Account, and Log Out. The main content area features a green weather alert banner at the top. Below it, a route is shown starting from '1st Stop Building 5'. A green box highlights the first two stops: 'Take the Blue Route shuttle. 2min' and '1st Stop Scheduled Departure: 9:45 AM ETA: 9:45 AM'. The second stop is '2nd Stop Scheduled Arrival: 9:47 AM ETA: 9:47 AM'. Below these is 'Walk 0.62 mi to Building 5. 16min'. A map shows the route in blue and black. A 'Set Notification' dialog is open, with the title 'For 9:45 AM departures from 1st Stop on "Blue Route"'. It includes checkboxes for 'Notify me when vehicle is delayed' (checked), 'When vehicle is approaching and is 5 minutes away' (checked), and 'On days of week' (checked). The days of week are M, Tu, W, Th, F, Sa, Su. There is also an option for 'Only on' with a date picker set to 07/10/2023. At the bottom of the dialog is a checkbox for 'Use mobile push notifications' (checked). Buttons for 'Cancel' and 'Save' are at the top right of the dialog.

Rider Web Portal Routes

1. Select Routes to view available Route Schedules.
2. Select a route to view the route map or timetable.

The screenshot displays the Rider Web Portal interface. On the left is a dark purple sidebar with navigation options: Trip Planner, Routes, My Trips, and Notifications. Below these are buttons for Home, Account, and Log Out. The main content area is split into two panels. The top panel shows a 'Routes' list with options: Black Route, Blue Route, Green Route, Pink Route, and Red Route. The bottom panel shows a map of the area around Starbird Park and Forest - Pruneridge. A green banner at the top of both panels contains a weather alert: 'Weather Alert in effect may be disrupting travel today. Please check conditions and routes impacted before traveling and plan ahead. Safe travels! <https://weather.com/>'.

The 'Routes' list in the bottom panel is as follows:

Black Route
Blue Route
Green Route
Pink Route
Red Route

The timetable view for the Black Route on 07/14/2023 is shown below:

Stop #1	Stop #2	Stop #3	Stop #4	Stop #5
Scheduled: 7:07 AM On Time	Scheduled: 7:14 AM On Time	Scheduled: 7:25 AM On Time	Scheduled: 7:34 AM On Time	Scheduled: 7:39 AM On Time
Scheduled: 8:07 AM On Time	Scheduled: 8:14 AM On Time	Scheduled: 8:25 AM On Time	Scheduled: 8:34 AM On Time	Scheduled: 8:39 AM On Time
Scheduled: 12:30 PM On Time	Scheduled: 12:37 PM On Time	Scheduled: 12:48 PM On Time	Scheduled: 12:57 PM On Time	Scheduled: 1:02 PM On Time
Scheduled: 3:30 PM On Time	Scheduled: 3:37 PM On Time	Scheduled: 3:48 PM On Time	Scheduled: 3:57 PM On Time	Scheduled: 4:02 PM On Time
Scheduled: 7:00 PM On Time	Scheduled: 7:30 PM On Time	Scheduled: 7:35 PM On Time	Scheduled: 7:42 PM On Time	Scheduled: 7:50 PM On Time
Scheduled: 10:30 PM On Time	Scheduled: 10:37 PM On Time	Scheduled: 10:48 PM On Time	Scheduled: 10:57 PM On Time	Scheduled: 11:02 PM On Time

Rider Web Portal Notifications

1. View your Notification Subscriptions. Click a notification to edit or delete.

The top screenshot shows the Rider Web Portal interface. At the top left, there is a hamburger menu icon and the text "Company Name". Below this is a dark purple sidebar with four menu items: "Trip Planner", "Routes", "My Trips", and "Notifications". The "Notifications" item is highlighted with a green border. To the right of the sidebar, there is a green banner with a warning icon and the text: "Weather Alert in effect may be disrupting travel today. Please check conditions and routes impacted before traveling and plan ahead. Safe travels! <https://weather.com/>". Below the banner, there is a list of notifications. The first notification is highlighted with a green border and contains the text: "Route: Blue Route", "Stop: 1st Stop", and "Departure Time: 11:35 AM". The second notification contains the text: "Route: Blue Route", "Stop: 1st Stop", and "Departure Time: 11:05 AM". To the right of the notification list, there is a text prompt: "Select a notification subscription from the left, or use the Trip Planner to set new notifications."

The bottom screenshot shows the same Rider Web Portal interface. The "Notifications" menu item in the sidebar is still highlighted. The green banner is still present. The notification list is now expanded to show configuration options for the selected notification. The notification list item is highlighted with a blue border and contains the text: "Route: Blue Route", "Stop: 1st Stop", and "Departure Time: 11:05 AM". To the right of the notification list, there is a configuration form. At the top right of the form are three buttons: "Cancel", "Delete", and "Save". Below the buttons, there is a section titled "For 11:05 AM departures from 1st Stop on 'Blue Route'". This section contains two checked checkboxes: "Notify me when vehicle is delayed by 5 minutes." and "When vehicle is approaching and is 5 minutes away." Below these checkboxes, there is a radio button for "On days of week" with a calendar icon and the days "M Tu W Th F Sa Su". Below the radio button, there is a radio button for "Only on" with a calendar icon and the date "07/14/2023". At the bottom of the form, there is a checked checkbox for "Use mobile push notifications".

Support

For additional help contact:
support@tripshot.com

