PLANNING YOUR TRIP JUST GOT EASIER

Download the Ecolane Mobile App

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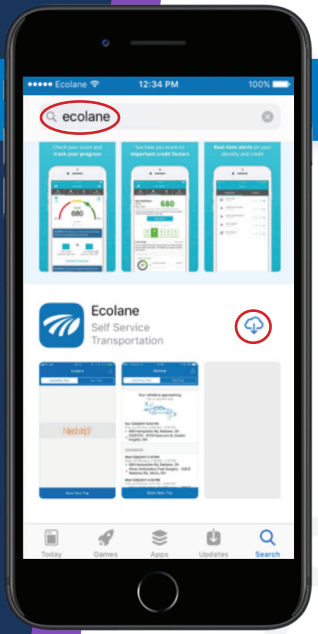
Introduction

Welcome to the Ecolane mobile app!

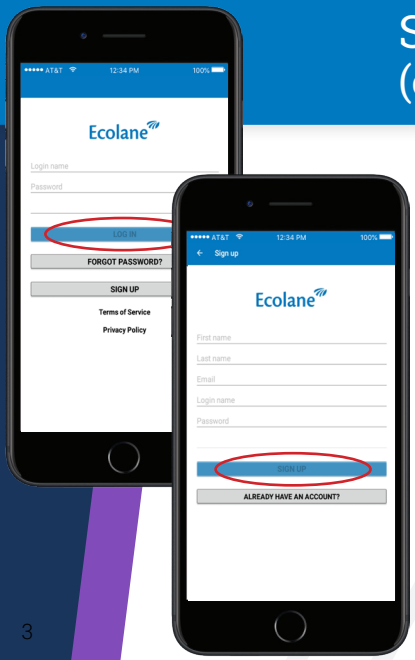
Riding with us just keeps getting better. Our innovative mobile app is designed to meet industry standards and exceed your expectations. It is fully integrated with our signature Demand Response Software, putting you in the driver's seat. You will experience ease of use, flexibility to manage your trips, 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 up to the minute 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 class icon. Click on the cloud-shaped icon on an Apple device or Install on an Android device to download.

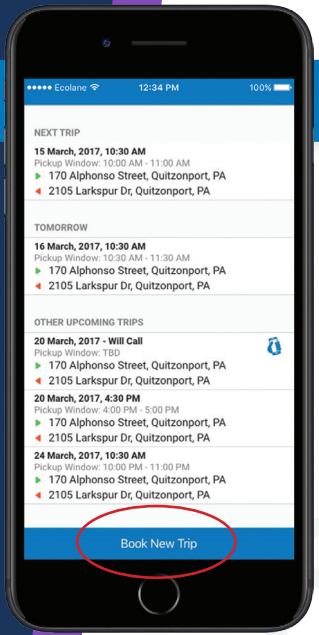
Setup, Download, & Login (cont'd)



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.

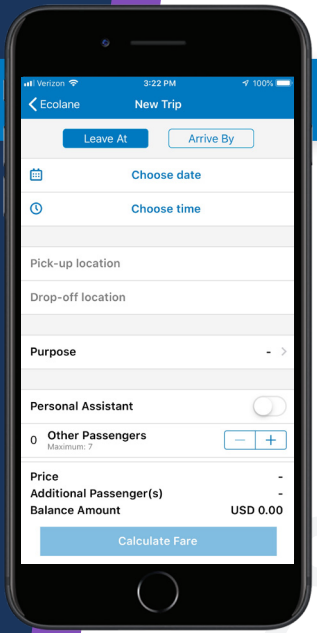
If your agency provides you with registration information, enter your username, password, and select the agency that provides your transportation. Next, click **LOG IN**.

If you have the option to self-register, enter your first name, last name, e-mail address, login name and password. Next, click **SIGN UP**.



Booking a New Trip

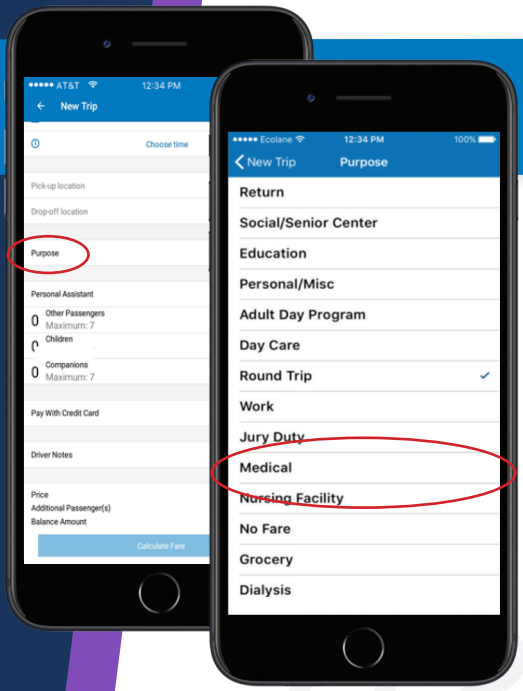
Click **Book New Trip** on the bottom.



Booking a New Trip (cont'd)

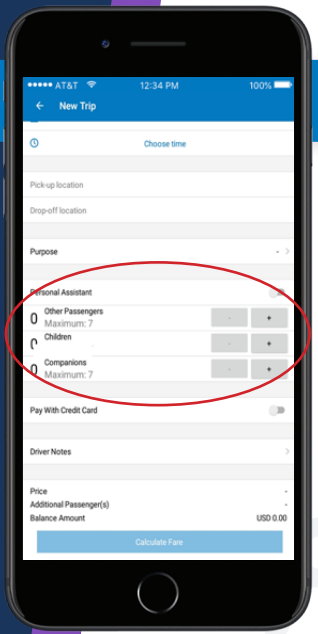
Choose options to **Leave At** or **Arrive By** a certain time. Select the travel **date and time** for either the pick-up or drop-off selection. Enter **pick-up and drop-off** locations.

Booking a New Trip (cont'd)

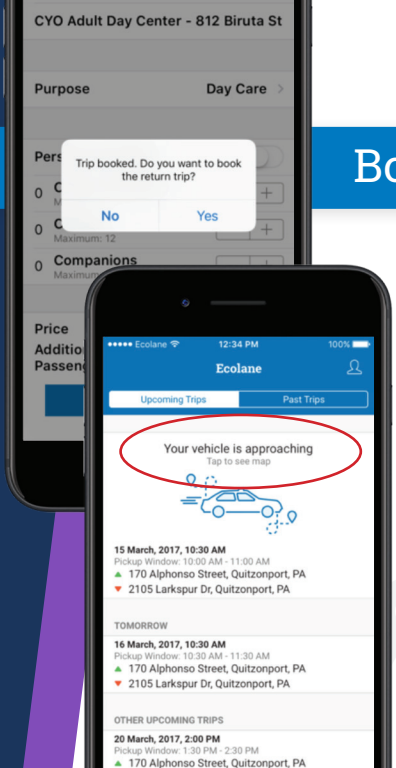


Next, select the **Purpose** button and choose from the list of options that best fits the purpose. Note that application will automatically calculate the fare and apply it when you board.

Booking a New Trip (cont'd)



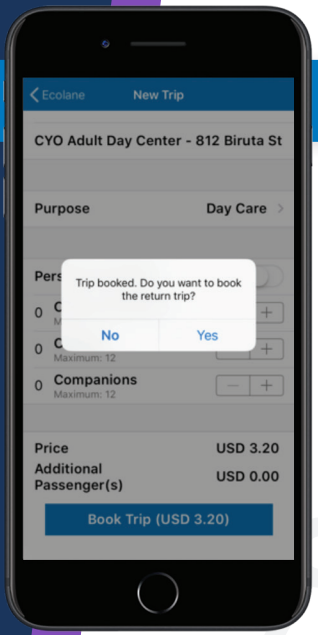
If any other passengers are traveling, enter the number. Note that fares may apply for each additional passenger. Fares are calculated automatically for each and will be applied when they board.



Booking a New Trip (cont'd)

You will get a prompt confirming your trip was booked.

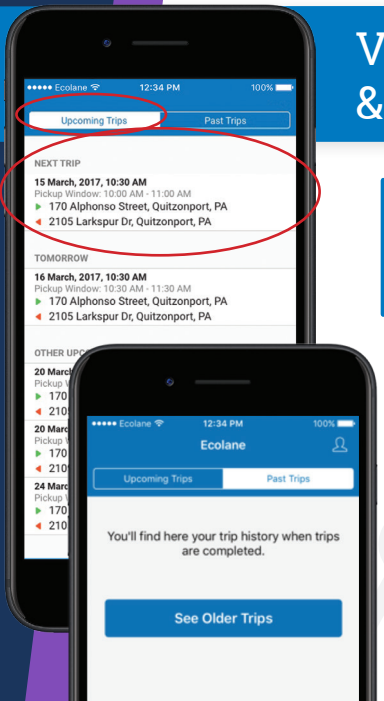
After a trip is booked, you will see an estimated time of pick-up. On the day of the trip, you get a notification shortly before pick-up that reads: **Your vehicle is approaching**.



Return Trip

After you book a trip, you will be prompted to book a return trip. You will repeat the same process.

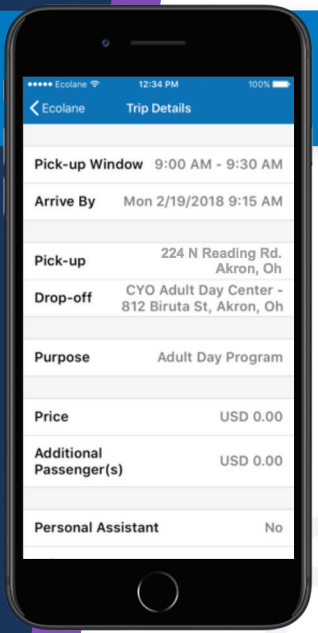
Viewing **Upcoming** & **Past** Trips



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:

- Pick-up Time
- Pick-up Location
- Drop-off Location
- Return Trips

*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.*

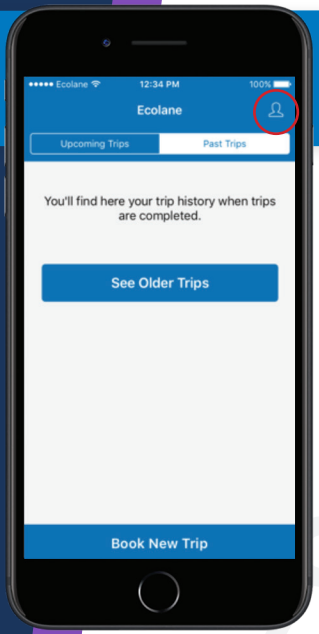


Viewing **Upcoming** & **Past** Trips (cont'd)

The trip list shows the basic details of each trip, but you can look at specific trips closer by clicking on that trip.

This will bring you to the Trip Details page, which will show you additional information such as:

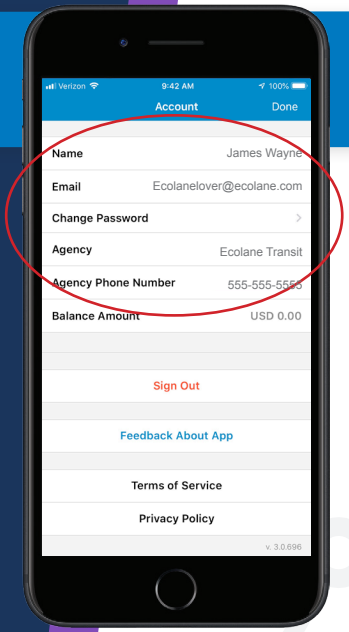
- Purpose of the Trip
- Fare
- Personal Assistant
- Other passengers, children, or companions



Viewing & Editing Your User Account

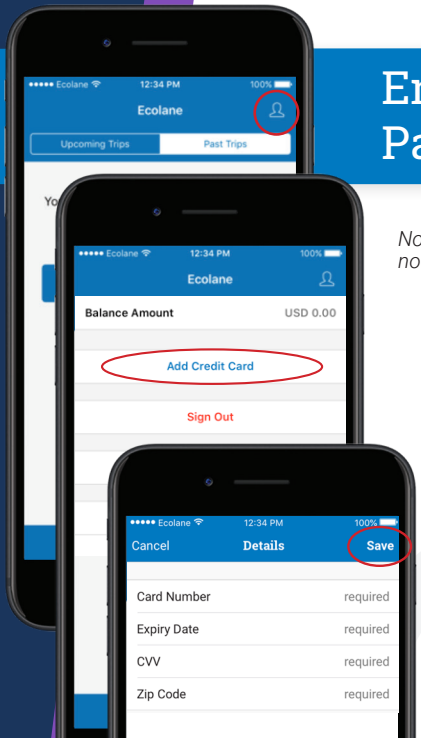
Click on the **profile icon** located at the top of the screen.

Viewing & Editing Your User Account (cont'd)



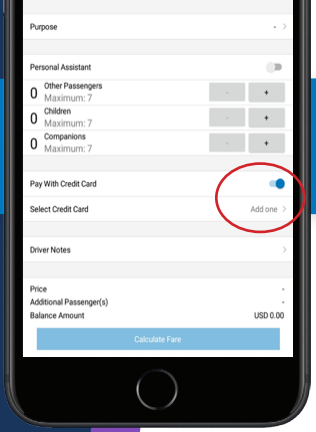
You can make changes to update your account information as needed for trips you book in the future.

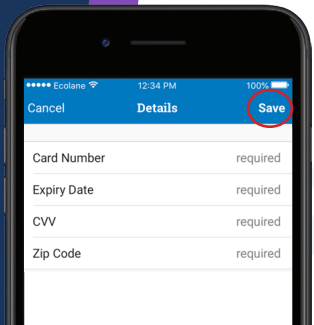
Entering a Credit Card Payment Method



Note: Not all agencies offer a credit card payment option. If you're not sure if your agency does, please call them to find out.

- Click on the **profile icon** located at the top of the screen.
- Next, click **Add Credit Card**.
- Enter your credit card number, expiration date, CV number, and zip code. Then click **Save**.





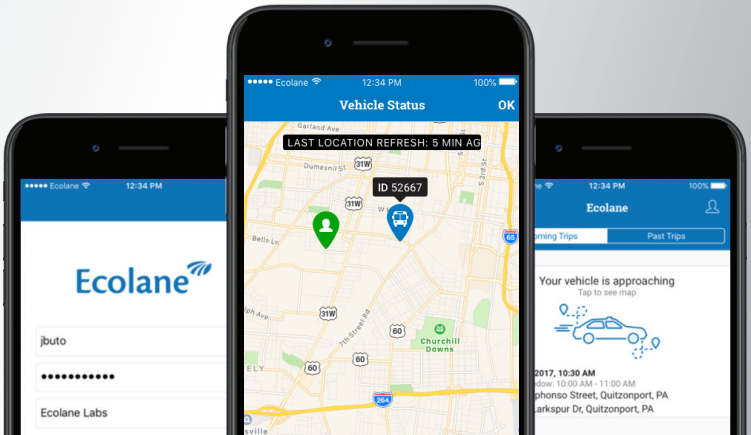
Entering a Credit Card Payment Method (cont'd)

Alternatively, on the **New Trip** screen, you can enter a credit card by clicking **Pay With Credit Card.**

Once enabled, it will give you the option to add a credit card. Select that option **Add one**.

Enter your credit card number, expiration date, CV number, and zip code. Then click **Save**.

Thank you and we hope the Ecolane mobile app continues to deliver flexibility, convenience, and independence.



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