PLANNING YOUR TRIP JUST GOT EASIER

Download the Ecolane Mobile App

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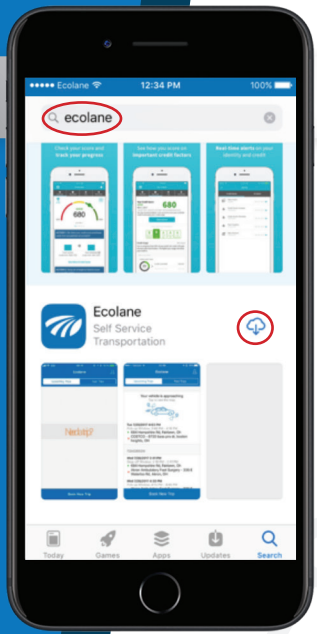
Introduction

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.



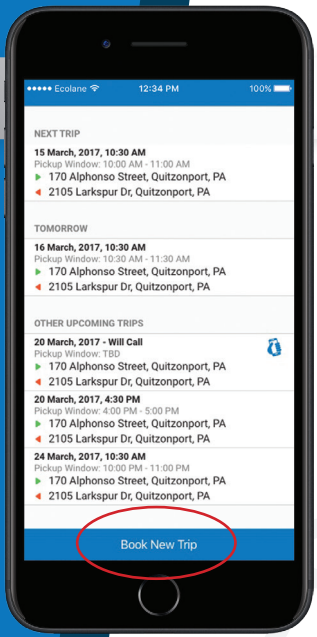
Setup, Download, & Login

The agency will create and deliver your username and password for login. Once finished, open iTunes (iPhone) at https://www.apple.com/itunes/ or Google Play Store (Android) at https://play.google.com/store.

Search Ecolane by clicking on the magnifying glass icon. Click on the **cloud-shaped icon** (Apple) or **Install** (Android) to download.

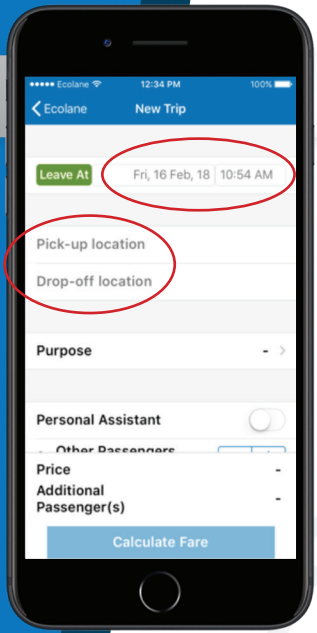
Setup, Download, & Login (cont'd)

Enter your username, password, and select the agency that provides your transportation. Next, click **LOGIN**.



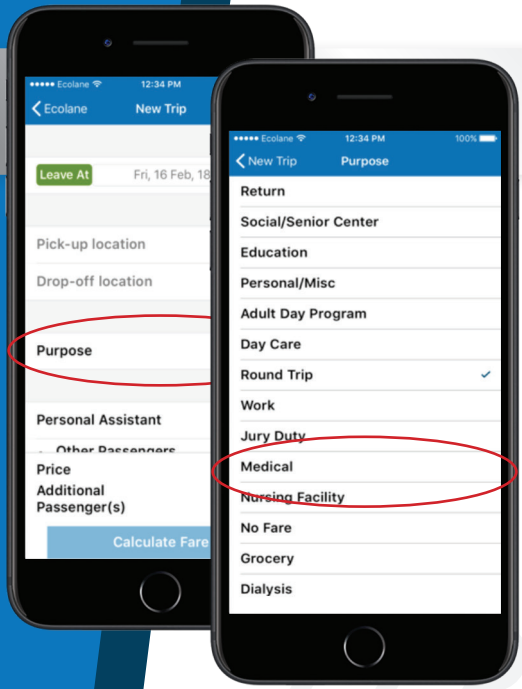
Booking a New Trip

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



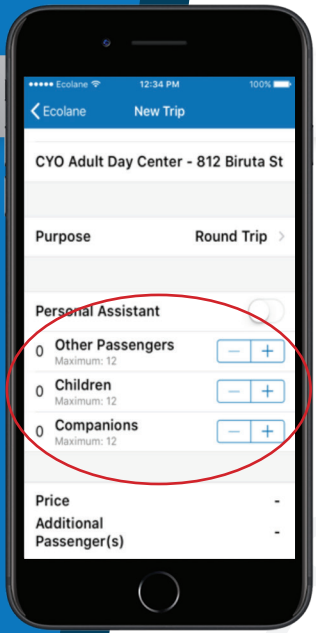
Booking a New Trip (cont'd)

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.



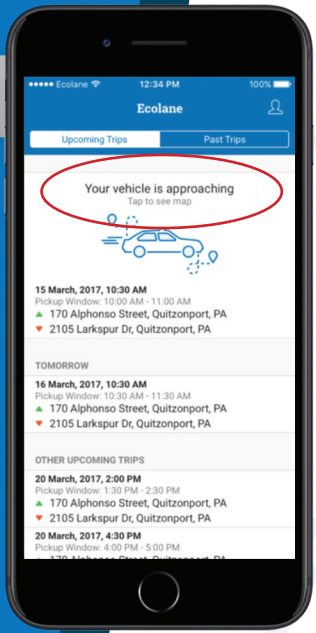
Booking a New Trip (cont'd)

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



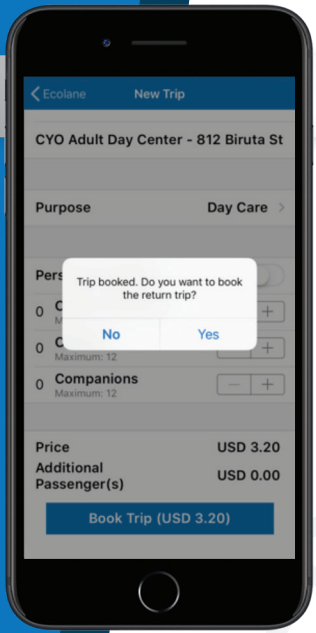
Booking a New Trip (cont'd)

Select the number of other passengers accompanying you. Note that fares may apply for each additional passenger. Fares are calculated automatically for each and will be applied when they board.



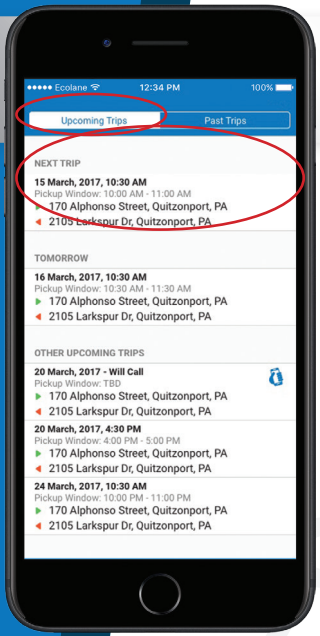
Booking a New Trip (cont'd)

You will see an estimated time display prior to the pick-up window on the day of pick-up. You will then get a notification shortly before actual pick-up that reads: **Your vehicle is approaching**.



Return Trip

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

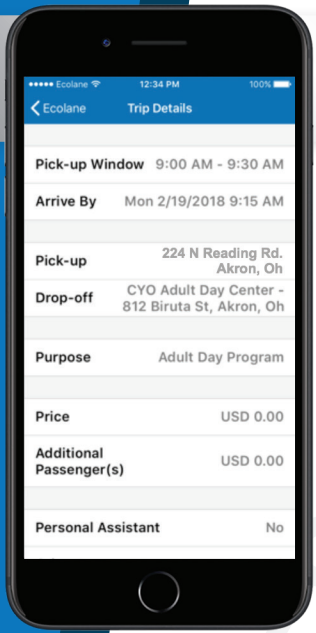


Viewing **Upcoming** & **Past** Trips

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.*

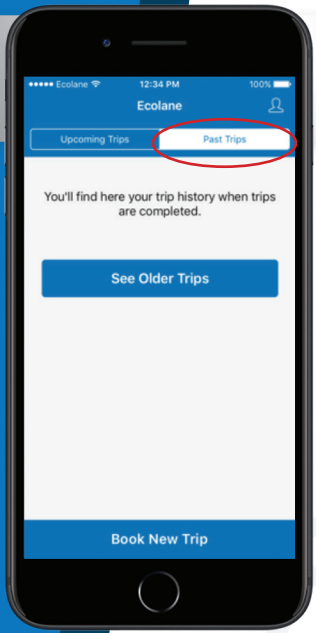


Viewing **Upcoming** & **Past** Trips (cont'd)

The trip list shows the basic details of each trip and you can look at specific trips in more detail by clicking on that trip.

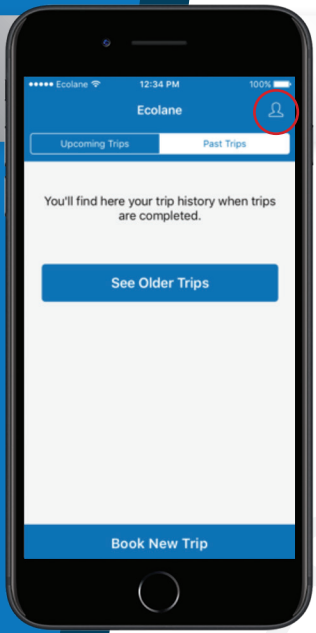
This will bring you to the Trip Details page, which will show you additional information such as:

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



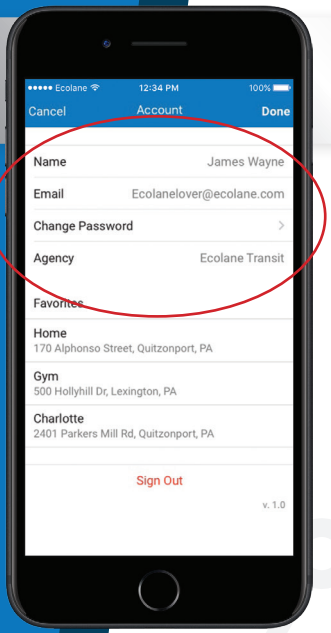
Viewing **Upcoming** & **Past** Trips (cont'd)

View trip history by clicking on Past Trips. This shows you the actual pick-up and drop-off times, not estimations.



Viewing & Editing Your User Account

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

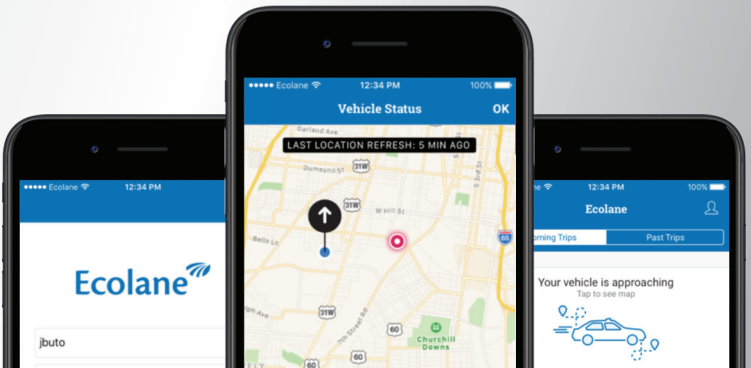


Viewing & Editing Your User Account (cont'd)

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

Thank you for using the Ecolane mobile app!

We give you flexibility, convenience, and independence right at your fingertips.



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