

# Rider App Walkthrough

A step-by-step guide to using your service's dedicated rider app

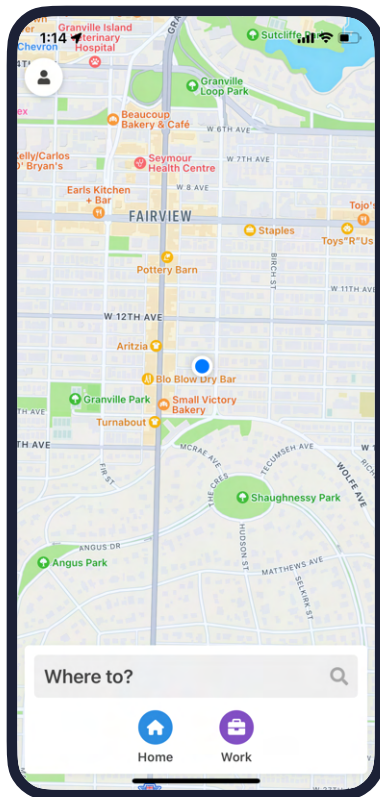
spare

**Download the TRAX - Tehama County Transit  
Rider App from the App Store (iOS Users)**



**Download the TRAX - Tehama County Transit Rider  
App from the Google Play Store (Android Users)**

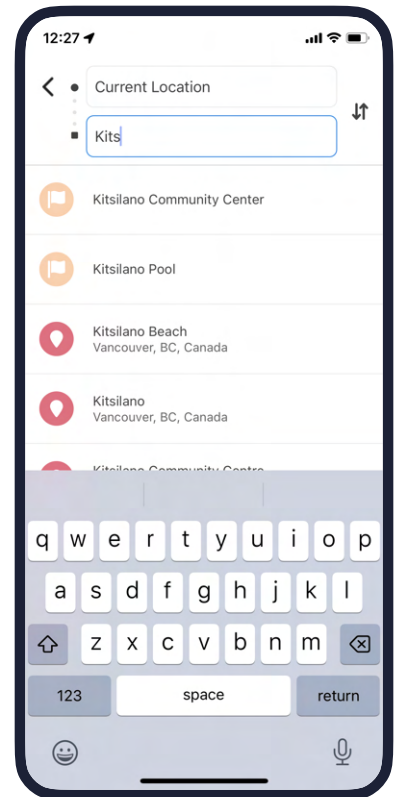




## Homescreen

Riders start booking a trip by tapping "Where to?"

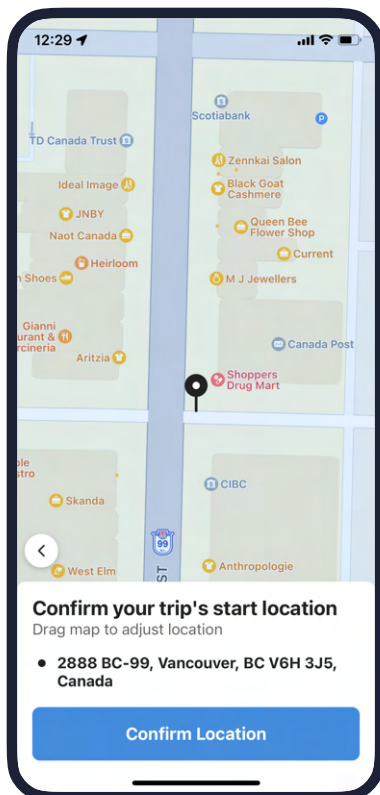
Riders can also set favorite locations that let them start a booking from the homescreen with one tap.



## Set locations

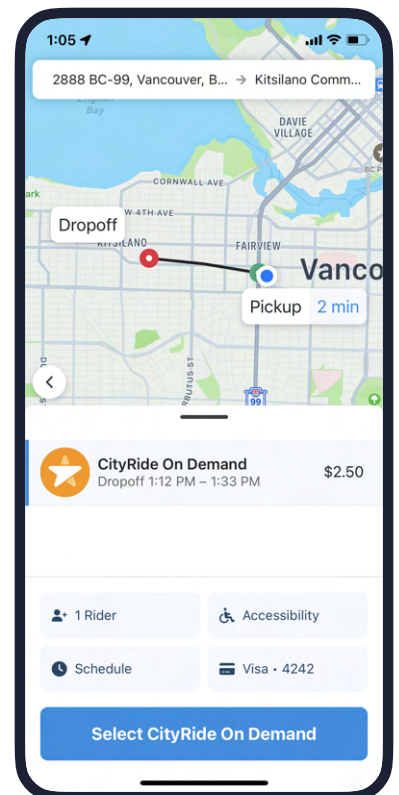
Enter the desired pickup & dropoff locations.

Select a stop (orange flag) or point of interest (red pin) from the list.



## Confirm pickup location

Confirm the trip's start location by moving the pin to the desired pickup spot on the map.



## See ride options

Riders can see the fare and estimated dropoff time of any available on-demand services.



**Edit Riders**

How many seats do you need?

Adult	1
Child	0
Senior	1
Student	0
Personal care attendant	0

**Confirm Riders**

### Add riders

Reserve extra seats for everyone who's traveling.

You can choose which rider types you want to support on your services. Fares can be set independently for each rider type.



### Add accessibility features

Add any accessibility requirements.

Riders will only be matched to vehicles that can support their needs.



**Edit Accessibility**

Accessibility Requirements

Wheelchair	1
Oversized Wheelchair	0
Stroller	0
Bike	0

**Confirm Accessibility**

**Edit Booking Time**

When do you want to ride?

☐ Leave now

☒ Leave at

☐ Arrive by

Date	Time
Mon Oct 17	12:57
Tue Oct 18	1:58
Wed Oct 19	2:59 AM
Today	3:00 PM
Fri Oct 21	4:01
Sat Oct 22	5:02
Sun Oct 23	6:03

**Confirm Booking Time**

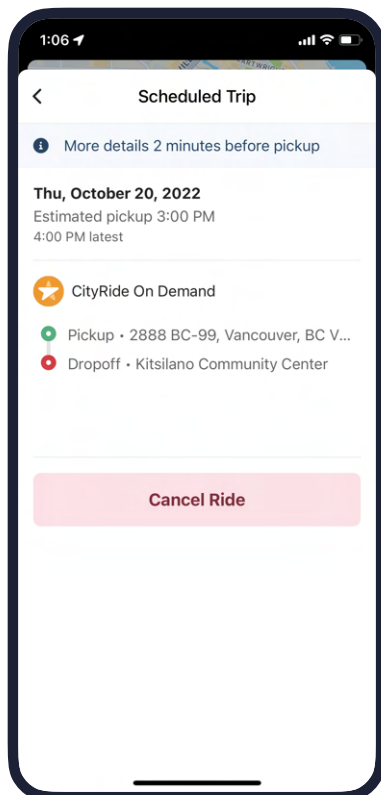
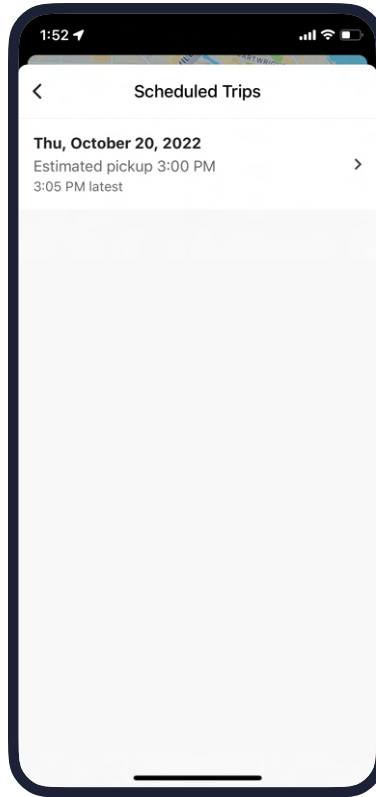
### Schedule for later

If scheduling a trip for the future, riders can specify the time they'd like to leave at or arrive by.





**View scheduled trips**  
Upcoming scheduled trips can be viewed from the menu.



### Preview your trip

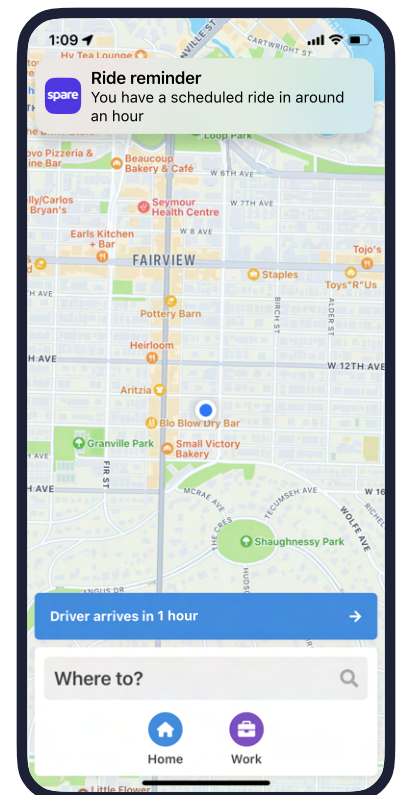
Details about the trip are added as the pickup time approaches.

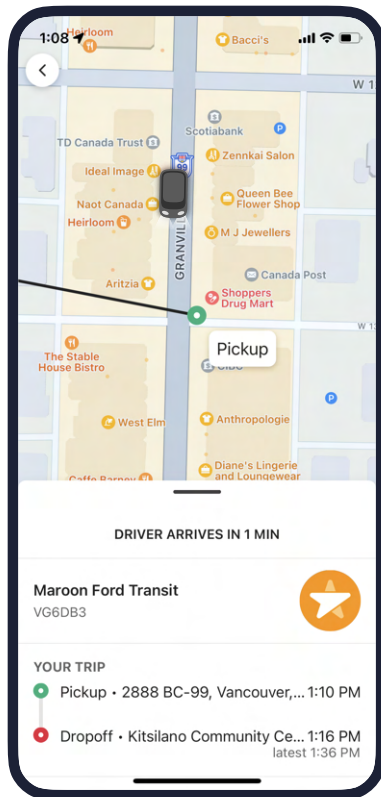
Riders can also cancel from here if they don't need the trip anymore.

### Get reminded

Before pickup time, riders receive reminder notifications.

A banner on the homescreen provides a shortcut to view the trip.

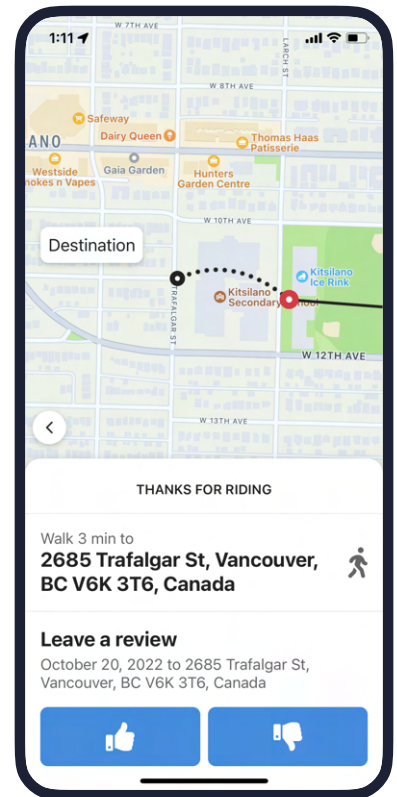




### At pickup time

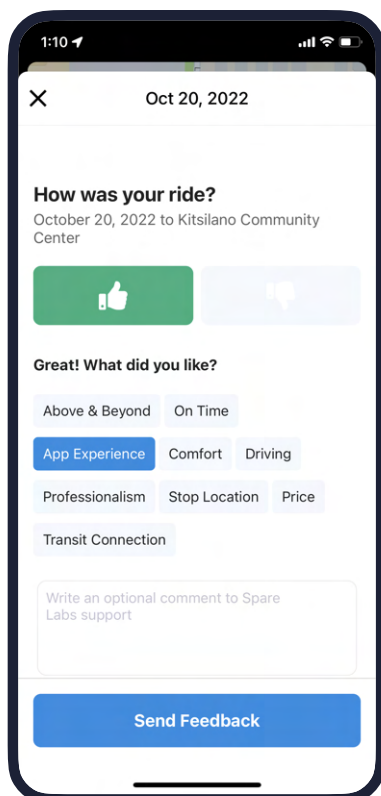
When it's pickup time, riders can see where the vehicle is, where & when they'll be picked up and dropped off, and which vehicle to look for.

In stop-based services, riders will see walking directions to their stop.



### After dropoff

After the ride, riders can see walking directions to their destination.



### Review

Riders can leave a review to let you know what their ride was like.



### Book on the web, too!

In addition to mobile apps for Android and iOS, Spare Rider is also available as a website on desktop and mobile.

