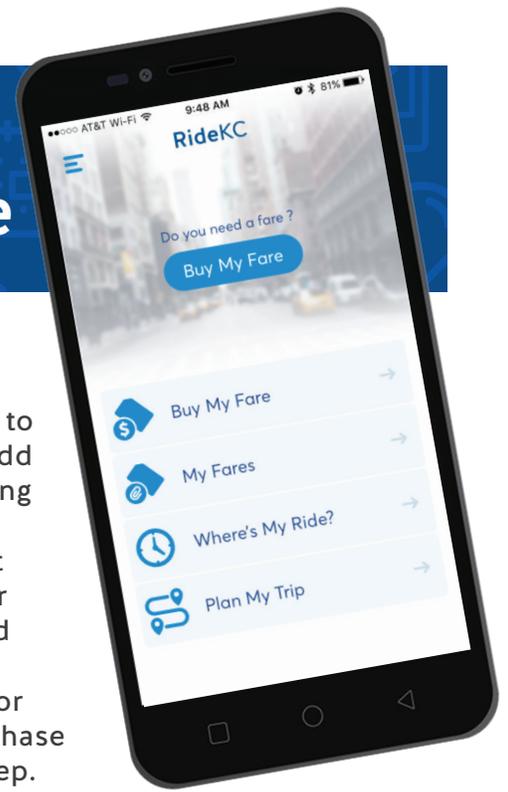# RideKC App User Guide

Install the app

iPhone
Go to the App Store and search for "RideKC." Select "Get" and wait for the download to complete, then select "Open."

Android
Go to the Play Store and search for "RideKC." Select "Install" and wait for the download to complete, then select "Open."

Create an account

1. Select the menu button in the upper-left hand corner of the home screen, then select "Sign Up."

2. Complete all of the fields (first name, last name, your email, your mobile phone number, and a numeric PIN that's at least six digits), then select the "Sign Up" button. For security reasons, do not share your PIN with others.

3. Enter the one-time password you receive from the confirmation text message to complete the account process.
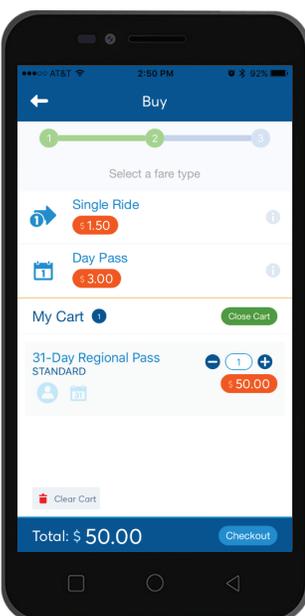
Buy your fare

1. Select the "Buy My Fare" button on the home screen. There are two fare categories – Standard and Reduced. Reduced fares are available for persons with disabilities, seniors 65 and over, and youths 12–18 years old with valid Reduced Farecard or Medicare card.

2. Select the fare product you want to buy and select "Add To Cart." All existing fare products are supported, except 10-Ride Passes for Independence and Johnson County. You can increase or decrease the purchase quantity at this step.

3. Select the "Checkout" button and review the Invoice screen to verify your selections.

4. Select the "Checkout" button again and add a payment method. Visa, MasterCard, American Express and Discover are accepted – debit or credit. You will receive an email receipt for each transaction.
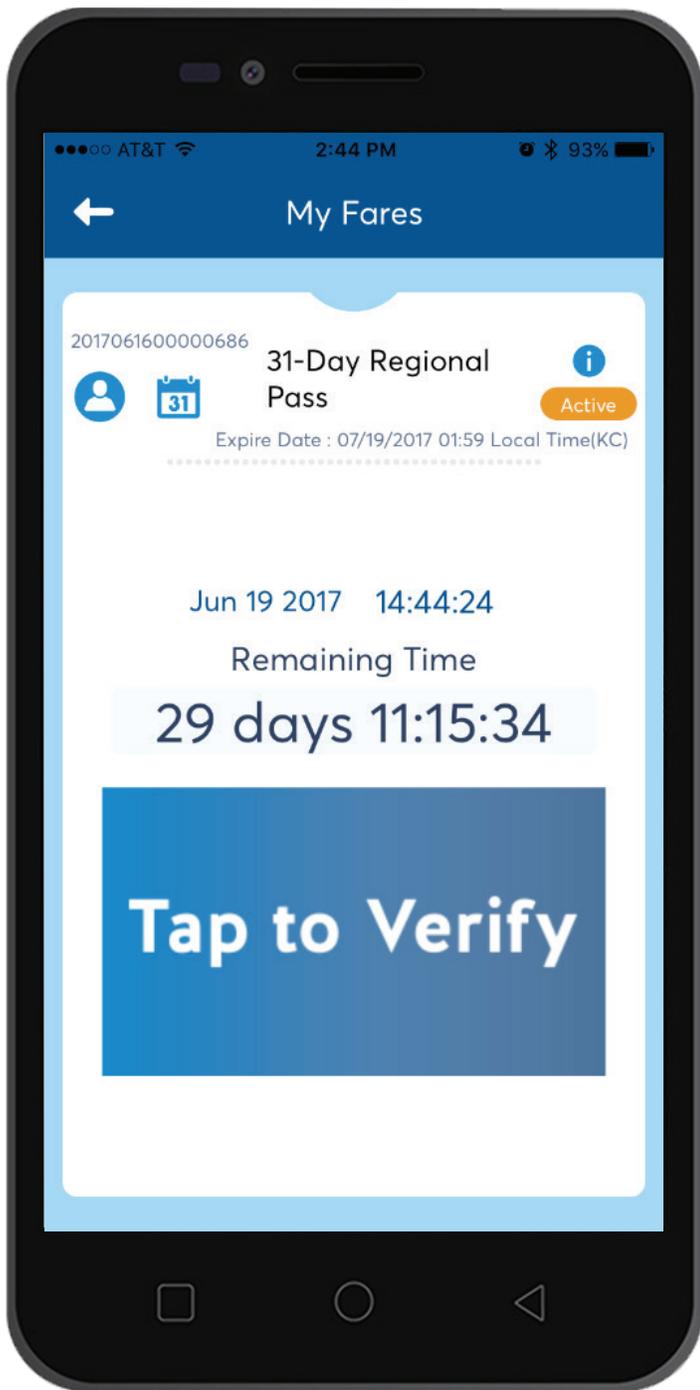
Existing paper passes cannot be transferred to the mobile app (and vice versa). Please use all of your existing passes before activating fares on the mobile app. Student and employer passes are also not currently supported.

Activate your fare

Before you board, activate the fare product you wish to use by selecting the green "Activate" button. Confirm "Yes" or "No" on the subsequent screen.

Once active, a timer will indicate how much time remains on the pass. Single Ride fares are good for two hours after activation, so a paper transfer is not required.

Mobile payment is accepted on all RideKC bus routes. This app does not support RideKC Freedom, RideKC Freedom On-Demand, RideKC Flex services and KC Streetcar (which does not charge a fare).

Plan your trip

Enter any street address or place name for your start or destination location and select "Go." You can also press and hold anywhere on the map screen to use as a start or destination for your trip. Select the route you wish to take for additional trip details.

To plan the trip in reverse, select the up/down arrows on the "Plan Your Trip" screen.
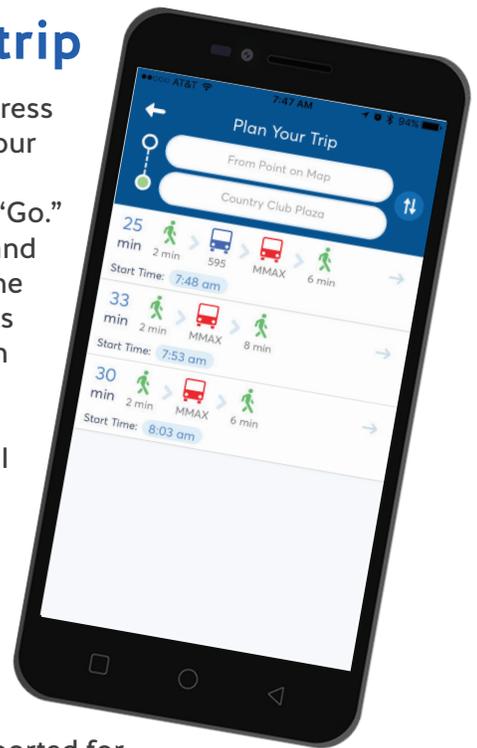
Trip planning is supported for all RideKC bus routes, using the same data supplied to Google Maps and other third-party apps.

Track your trip

Track all RideKC buses and KC Streetcar trips using the "Where's My Ride?" feature. Just enter the route name or number, or select any of the nearby stop icons (or "Show Nearest Stops") for routes with upcoming arrivals. The direction of travel can be changed by selecting the up/down arrow button.

Bus stop arrival times are approximate. Remember to arrive at your bus stop five minutes early.

Note: Johnson County, Lawrence, and Independence vehicle tracking is not supported at this time. Some Unified Government routes do not provide vehicle tracking. Call the Regional Call Center at 816.221.0660 for more details.

The RideKC app is PCI-DSS compliant and does not store your card information on your device.

Message and data rates may apply.

The app is available in English, Spanish and Turkish.

For technical support, email appsupport@ridekc.org.

Use your fare

Board the bus and show the animated fare screen to the driver. To confirm that it's active, the driver may ask you to tap the animation to cause it to change. Grab a seat and you're ready to ride!

Please be sure your device has adequate battery life and the screen is fully lit to ensure the driver can visually verify your fare. Fares are tied to your account, not your device. Network connectivity is not required once you activate your fare.

RideKC
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