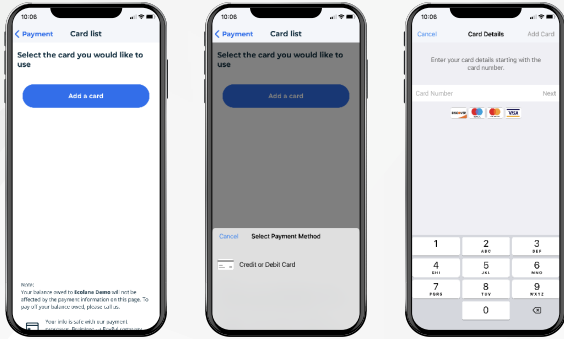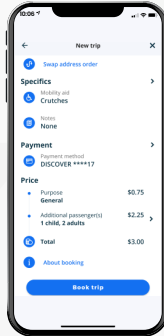## Card List

You can add a Credit or Debit Card for payments. Tap on the **Add Card** button. Select the payment method you would like to use and then, enter the card information.
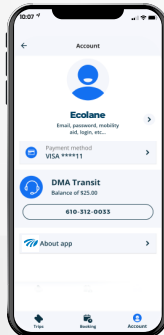
Booking a New Trip

Once you've filled out your trip, you can calculate your fare. If everything looks good, tap the **Book Trip** at the bottom, and your reservation will be sent to our dispatching system.

You'll receive a confirmation and have the opportunity to book your return trip.

Your User Account

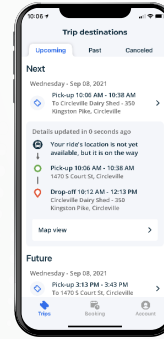View your user account by tapping on the **Account button** at the bottom of the page.

In the account you can:

- View your profile
- Contact your agency
- Manage your credit cards

Viewing Your Trips

After you're done **booking your trip** you'll see it displayed in your upcoming trip list. You'll get a window during which you'll be picked up for your trip. On the day of your trip **we'll add additional information** about when we expect the **vehicle to arrive**.

On this screen you will see three tabs for **Trip Destinations: Upcoming, Past** and **Canceled**. When you tap on **Upcoming, you can see your Next and Future trips**, which include the following details for each:

- Trip Date
- Pick-up Window
- Pick-up Location
- Drop-off Location

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.

WE HOPE YOU ENJOY THE FLEXIBILITY AND CONVENIENCE OF OUR MOBILE APP, AND THE INDEPENDENCE IT PROVIDES
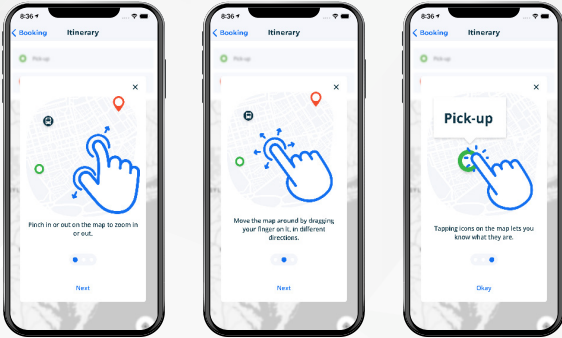
PLANNING YOUR TRIP JUST GOT EASIER

ECOLANE APP

Introduction

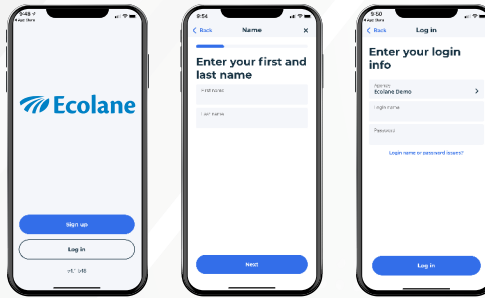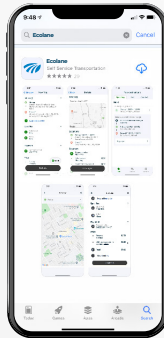## WELCOME TO THE ECOLANE APP!

Riding with us just keeps getting better. Our mobile app is fully integrated with our vehicle dispatch software.

Plan your schedule conveniently and get real-time updates about your scheduled trips. Traveling has never been faster or simpler, so come ride with us.

Setup, Download, & Login

Open the **App Store** if you have an **iPhone** or open the **Google Play store** if you have an **Android**.

Search **Ecolane** by tapping on the magnifying class icon. To download and install, tap the **Cloud icon** button on an **Apple** device, or the **Install** button on an **Android** device.

If you have already received a **login name** from **Ecolane**, tap the **Login button**. Then, select **Ecolane** by **tapping the arrow icon**. Then, **enter your login name and password**. Then, click **Next** to **Log in**.
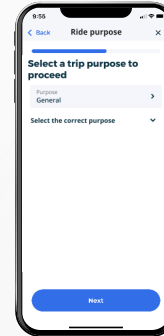
If you need to **register**, tap the **Sign up button**. Enter your first and last name, then tap **Next**.

If you have **forgotten** your **login info**, tap the **blue text** that says "**Login name or password issues?**"
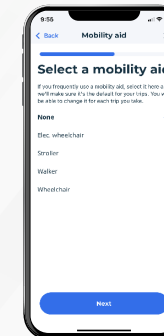
Trip Purpose

Pick your **trip purpose** by selecting the dropdown menu. Then, tap **Next**.

Selecting the purpose most relevant to your trip will help us serve you better!
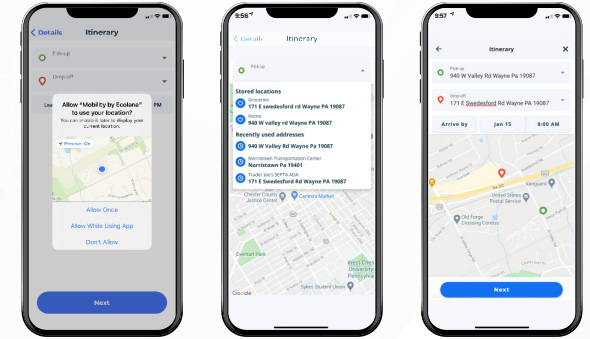

Select Mobility Aid

If you will be using a mobility device during your trip, select it on the **menu**. Just tap to highlight the aid you want to use or choose **None** if you don't need one. A **checkmark** will appear at the right. Then, tap **Next**.

Booking Locations

To choose an **Itinerary**, first allow the app to use your location, by choosing **Allow once** or **Allow while Using App**.

Now you can select the **Pick-up Location**. Tap the **Pick-up menu**, it will show your **Stored location** or the **Recently used addresses**.

Repeat the previous process to select the **Drop-off Location** first by tapping the **Drop-off menu**.

Now you can choose the **Date** and **Hour** for your trip. Then, you can tap **Next**.

Arrive By vs. Leave At

When booking a trip, select **Arrive By** when you have to be at your destination **before** a certain time and your pick-up time is flexible. Select **Leave At** when you will be ready to leave **after** a specific time and are flexible on the arrival time to your destination.