



Rider App Guide

—
2024



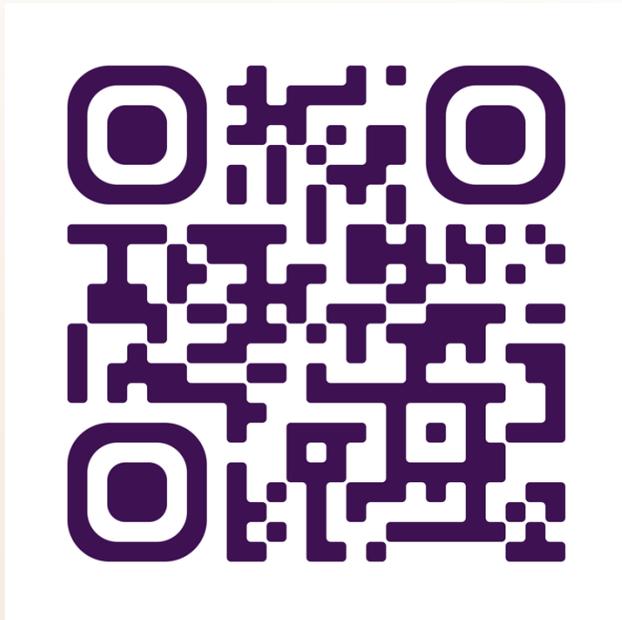
The TripShot Rider app was designed to help you get to where you want to go. Through True-Time® Notifications, Route Schedules, Maps, and Trip Planning, the TripShot Rider app will help connect you with your transportation needs.

Getting Started

Getting Started

Download

You can download the TripShot (Rider) app from your device's app store.



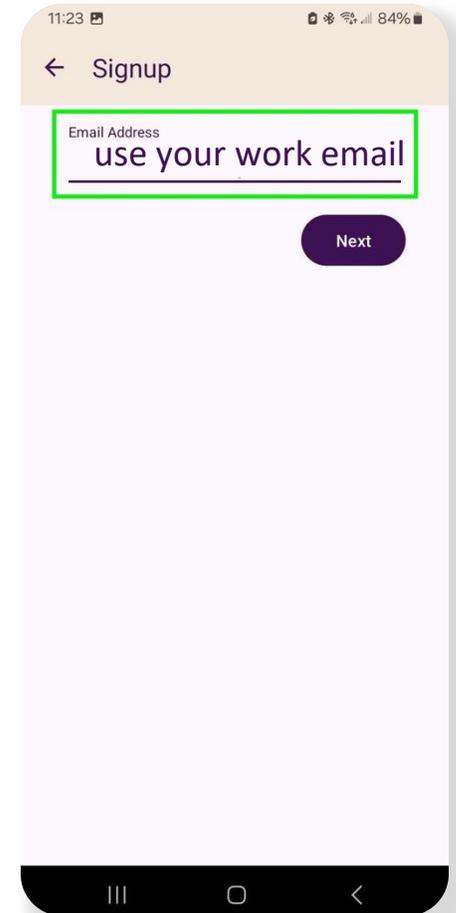
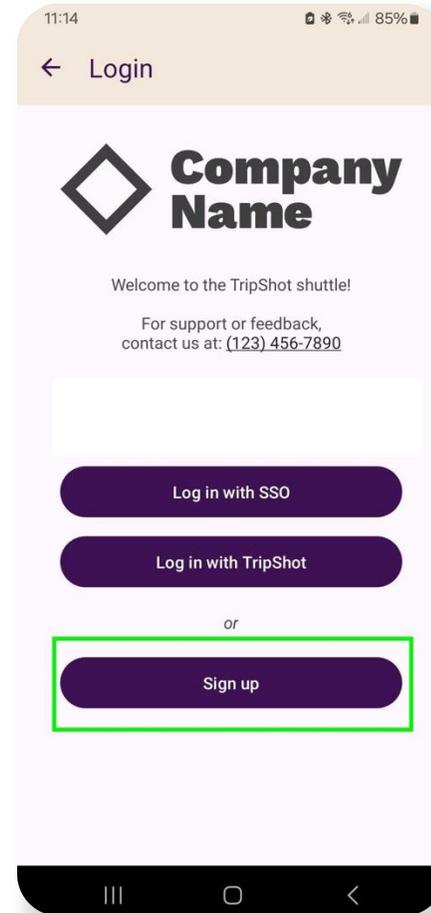
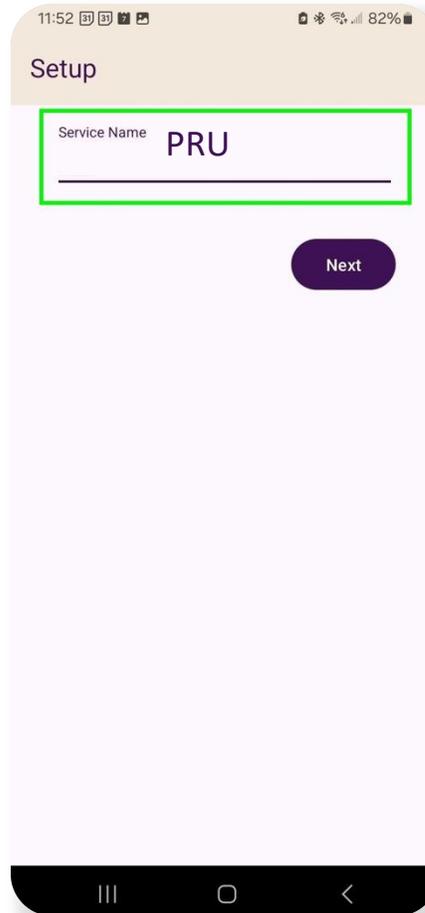
First Time Rider Setup

Each transit agency will determine how or if they would like Riders to set up accounts. Some agencies will be public and require no account set up for use. Other agencies may want you to create an account before use. Let's explore the 3 different types of accounts set up.

First Time Rider Set-Up

Self Sign Up

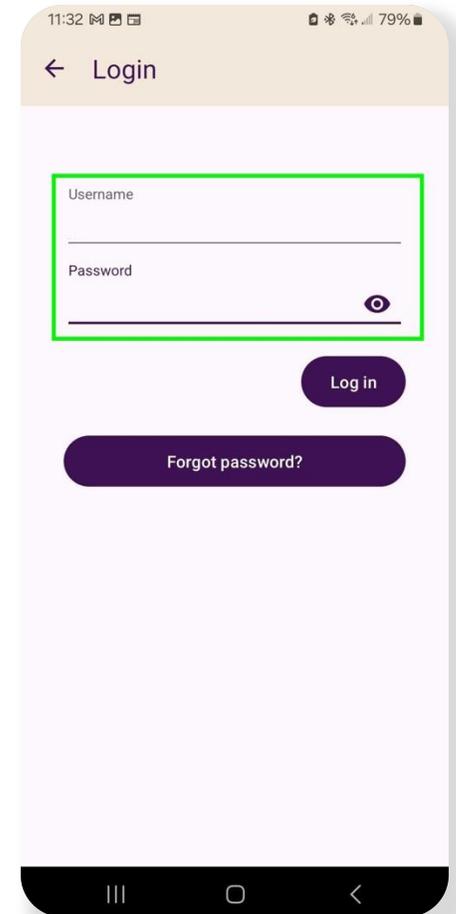
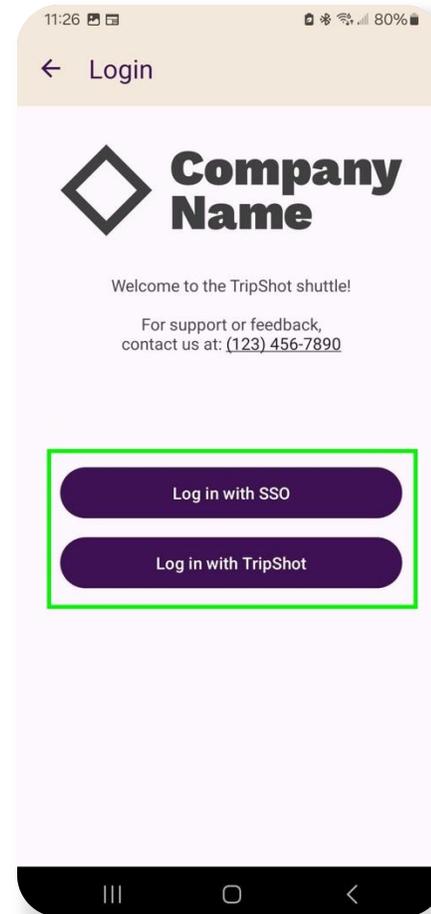
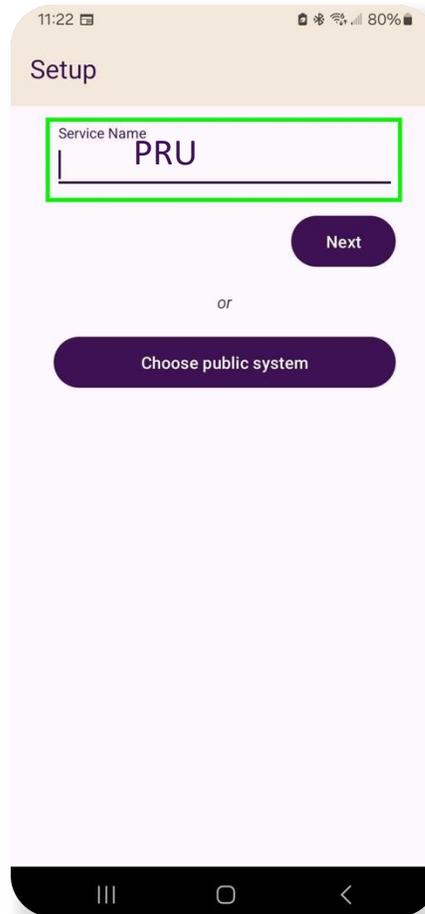
1. This allows riders to set up their own accounts.
2. Download the TripShot (Rider) app for iOS or Android.
3. Enter your Service Name (provided by your Transit Team)
4. Select **Sign Up** and enter your email address.
5. Click the link in your email to **set up your TripShot account**.



Logging In/Out

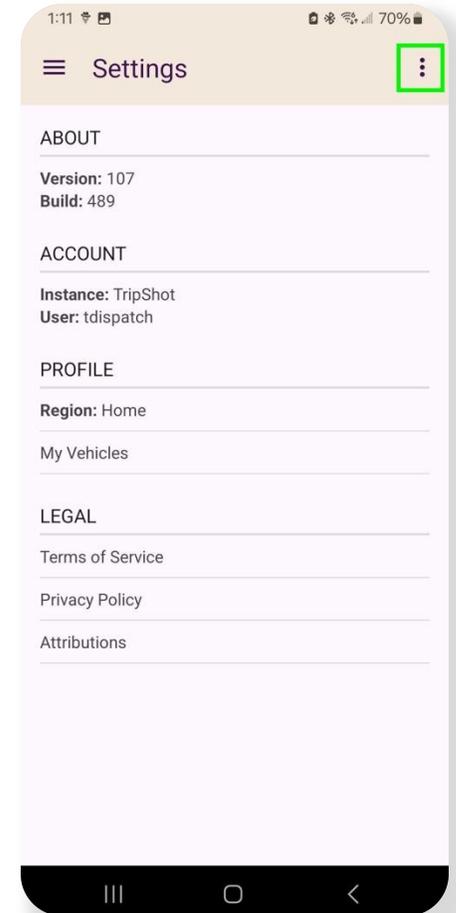
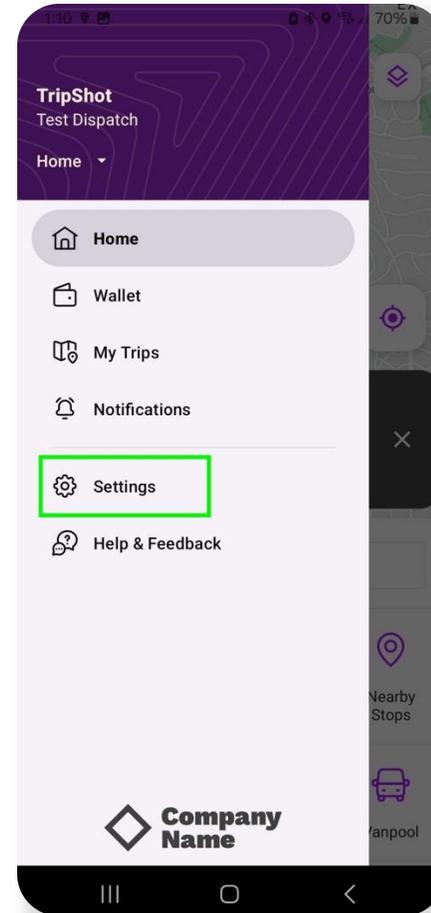
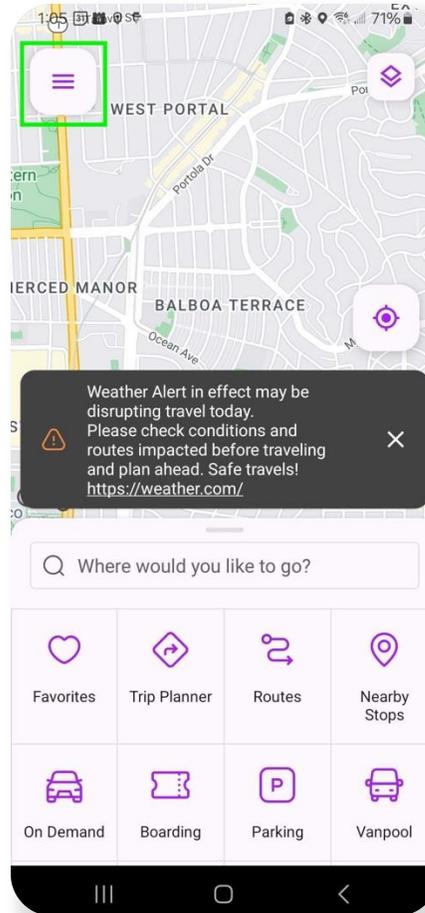
Log In With TripShot

1. Now that you have a user account, you can use your credentials to log in to TripShot.
2. Launch the TripShot app.
3. Enter your Service Name
4. Select Log In with TripShot or Log In with “Company” if using SSO.
5. Enter your username and password.
6. Note: Public Systems may not require account set up.



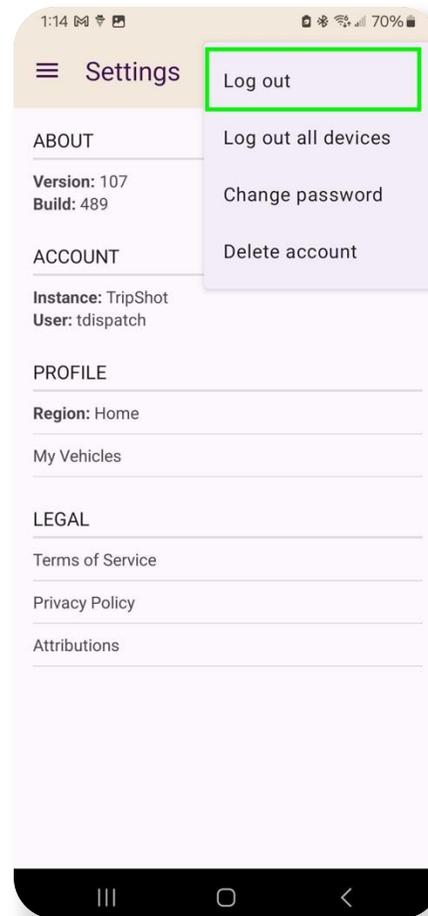
Logging Out

1. Navigate to the Sidebar Menu (3 lines in upper left corner).
2. Select Settings
3. Tap the 3-dot icon in the upper right corner.



Logging Out

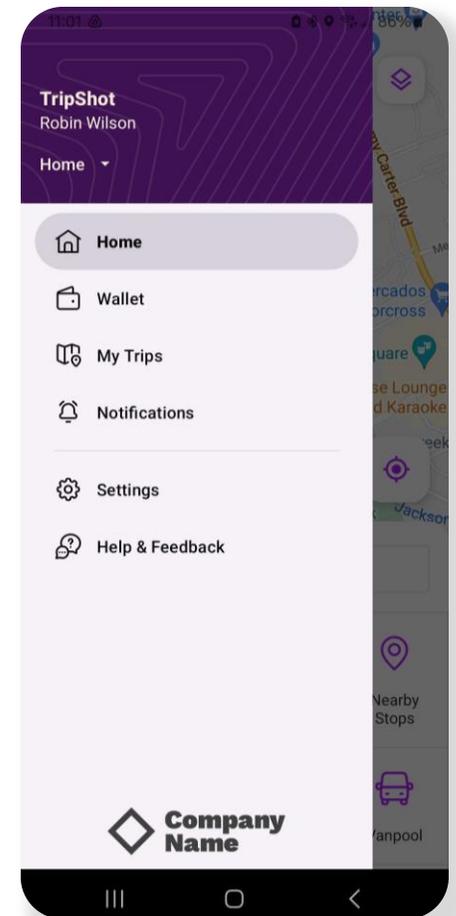
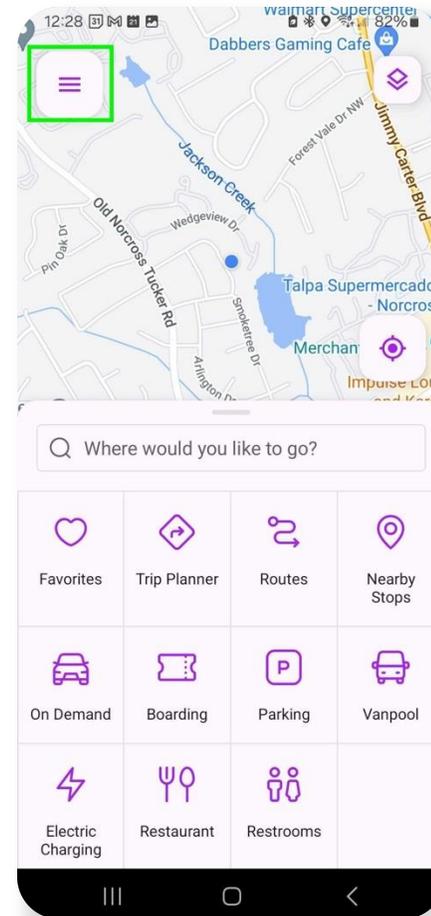
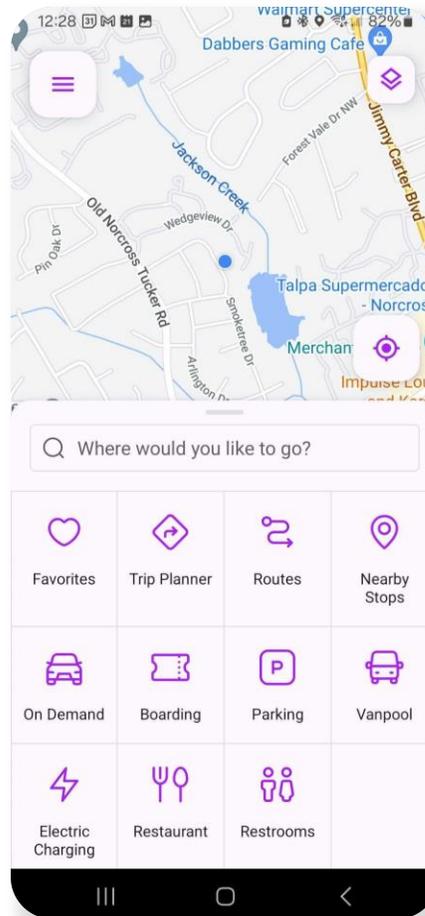
4. Select Log Out



Home Screen & Sidebar Menu

Home Screen & Sidebar Menu

1. The Home screen displays TripShot's most used features such as Favorites, Trip Planner, Routes, Stops and Points of Interest (if applicable).
2. TripShot's sidebar menu provides access to Wallet, My Trips, Notifications, Settings, and Help & Feedback.

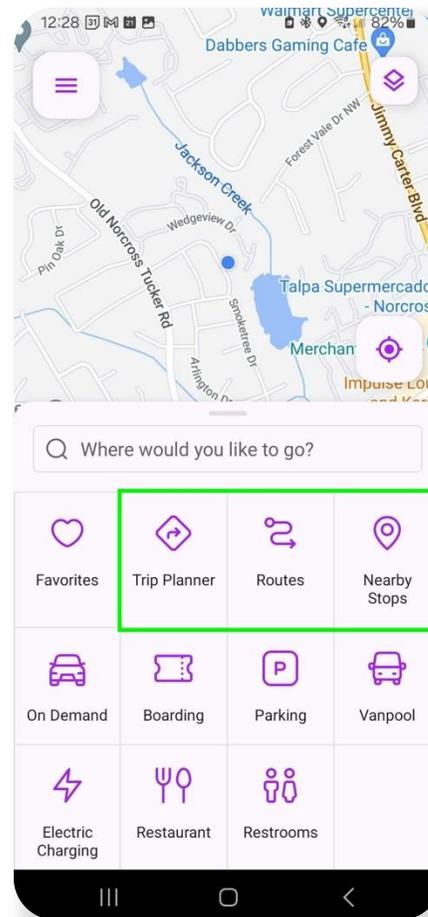


Travel Options

Travel Options

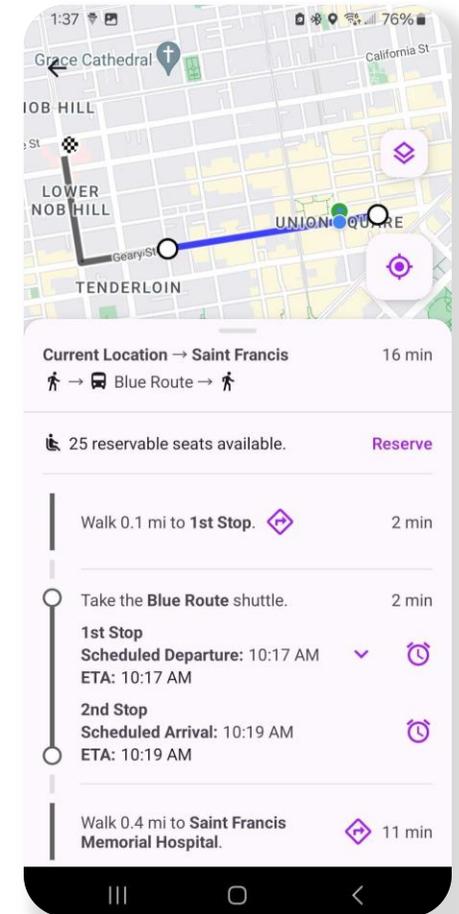
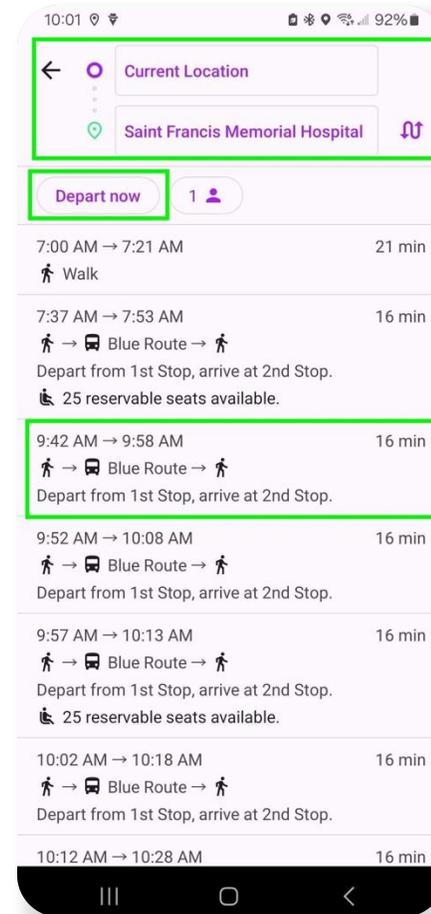
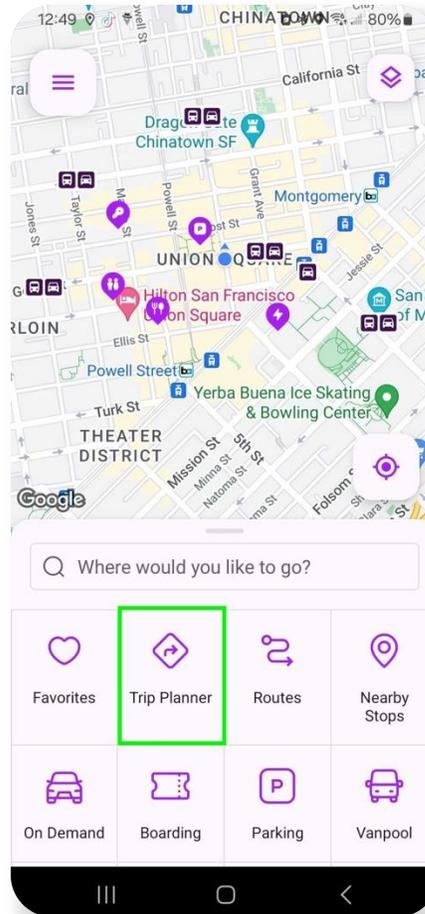
From the Home screen there are three ways to find your route and get travel information.

1. **Select Trip Planner** – to see options from your pickup location to your destination.
2. **Select Routes** – to see all your route options and schedules.
3. **Select Nearby Stops** – to see stops near your current location.



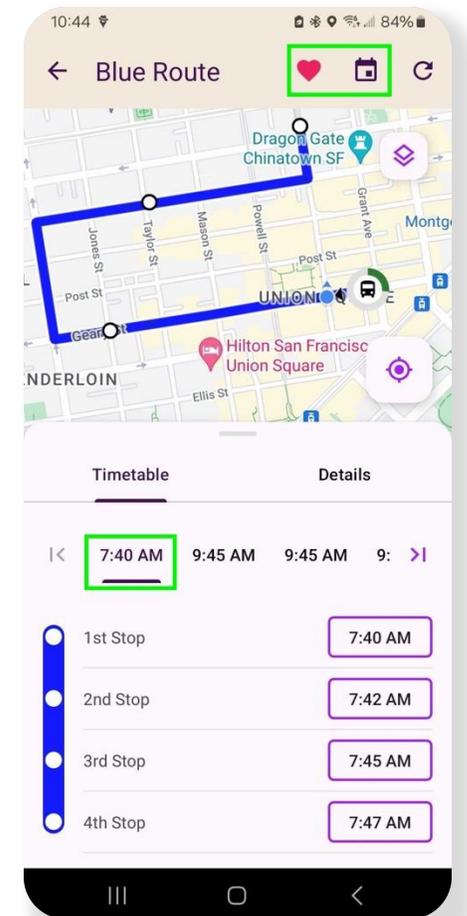
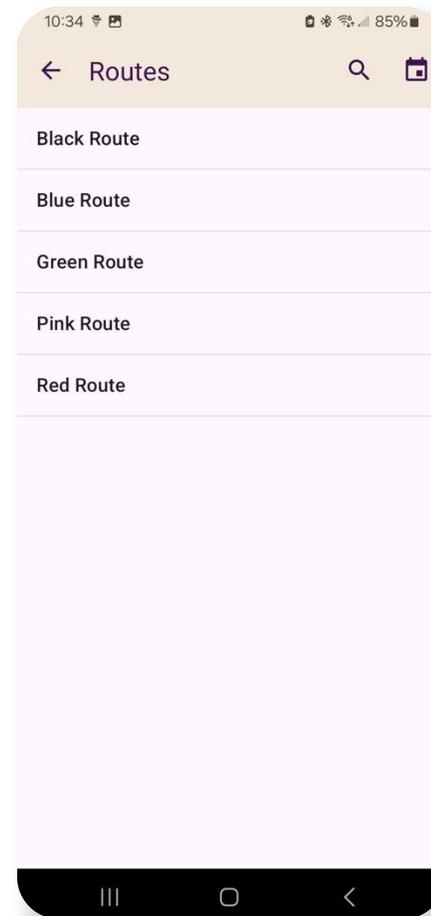
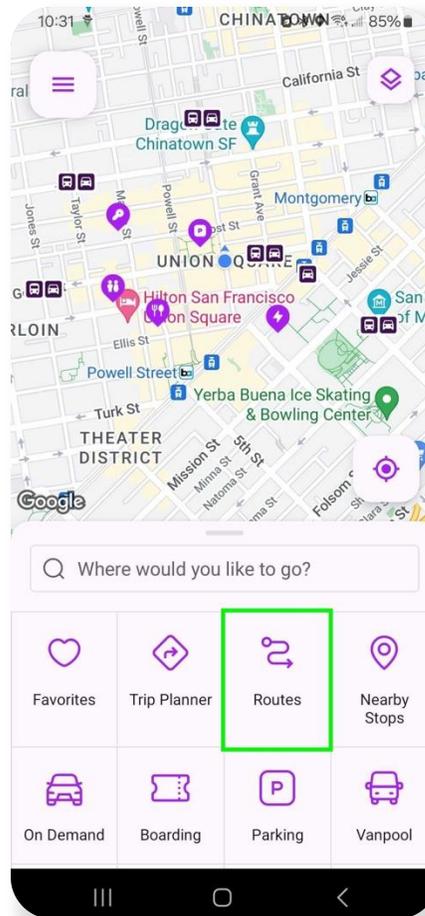
Trip Planner

1. Touch **Trip Planner** and enter a Pickup and Dropoff location.
2. Select **Depart Now** to change your pickup time to a later time or date (if applicable).
3. View results below. Select a “plan” to view details, make reservations, or set up notifications.



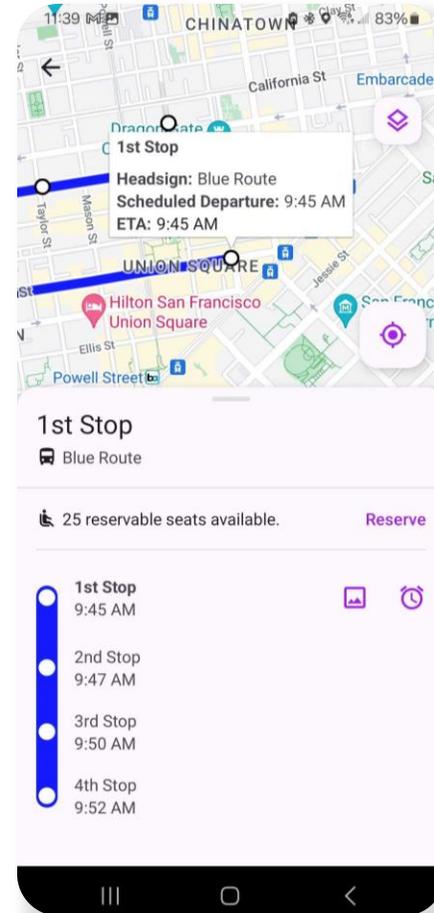
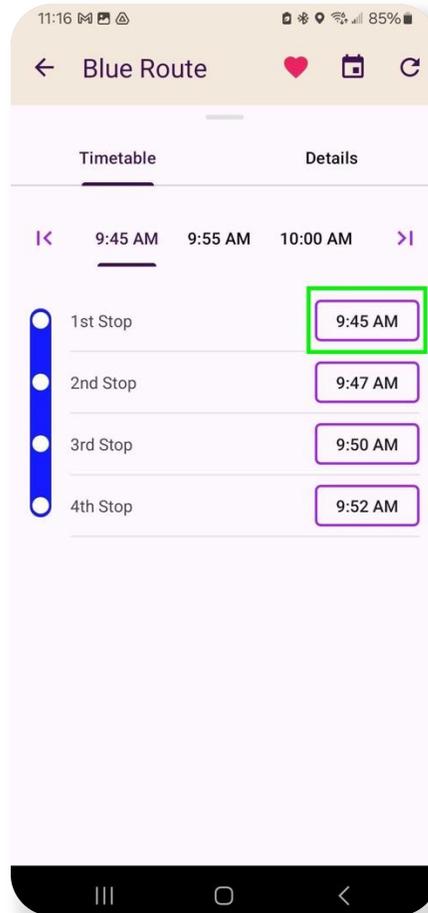
Routes Tile

1. From the Home screen select Routes, then select your preferred route from the list.
2. Select a Ride Time. Scroll right/left to view additional Ride Times.
3. Selecting a Ride Time will update the Stop Times for this route.
4. Use the heart icon to Favorite this route. Use the calendar icon to view schedules for other dates.



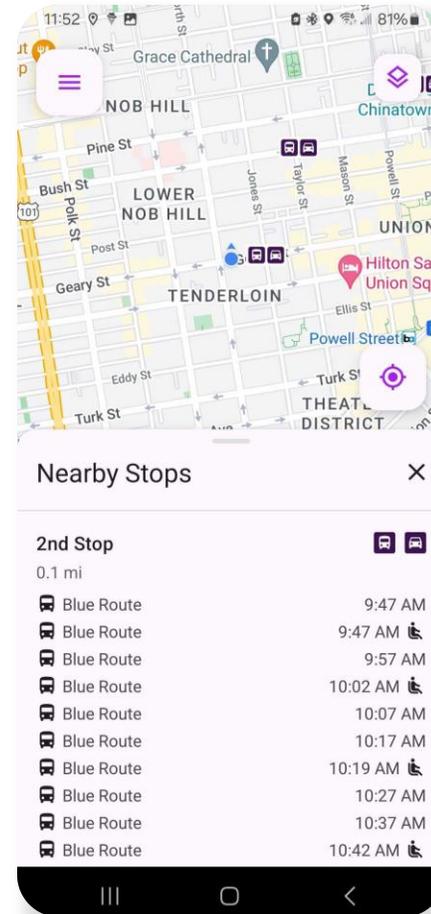
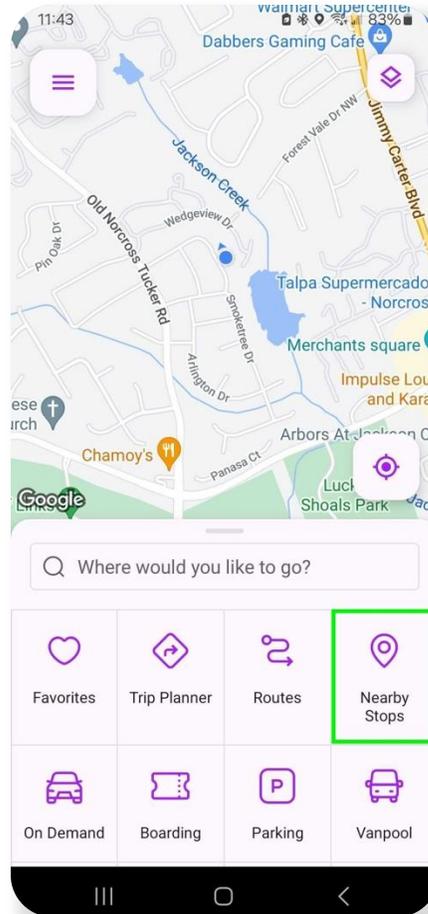
Routes Tile

5. Select a Stop Time to view stop details, see a picture of the stop, reserve a seat, or sign up for notifications.



Nearby Stops

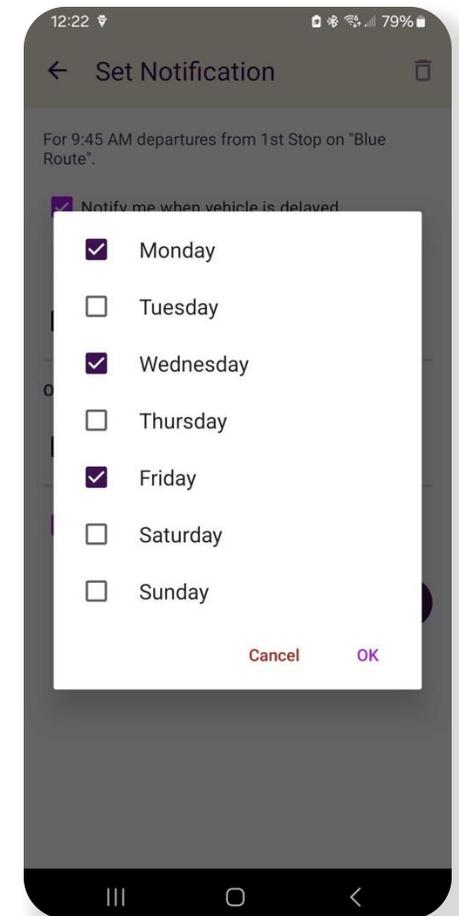
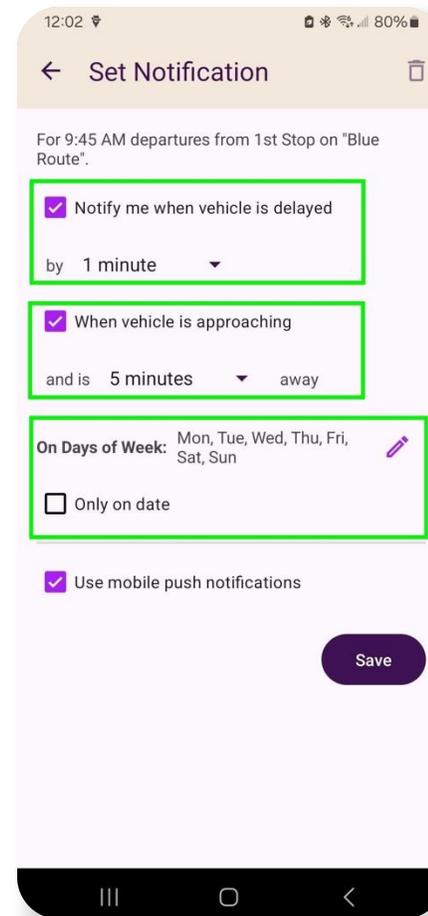
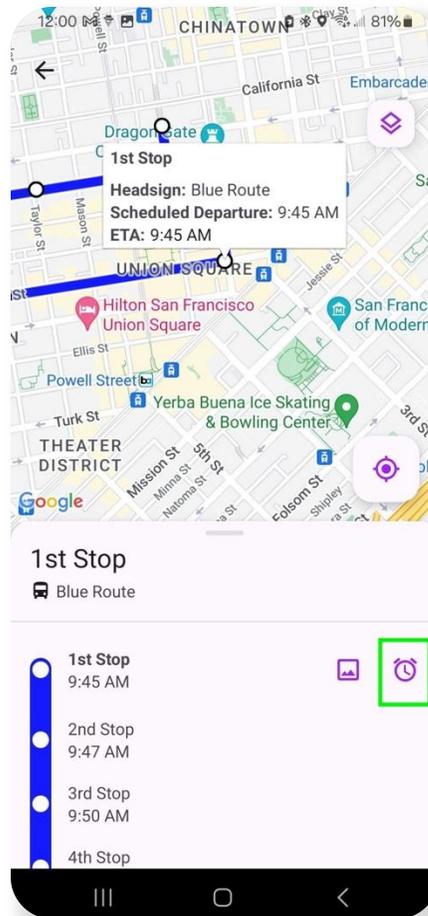
1. Select Nearby Stops to view stops near your current location.



Notifications

Notifications

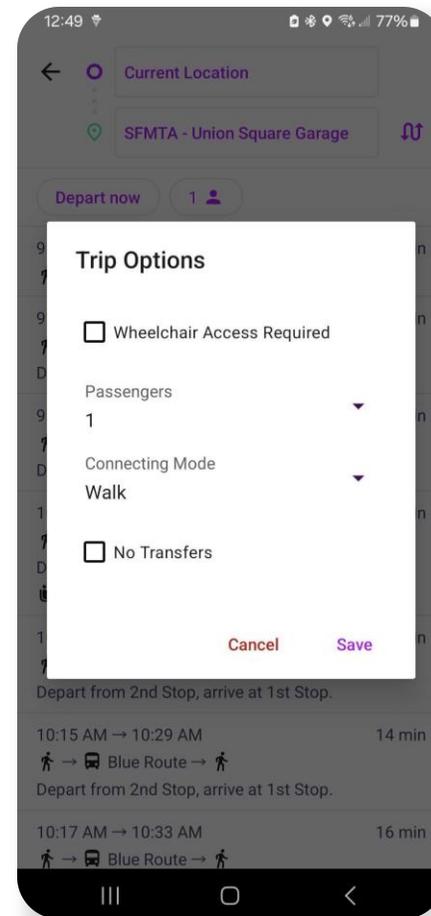
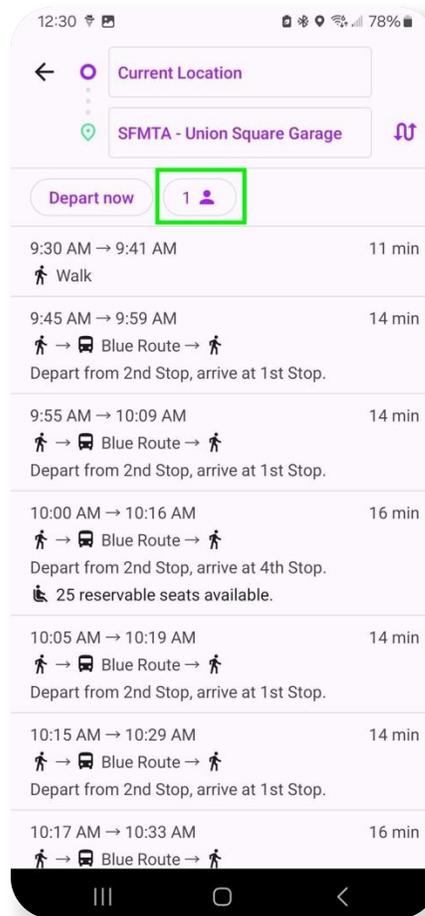
1. Subscribe to receive True-Time® push notifications about delayed or approaching vehicles.
2. Select a Trip Plan or Route and Stop to view details.
3. Select the alarm icon to subscribe to notifications.
4. Set the number of minutes for your notifications.
5. Use the pencil to set up the days you would like to receive notifications.



Connecting Mode

Connecting Mode

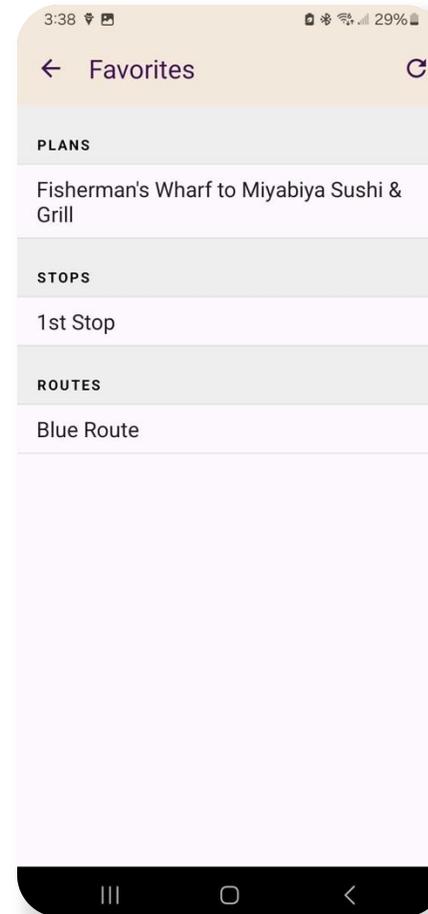
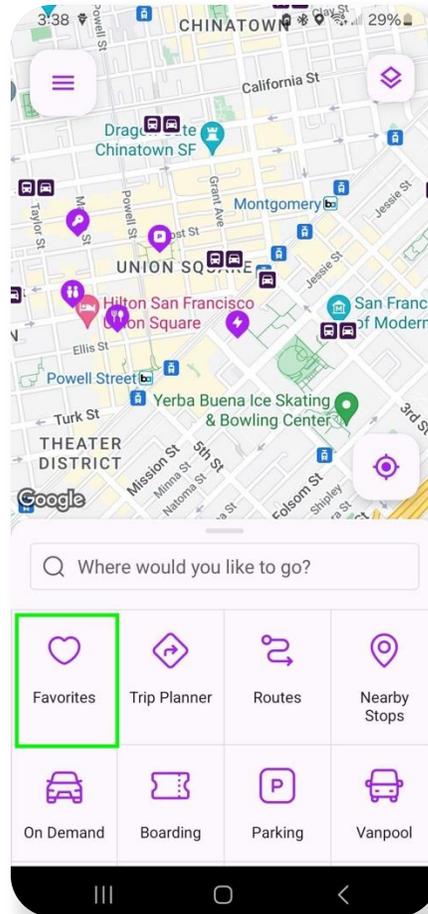
1. How you are moving around. When using the Trip Planner, revising your Connecting Mode will increase or decrease your search area. The faster you can move around the more options available.
2. Select the person icon to change your Connecting Mode. Walk, Bike, Drive.



Favorites

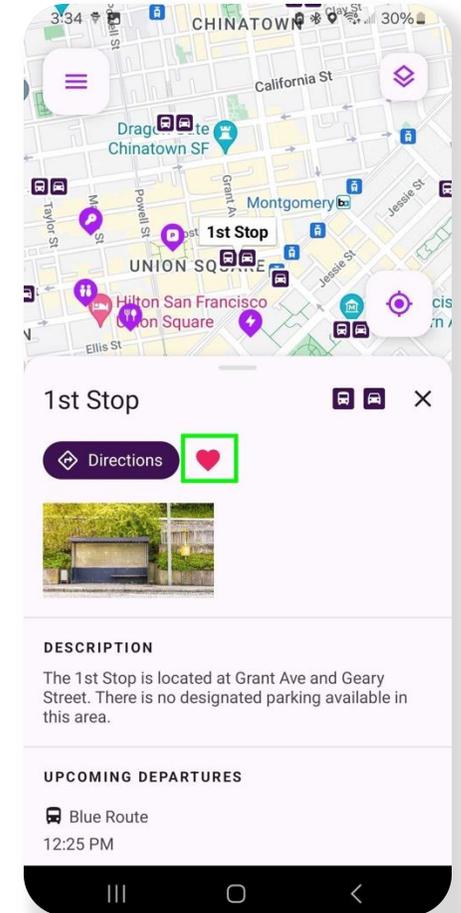
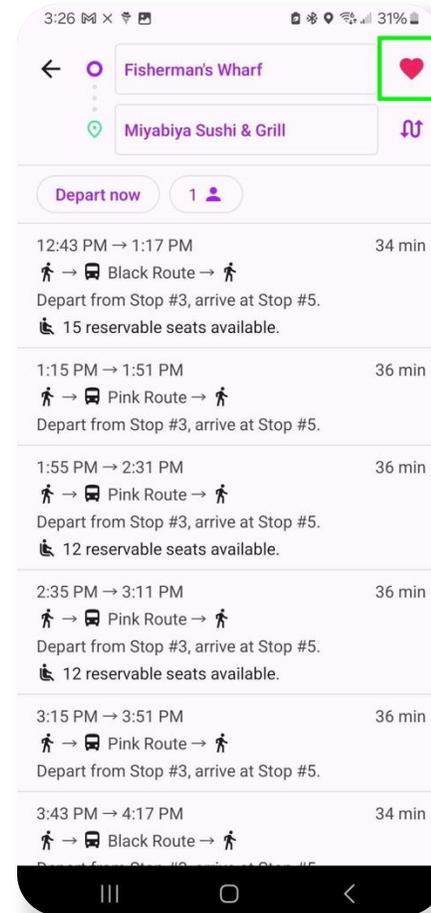
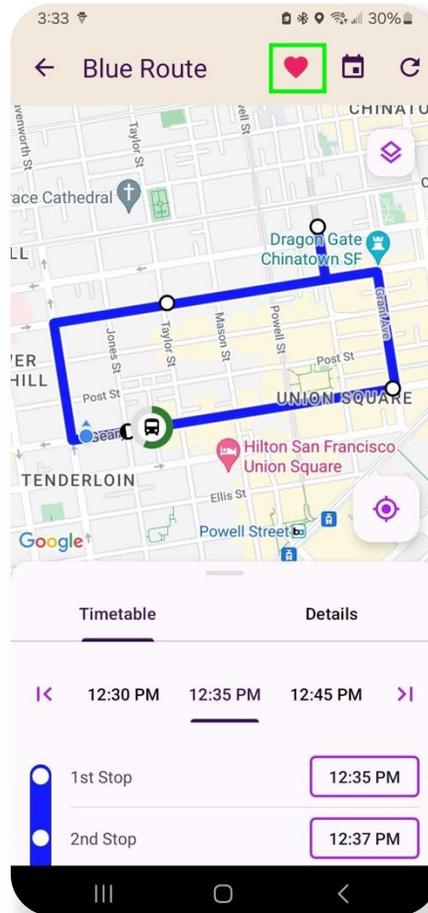
Favorites

1. Access Favorites from the Favorites tile on the Home screen.



Favorites

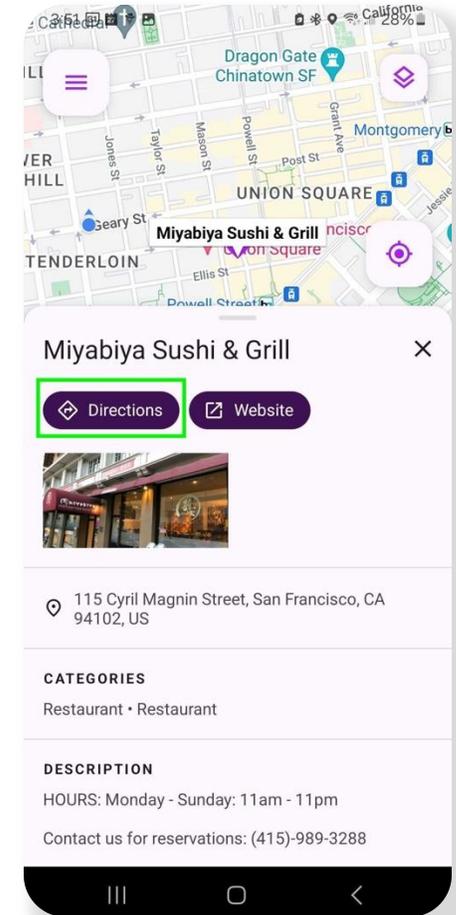
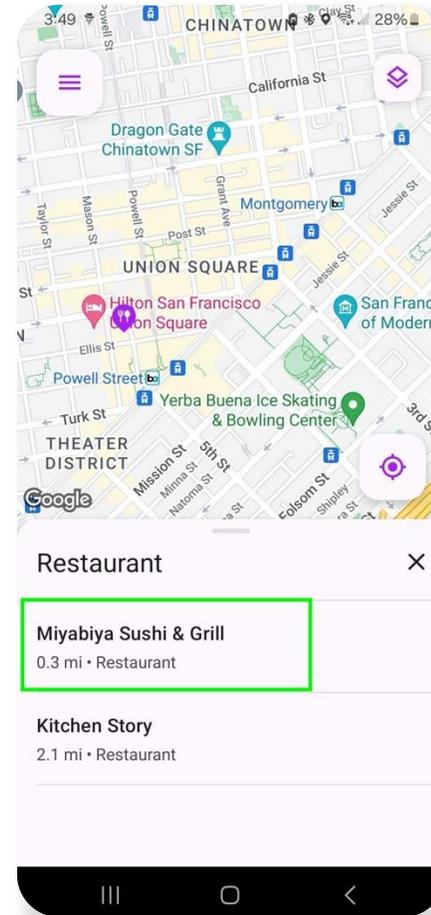
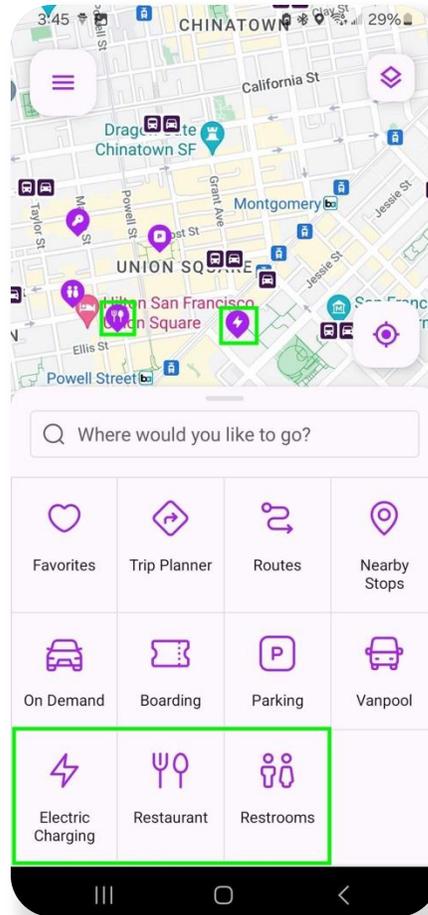
2. Save a route, trip plan, or stop to Favorites for quick access.
3. Use the heart icon to set a route, trip plan, or stop as a Favorite.



Points of Interest (POI)

Points of Interest

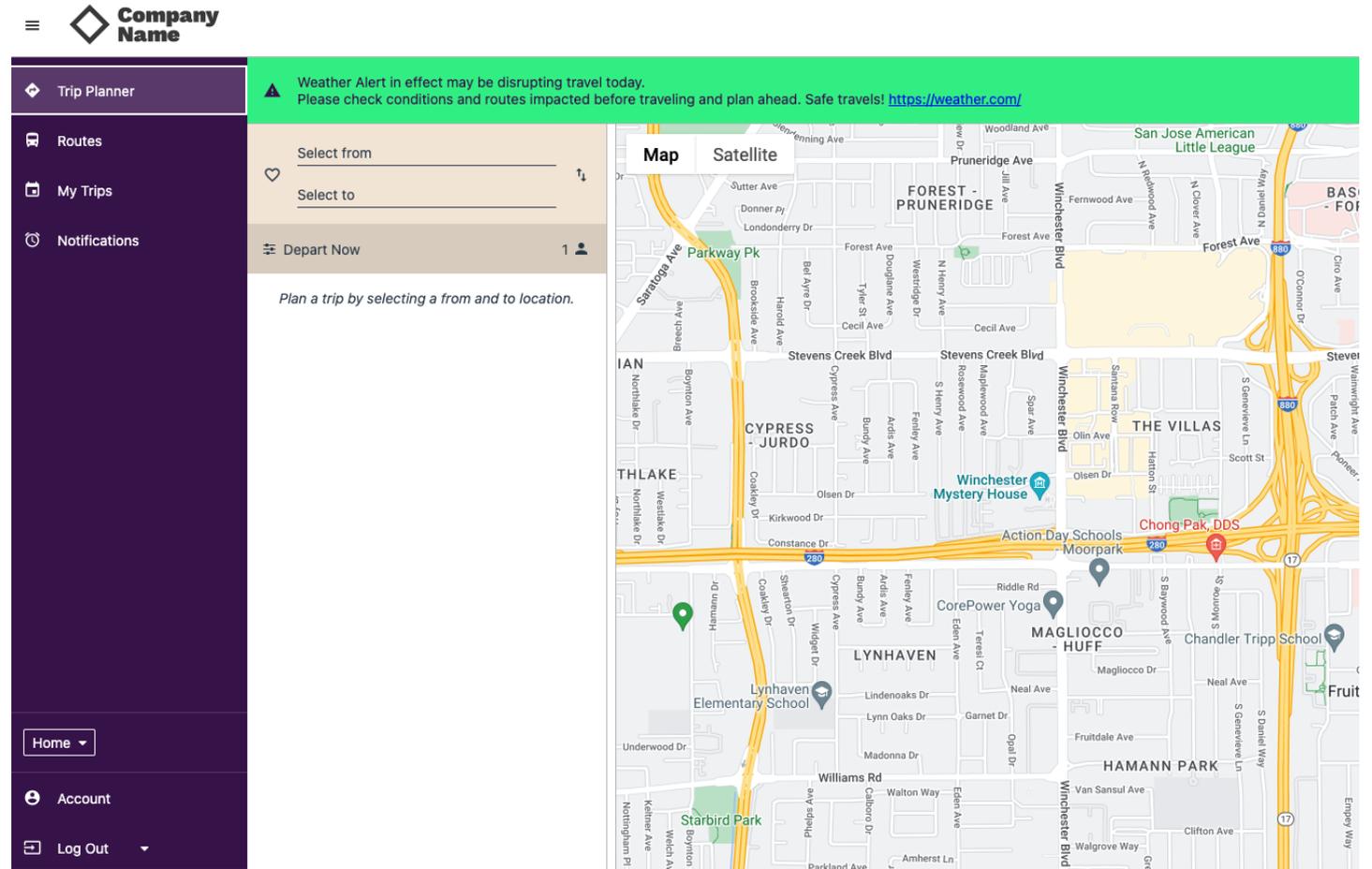
1. Your transit agency may display various restaurants, shops, parking, or other interesting locations.
2. POI's display on the Home screen as a Tile and on the map with a purple icon. There may be multiple Points of Interest Tiles on the home screen. Each tile will hold one or more entries for the Tile category.
3. Select a POI Tile. Select a POI entry. View POI details. Use Directions to navigate to or from these locations.



Rider Web Portal

Rider Web Portal

1. The Rider Web Portal is the desktop version of the Rider App.
2. Access your Rider Web Portal using the url: <https://aonpru.tripshot.com>



Rider Web Portal Trip Planner

1. Enter a starting and ending location.
2. Select your preferred Trip Plan.

The screenshot displays the Trip Planner interface. At the top, there is a navigation menu with options: Trip Planner, Routes, My Trips, and Notifications. Below the menu, a sidebar contains 'Home', 'Account', and 'Log Out'. The main content area shows a list of routes starting from 'Building 5' and departing 'Now'. A weather alert banner is visible at the top right. The route list includes:

Time	Route	Duration
7:40 AM → 7:59 AM	Blue Route → Walk	19min
7:55 AM → 8:19 AM	Walk	24min
9:45 AM → 10:04 AM	Blue Route → Walk	19min
9:55 AM → 10:14 AM	Blue Route → Walk	19min
10:00 AM → 10:19 AM	Blue Route → Walk	19min
10:05 AM → 10:24 AM	Blue Route → Walk	19min

The map on the right shows a street grid in San Francisco with various landmarks like St. Francis Memorial Hospital, Asian Art Museum, and Civic Center. A green line indicates the selected route path.

Rider Web Portal Trip Planner

3. View your ETA and Route details. Click the Alarm icon to sign up for a delayed or approaching vehicle notification.

The screenshot displays the Trip Planner interface. On the left is a dark purple sidebar with navigation options: Trip Planner, Routes, My Trips, and Notifications. Below these are Home, Account, and Log Out. The main content area features a green weather alert banner at the top. Below it, a route summary for '1st Stop Building 5' is shown, with a green box highlighting the '1st Stop' and '2nd Stop' details. The 1st stop is at 9:45 AM with a 2-minute shuttle wait, and the 2nd stop is at 9:47 AM with a 16-minute walk to Building 5. A map shows the route from the 1st stop to the 2nd stop. A 'Set Notification' dialog is open, allowing users to configure alerts for the 9:45 AM departure. The dialog includes options to notify on delays (1 minute) and approaching vehicles (5 minutes), with checkboxes for 'Notify me when vehicle is delayed' and 'When vehicle is approaching and is 5 minutes away'. It also has a 'On days of week' section with a calendar icon and a 'Use mobile push notifications' checkbox.

Company Name

Weather Alert in effect may be disrupting travel today. Please check conditions and routes impacted before traveling and plan ahead. Safe travels! <https://weather.com/>

1st Stop Building 5

Take the Blue Route shuttle. 2min

1st Stop
Scheduled Departure: 9:45 AM
ETA: 9:45 AM

2nd Stop
Scheduled Arrival: 9:47 AM
ETA: 9:47 AM

Walk 0.62 mi to Building 5. 16min

Map Satellite

St Francis Memorial Hospital

San Francisco City Hall

Asian Art Museum

UC Law San Francisco

San Francisco Passport Agency

Golden Gate Ave

Market St

4th St

5th St

6th St

7th St

8th St

9th St

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Set Notification

Cancel Save

For 9:45 AM departures from 1st Stop on "Blue Route"

Notify me when vehicle is delayed by 1 minutes.

When vehicle is approaching and is 5 minutes away.

On days of week

M Tu W Th F Sa Su

Only on 07/10/2023

Use mobile push notifications

Rider Web Portal Routes

1. Select Routes to view available Route Schedules.
2. Select a route to view the route map or timetable.

The screenshot shows the Rider Web Portal interface. On the left is a dark purple sidebar with a menu containing: Trip Planner, Routes, My Trips, and Notifications. Below the menu are buttons for Home, Account, and Log Out. The main content area is split into two panels. The top panel shows a date selector for 07/11/2023, a search bar, and a list of routes: Black Route, Blue Route, Green Route, Pink Route, and Red Route. The bottom panel shows a map of the area around Starbird Park and Forest Ave. A green banner at the top of the main content area contains a weather alert: "Weather Alert in effect may be disrupting travel today. Please check conditions and routes impacted before traveling and plan ahead. Safe travels! <https://weather.com/>".

The detailed view of the Black Route for 07/14/2023 is shown below:

Stop #1	Stop #2	Stop #3	Stop #4	Stop #5
Scheduled: 7:07 AM On Time	Scheduled: 7:14 AM On Time	Scheduled: 7:25 AM On Time	Scheduled: 7:34 AM On Time	Scheduled: 7:39 AM On Time
Scheduled: 8:07 AM On Time	Scheduled: 8:14 AM On Time	Scheduled: 8:25 AM On Time	Scheduled: 8:34 AM On Time	Scheduled: 8:39 AM On Time
Scheduled: 12:30 PM On Time	Scheduled: 12:37 PM On Time	Scheduled: 12:48 PM On Time	Scheduled: 12:57 PM On Time	Scheduled: 1:02 PM On Time
Scheduled: 3:30 PM On Time	Scheduled: 3:37 PM On Time	Scheduled: 3:48 PM On Time	Scheduled: 3:57 PM On Time	Scheduled: 4:02 PM On Time
Scheduled: 7:00 PM On Time	Scheduled: 7:30 PM On Time	Scheduled: 7:35 PM On Time	Scheduled: 7:42 PM On Time	Scheduled: 7:50 PM On Time
Scheduled: 10:30 PM On Time	Scheduled: 10:37 PM On Time	Scheduled: 10:48 PM On Time	Scheduled: 10:57 PM On Time	Scheduled: 11:02 PM On Time

Rider Web Portal Notifications

1. View your Notification Subscriptions. Click a notification to edit or delete.

The image shows two screenshots of the Rider Web Portal interface. The top screenshot displays the 'Notifications' page with a sidebar menu containing 'Trip Planner', 'Routes', 'My Trips', and 'Notifications'. A green banner at the top contains a weather alert: 'Weather Alert in effect may be disrupting travel today. Please check conditions and routes impacted before traveling and plan ahead. Safe travels! <https://weather.com/>'. Below the banner, two notification cards are listed, both for 'Blue Route' at '1st Stop' with departure times of 11:35 AM and 11:05 AM. The bottom screenshot shows the detailed view of the 11:05 AM notification. It includes the same weather alert banner and sidebar. The notification details are: 'Route: Blue Route', 'Stop: 1st Stop', and 'Departure Time: 11:05 AM'. To the right of the details are 'Cancel', 'Delete', and 'Save' buttons. Below the details, the subscription is titled 'For 11:05 AM departures from 1st Stop on "Blue Route"'. It has two checked options: 'Notify me when vehicle is delayed by 5 minutes' and 'When vehicle is approaching and is 5 minutes away'. There are also options for 'On days of week' (M, Tu, W, Th, F, Sa, Su) and 'Only on 07/14/2023'. A 'Use mobile push notifications' checkbox is also checked.

Support

For additional help contact:
info@theprulife.com



TripShot