

***PLANNING YOUR TRIP
JUST GOT EASIER***

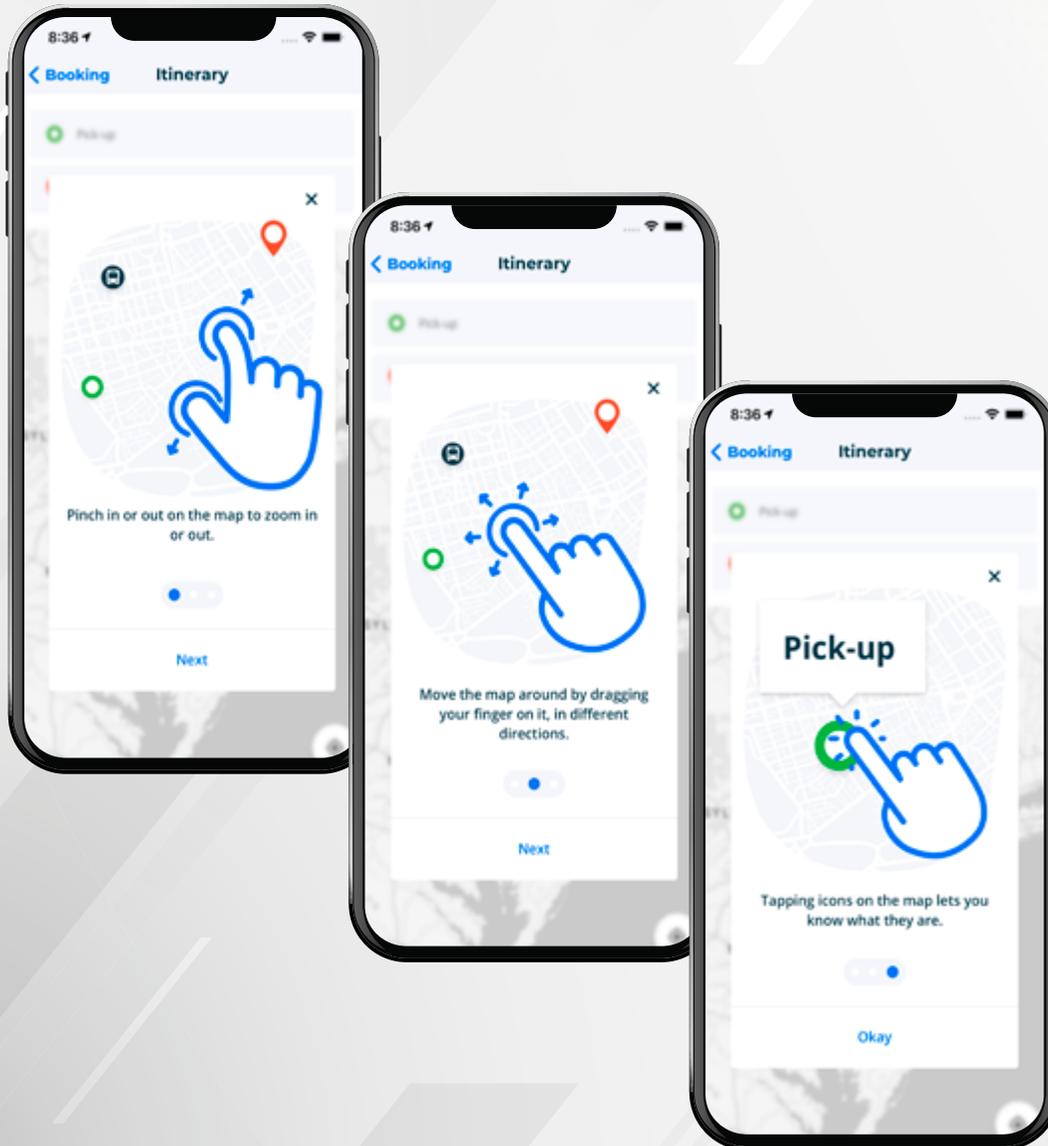
Download the Ecolane Mobile App

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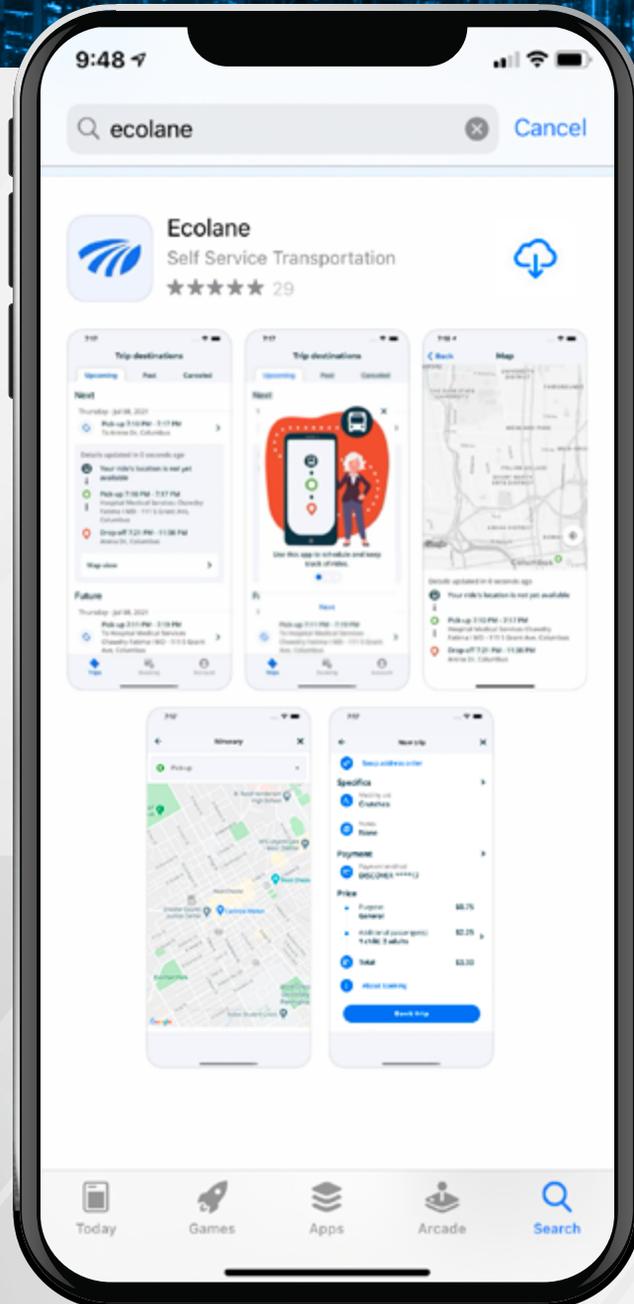
INTRODUCTION

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 vehicle dispatch 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 about your scheduled trips. Traveling has never been faster or simpler, so come ride with us.

SETUP, DOWNLOAD, & LOGIN



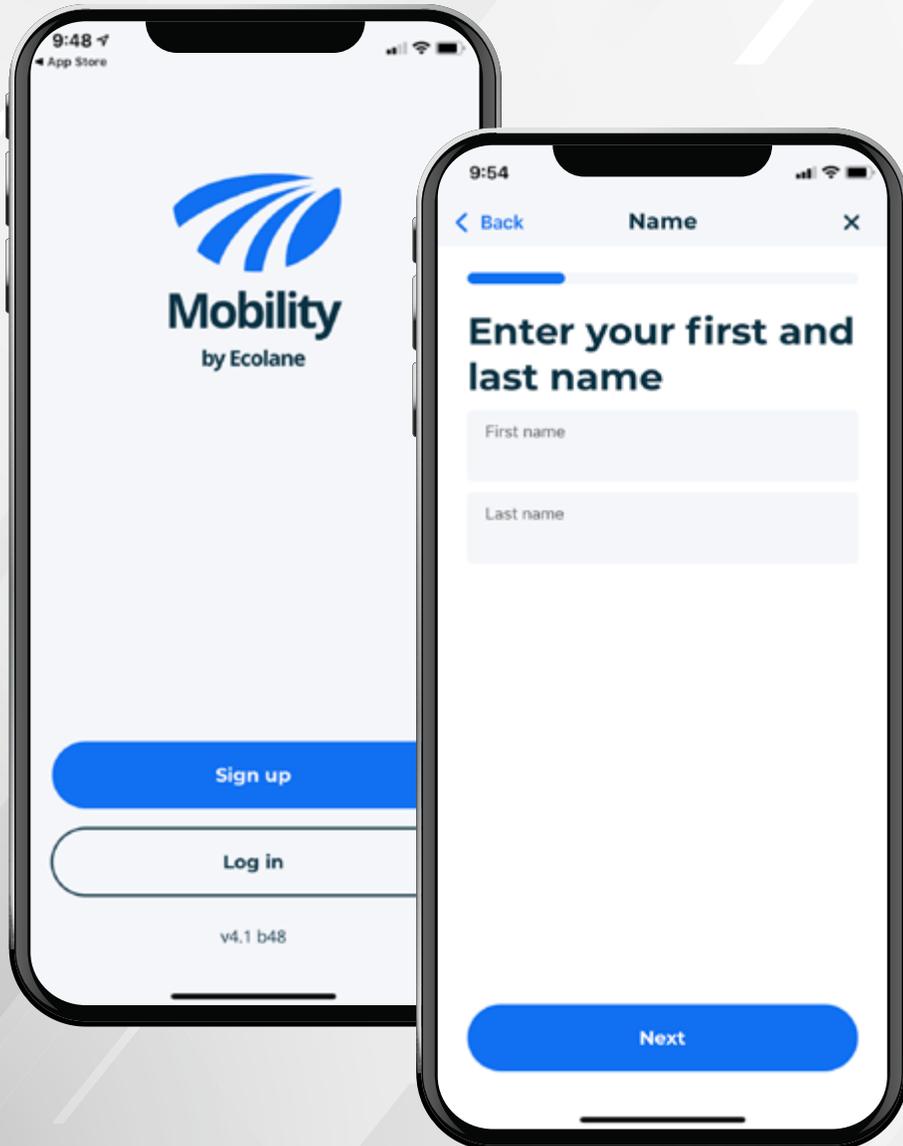
Open **iTunes** if you have an **iPhone** or open the **Google Play store** if you have an **Android**.

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

Download on the
App Store

GET IT ON
Google Play

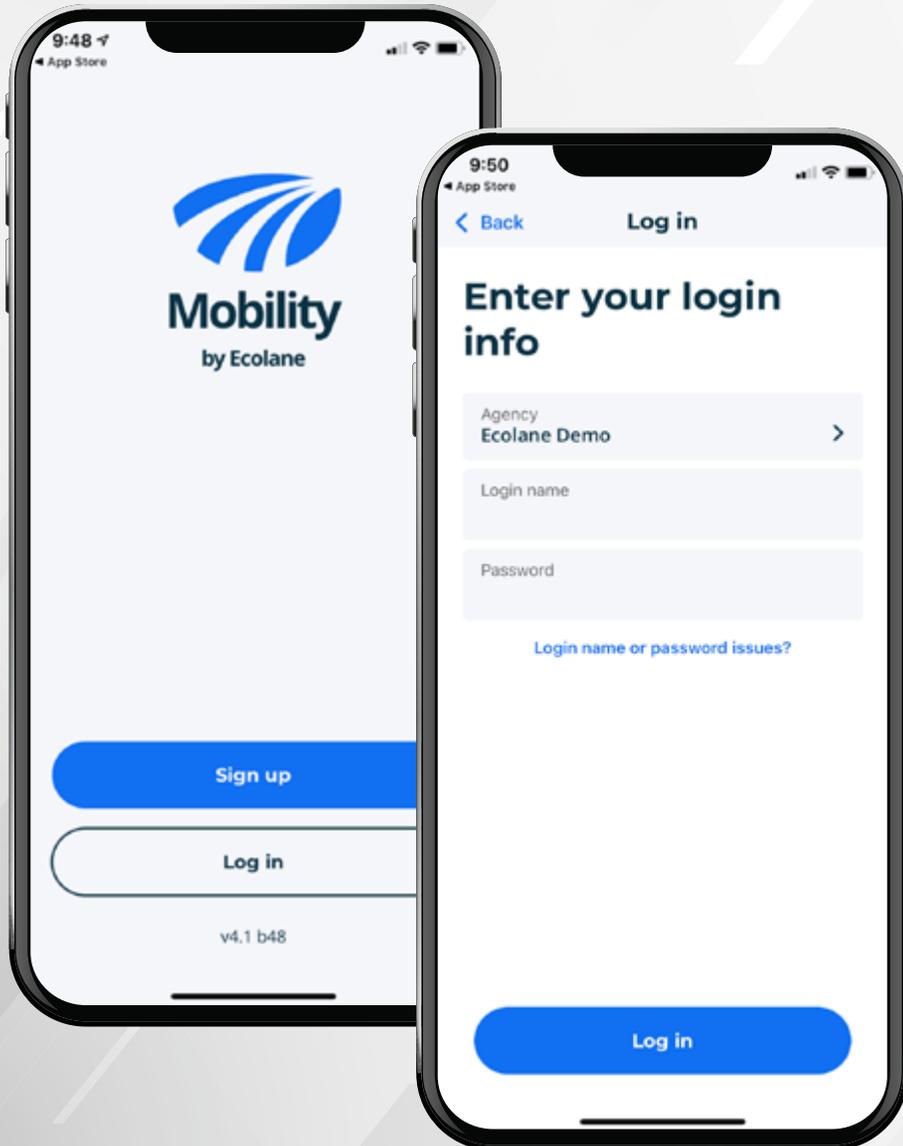
SETUP, DOWNLOAD, & LOGIN



If you have the option to self-register, tap the **Sign up** button. Then, **enter your first and last name** and then, tap **Next**.

Note: Depending on the agency, you will either receive login information from them or have the option to self-register. If you're unsure about registration, contact your agency to find out.

SETUP, DOWNLOAD, & LOGIN



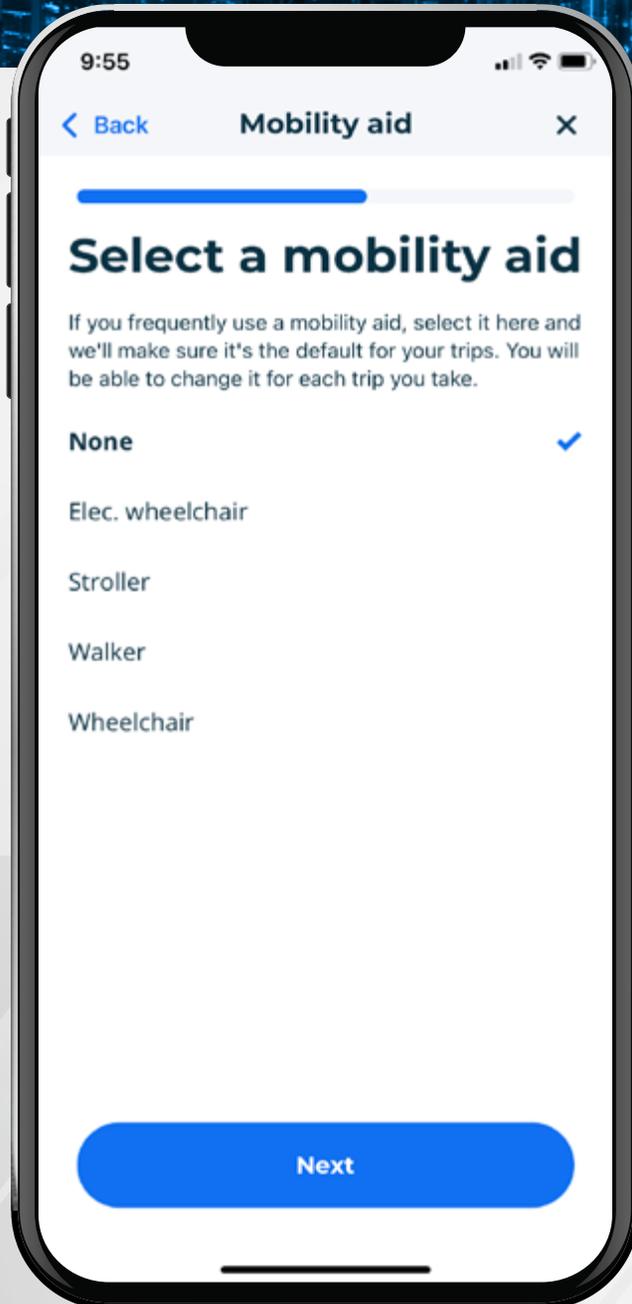
If your agency provides you with registration information, tap the **Log in** button.

Then, select the **Agency** that provides your transportation by tapping the **arrow icon**. Then, enter your **Login name, password**. Next, tap **Log In**.

If you have forgotten your login info, tap the blue button below **Login name or password issues?**

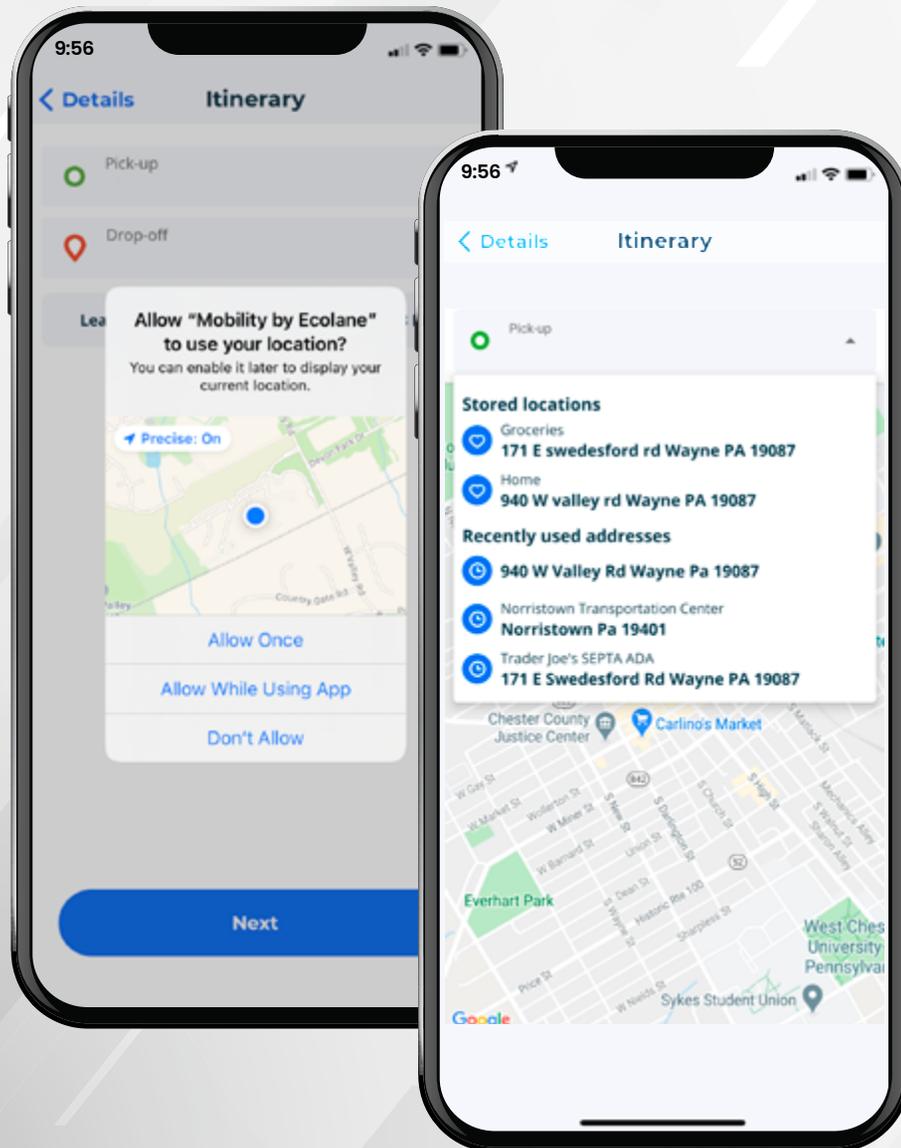
Note: Depending on the agency, you will either receive login information from them or have the option to self-register. If you're unsure about registration, contact your agency to find out.

SELECT A 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**.

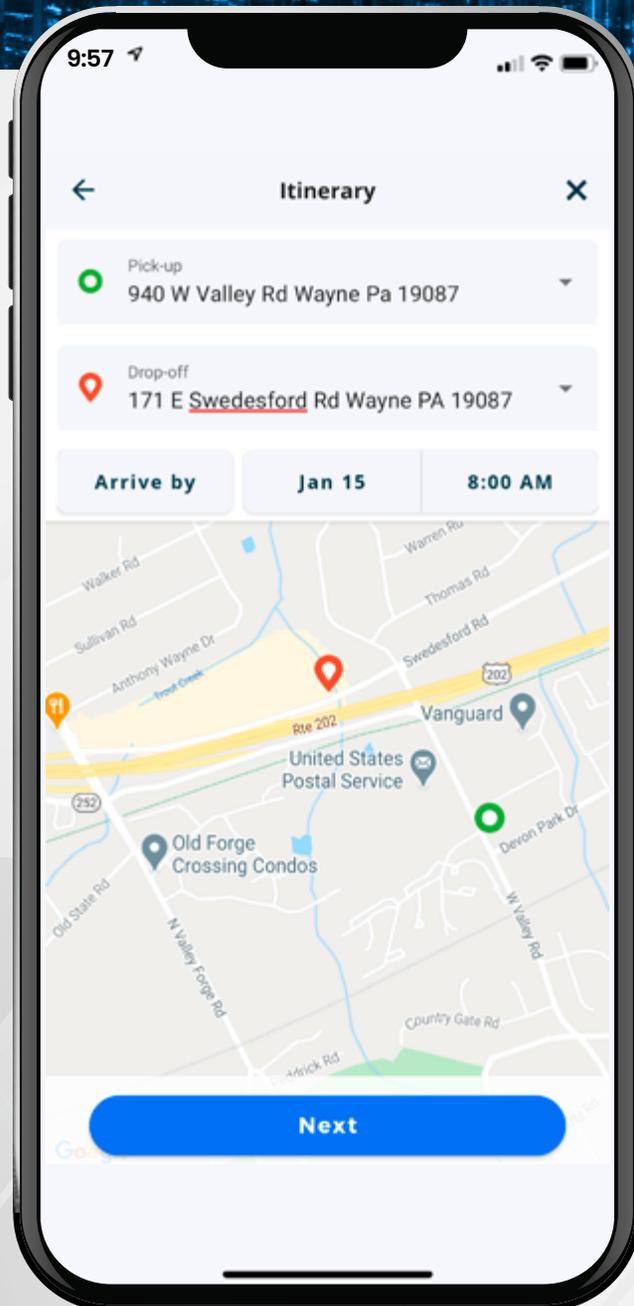
BOOKING LOCATIONS



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**.

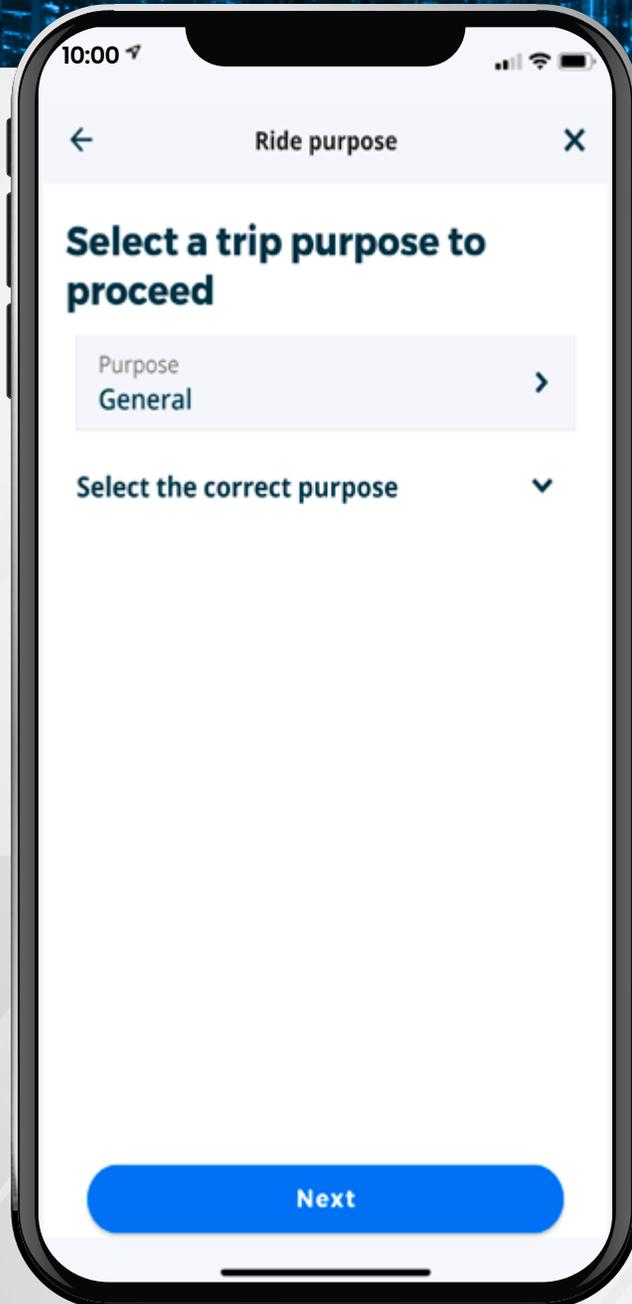
BOOKING LOCATIONS



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**.

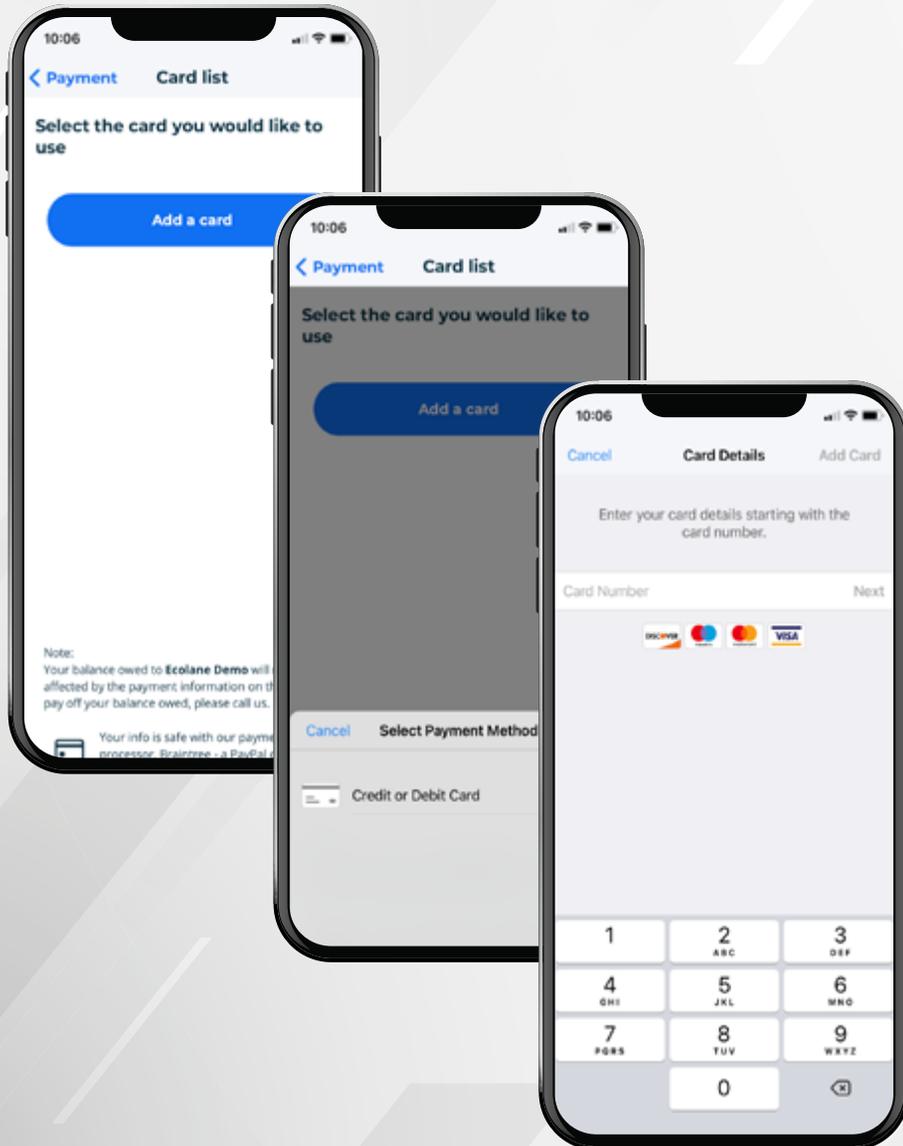
SELECT A TRIP PURPOSE



Next, select the **Purpose** for your trip from the list of options available from your agency. If you only have one purpose available, it will be auto selected for you. If you have anyone travelling with you add them to your trip. Note that fares may apply for each additional passenger.

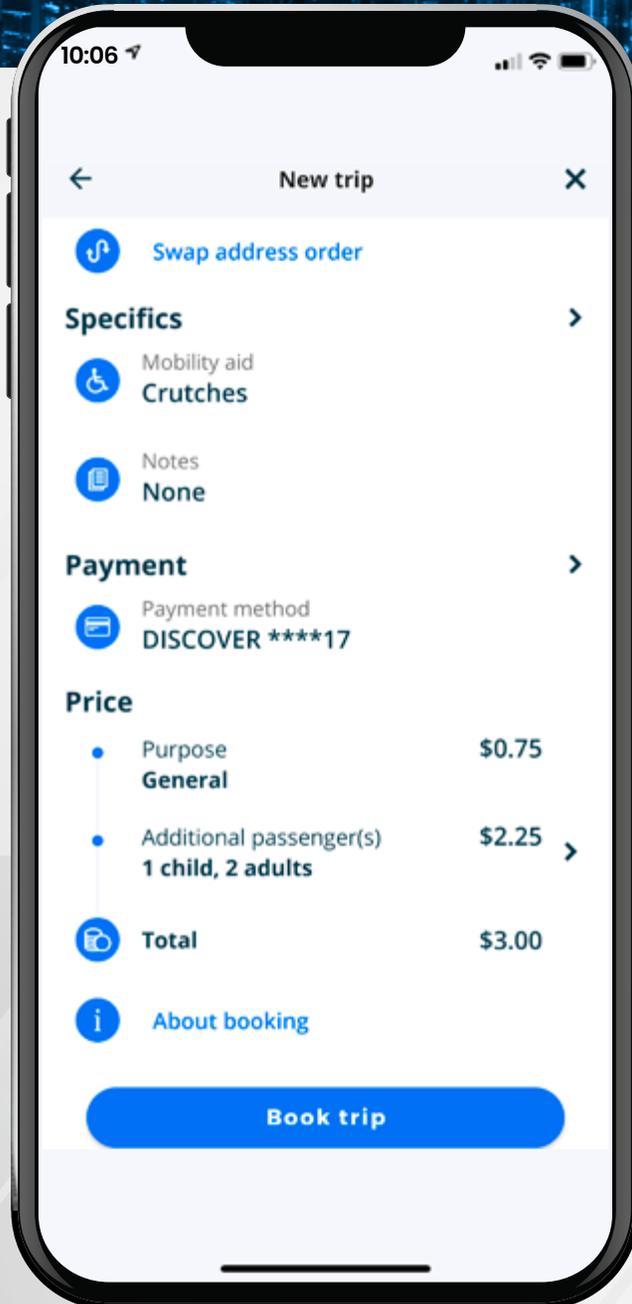
Last, you can select to pay by credit card if it's offered by your agency

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.

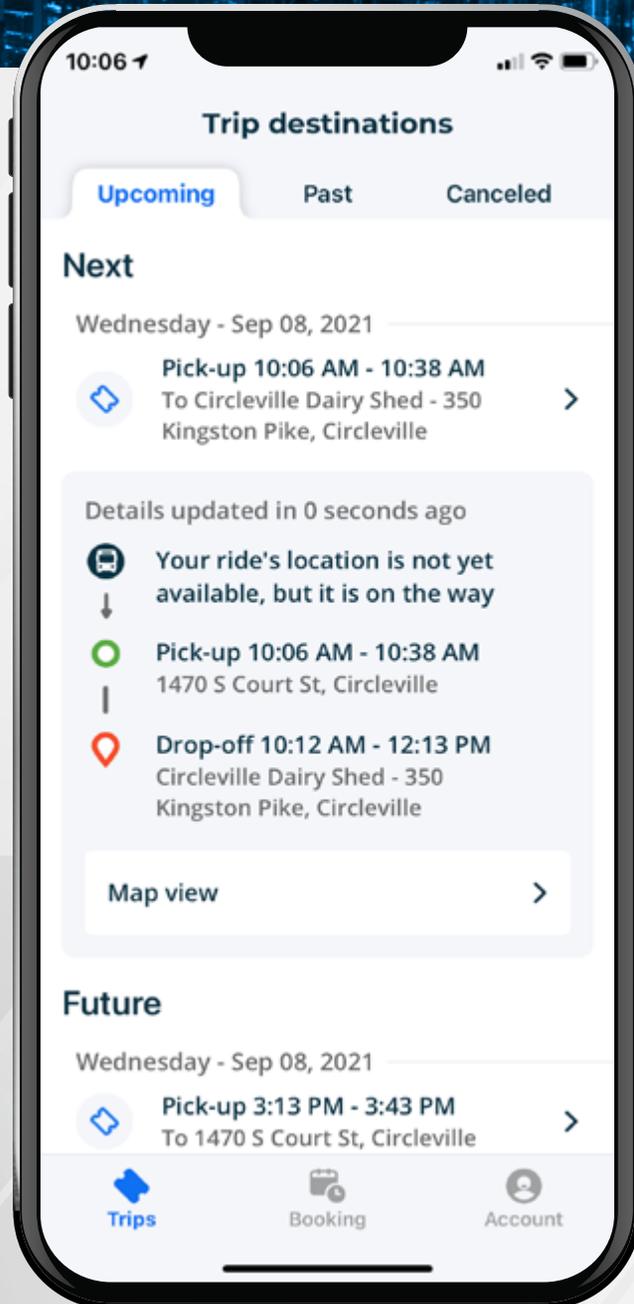
BOOKING A NEW TRIP



Once you've filled out your trip, you can calculate your fare. If everything looks good, tap the **Book Trip** on 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.

VIEWING YOUR TRIPS



After you're done booking 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.

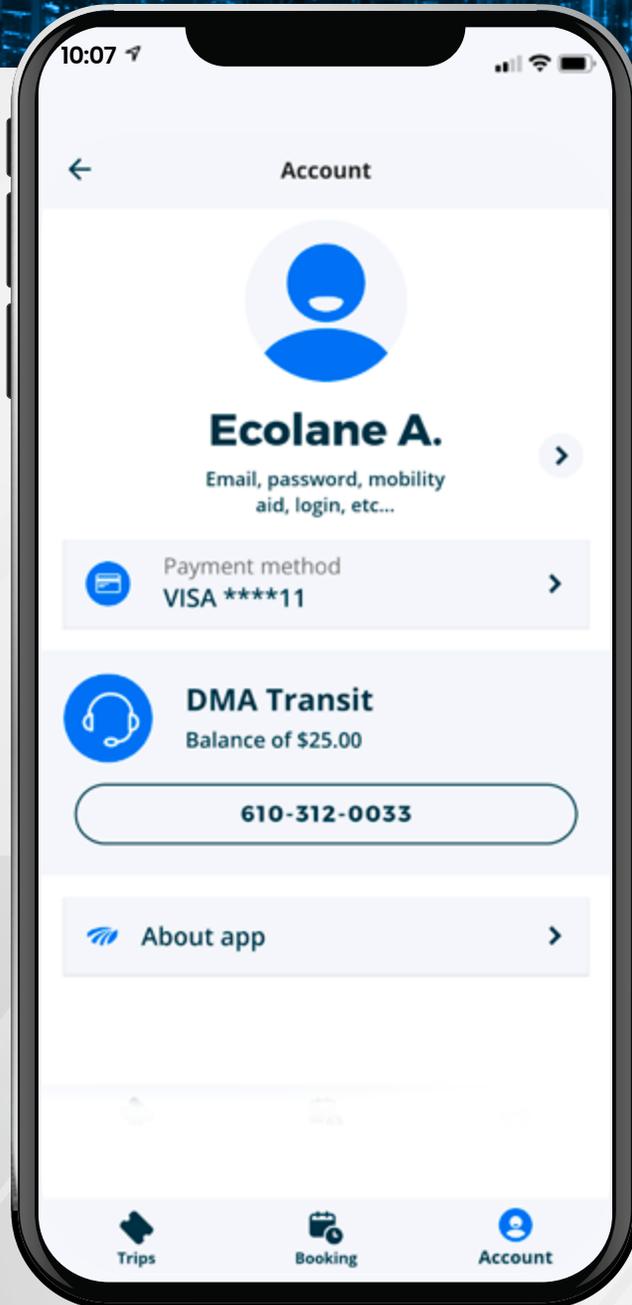
On this screen you will see three tabs for **Trip Destinations: Upcoming, Past** and **Canceled**.

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.

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

**THANK YOU AND WE HOPE YOU ENJOY THE FLEXIBILITY,
CONVENIENCE, AND INDEPENDENCE OF THE ECOLANE MOBILE APP.**



 **Ecolane**

Scheduling and dispatching
software for the future of mobility

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