RideDCTA

Ride DCTA Rider App Walkthrough

A step-by-step guide to using the Ride DCTA app

DCTA

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A Livi as Tatt

Jalisco Restaurant

Ashes Smoke
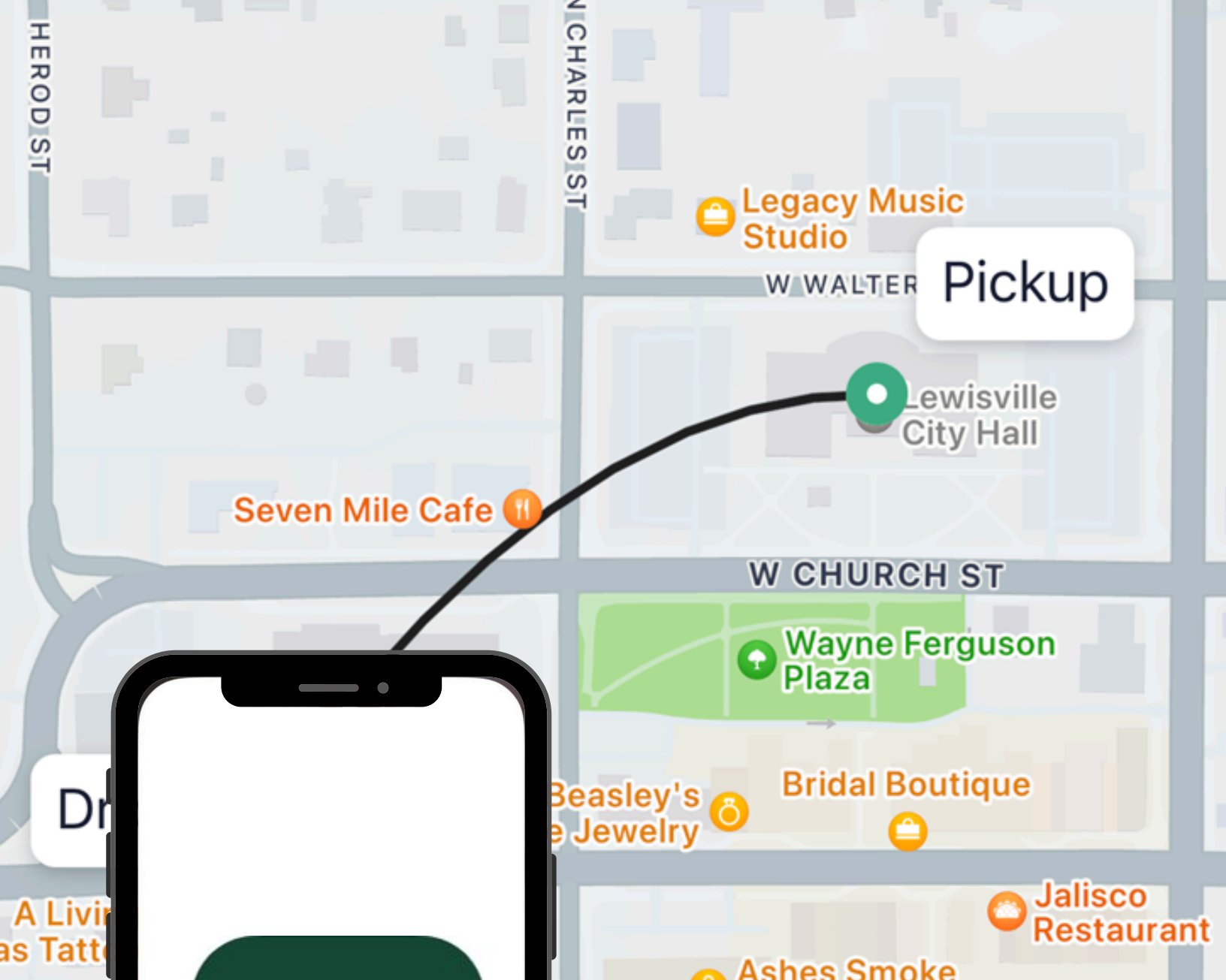
RideDCTA
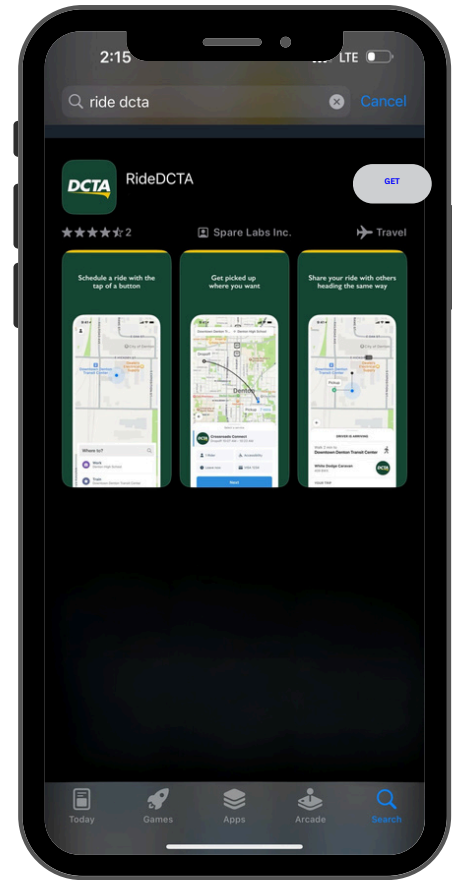
Downloading the RideDCTA App

How to download the Ride DCTA App from the App Store (iOS Users)

DCTA

1

Locate the App Store
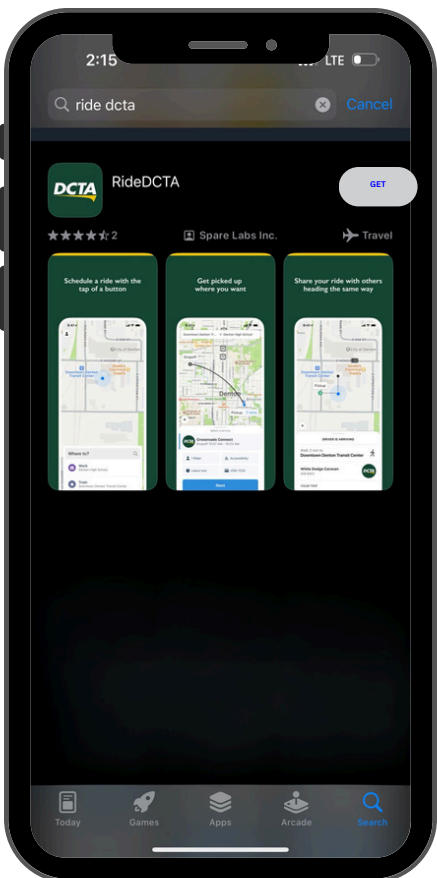Locate and tap the App Store Icon on your iOS Device

2

Search for the app
Tap on the search bar at the top of the screen.

Then type in a search for the 'Ride DCTA' app

3

Select the app
Tap on the RideDCTA icon which will appear in your search results. This will then take you to a page to begin downloading the app.

Download the app to your device by clicking the **GET** button.

You may need to type in your Apple ID login and password to start downloading.

4

Download the app
Once the app is installed, you will be able to use the app by tapping on the apps icon which is now installed on your devices main screen.
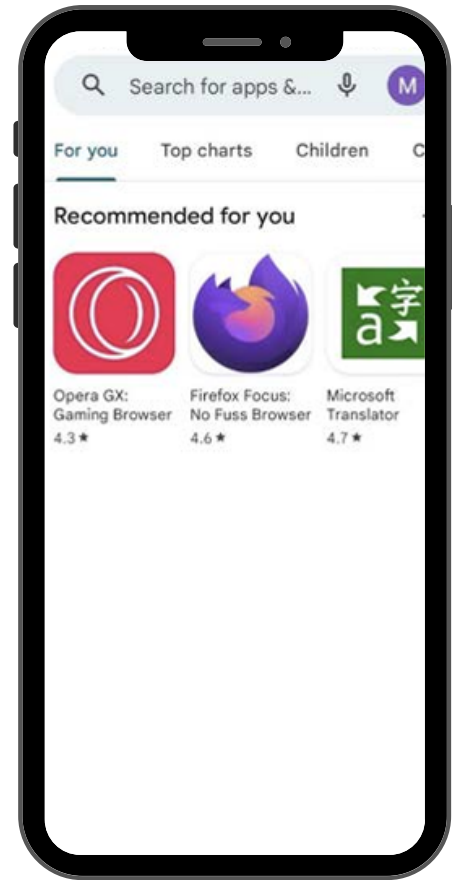
RIDER APP WALKTHROUGH

How to download the Ride DCTA App from Google Play Store (Android Users)

DCTA

1

Locate the Play Store
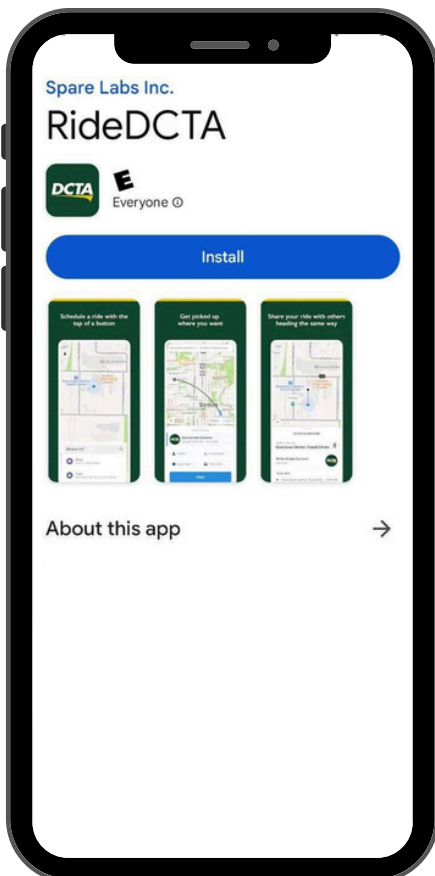Locate and tap the Play Store Icon on yourAndroid Device

2

Search for the app
Tap on the search bar at the top of the screen.
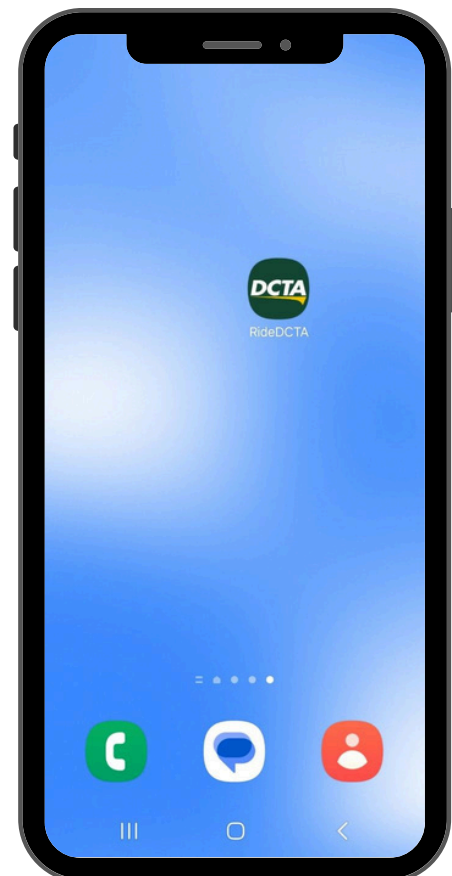
Then type in a search for the 'Ride DCTA' app

3

Select the app
Tap on the RideDCTA icon which will appear in your search results. This will then take you to a page to begin downloading the app.
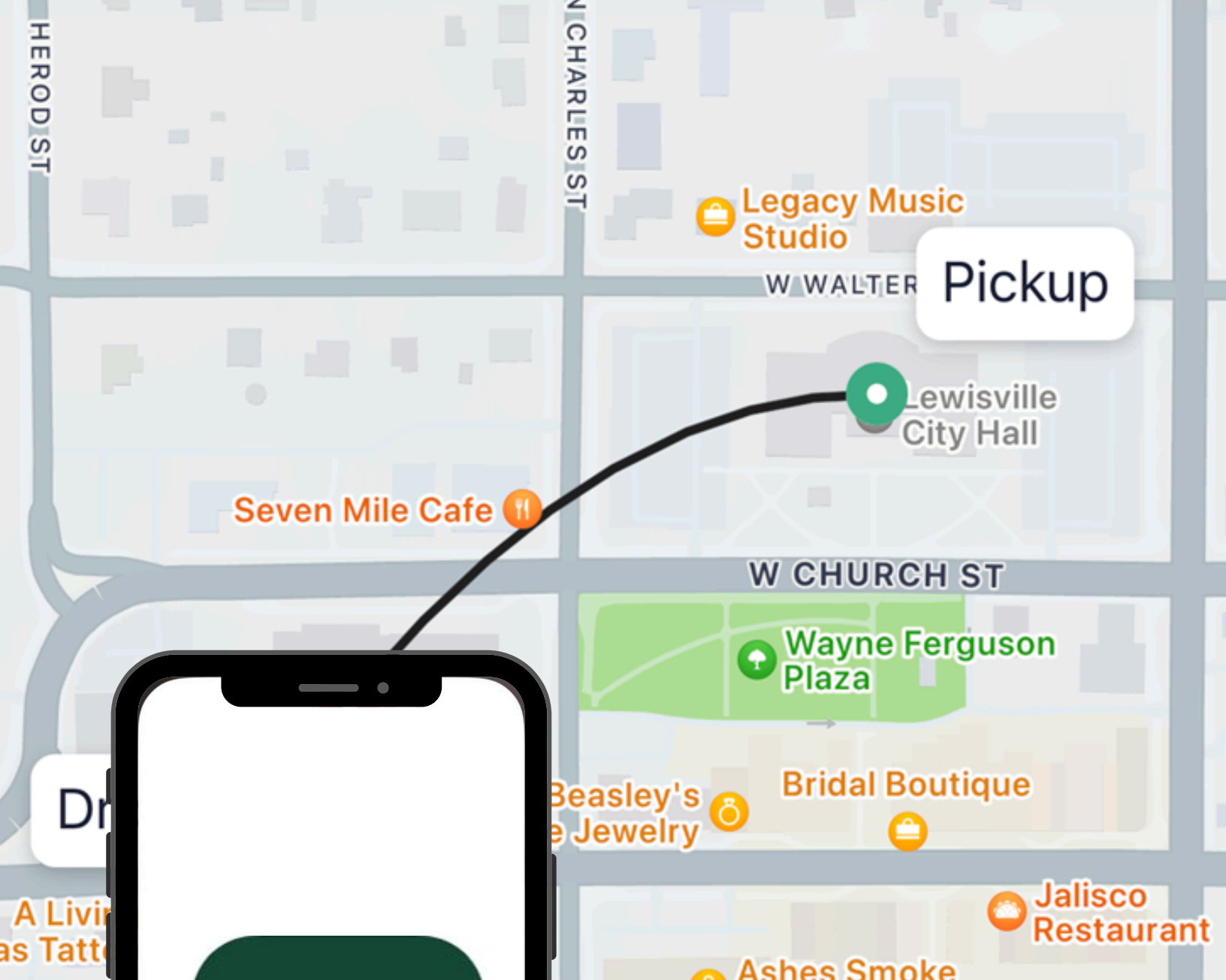
Download the app to your device by clicking the **Install** button.

4

Download the app
Once the app is installed, you will be able to use the app by tapping on the apps icon which is now installed on your devices main screen.
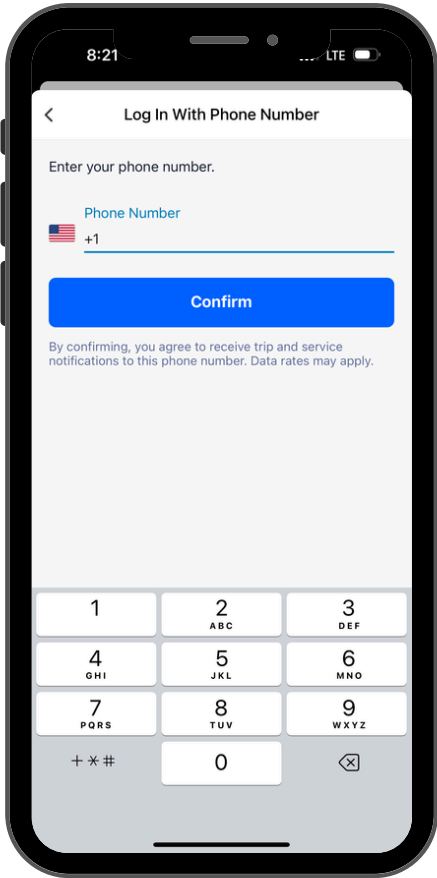
RideDCTA

Logging into RideDCTA
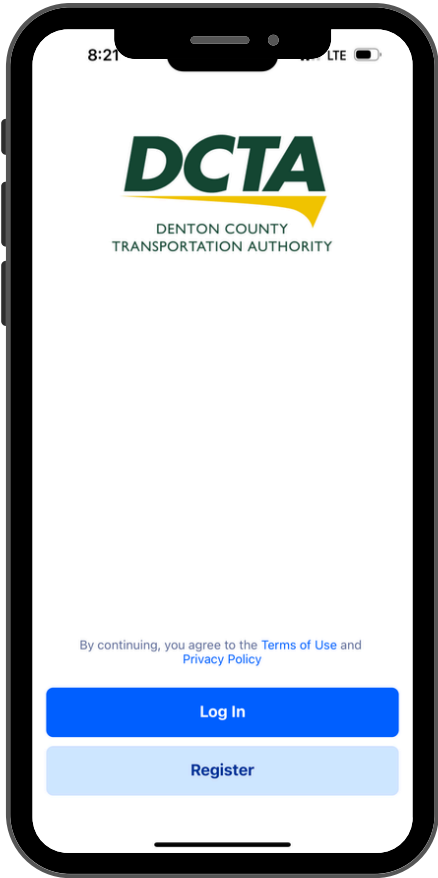
1

Log In screen

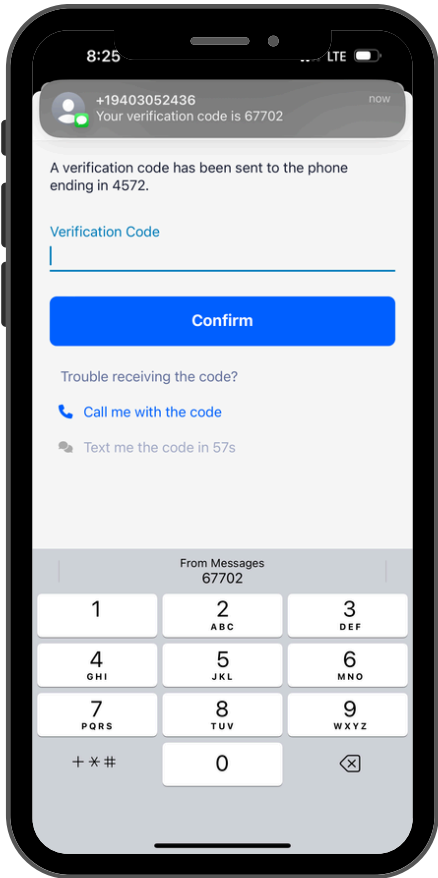To access the RideDCTA app, click the **Log In** button.

2

Log in with Phone Number

Enter the phone number associated with the profile.

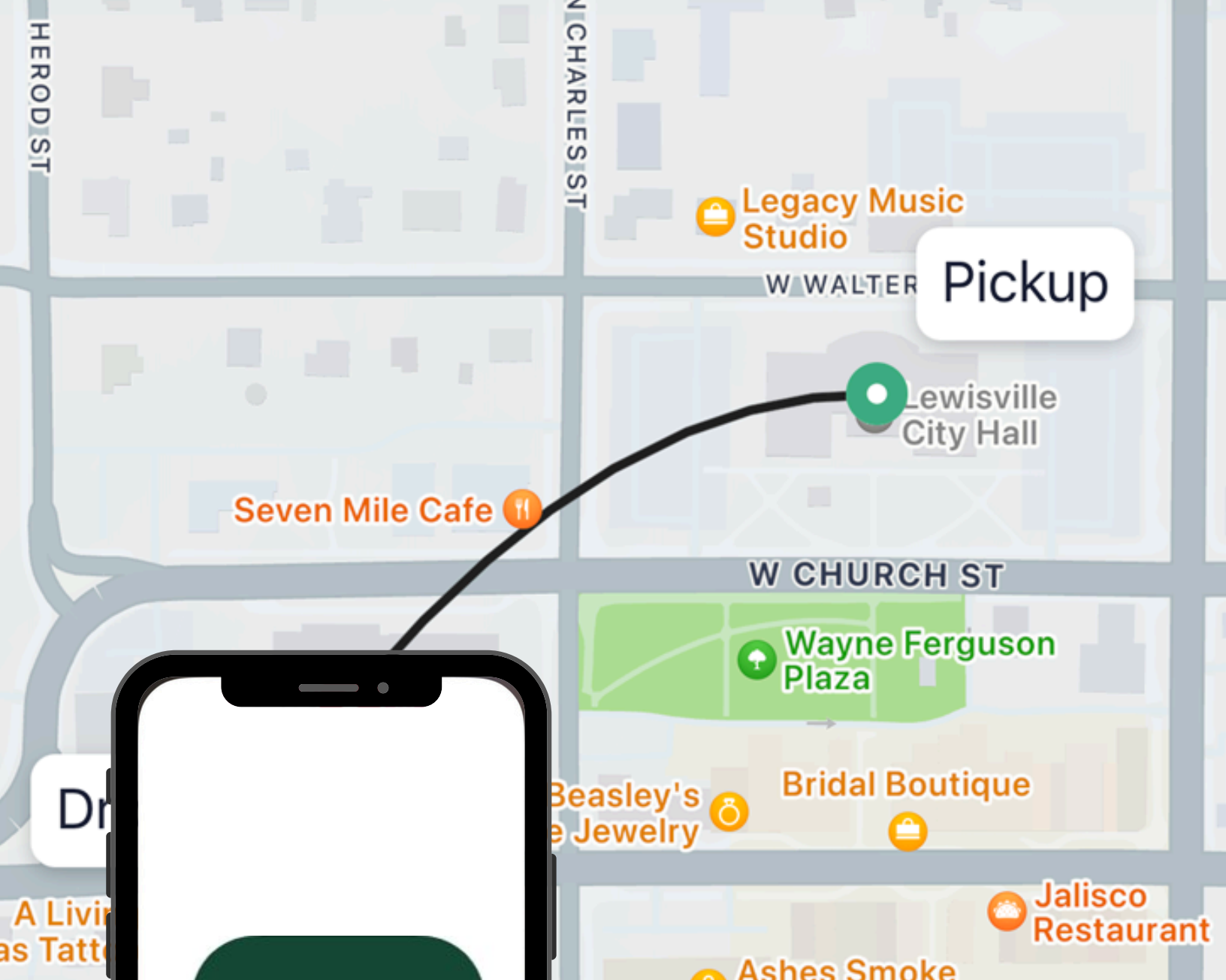Once the phone number is entered, click the **Confirm** button.

3

Enter verification code

The app will send a verification code through text messages. Enter the code into the Verification Code field.

Once entered, click the **Confirm** button.

Pickup

Legacy Music Studio

W WALTER

Lewisville City Hall

Seven Mile Cafe

W CHURCH ST

Wayne Ferguson Plaza

Dr

Beasley's Jewelry

Bridal Boutique

A Livin
as Tatt
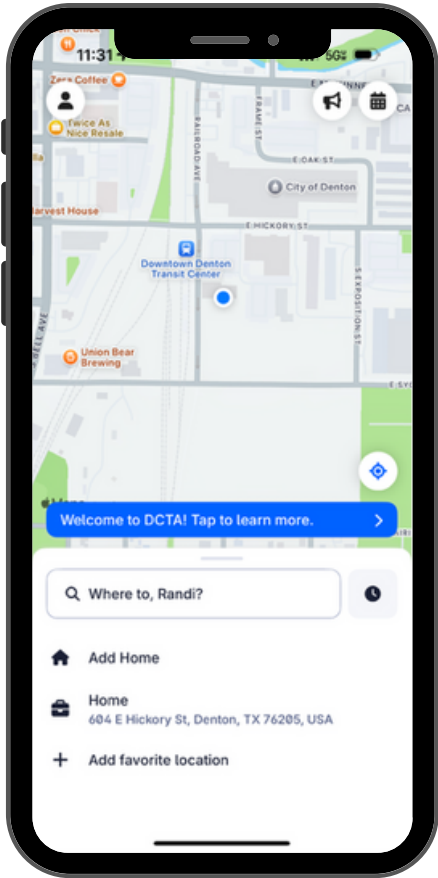
Jalisco Restaurant

Ashes Smoke

RideDCTA

Booking a Trip

RIDER APP WALKTHROUGH
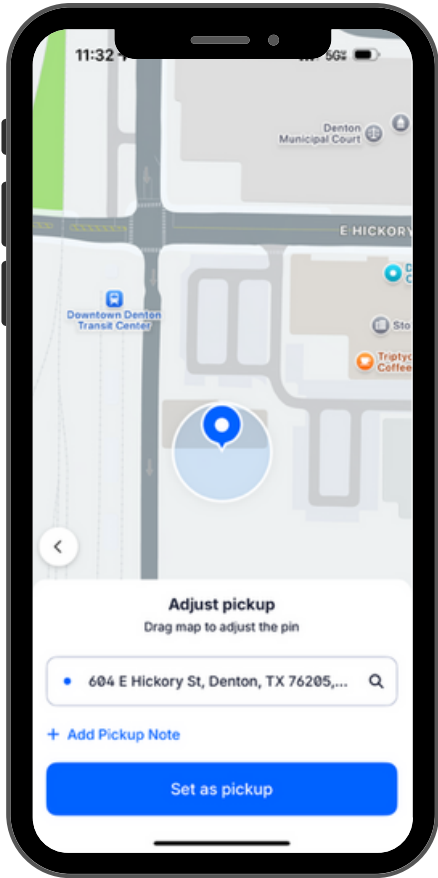## Booking a Trip

DCTA

1 Homescreen

To start booking a trip tap on the "Where to?"

Riders can also set favorite locations that let them start a booking from the home screen with one tap
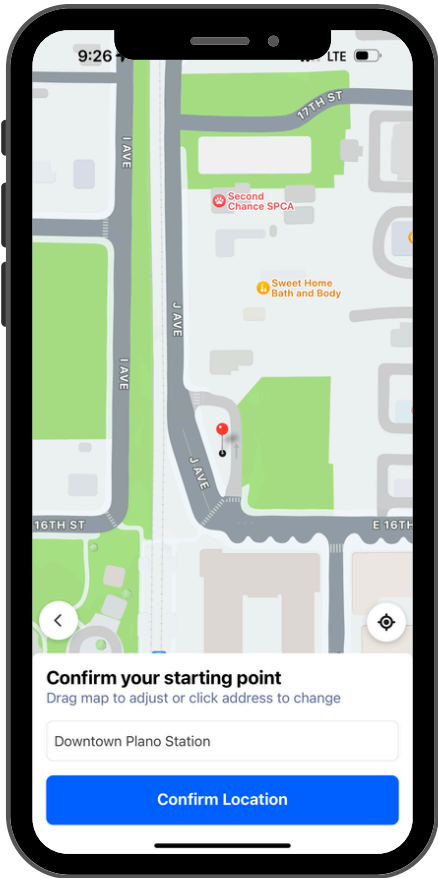
2 Set locations

Enter the desired pickup & drop-off locations.

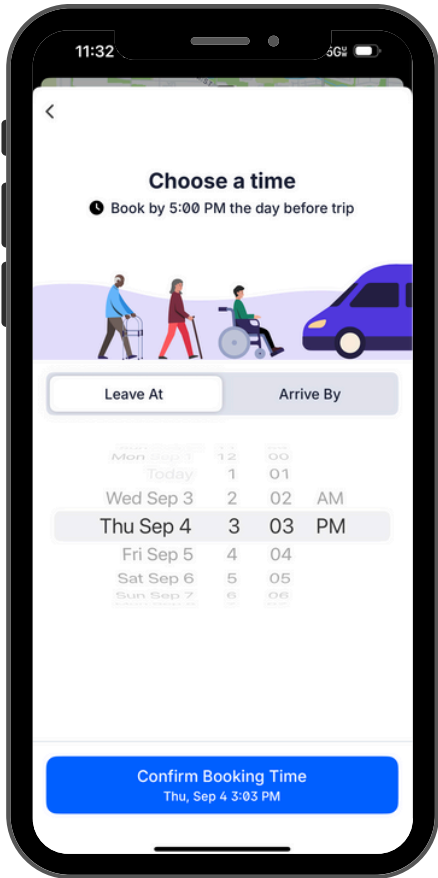Select a stop (orange flag) or point of interest (red pin) from the list.

3 Confirm pickup location

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

Click the **Confirm Location** button.
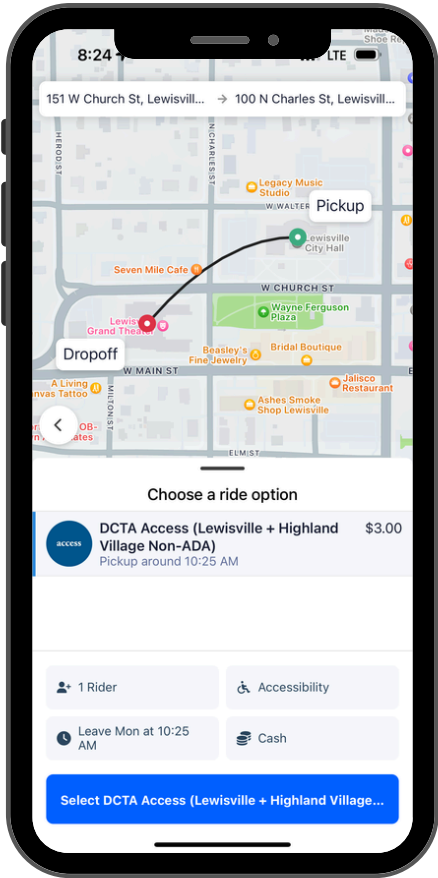
4 Confirm booking time

Select the time the desired trip should leave or arrive by

Please note: Same Day trips are not available.

Once selected, click the **Confirm Booking Time** button.

DCTA

5

Choose a ride option

Depending on the location. Choose a ride option for the trip

Included on this page are the options to update the number of riders for the trip, accessibility options, and payment options. Let's take sometime to explore each option.

6

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.
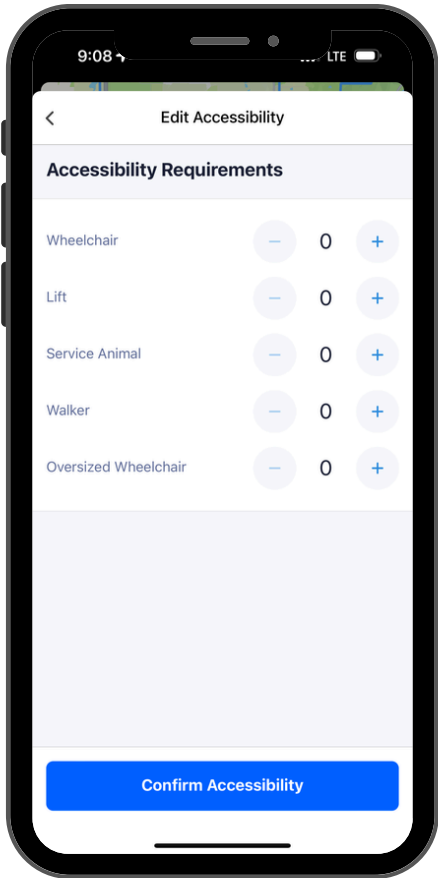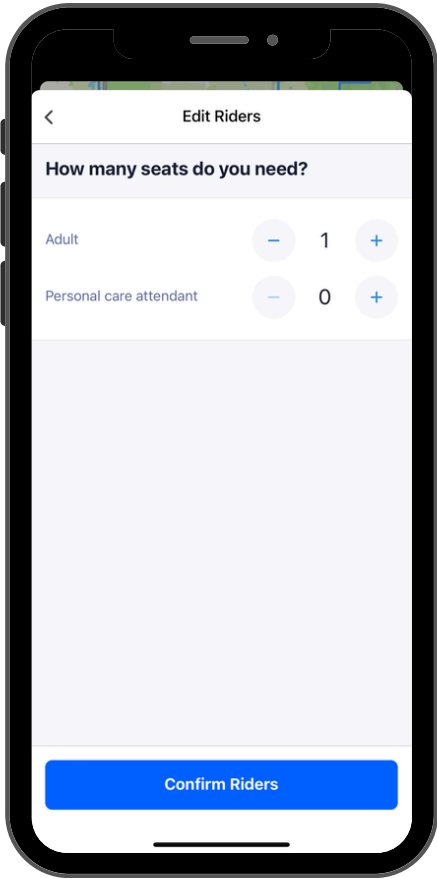
7

Add accessibility features
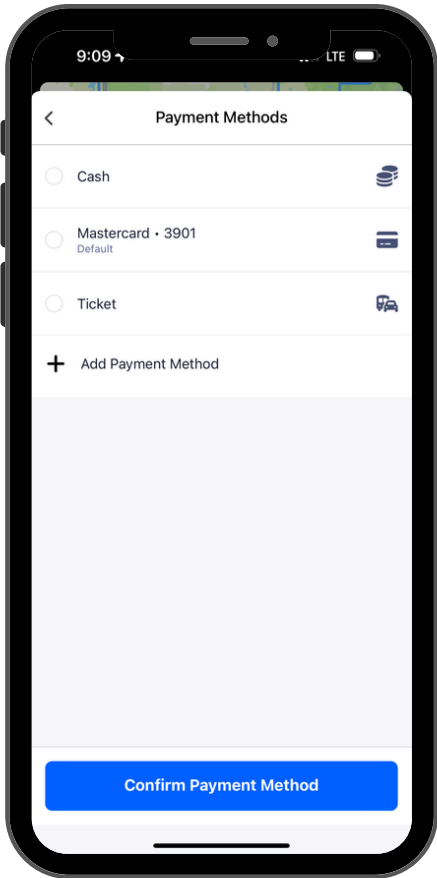
Add any accessibility requirements.

Riders will only be matched to vehicles that can support their needs.
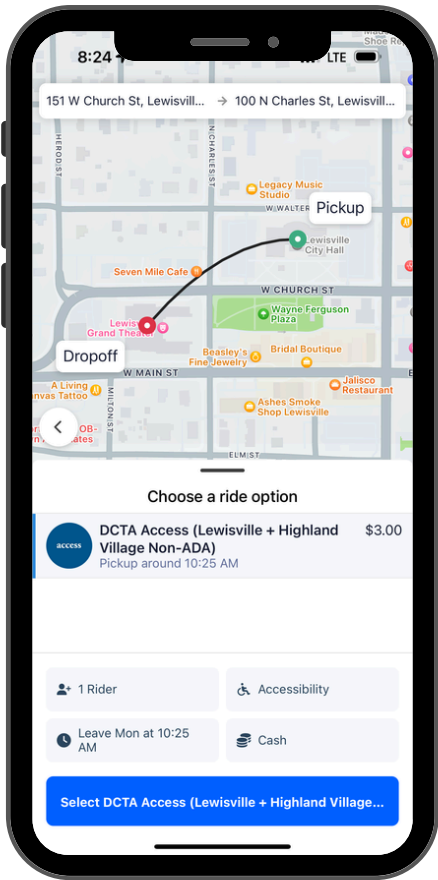
8

Choose payment

Choose a payment method such as credit card, debit card, transit pass, or cash.

After the payment option is selected, click the **Confirm Payment Method** button

9

Choose a ride option
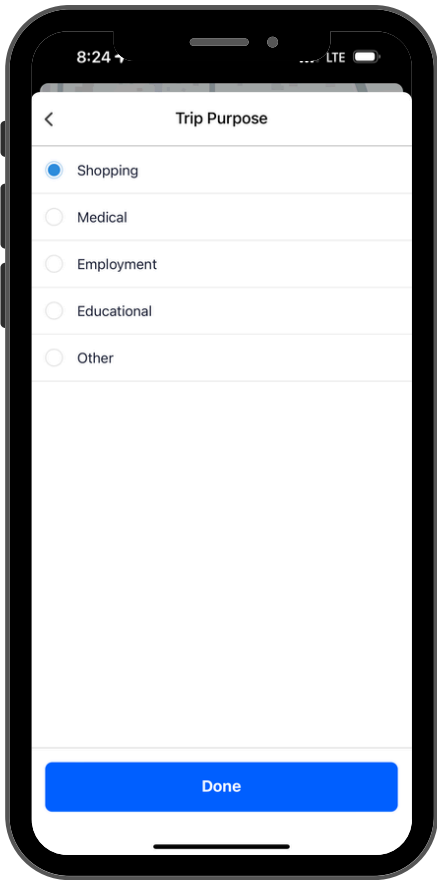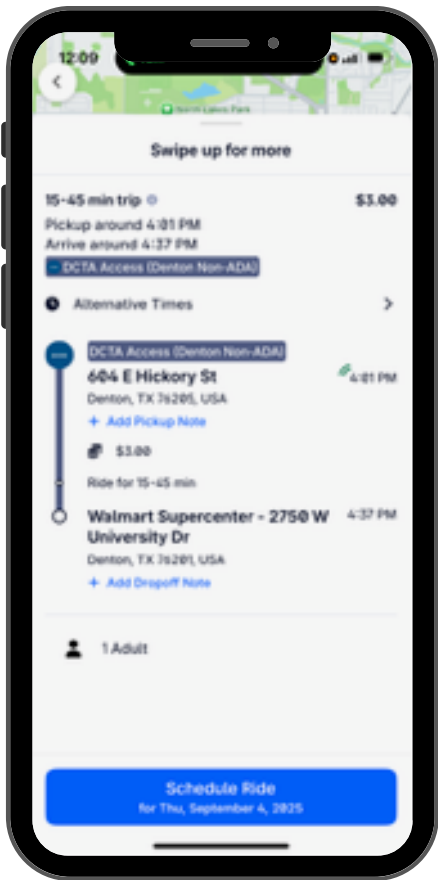Once all ride options are chosen, click the **Select** button.

10

Choose a trip purpose
Using the options provided, choose a purpose for the trip.

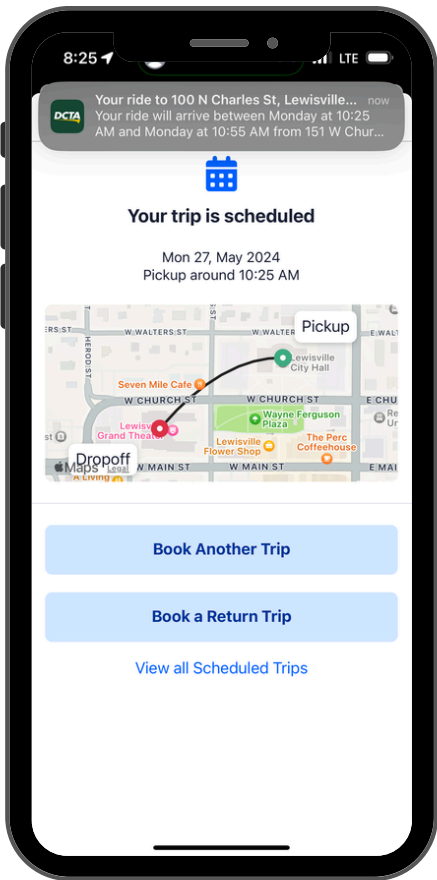After the trip purpose is selected, click the **Done** button.

11

Review and schedule ride
Review the ride details for the trip. Confirm pickup and drop-off locations, day, and time.

After the verification is complete click the **Schedule Ride** button.
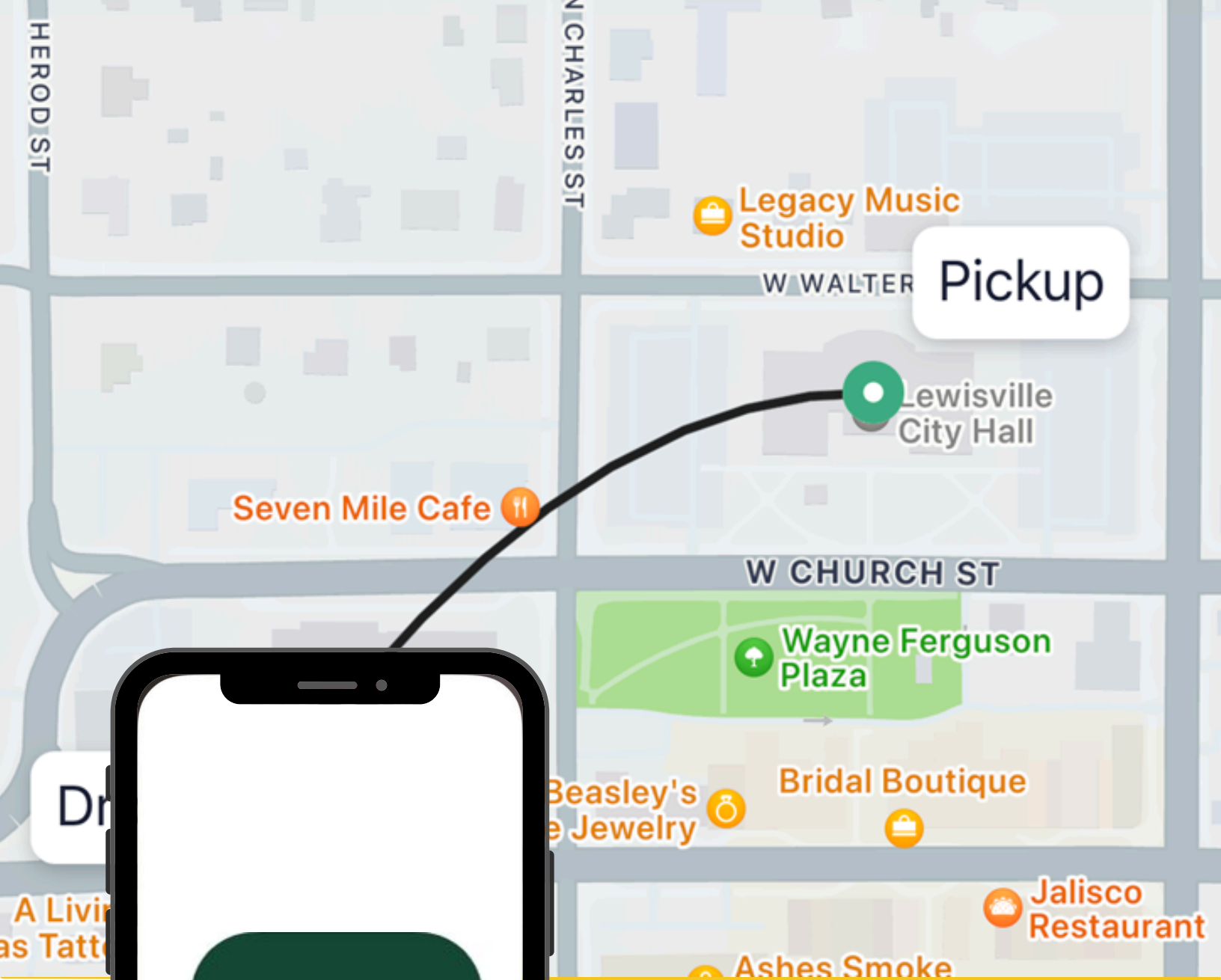

12

Trip scheduled
This confirmation screen will appear once the trip is scheduled.

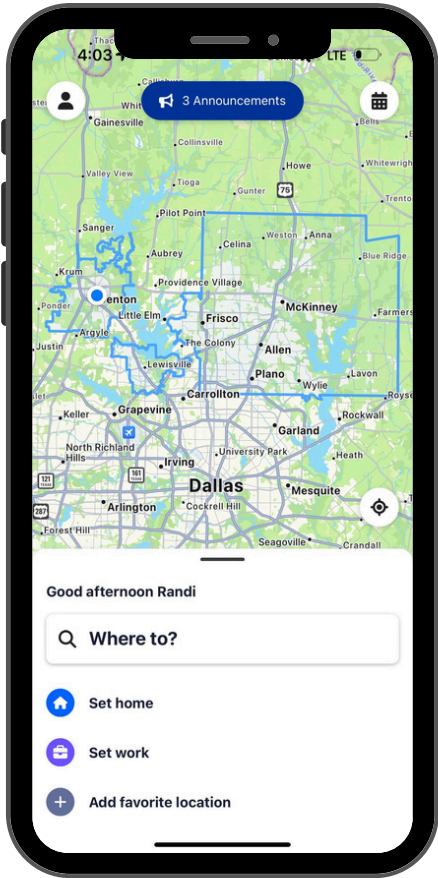Additionally, there will be an automated phone call which will provide details of the scheduled ride.

RideDCTA

Canceling a Scheduled Ride

Canceling a scheduled ride

1

Canceling a scheduled ride
Click on the RideDCTA app.

From the home screen click this icon 📅 located on the top right corner.
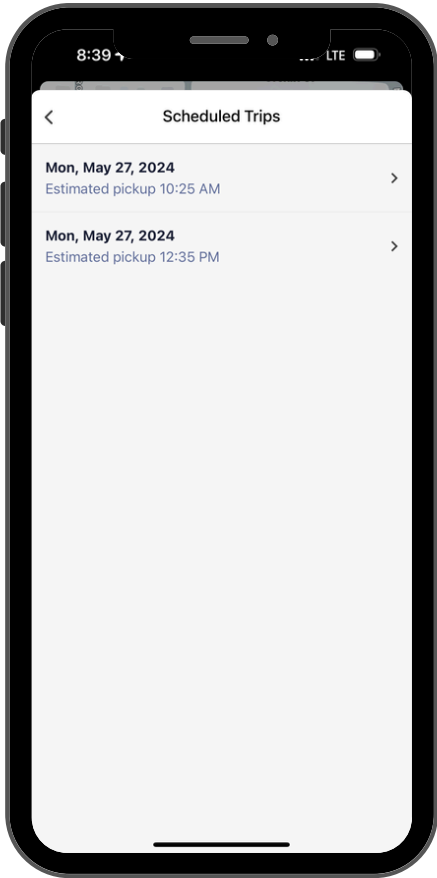
2

Find the the trip
Click on the trip that will need to be cancelled.

3

Verify and cancel
Review the screen to ensure the selected trip is the correct one to be canceled.

To cancel the trip, click the **Cancel Ride** button.

4

Cancellation Confirmation
This confirmation screen will appear once the trip is canceled.

.

Legacy Music
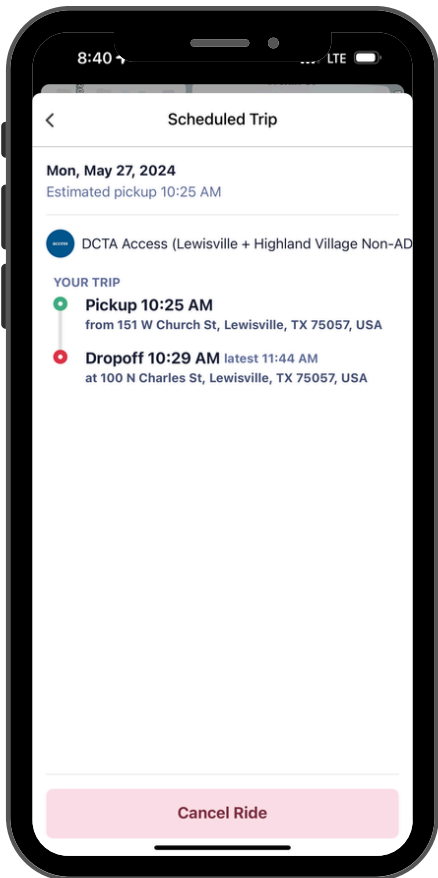Studio

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DCTA

RideDCTA
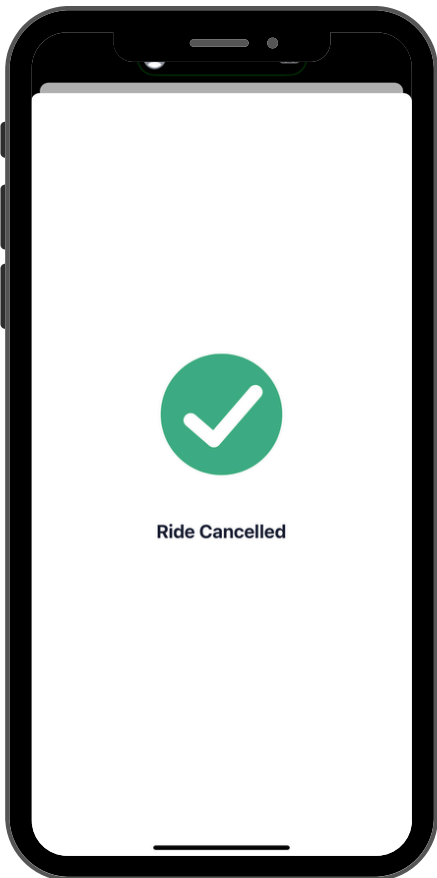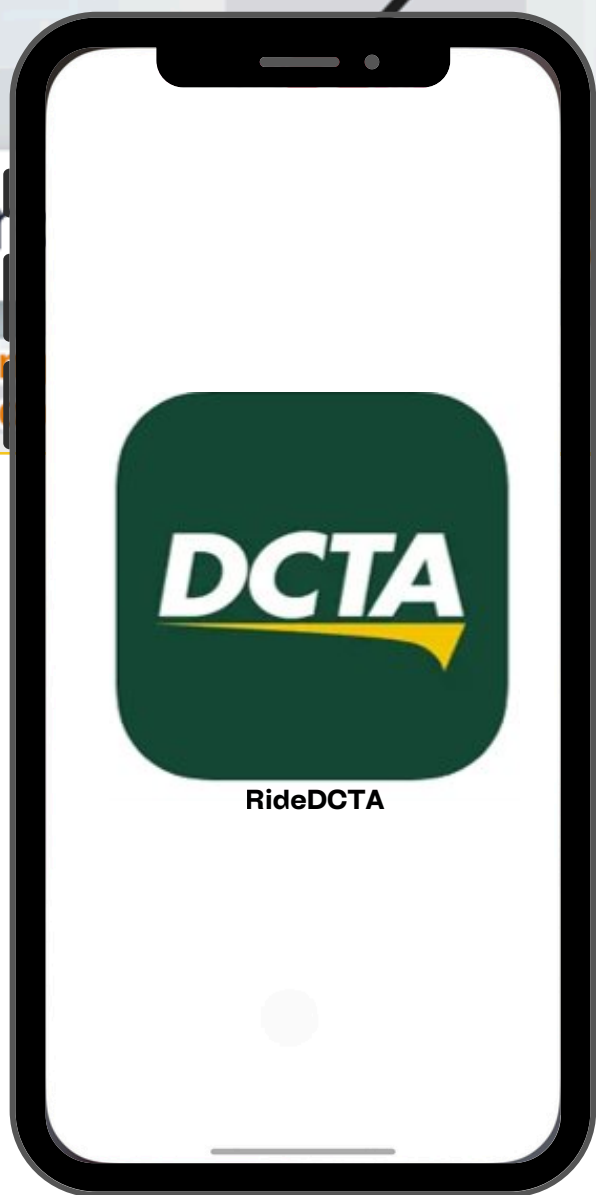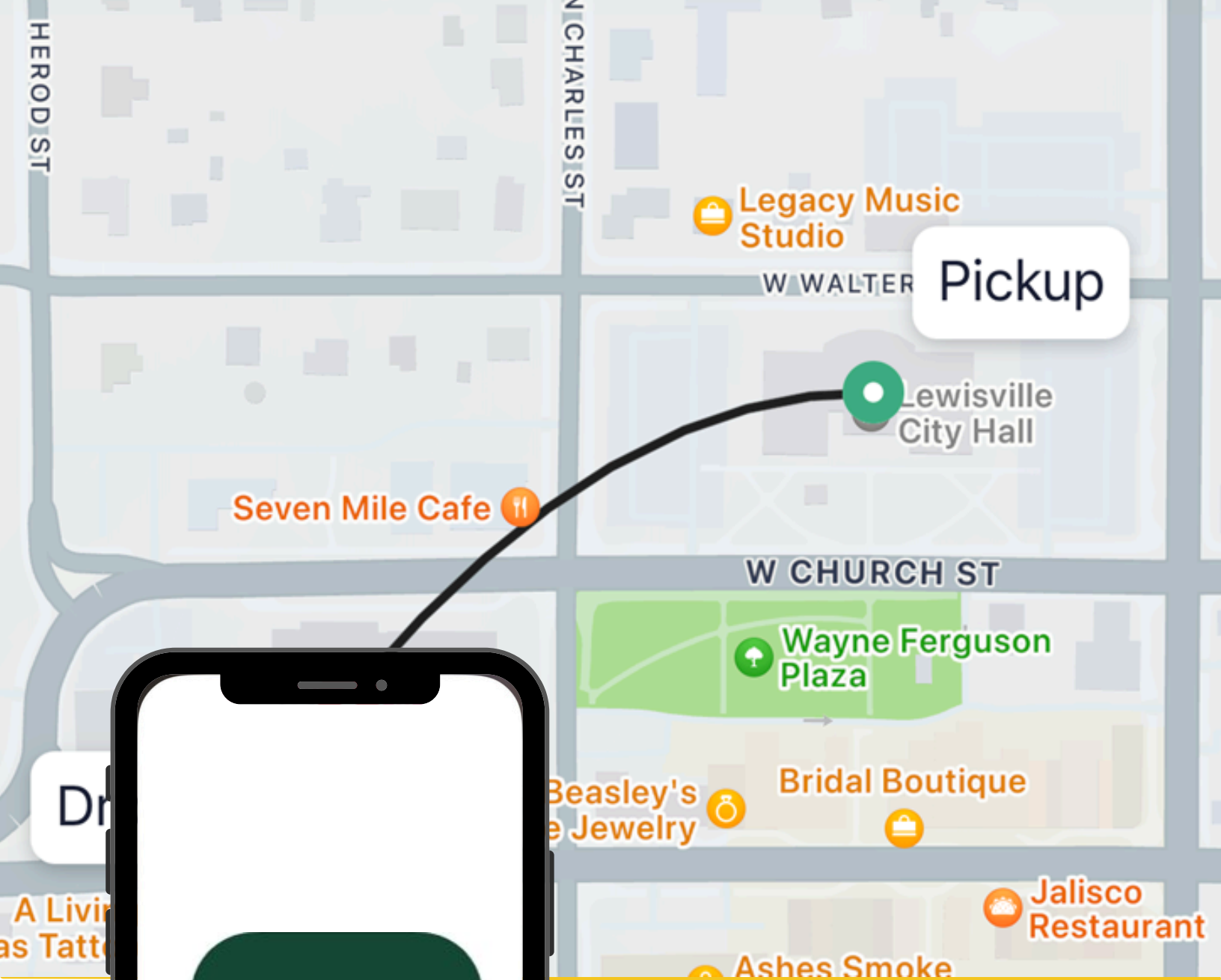
Driver arrivals &
Drop-Offs

DCTA

Day of Ride Notifications

1

At pickup time

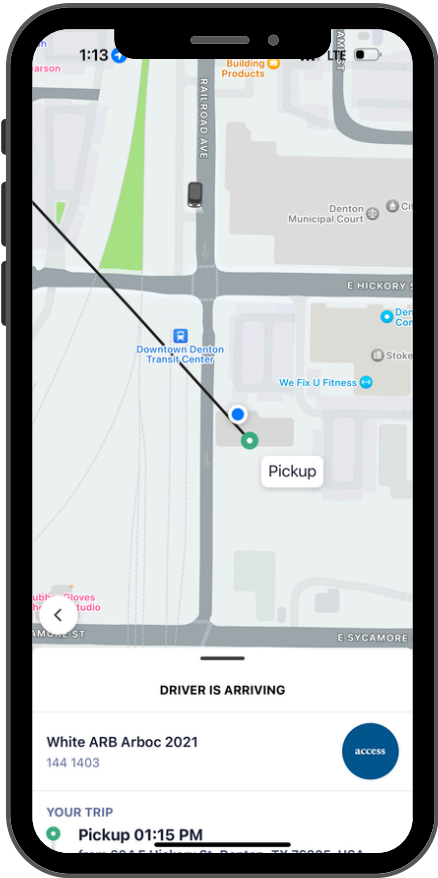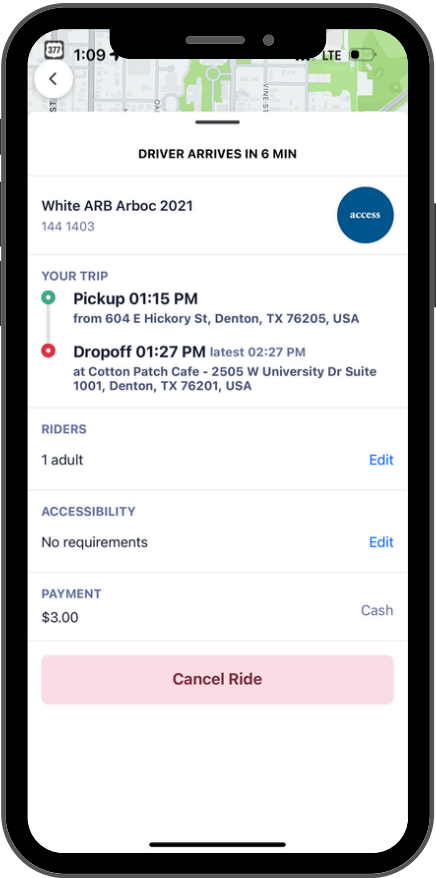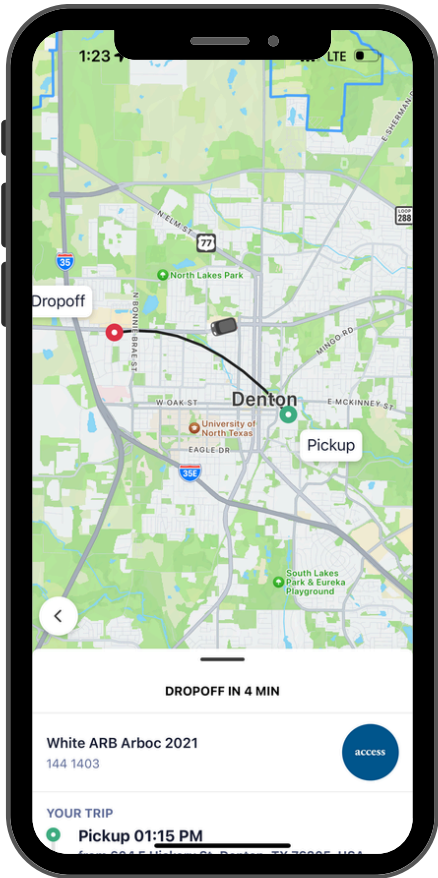When it's pickup time, riders can see where the vehicle is, where & when they'll be picked up and dropped off, and which vehicle to look for.

DRIVER IS ARRIVING

White ARB Arboc 2021
144 1403

YOUR TRIP
Pickup 01:15 PM

DRIVER ARRIVES IN 6 MIN

White ARB Arboc 2021
144 1403

YOUR TRIP
Pickup 01:15 PM
from 604 E Hickory St, Denton, TX 76205, USA

Dropoff 01:27 PM latest 02:27 PM
at Cotton Patch Cafe - 2505 W University Dr Suite 1001, Denton, TX 76201, USA

RIDERS
1 adult   Edit

ACCESSIBILITY
No requirements   Edit

PAYMENT
$3.00   Cash

Cancel Ride

2

Review of trip details

Riders can view their trip details while waiting for the driver.

3

During the ride

Riders can log into the RideDCTA app and view the remaining time for their trip while in the vehicle.

DROPOFF IN 4 MIN

White ARB Arboc 2021
144 1403

YOUR TRIP
Pickup 01:15 PM

RideDCTA

Contact Us

📞 **940.243.0077**

RideDCTA