



## SIMPLE STEPS FOR FIND MY RIDE SCHEDULE



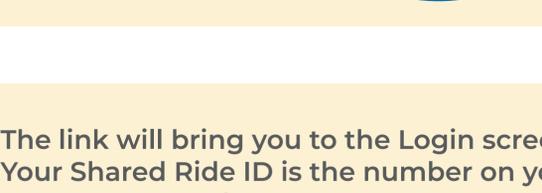
- Schedule a trip online two business days before your trip\*
- Find out the estimated time of your bus arrival
- See your planned trips
- Email your trip itinerary to yourself or others
- Cancel your planned trip up to one hour before scheduled pickup

Registered TransNet consumers have a new, easy way to book rides online with "Find My Ride Schedule." This article will walk you through the steps in the process.

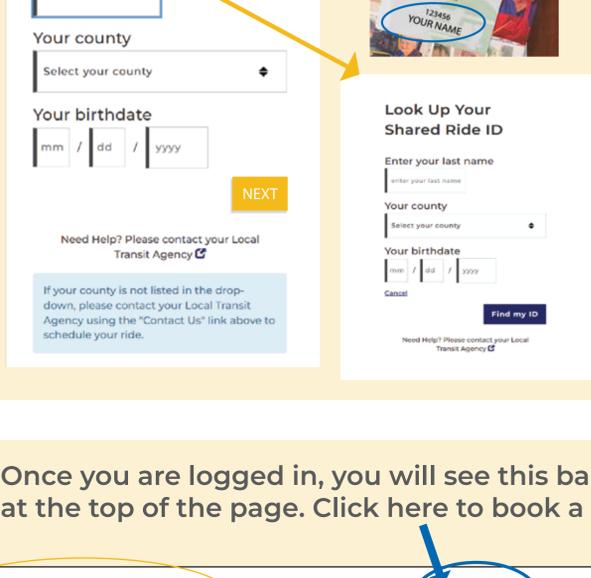
Before we begin, we will review the types of rides that are able to be scheduled with this new method. Our Customer Service Representatives are still here for you during our regular business hours Mon-Fri, 8:00-3:30 pm. Refer to the table below to choose the best option.

| HOW SHOULD I SCHEDULE MY NEXT TRANSNET RIDE?  | FMR Schedule Online | Please call TransNet |
|---|---------------------|----------------------|
| My trip is on a weekday, Monday - Friday<br>AND<br>My trip is a local ride<br>AND<br>I have at least 2 business days before my trip<br>AND<br>My trip will be between 9 am and 3 pm | ✓                   |                      |
| My trip is on a Saturday<br>OR<br>I would like a Same Day or Next-Day ride<br>OR<br>My trip is to Philadelphia or out of my local Partner's service area                            | X                   | ✓                    |

1 You can access this system with your computer tablet or cell phone by clicking the link on TransNet's homepage here:



2 The link will bring you to the Login screen. Your Shared Ride ID is the number on your TransNet ID card.



3 Once you are logged in, you will see this banner at the top of the page. Click here to book a trip.



This amount refers to your PayPal balance if you use this for fares.

This is the number of upcoming trips you have already scheduled.



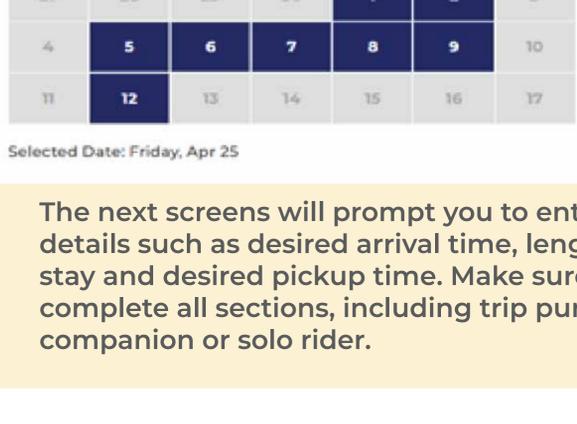
4 Type the complete addresses of your pickup & dropoff points. Please note that you will need to select both addresses from the suggested drop-down menu in order to proceed.



Click here to continue. Yes, looks good!

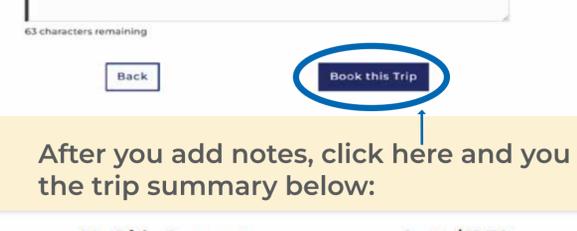
5 You will see a calendar with available trip dates in blue. (If the day you need is not highlighted, you cannot book the trip online. Call TransNet's Customer Service at 215-542-7433 to assist you.)

Selected days turn black.

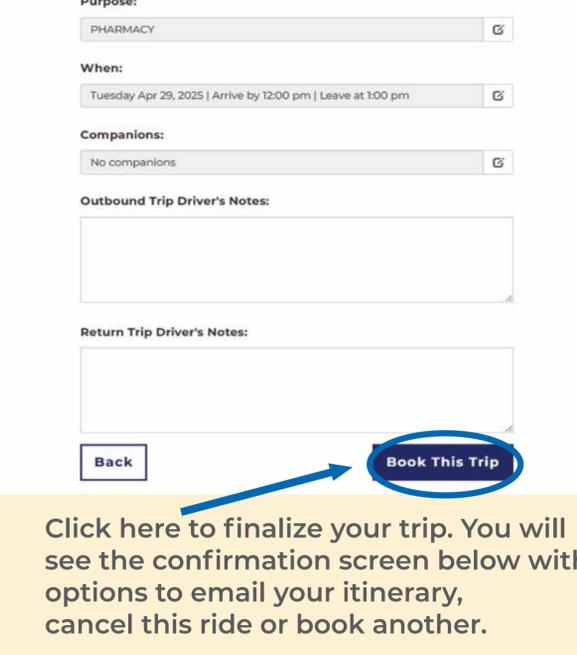


The next screens will prompt you to enter details such as desired arrival time, length of stay and desired pickup time. Make sure to complete all sections, including trip purpose & companion or solo rider.

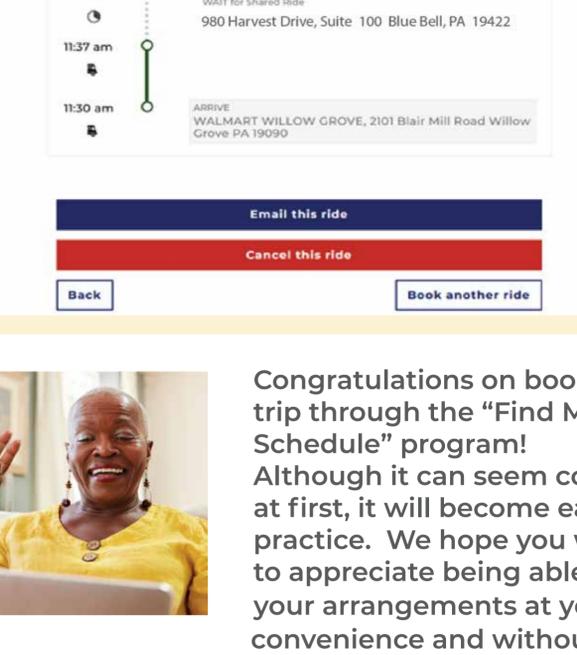
6 Your final step allows you to enter notes to help our driver locate you when they arrive. It is important to specify a specific entrance/exit if there are multiple doors in the building.



After you add notes, click here and you will see the trip summary below:



Click here to finalize your trip. You will see the confirmation screen below with options to email your itinerary, cancel this ride or book another.



Congratulations on booking your trip through the "Find My Ride Schedule" program! Although it can seem complex at first, it will become easier with practice. We hope you will come to appreciate being able to make your arrangements at your own convenience and without waiting in the phone queue. Please know that we are here to support you through the process and are happy to answer any questions you have!