



SCAN ME

My Blue™



HOW TO USE THE MYBLUE™ NORTH CENTRAL RTD ON-DEMAND RIDESHARE APP

Available for iPhone and Android
Application Powered by Liftango

NORTH
CENTRAL
RTD

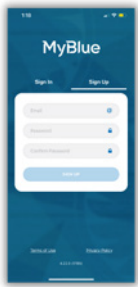
Blue
bus



Welcome To The MyBlue™ North Central RTD On-Demand App

This quick guide will show you how to use the MyBlue™ North Central RTD app step-by-step.

We hope you enjoy utilizing this service on future commutes!



1 - Download the App & Create Account

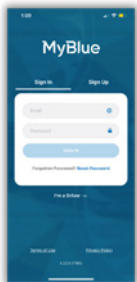
Once the App has been downloaded from the App Store or Google Play, a rideshare user must select 'Sign Up' and enter an email and password.

Once signed up, you will need to verify your email. Don't forget to check the spam folder.



2 - Verify Account

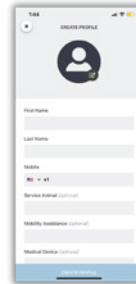
By clicking the link in your email, your account will be activated and ready to use.



3 - Log In

Sign in with your verified account.

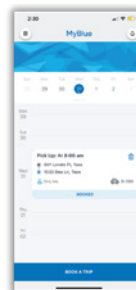
Note: Once the account is verified the app may automatically sign in.



4 - Create Profile

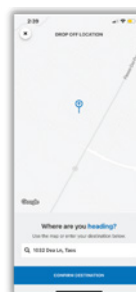
Create a simple profile consisting of the following information:

- **Full Name and Photo** - To help drivers during pick up
- **Phone Number** - To enable In-App messaging and trip alert notifications
- **Service Animal** - Allows you specify the service animal type if applicable
- **Medical Device** - Allows you to specify the medical device type if applicable
- **Home Address** - Choose if you would like to add home address to profile
- **Accessibility** - Passengers can also specify their accessibility requirements within their profile



5 - Home: Book a Trip

The main Home screen allows you to easily book a trip, see itinerary, edit existing trips, and access service notifications. Select Book A Trip to begin.



6 - Book a Trip: Drop Off

Enter in your Drop Off address or location within the service zone. Specifying a drop off location is as easy as entering an address, selecting a point of interest or one of your favorite locations.



7 - Book a Trip: Pick Up

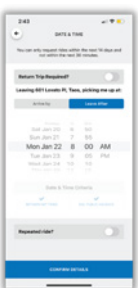
[After pressing the book a trip button on the home screen and entering your Drop Off location] Enter in the Pickup address or choose a preset point of interest or favorite location within the service zone.



8 - Update Booking Request

[After entering the pick up location]

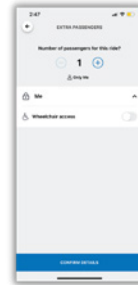
- Confirm pick up and drop off locations
- Request booking date and time
- Add additional passengers. Specify any accessibility requirements
- Add a note to the booking including information about mobility aids



9 - Select Date & Time

When requesting trip date and time you can:

- Request a return trip
- If you need to arrive at the drop off location by a certain time, use Arrive By
- If you would like to leave the pickup location after a certain time, use Leave After
- Request repeat rides, if you know your schedule in advance



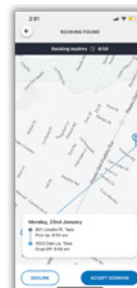
10 - Add Additional Passengers & Review Accessibility Needs

Add any additional passengers and confirm any accessibility needs. *Please note that all passengers must be registered in order to ride MyBlue™.*



11 - Review & Submit Booking

- Pick up and drop off locations
 - Booking date and time
 - Passenger details
 - Booking notes
- Submit your request.



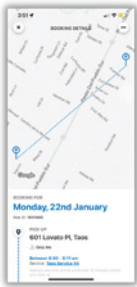
12 - Accept Booking

After the booking has been requested, you may receive an updated Pick Up and Drop Off time. Review the details and accept the booking request before it expires. You must accept the booking request in order to reserve a trip. A booking is not complete until the passenger has accepted the booking.

Note: As this is an on-demand rideshare service the pickup time is confirmed 30 minutes before the ride will take place. You will be notified of the final details by in app notifications and SMS.

App Features

Enjoy a smoother journey with our app's user-friendly features! From detailed booking info to personalized preferences, our app is your travel companion for seamless navigation.



1 - View Booking Details

Once a booking is confirmed, the Booking Details page displays an itinerary. This includes:

- Pick up location
- Walking time and distance (for meeting point pick-ups)
- Accessibility requirements
- The vehicle make, model and registration scheduled to pick you up
- Track the driver around the time of the journey

Note: Booking details are confirmed 30 minutes prior to the trip.

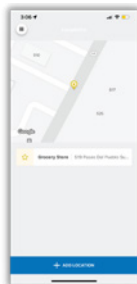
This is accessed by tapping the trip card on the home screen.



2 - Menu

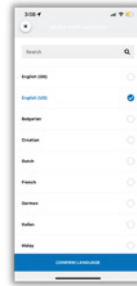
Quickly navigate to all areas of the App. Passengers have the ability to:

- Update profile details
- Buy Trip Credit bundles
- Access Favorites
- Access online support
- Access Settings to change language
- Access About to see more information about the service



3 - Creating Favorites

You can save, create, edit and delete up to 20 favorite locations. You can do this by adding a favorite address through the Favorites option on the main menu.



4 - Settings: Languages

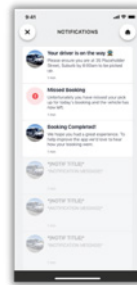
By selecting Settings in the menu, you can change the preferred language. Change by selecting the preferred language from the list.



5 - About / Rate the App

Selecting About in the menu allows you to access further information on the service such as:

- Contacting Support by phone
- Contacting Support by email by sending feedback
- View Terms and Conditions
- View Privacy Policy
- Rate the App by pressing the 3 dots in the top right and access more support



6 - Notifications

You will receive both In-App notifications and text messages for the following:

- Booking reminder/confirmation - 30 minutes before confirmed pickup including pickup details.
- Driver on the way in-app notification - If using the mobile app and SMS when not using the mobile app.
- Driver on the way - When the driver has received details of the pickup and is on the way to the location - (Great time to start tracking the vehicle)
- The driver has arrived - When the driver has arrived at the pickup location
- Missed ride - in the event of a missed ride there will be a SMS and In-app notification sent

Blue bus™

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