







Rider App Guide

A step-by-step guide to using your transit service's rider app, powered by Spare.

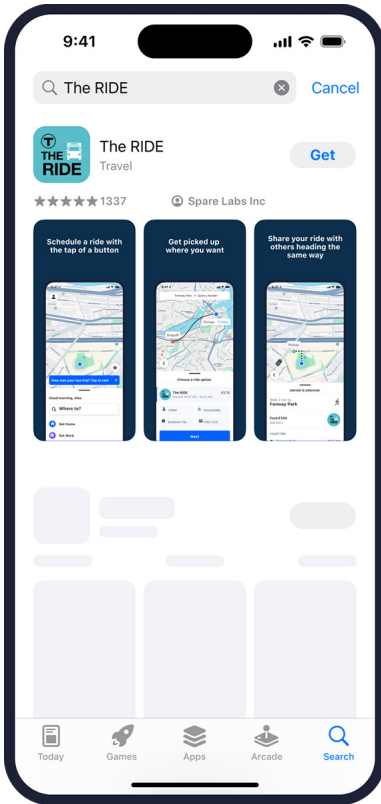
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GETTING STARTED

Downloading The RIDE app

1



Find and install the app

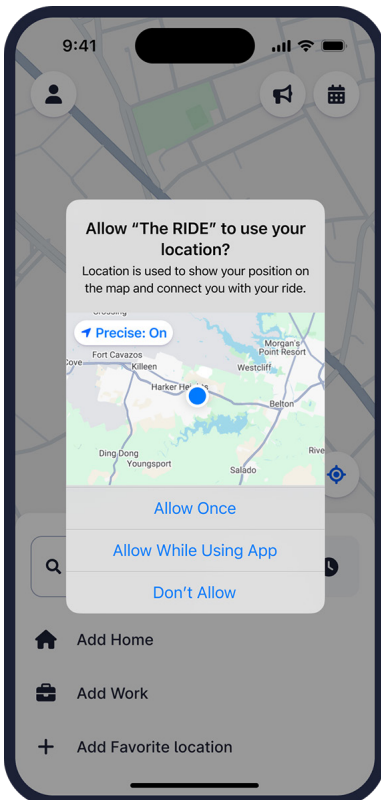
Find your local service in the Apple App Store or Google Play Store by searching: **"The RIDE - MBTA"**

Tap **Get** or **Install** to download the app.
You may need to enter your Apple ID password.



Open the app

Once installed, open the app from your phone's home screen.

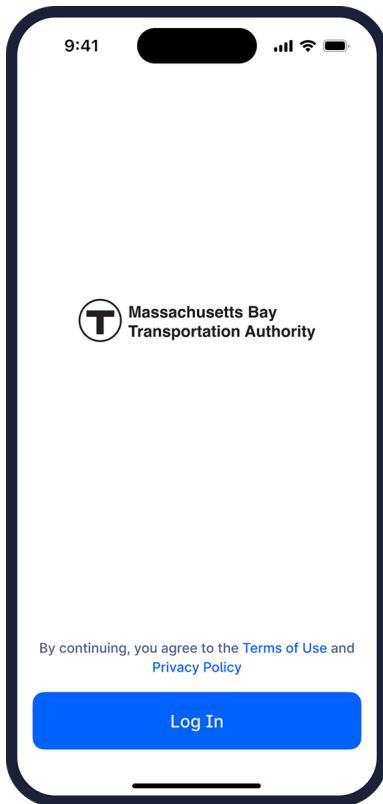


Enable permissions

For the best experience, allow Spare to use:

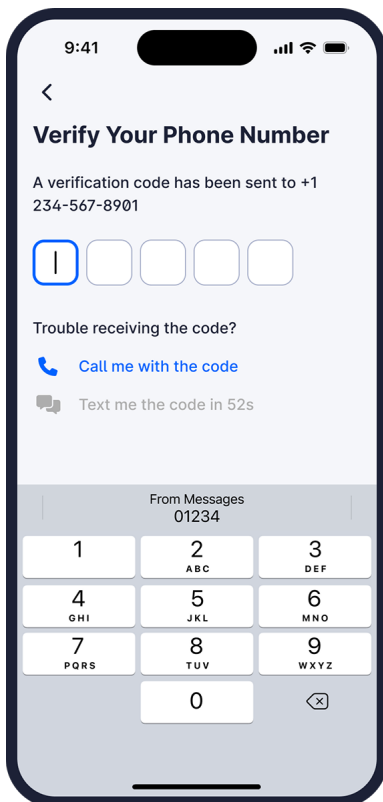
- **Location:** Set to "Always" to give you accurate pickup and trip details.
- **Notifications:** So you get alerts when your ride is on the way.





Log In to an existing account

If you already have an account tap **login**, enter your mobile phone number and tap **confirm**.



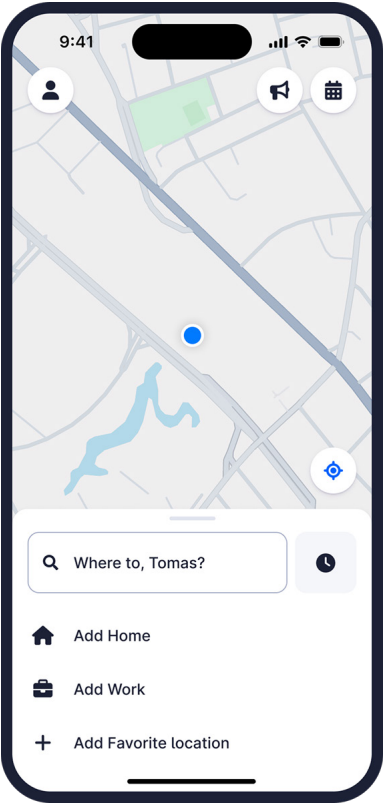
Enter your confirmation code

You'll get a 5-digit code by text. Enter the code to finish logging in.



BOOKING A RIDE

Set pickup and dropoff locations



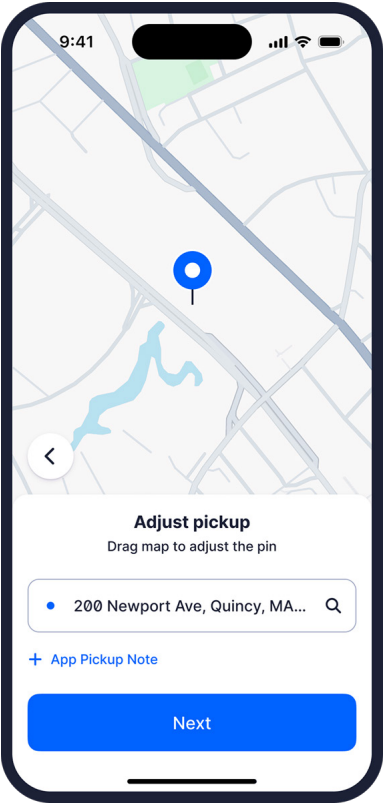
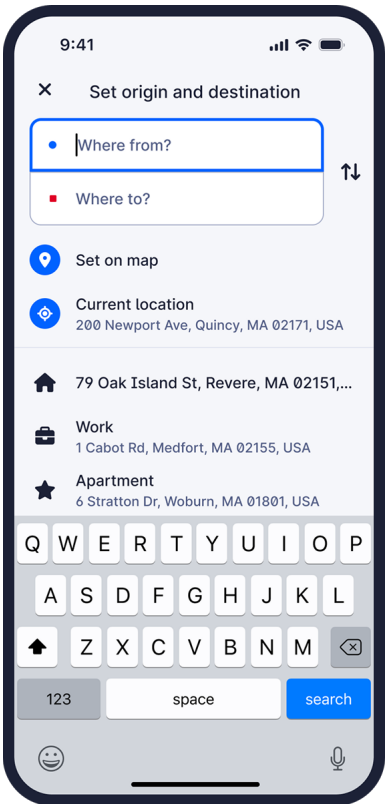
Start your booking

From the home screen, tap **“Where to?”** to begin.



Enter pickup and drop off locations

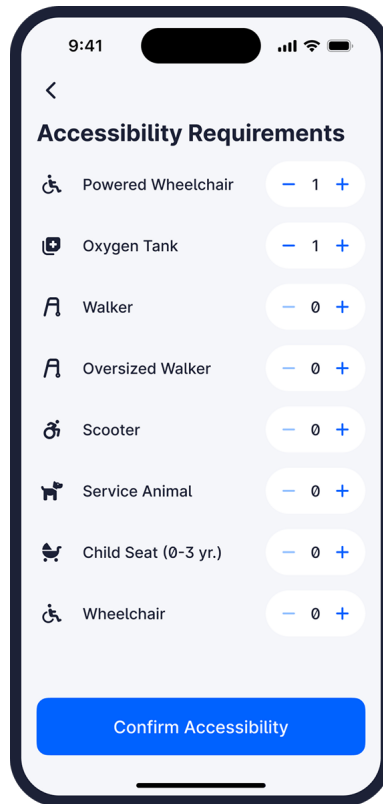
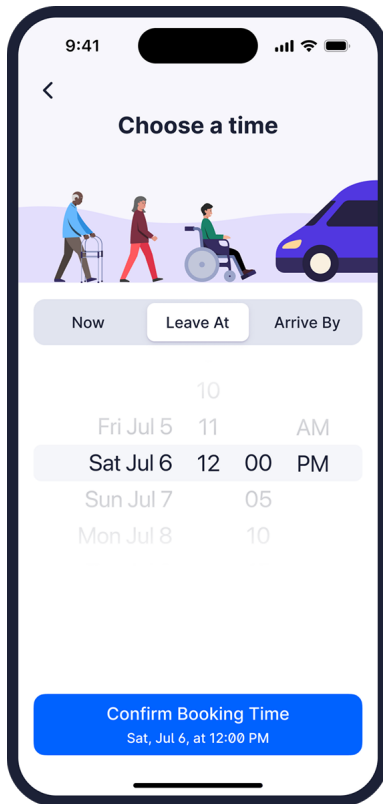
The pickup defaults to your current location.
To change it, just tap the top address bar and enter a different one.



Confirm pickup point

You can also adjust your pickup point by moving the pin on the map to your exact location, making it easy for drivers to find you.





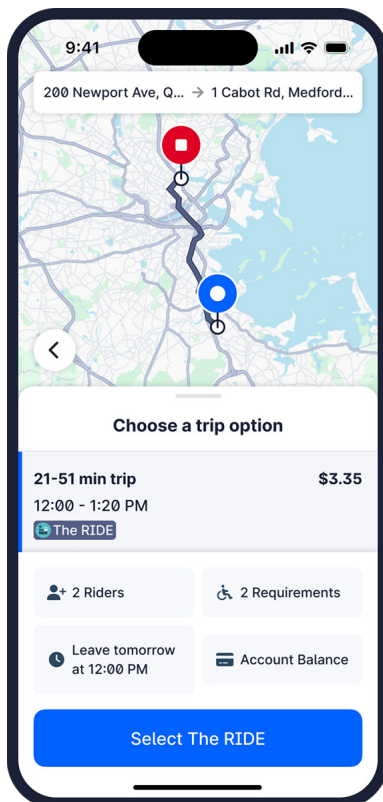
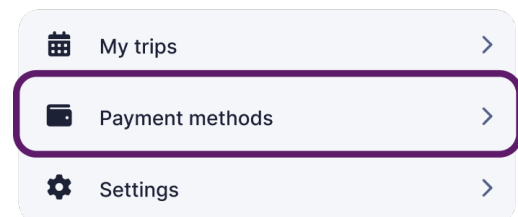
Customize your ride

1. Schedule your trip by selecting a date and time.
2. Add the number of **riders**.
3. Select any **accessibility needs** like wheelchair or bike access.
4. Use your account balance to pay for your trip. You can top up your account balance by adding a credit card.



To add a credit card

Profile icon > Payment methods > Add a credit card



Book your ride

Pick the best trip for you. The app will show you available options with:

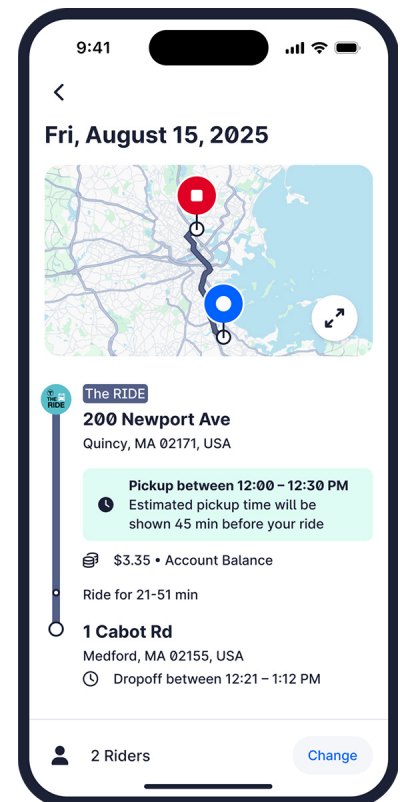
- Total fare
- Trip duration

Tap **Book Your Trip** to confirm.



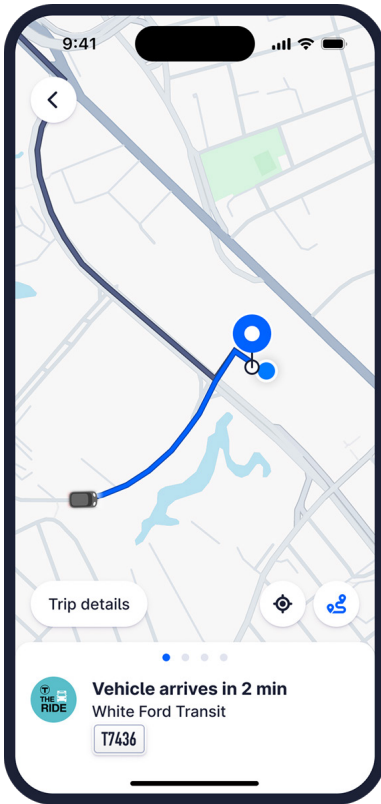
See trip details

You'll see a trip summary with all the details. You can book a scheduled return trip as well.





Tracking, directions, and notifications

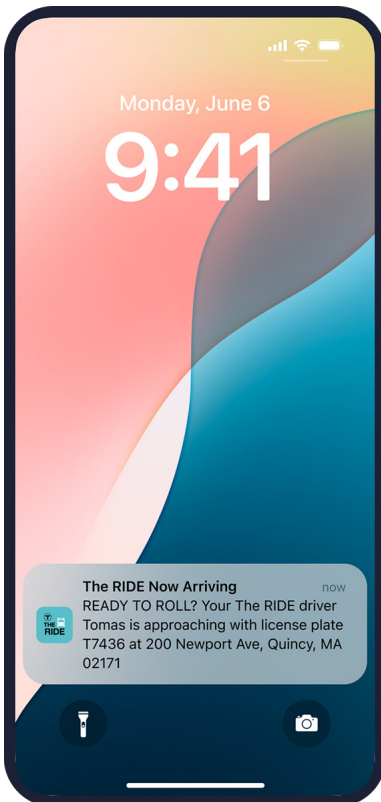


Track your ride in real time

Track your ride in real time from the trip details screen.

Get walking directions to your pickup point.

If stop-based services are available, you will see walking directions to your stop.



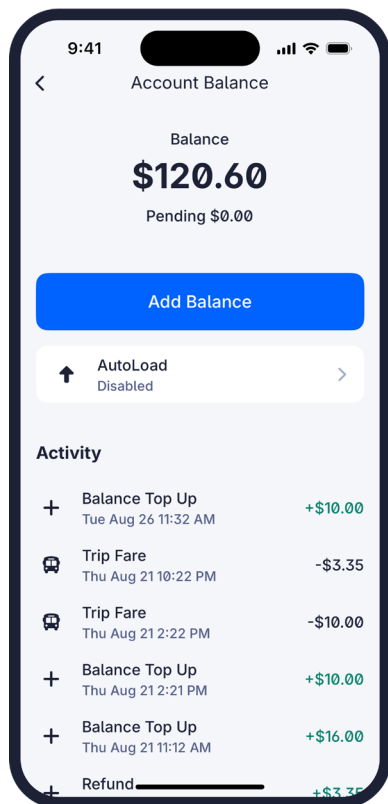
Get notified when it's time to go

You'll get a notification when your vehicle is almost there, so you know exactly when to head out and what to look for.





Top up your balance or enable autoload



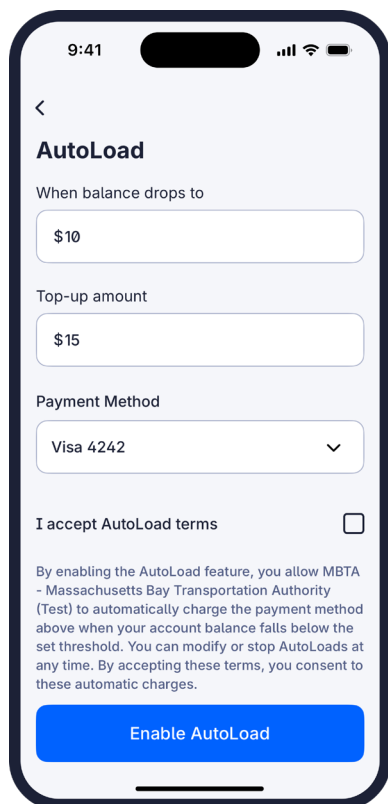
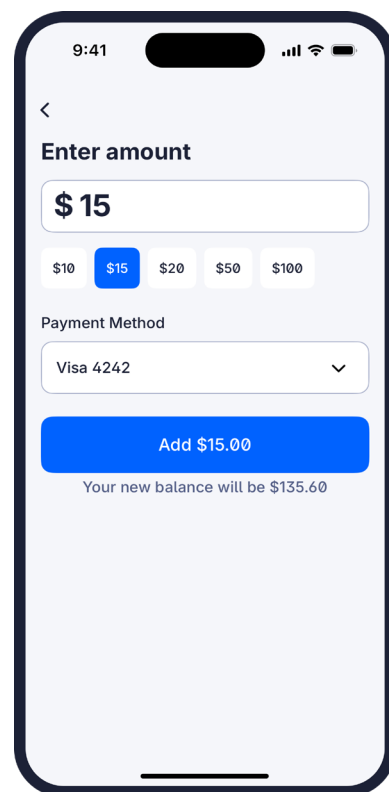
Check your account balance

Tap your **profile icon** on the upper-left corner of the home screen then select **Payment Methods**. Then, select **Account Balance** at the top.



Select "Add Balance"

Select **Add Balance** followed by the amount you'd like to add and your payment method to charge.



Enable AutoLoad

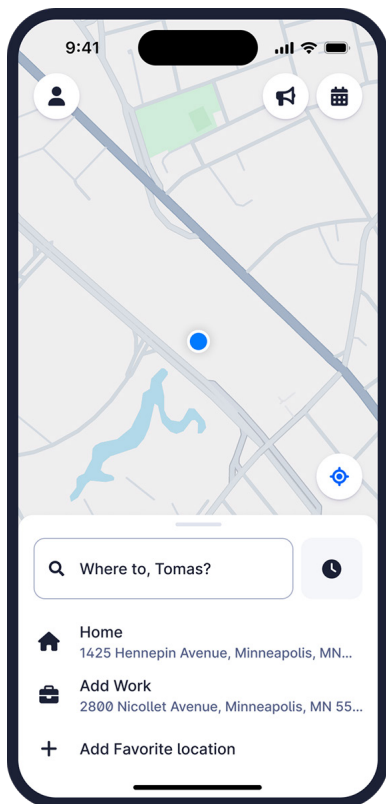
Save time by automatically adding to your balance when it falls below a certain amount:

- Select from your **AutoLoad** from the **Account Balance** screen
- Enter a balance drop value and a top-up amount
- Select the payment method you want to automatically charge



SETTING UP FAVORITE LOCATIONS

Save time with saved places



Add a favorite location

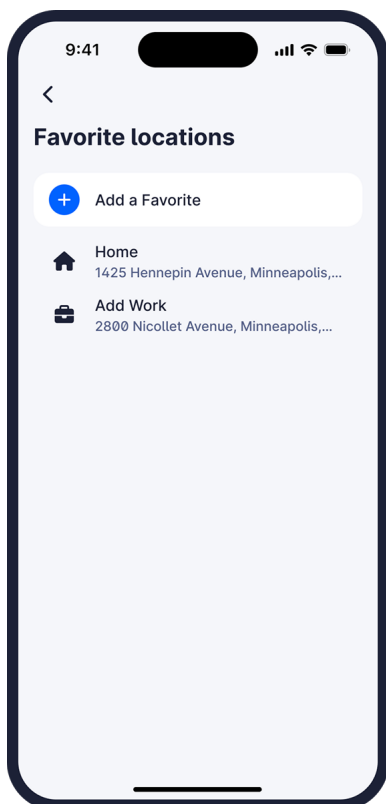
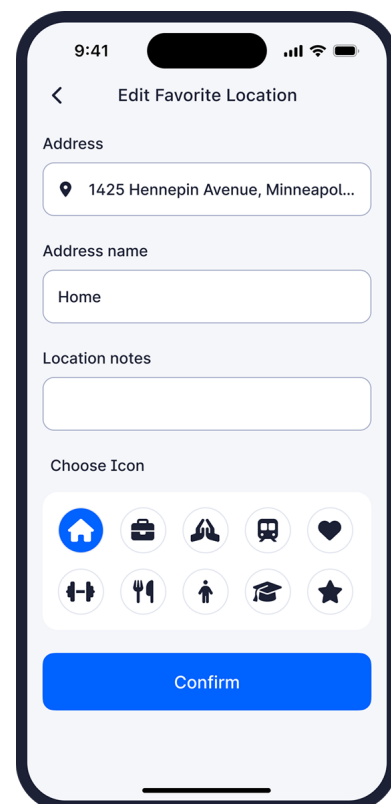
Tap **"Add Favorite location"** on the home screen.



Enter location details

Enter the address and give it a name like "Home" or "Work"

You can also choose an icon for quick reference.



Access your favorites anytime

Your favorite locations are just a tap away, they'll appear right on your home screen for quick access.

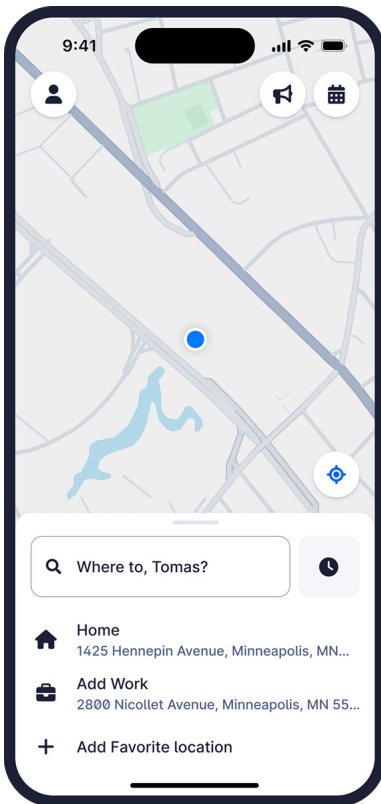
You can also find them anytime by going to your profile:

Profile icon > Settings > Favorite locations



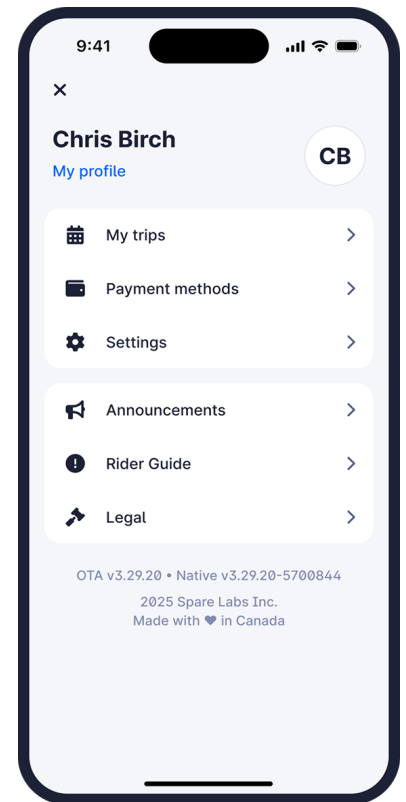


View upcoming or past trips



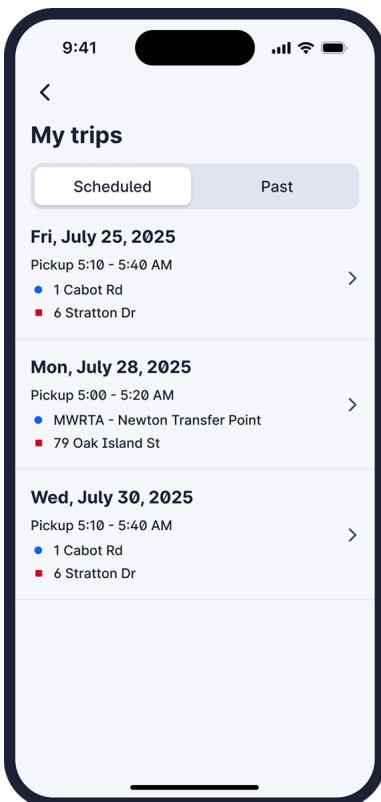
Go to your profile

Tap your **profile icon** on the upper-left corner of the home screen.



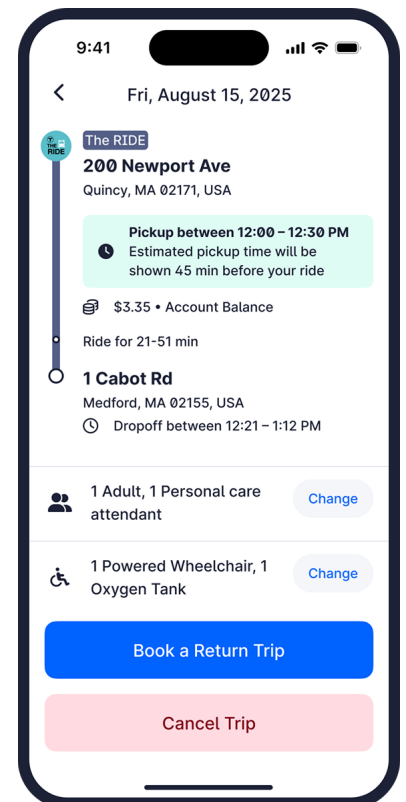
Select "My trips"

Select **My trips** to view scheduled and past rides.



Manage a scheduled trip

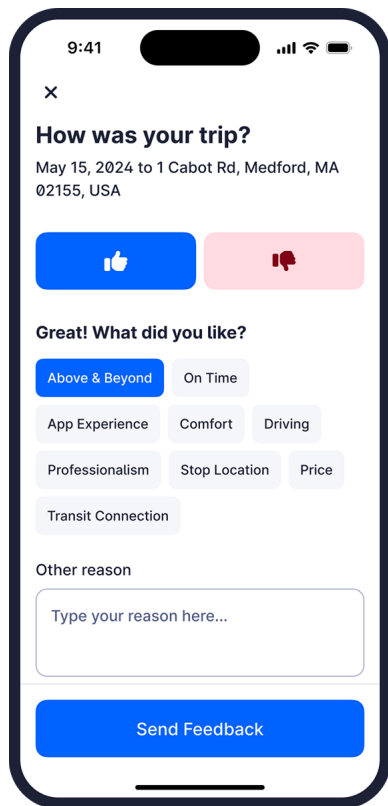
- Select from your **Scheduled Trips** or **Past Trips**
- Tap a trip to open the trip details



Cancel a trip

Tap a trip to see the full details
Scroll down and tap **Cancel Trip** if plans change.





The screenshot shows a mobile app interface for providing feedback. At the top, the status bar shows the time 9:41 and signal strength. Below the status bar is a close button (X). The main heading is "How was your trip?". Below this, the trip details are displayed: "May 15, 2024 to 1 Cabot Rd, Medford, MA 02155, USA". There are two large buttons: a blue thumbs up button and a red thumbs down button. Below these, the heading "Great! What did you like?" is followed by a grid of buttons: "Above & Beyond" (blue), "On Time", "App Experience", "Comfort", "Driving", "Professionalism", "Stop Location", "Price", and "Transit Connection". Below the grid is a text input field labeled "Other reason" with the placeholder text "Type your reason here...". At the bottom is a large blue "Send Feedback" button.

After your ride, let us know how we did

After your trip ends, we'll ask for quick feedback.

- Give a thumbs up or down
- Share what went well—or what could be better
- Your comments help improve service for everyone

