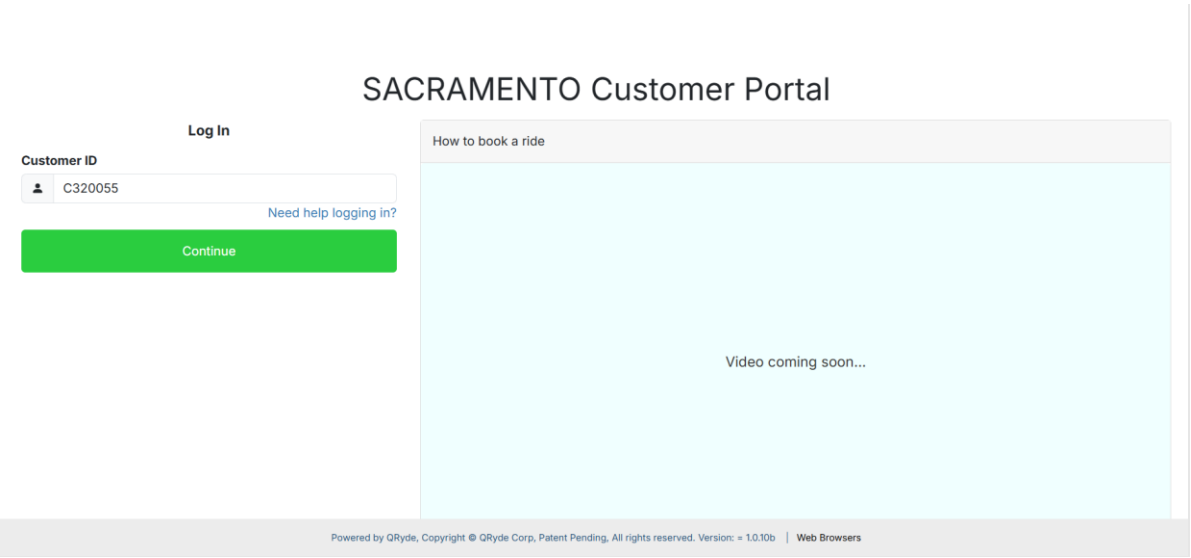
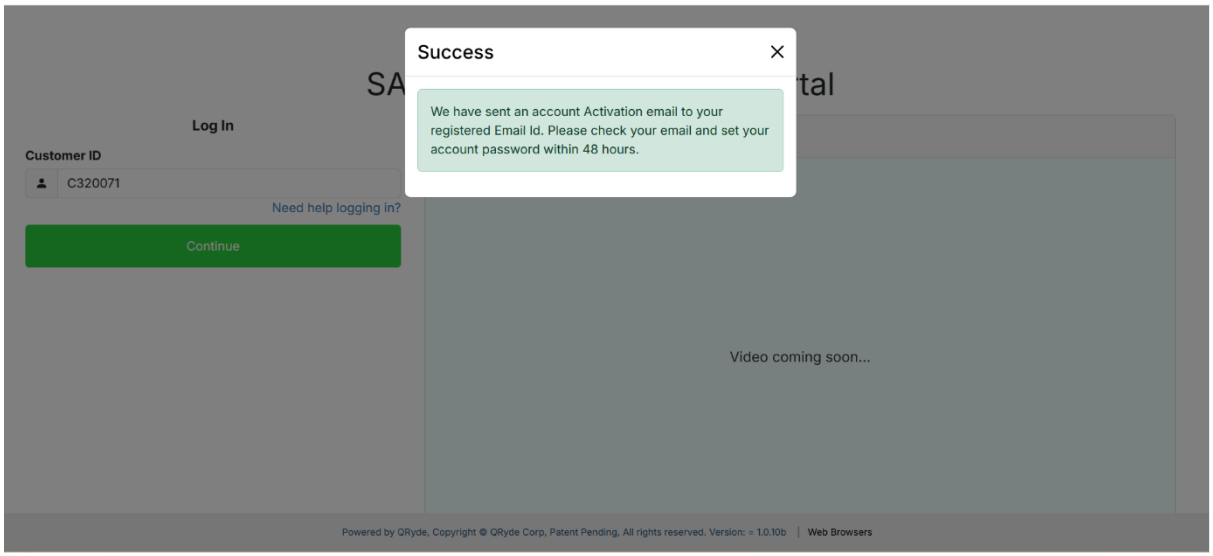
SACRT GO App User Manual

1. Rider registration and login process

a. The rider must register in the Call Center using their email ID (mandatory). After successful registration, they will receive a Rider ID/Customer ID. Put a customer id and click on **‘continue’.**

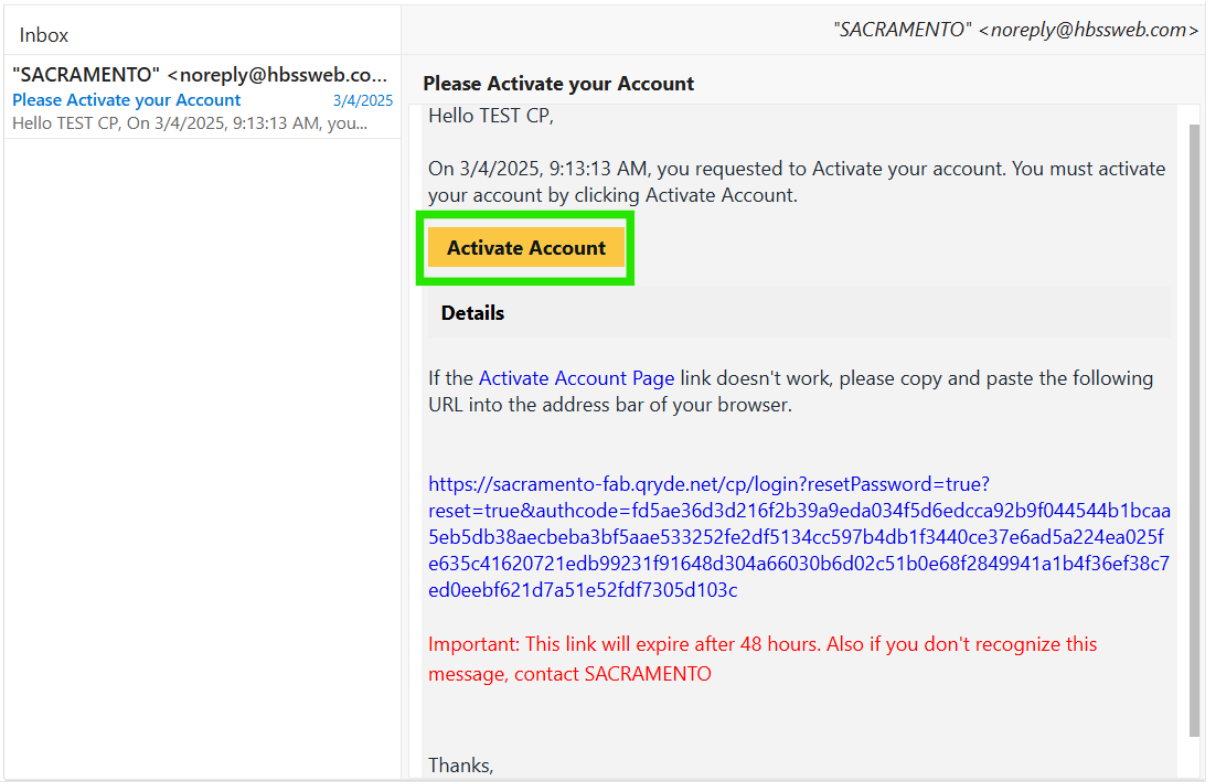


b. An activation link will be sent to the registered email id.

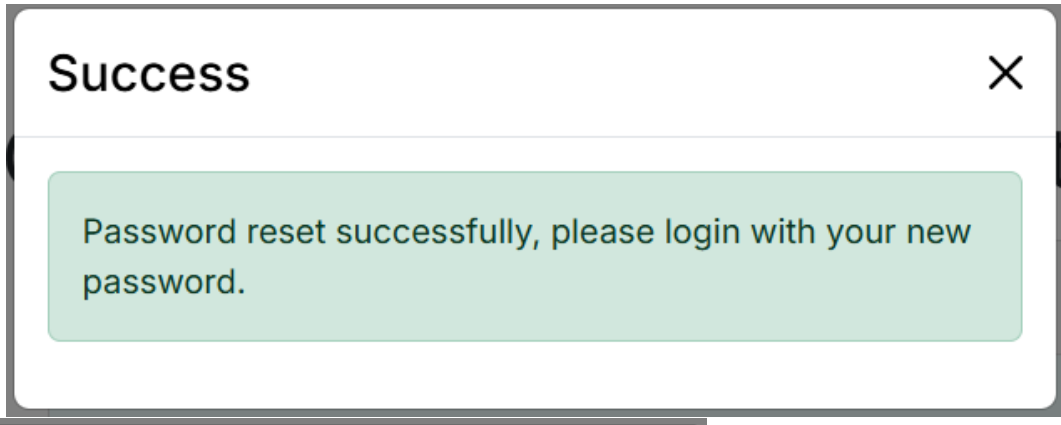


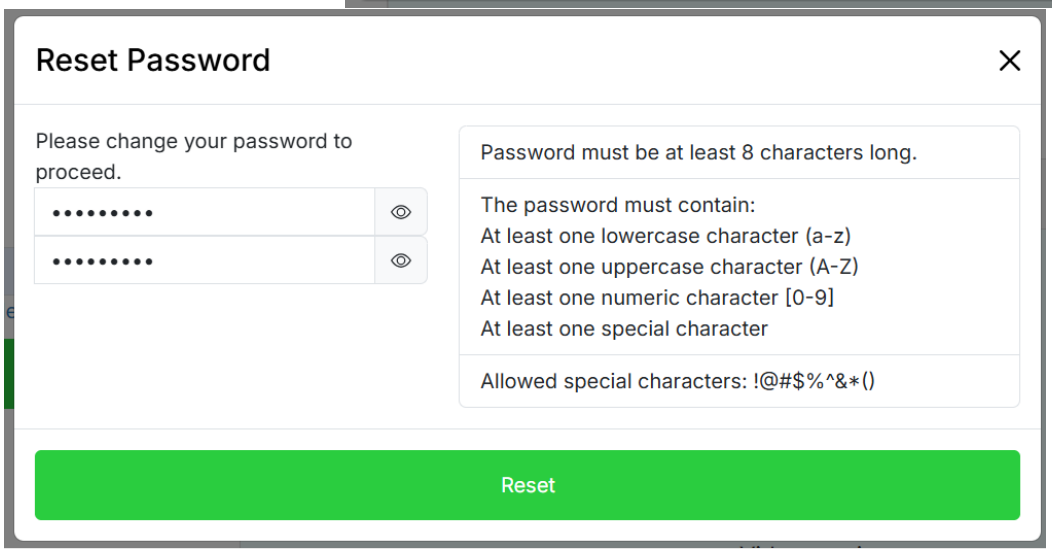
c. An email will be sent to the registered email ID by the Sacramento team. Click on the **"Activate Account"** provided in the email to activate your account and reset

your password.



d. Reset your password and click on the **"Reset"** button. Once the password is updated, you can log in to the portal using your Customer ID and the new password to book a trip.


Success
Password reset successfully, please login with your new password.

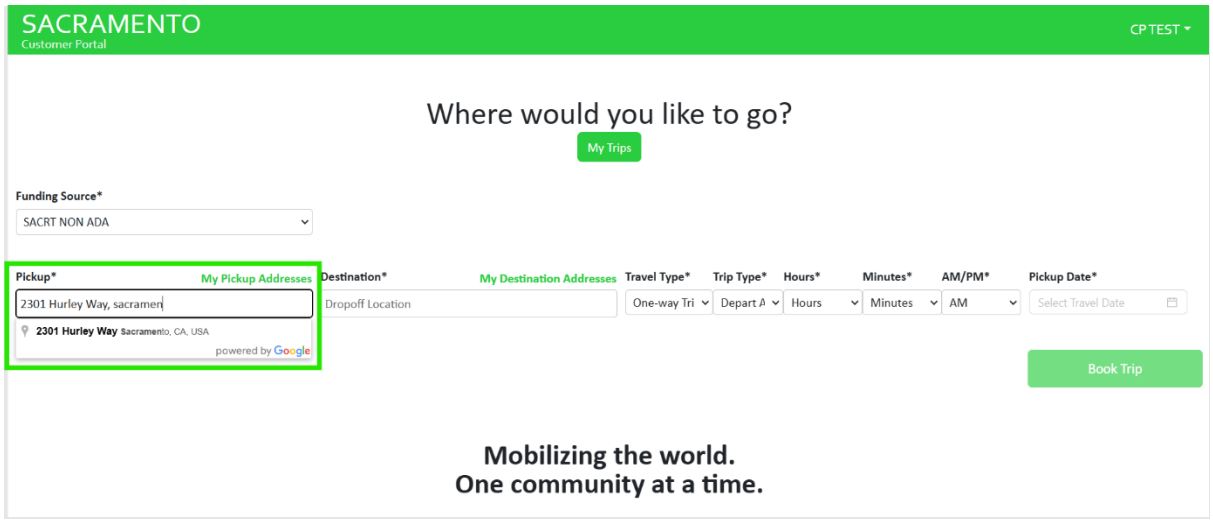

Reset Password
Please change your password to proceed.
Password must be at least 8 characters long.
The password must contain:
At least one lowercase character (a-z)
At least one uppercase character (A-Z)
At least one numeric character [0-9]
At least one special character
Allowed special characters: !@#$%^&*()
Reset

2. Trip booking

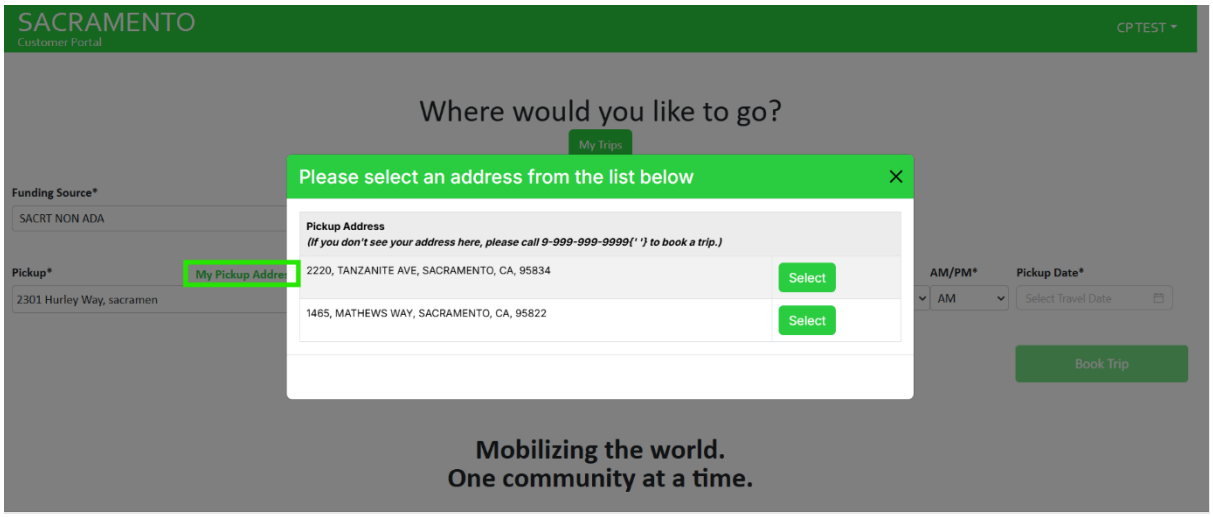
As soon as you login into the portal the trip booking screen will appear which has rules mentioned below:

Addresses

The pickup and destination addresses can be entered in the designated text bars. The type-ahead function suggests options to complete the address automatically.



Recently used addresses can be selected from the **My Addresses** section.

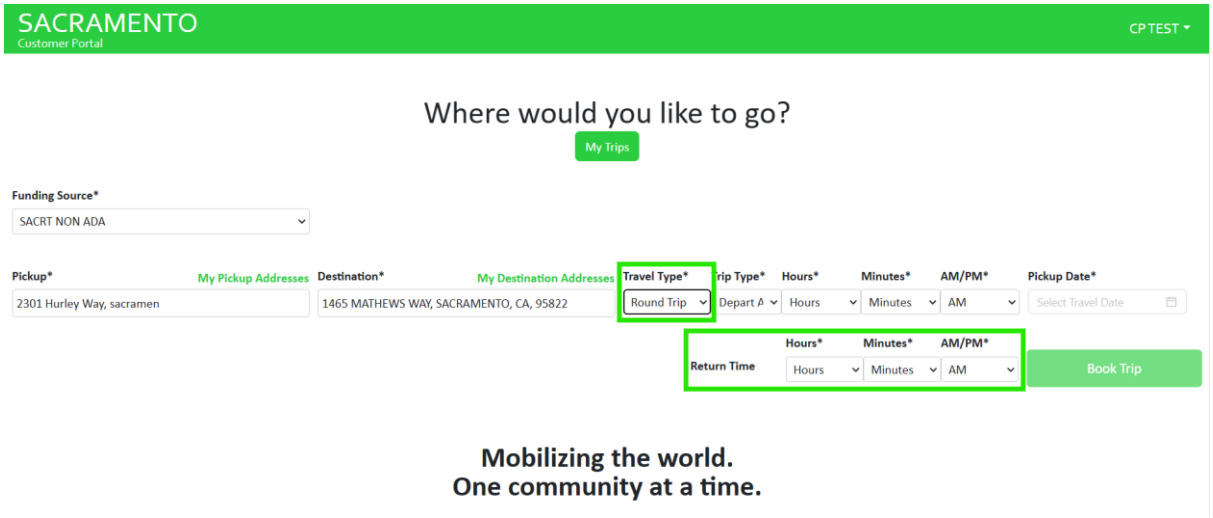


Travel Type

There are two types of travel options: One-Way and Round trip. If you select Round trip, an additional dropdown menu will appear on the screen to specify the return timing.

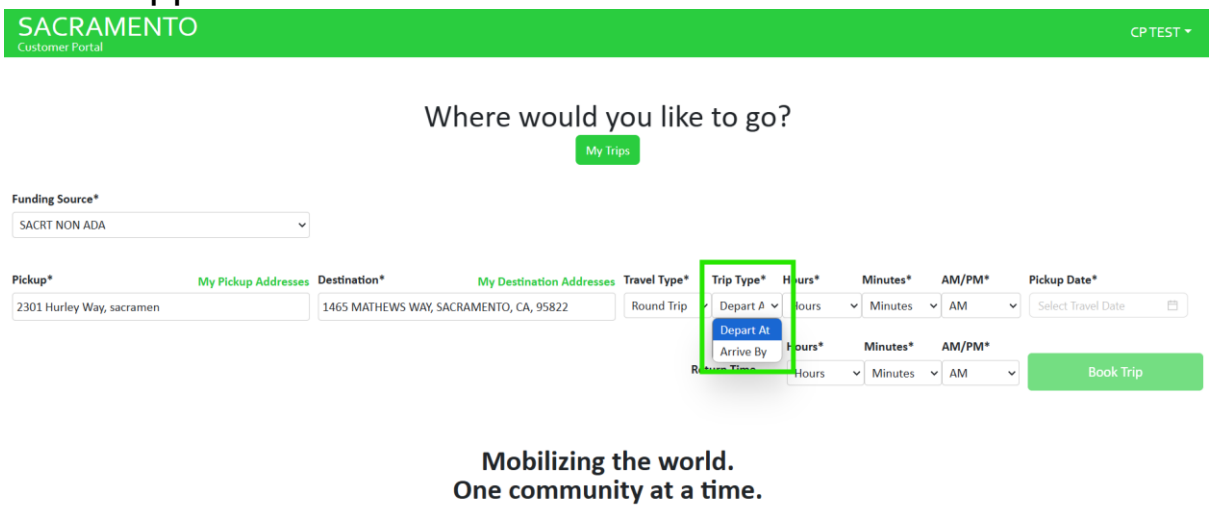
Travel time

Riders can book a trip for any time in the given boundary.



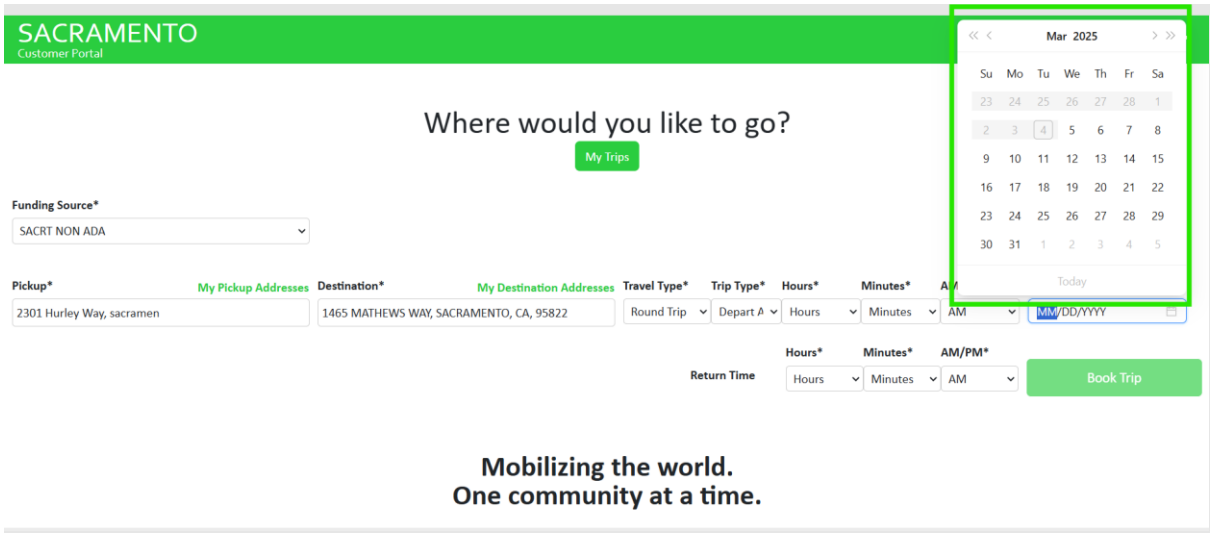
Trip type

Riders can select **Depart At** to enter the time they want to be picked up or **Arrive By** if they want to arrive by a certain time for an appointment.

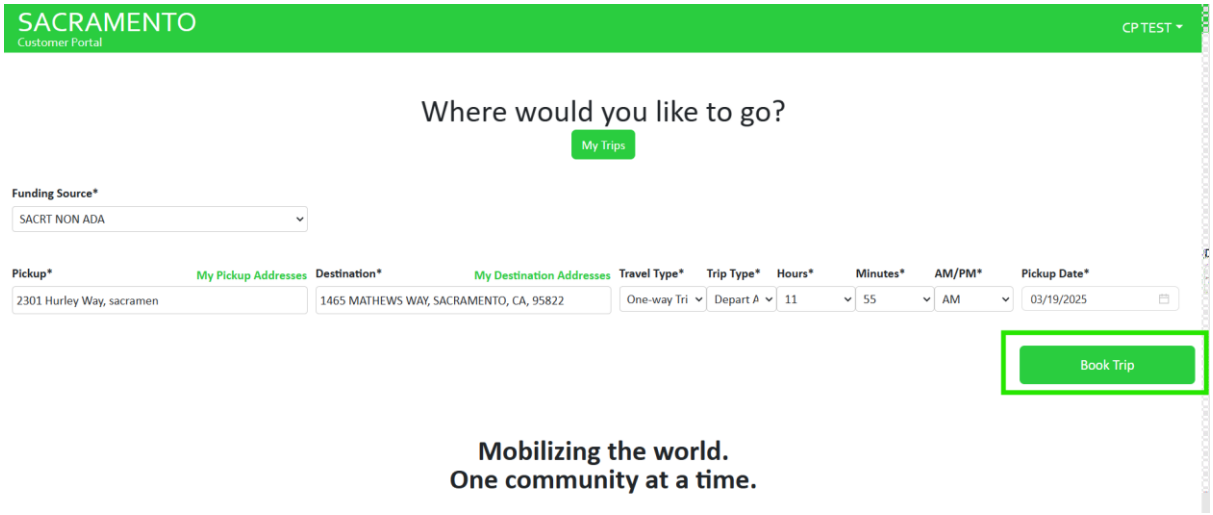


Pickup Date

A rider cannot book a same-day trip; trips can only be booked for the next day or any future date. Additionally, trips cannot be booked on a holiday.

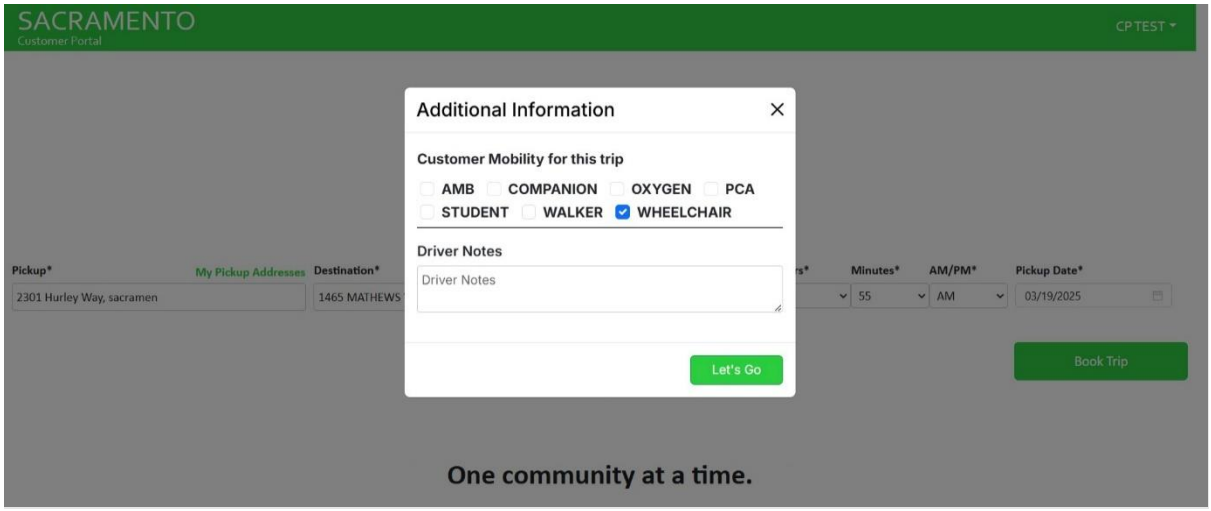


As soon as the rider fills in all the required details, the 'Book Trip' option will be activated, and the 'Additional Information' screen will appear on the page.

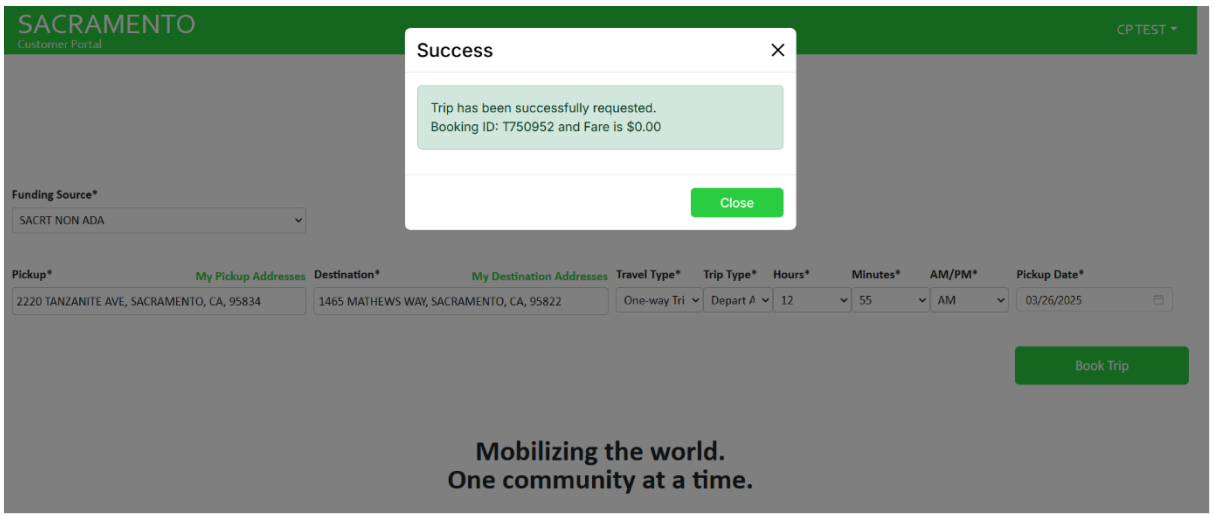


Additional Information

In the 'Additional Information' section, the rider must select a customer mobility option for the trip. They can also choose a guest along with their mobility option. Once the selections are made, click on **'Let's Go'** to book the trip.

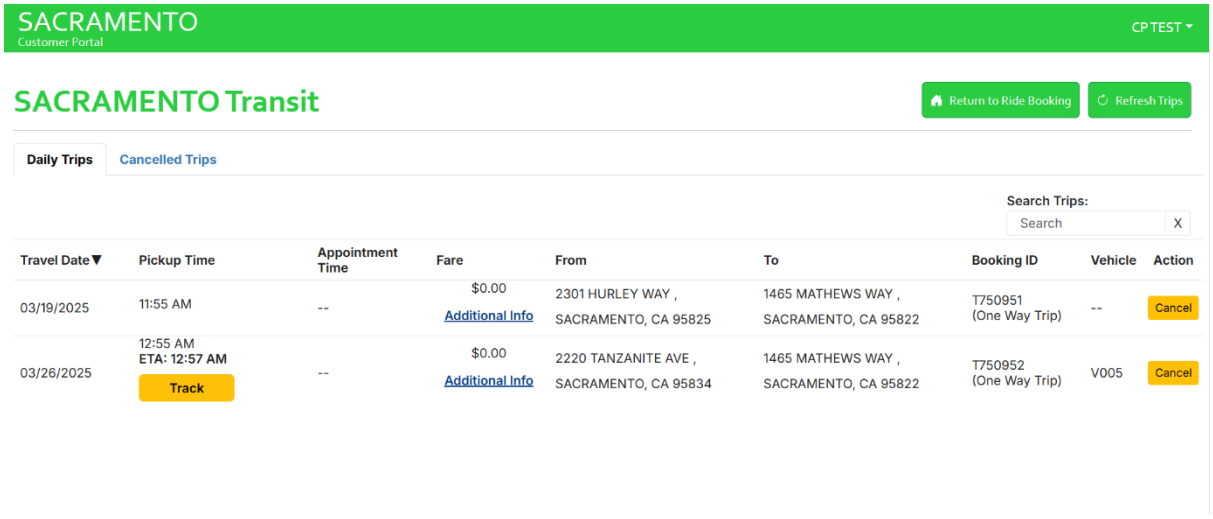


Your trip will be booked with a Trip ID and the Fare for the ride (if any).

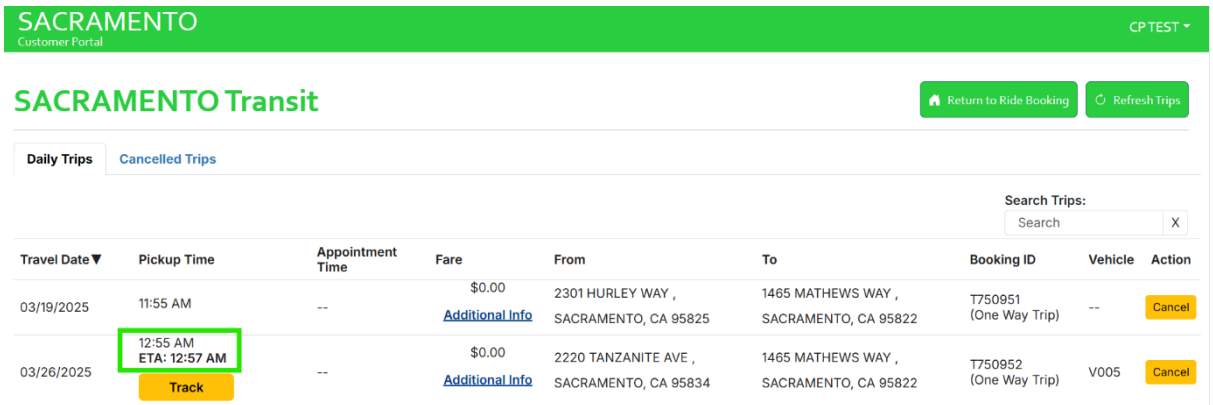


3. My Trips

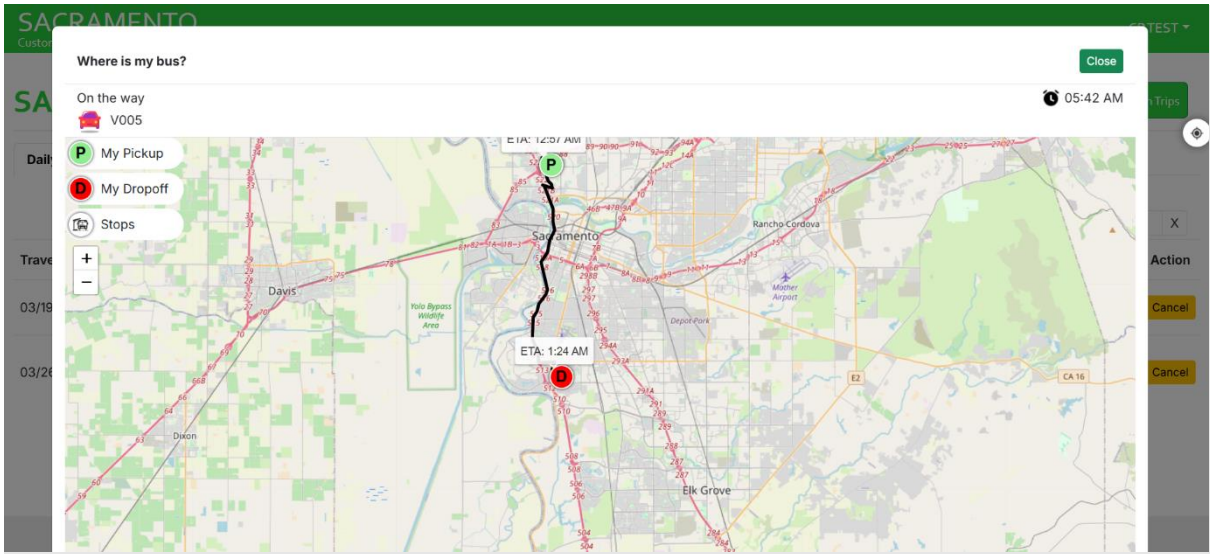
The rider can use the 'My Trips' option to view their Daily trips, Cancelled trips, and track ongoing trips.



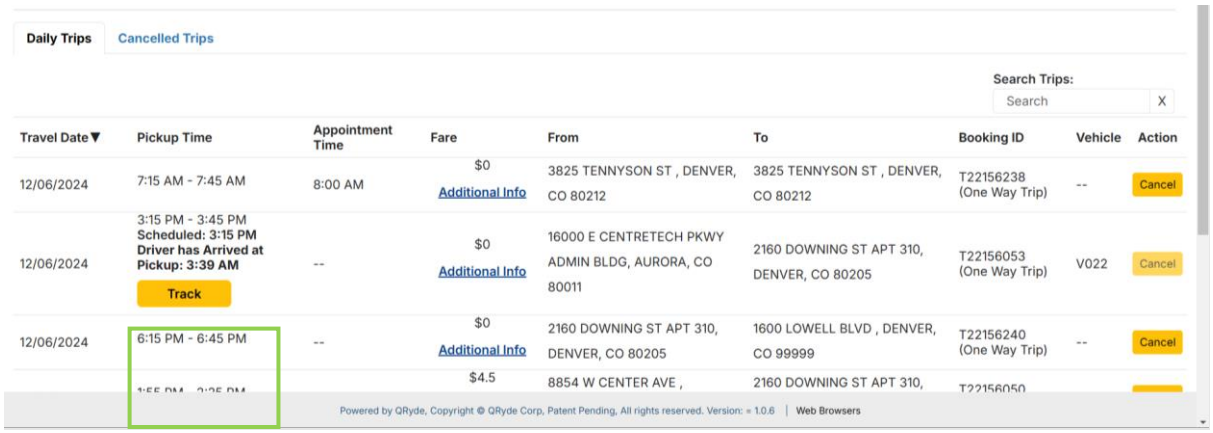
The ETA and the scheduled time will reflect on the screen.

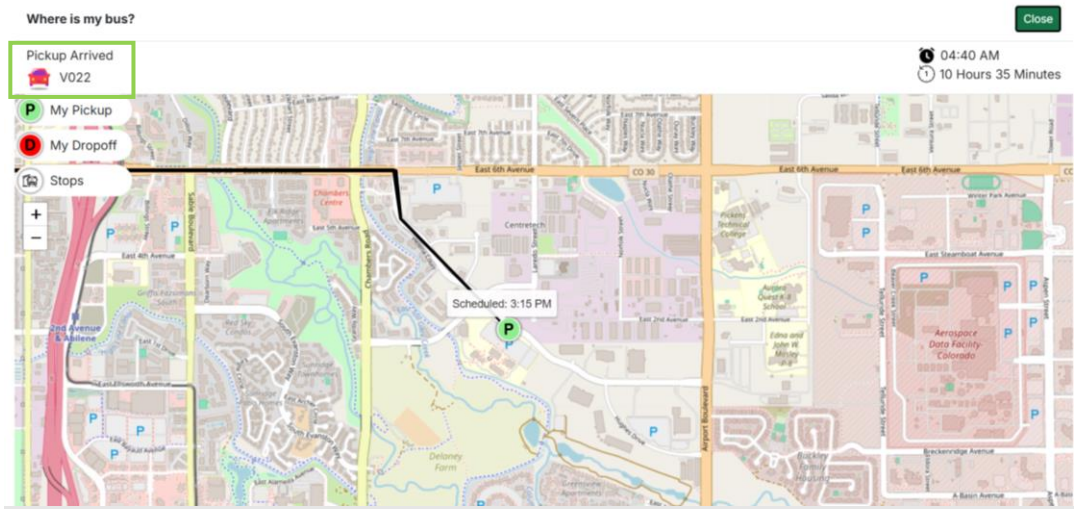


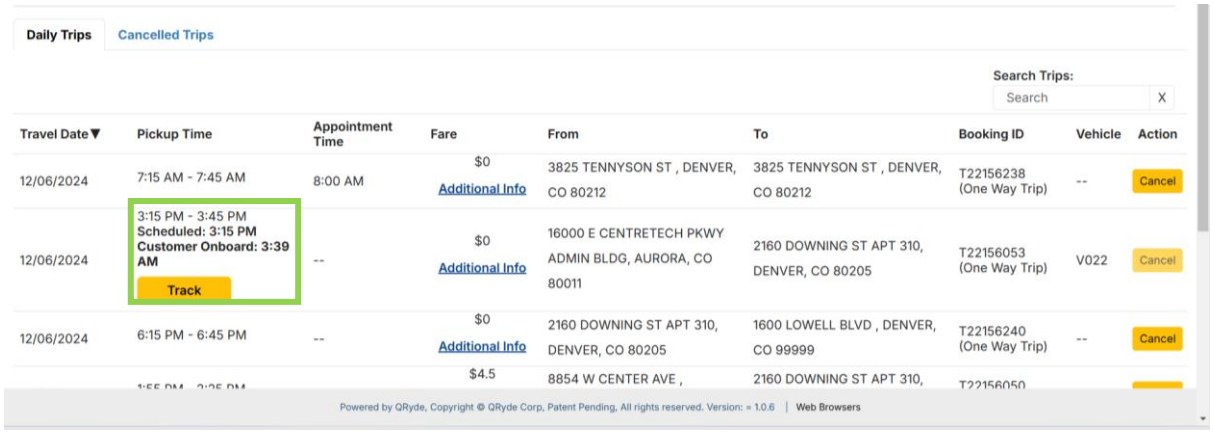
By clicking the **‘track'** button, the rider can view the pickup and drop-off route along with the vehicle ID.

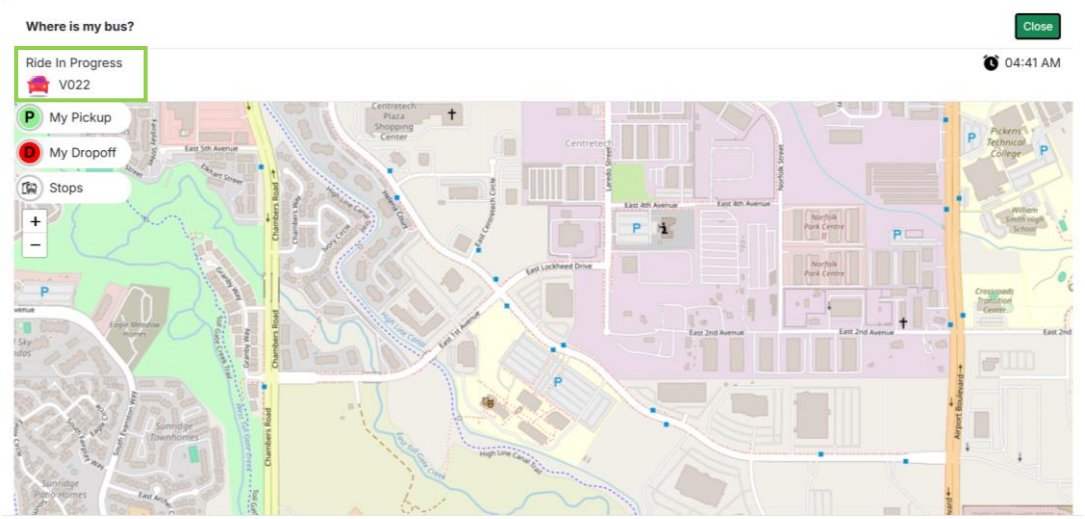


Afterward, the ride will receive an ETA (Estimated Time of Arrival) and ride updates, such as **Driver Has Arrived, Customer Onboard, and Trip Completed**. This allows the rider to track the entire trip and its details in real time.








Where is my bus?
Close
Ride In Progress
V022
04:41 AM
My Pickup
My Dropoff
Stops
Centretech Plaza Shopping Center
Centretech
East 5th Avenue
Chambers Road
East Centretech Circle
East Lockheed Drive
East 1st Avenue
East 4th Avenue
Norfolk Park Centre II
Norfolk Park Centre
East 2nd Avenue
Pickens Technical College
Airport Boulevard
Eagle Meadow Homes
Sunridge Townhomes
Sunridge Patio Homes