



# Using the TransLoc App



DOWNLOAD  
THE MOBILE APP



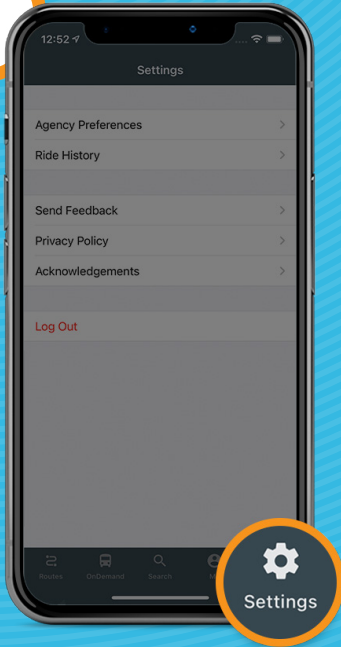
## THE TRANSLOC APP

Use our bus navigation tool to access routes and stops with real-time tracking or request a ride on-demand all in one app

- HIDE VISIBILITY OF OTHER AGENCIES
- FIND A BUS ROUTE'S ETAs OR SCHEDULED TIMES
- FAVORITE A STOP
- SET UP ARRIVAL NOTIFICATIONS
- NAVIGATE TO A SPECIFIC ADDRESS
- FIND NEARBY ROUTES
- BOOK A RIDE ON-DEMAND
- HOW TO PAY FOR A RIDE
- HOW TO CANCEL A RIDE
- WHAT'S AVAILABLE IN THE "ME TAB?"
- WHAT'S AVAILABLE IN THE "SETTINGS TAB?"

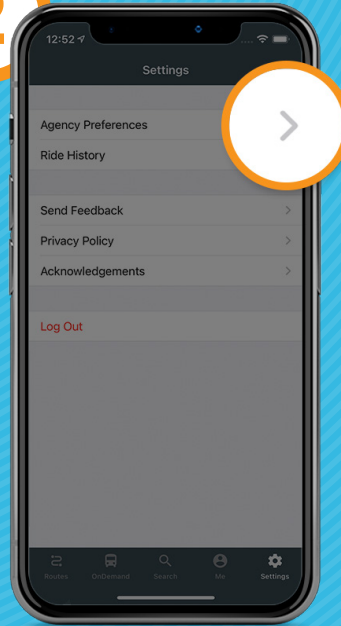
# How to Hide Visibility of Other Agencies

1



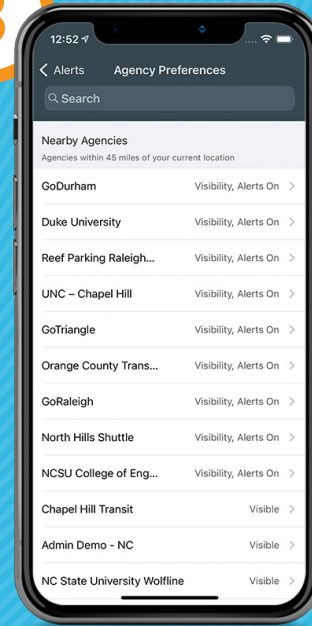
Tap on *Settings*

2



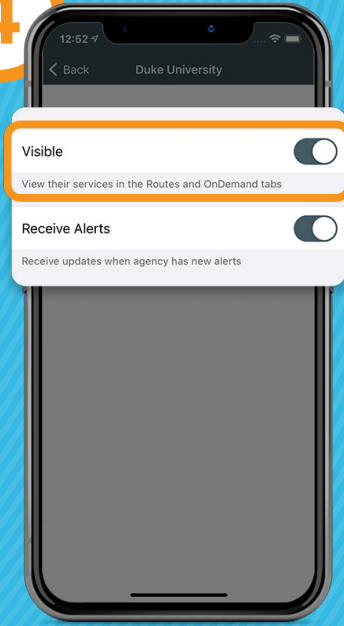
Select *Agency Preferences*

3



Select the appropriate *agency*

4



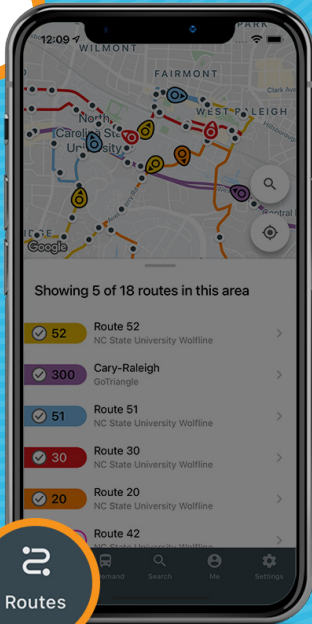
Tap the *Visible* toggle



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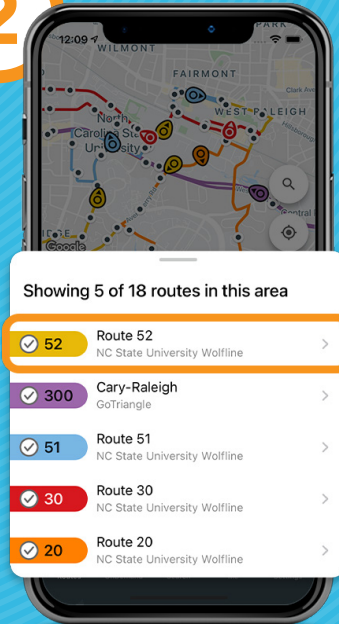
# Find Bus ETAs or Scheduled Times (Option 1 of 2)

1



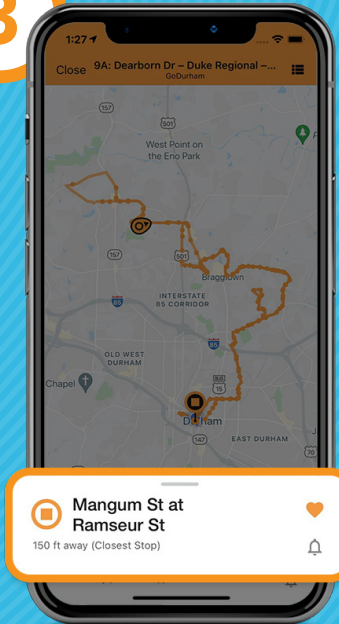
Tap on the  
**Routes** tab

2

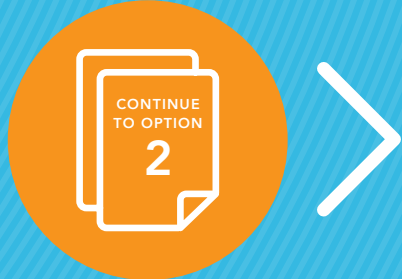


Select a route

3

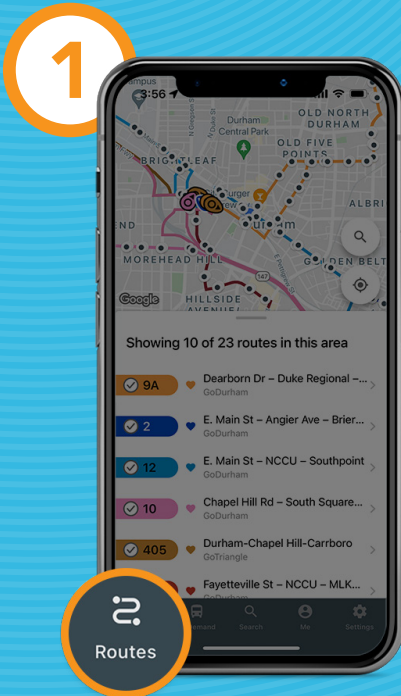


The app finds the  
stop closest to you

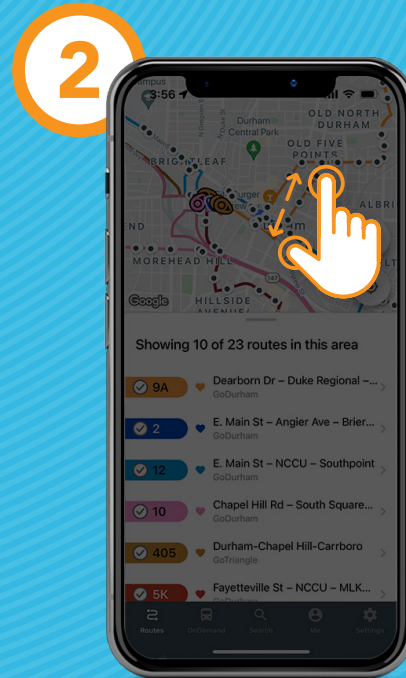


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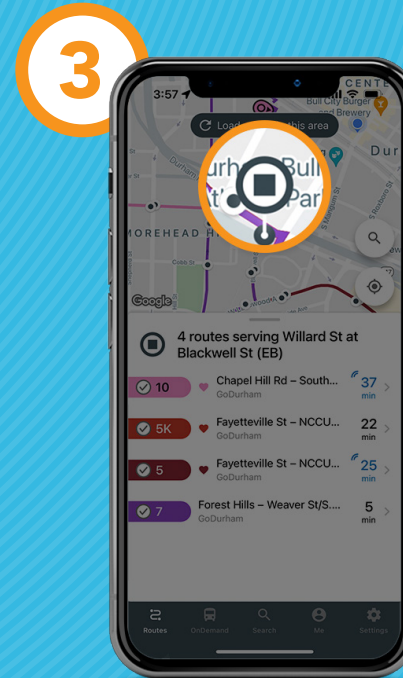
# Find Bus ETAs or Scheduled Times (Option 2 of 2)



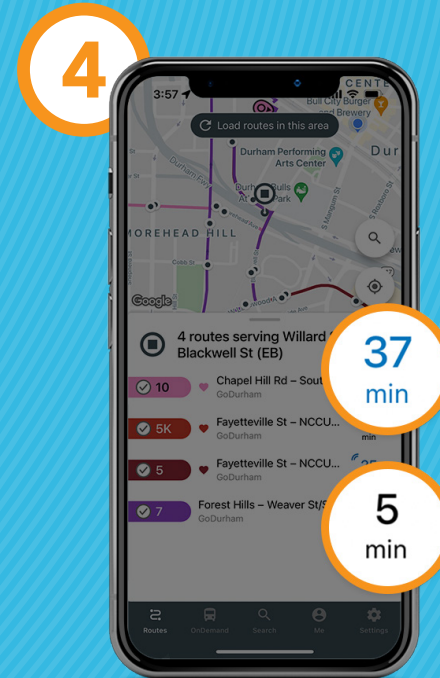
Tap on the  
Routes tab



Using your fingers,  
zoom in on the map



Tap on a stop

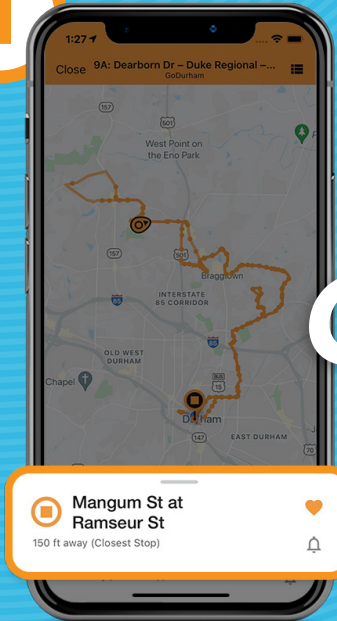


ETAs (blue) and  
scheduled times  
(black)

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# How to Favorite a Stop

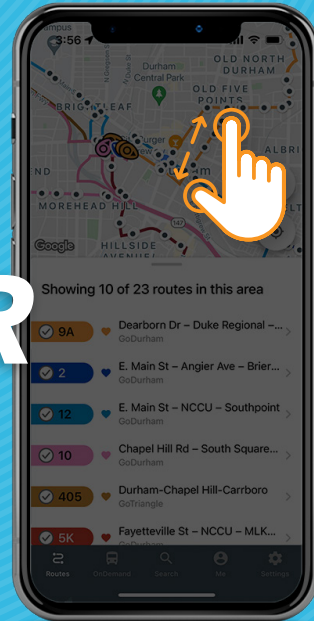
1



Select a route, the app finds the stop closest to you

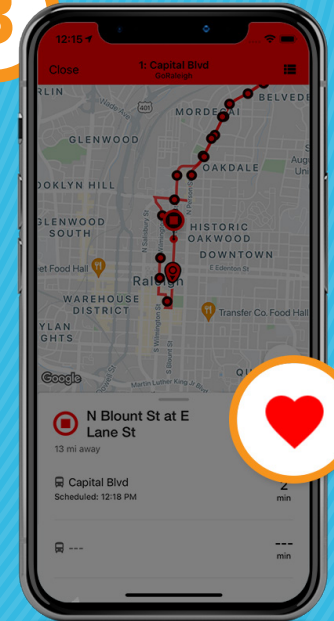
OR

2



Using your fingers, zoom in on the map

3

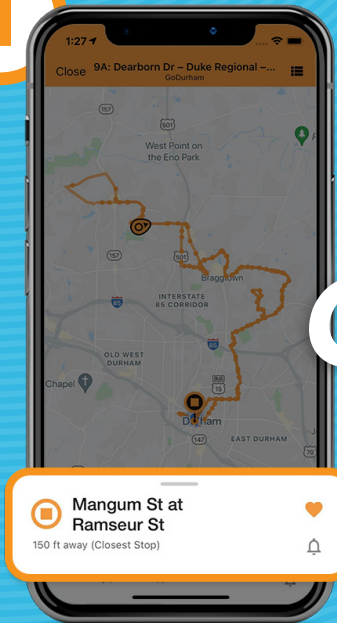


Tap the heart icon to favorite the stop

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# How to Set Up Arrival Notifications

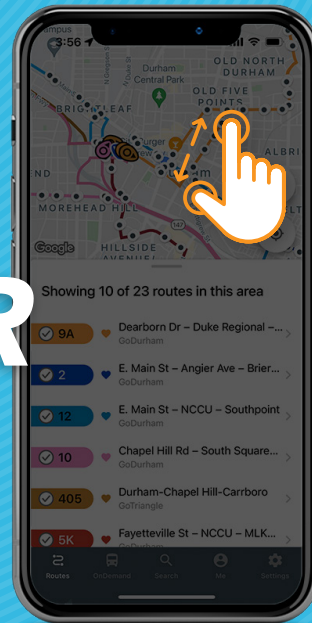
1



Select a route, the app finds the stop closest to you

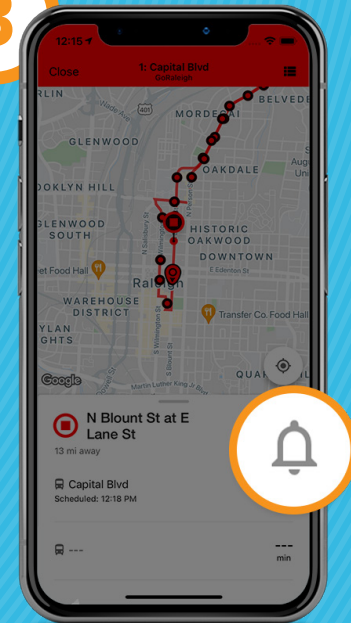
OR

2



Using your fingers, zoom in on the map

3

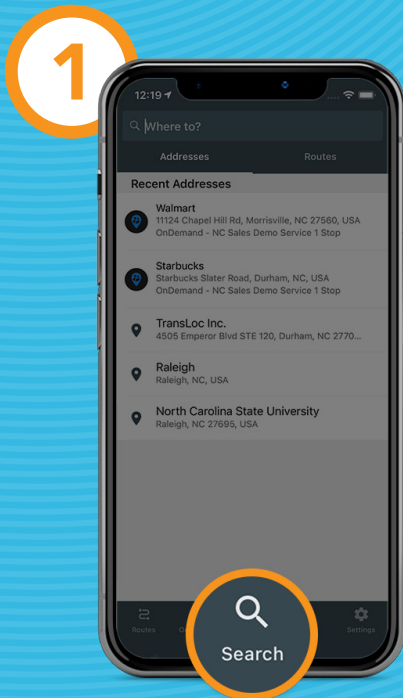


Tap the bell icon to set up a notification 5-30 mins before vehicle arrival

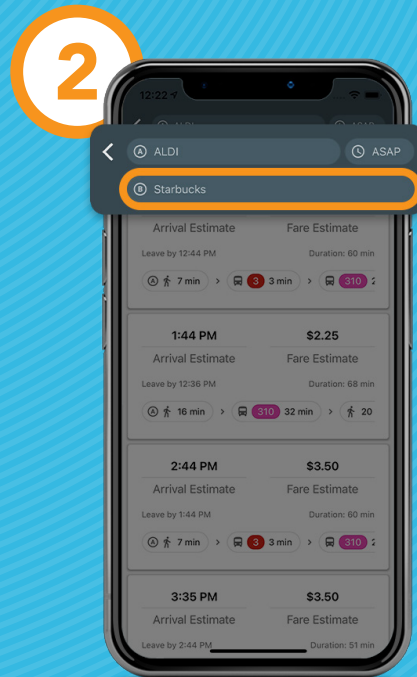


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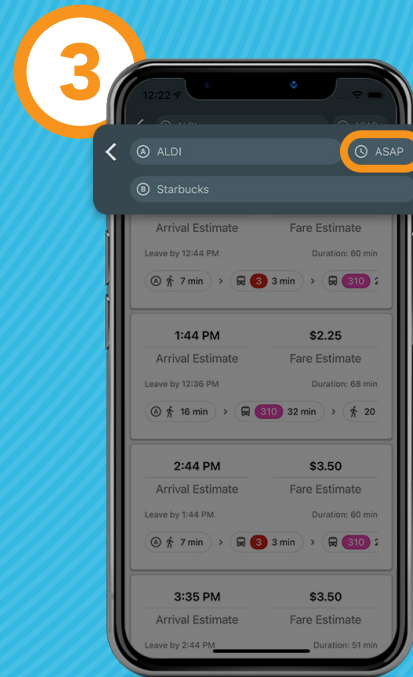
# How to Navigate to a Specific Address



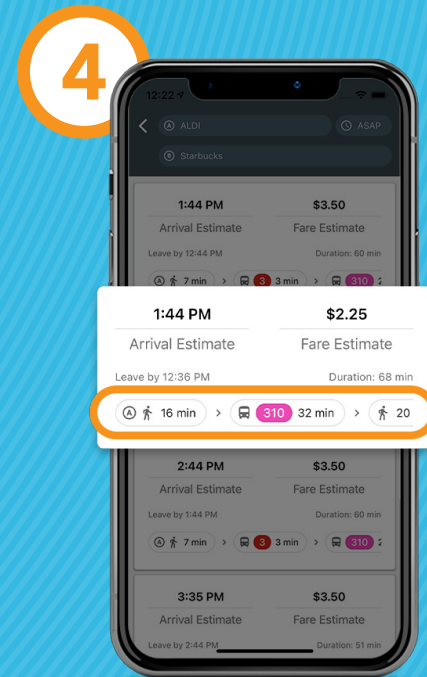
Tap on the **Search** tab



Enter in your desired **address**



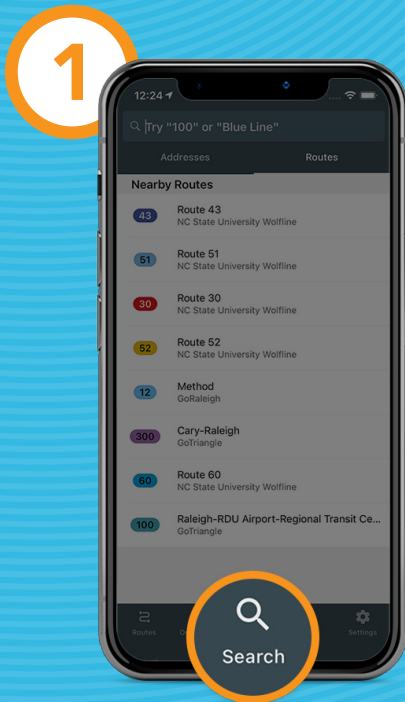
If necessary, change **current location** and **departure time**



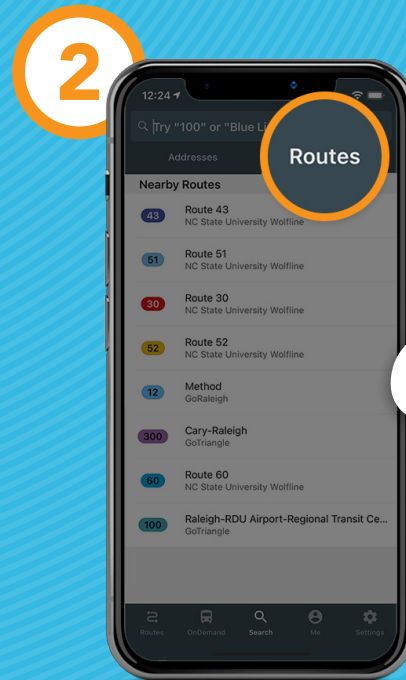
Select an option for **directions**

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# How to Find Nearby Routes



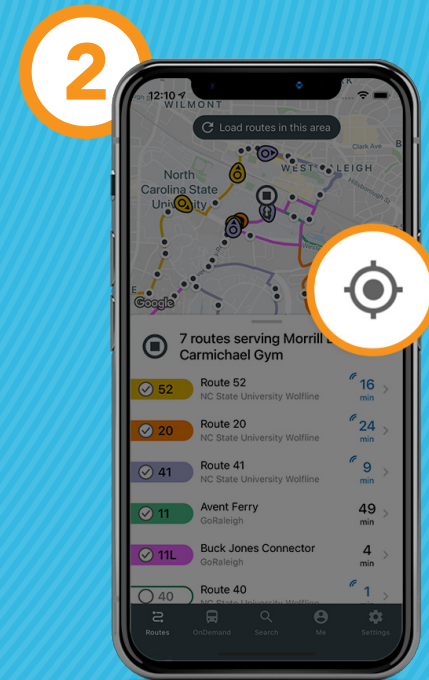
Select the  
**Search** tab



Toggle to **Routes**



Tap on the  
**Routes** tab



Tap the **compass**  
icon to find routes  
in your area

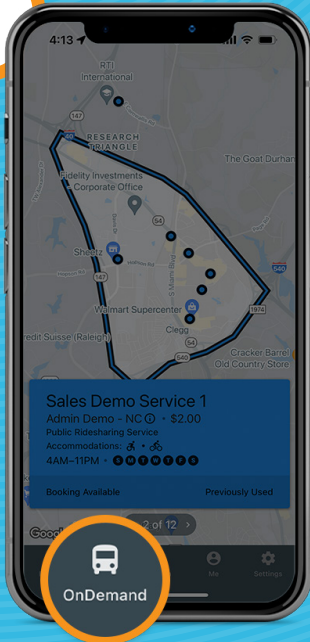




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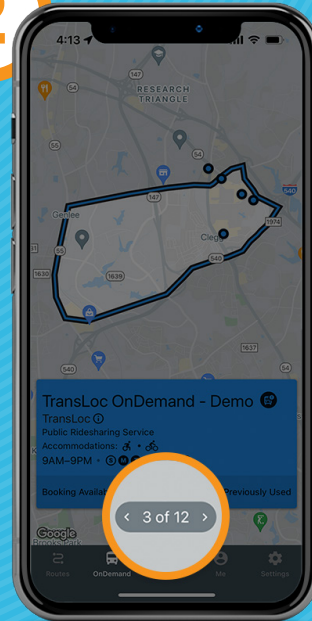
# How to Book a Ride On-Demand (Part 1 of 2)

1



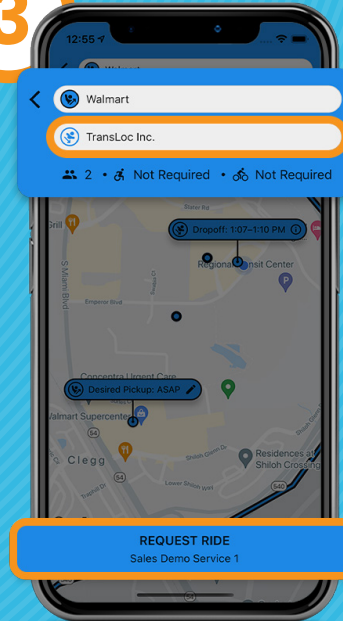
Select the *OnDemand* tab

2



Use the arrows to scroll through service offerings

3

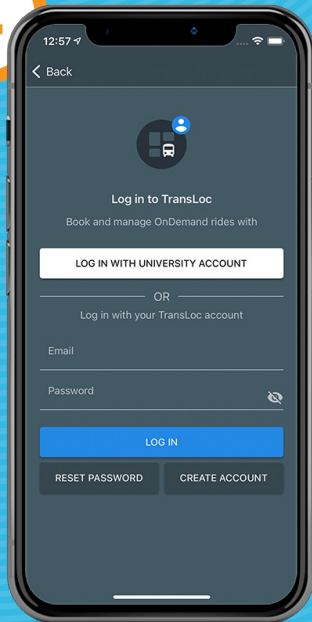


Enter in dropoff address and then click *Request Ride*



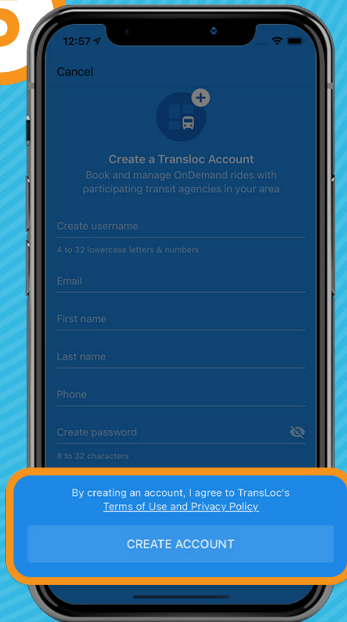
# How to Book a Ride On-Demand (Part 2 of 2)

4



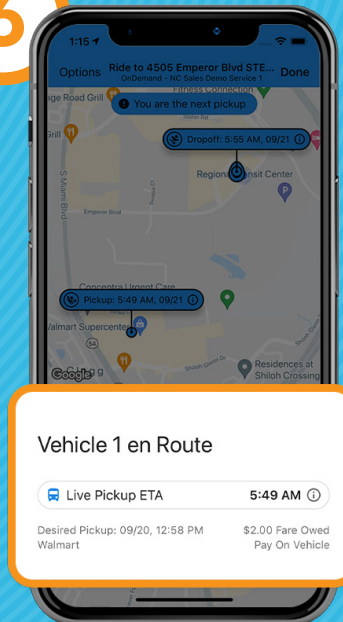
If requested,  
login or create  
a new account

5



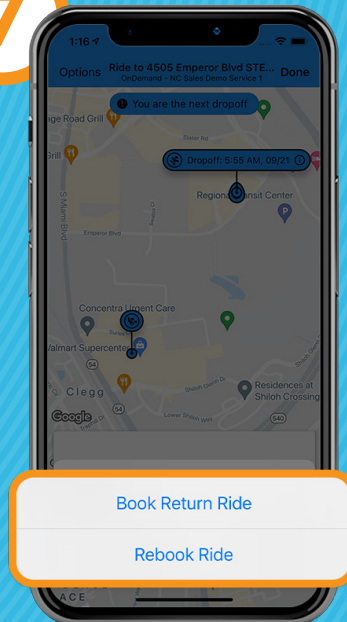
If creating a new  
account, complete  
your profile, then  
tap **Create Account**

6



You will be  
assigned a ride  
with a **pickup ETA**

7



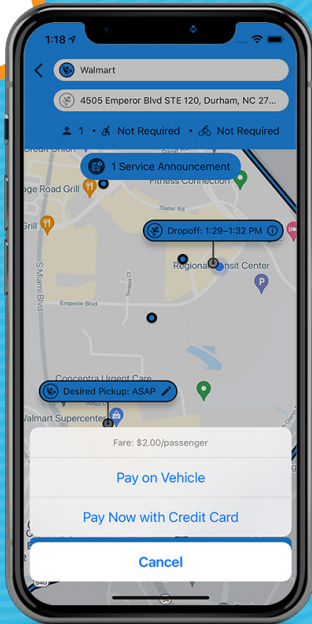
Once in the vehicle,  
you will get a dropoff  
ETA, with the ability  
to **book a return ride**  
or **rebook a ride**



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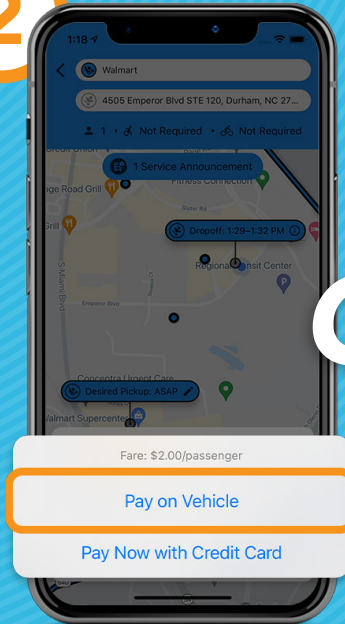
# How to Pay for a Ride

1



Choose a payment option

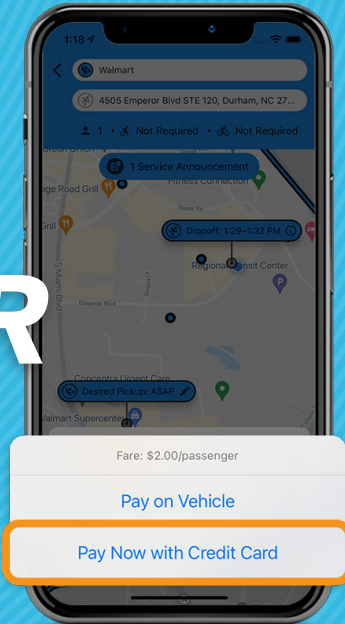
2



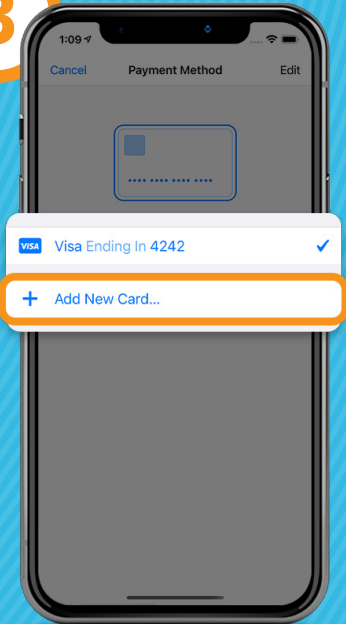
If paying on vehicle, select Pay on Vehicle

OR

3

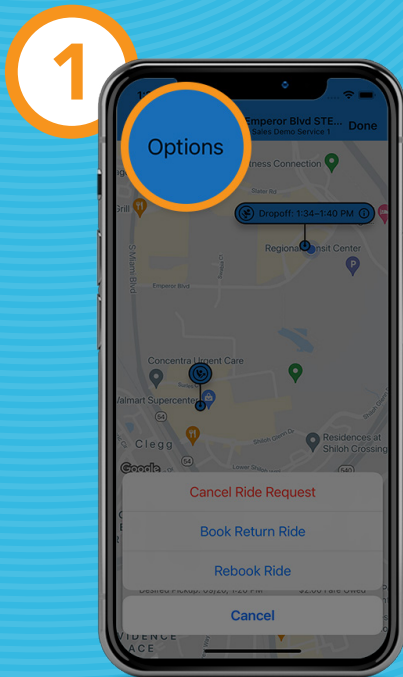


If paying in advance, select Pay Now with Credit Card

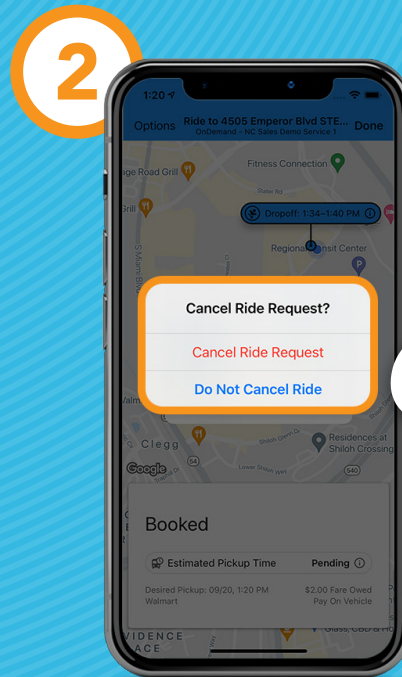


If needed, iPhone users can save or add more than one card

# How to Cancel a Ride



Tap the *Options* button at the top left corner

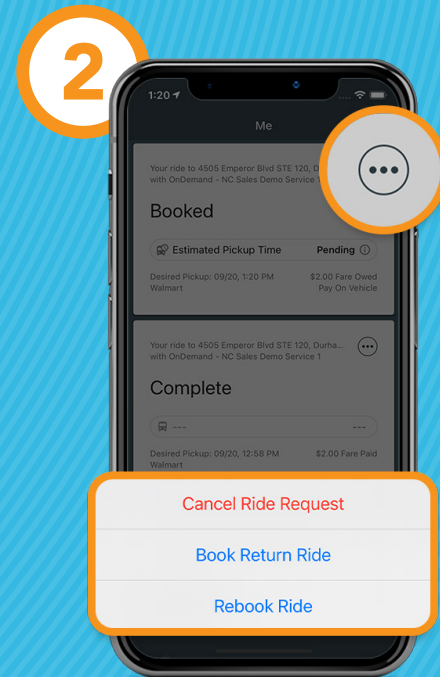


Select *Cancel Ride Request*

OR



Find the ride card in the *Me* tab



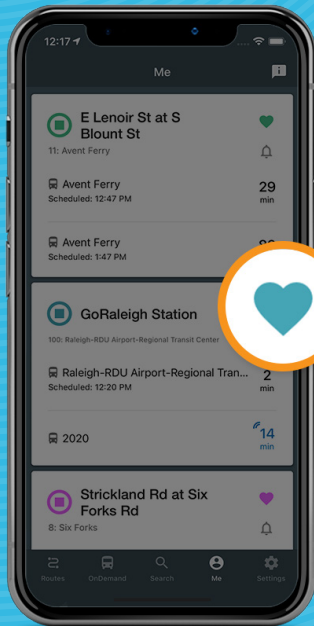
Tap the three-dot menu button on the ride card, and select *Cancel Ride Request*



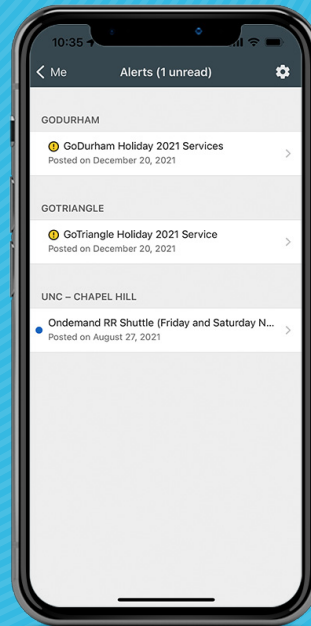
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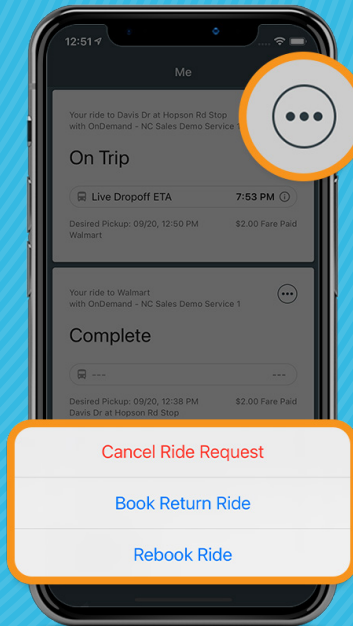
# What's Available in the Me Tab?



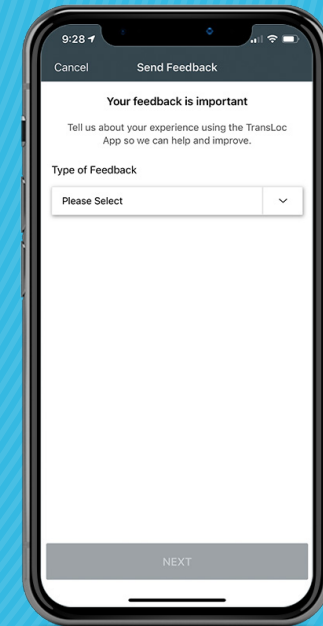
The ability to view your **favorited stops** or **unfavorite a stop**



**Agency Alerts** with the ability to change visibility



View OnDemand trip history and **rebook a trip** or a **return trip\***



The ability to **send feedback**

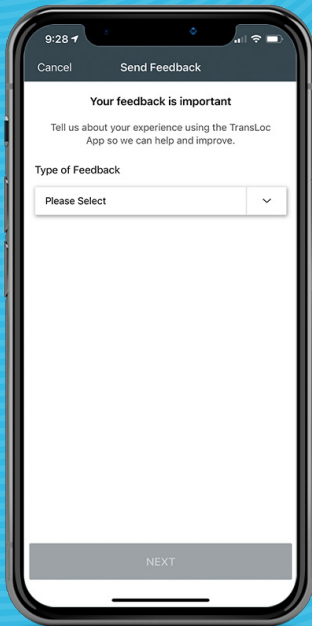
*\*Available with participating agencies*



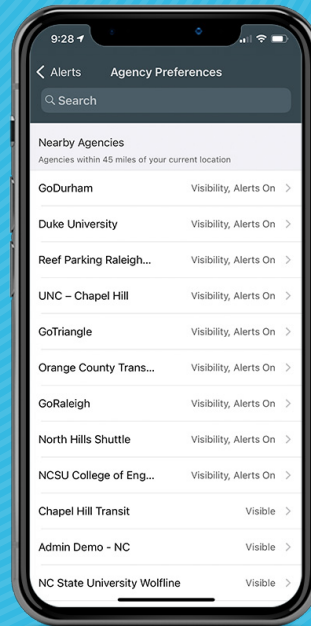
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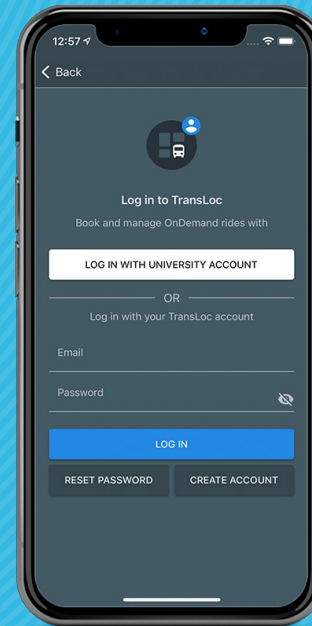
# What's Available in the Settings Tab?



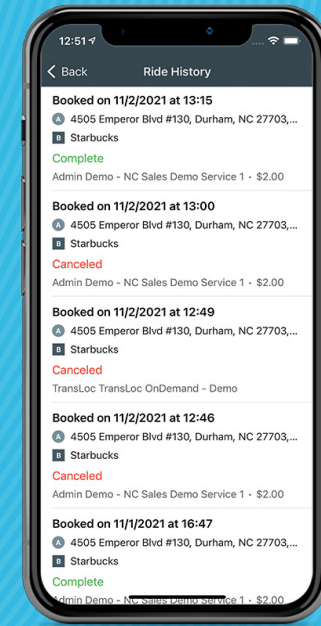
Send feedback



Ability to change *Agency Preferences* (visibility and alerts)



Login or logout



OnDemand ride history\*

\*Available with participating agencies