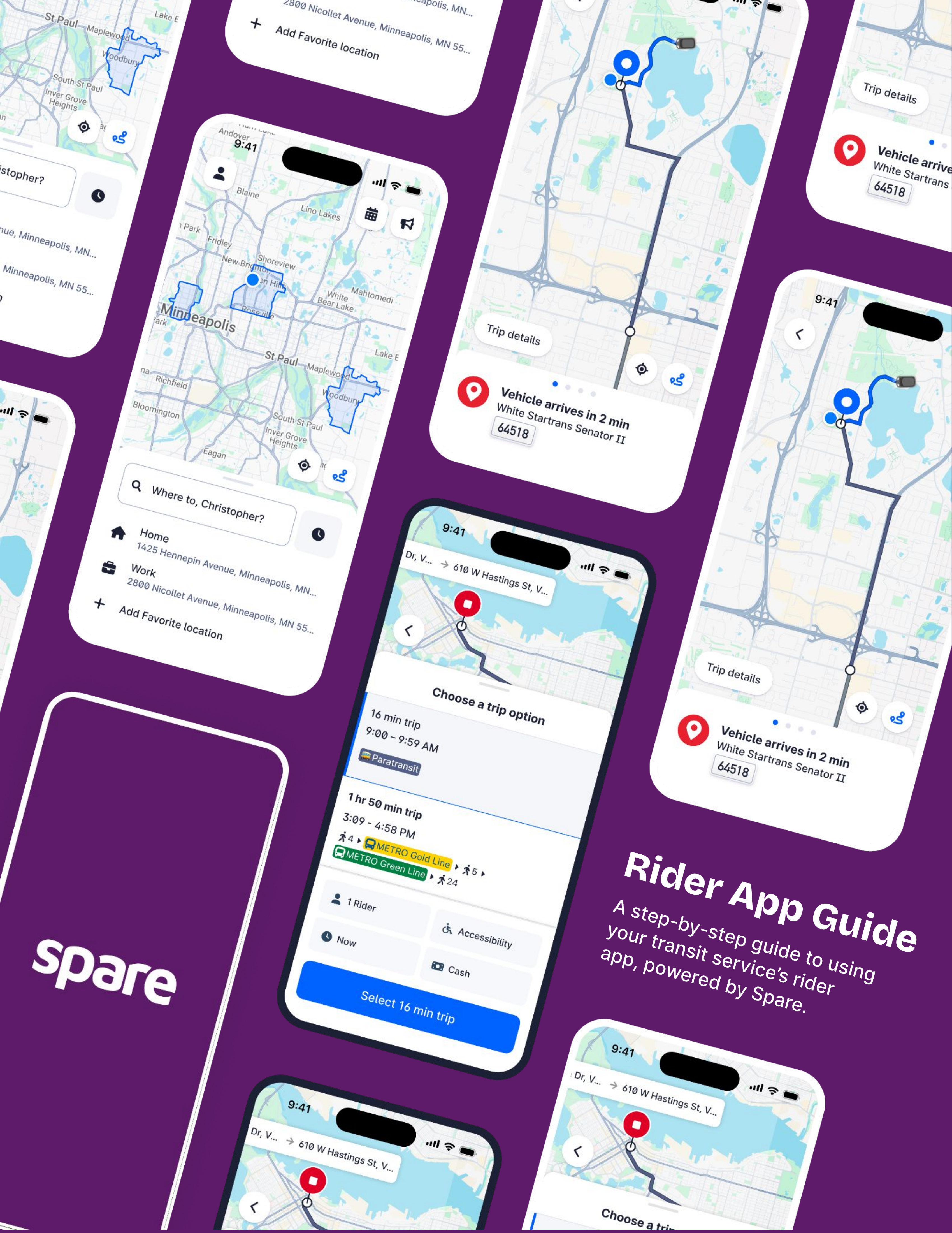




spare

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

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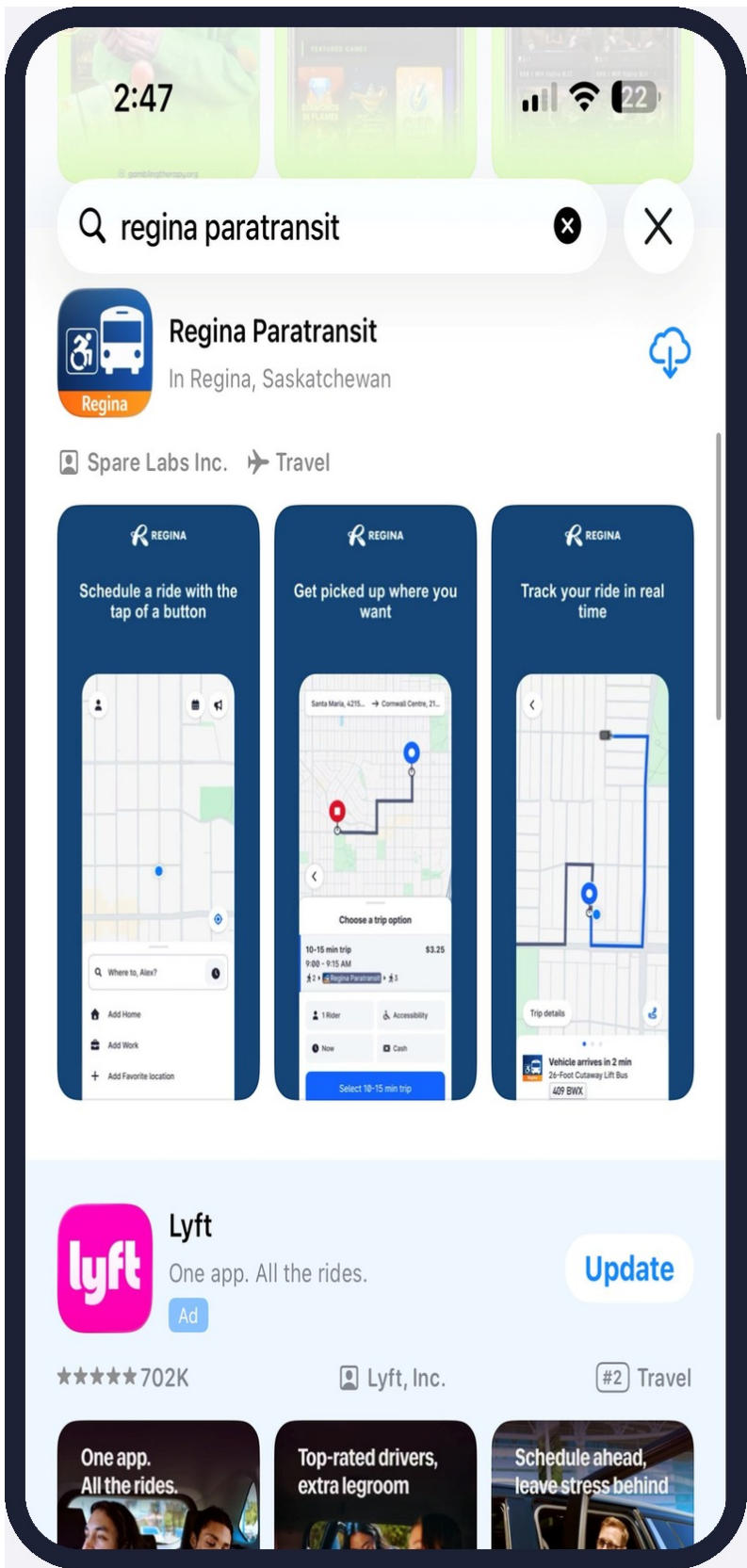


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GETTING STARTED

Downloading the Rider App



Find and install the app

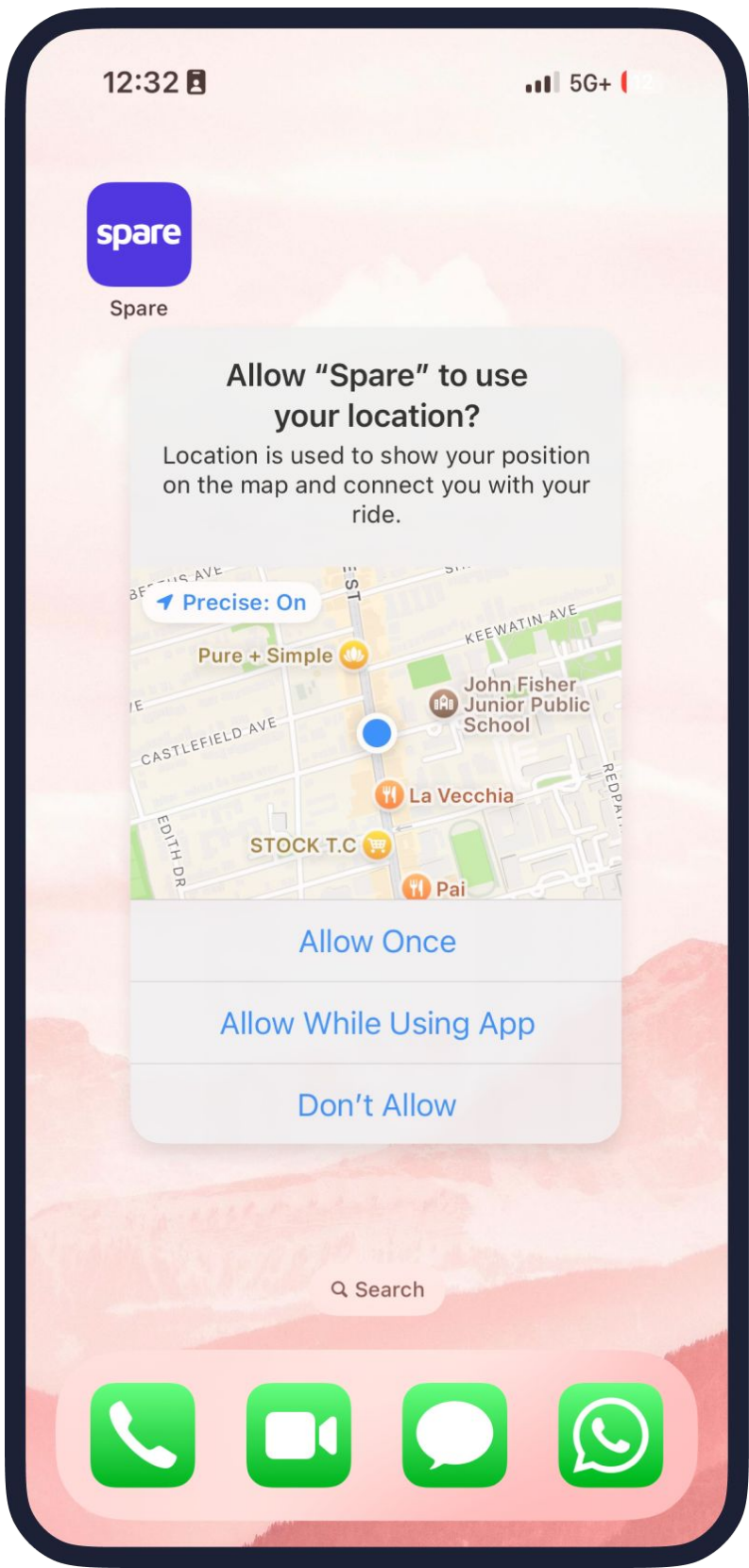
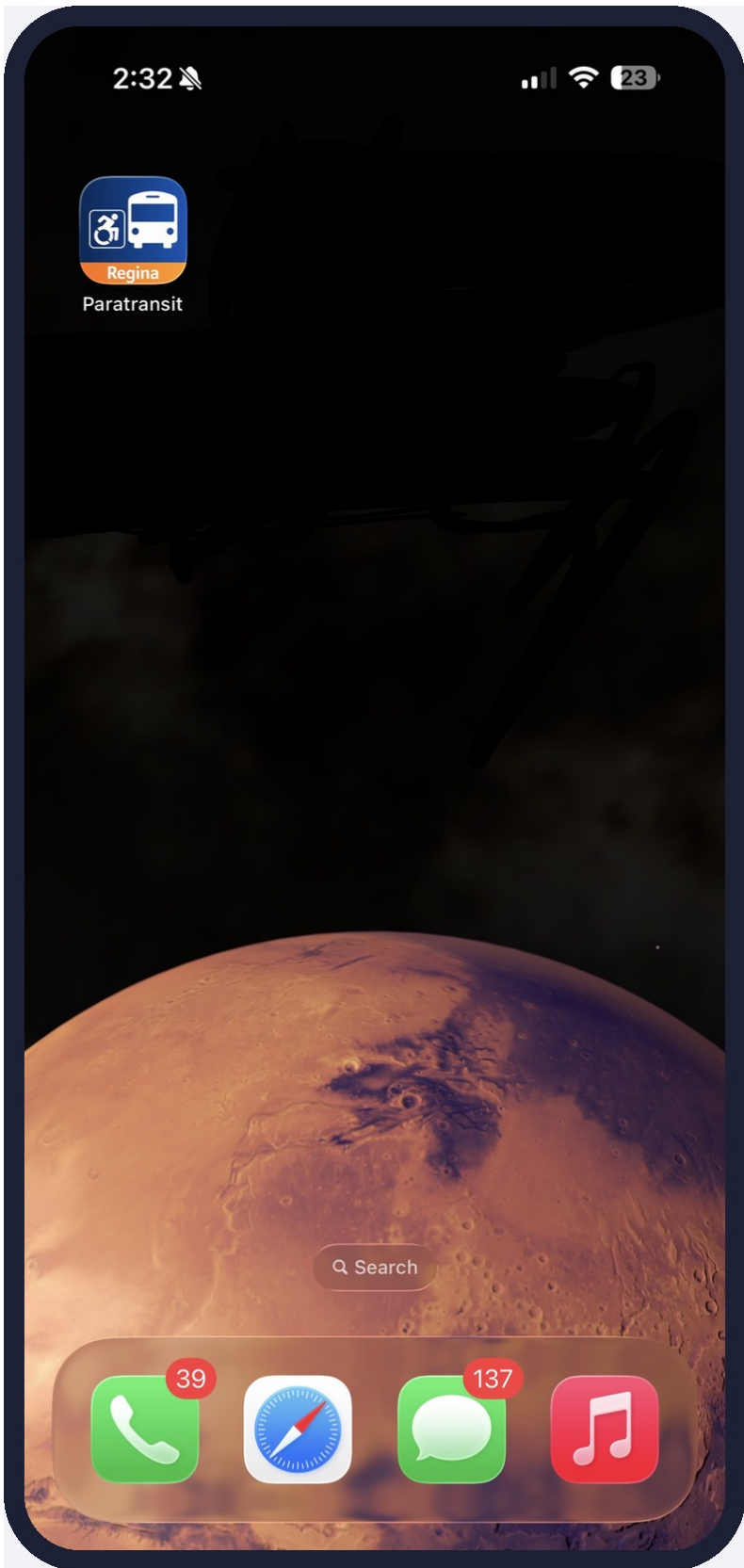
Find your local service in the Apple App Store or Google Play Store by searching:
"Transit Service Name + Rider App"
Example: Vancouver DRT - Rider App

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

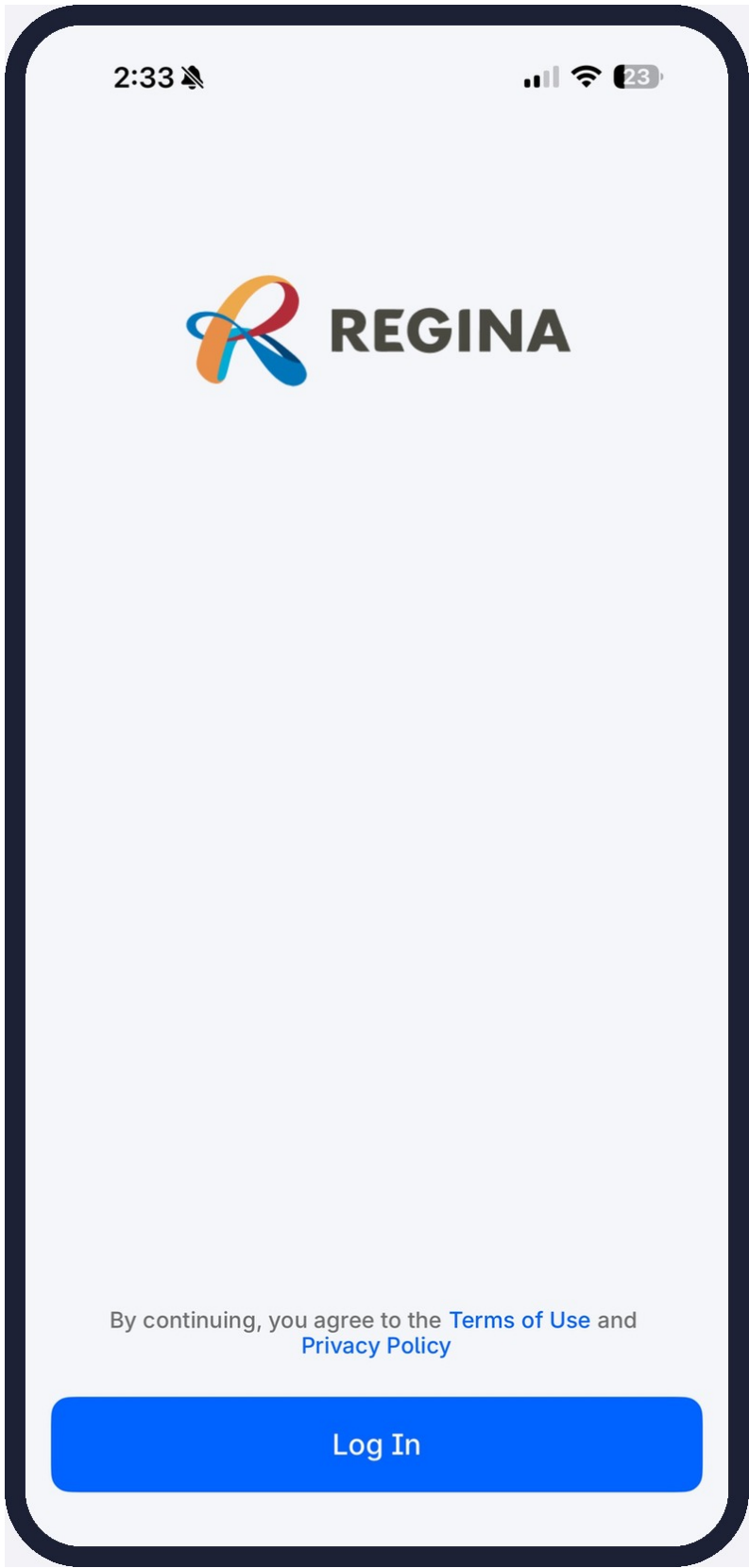
For the best experience, allow Spare to use:

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



GETTING STARTED

Login and account setup



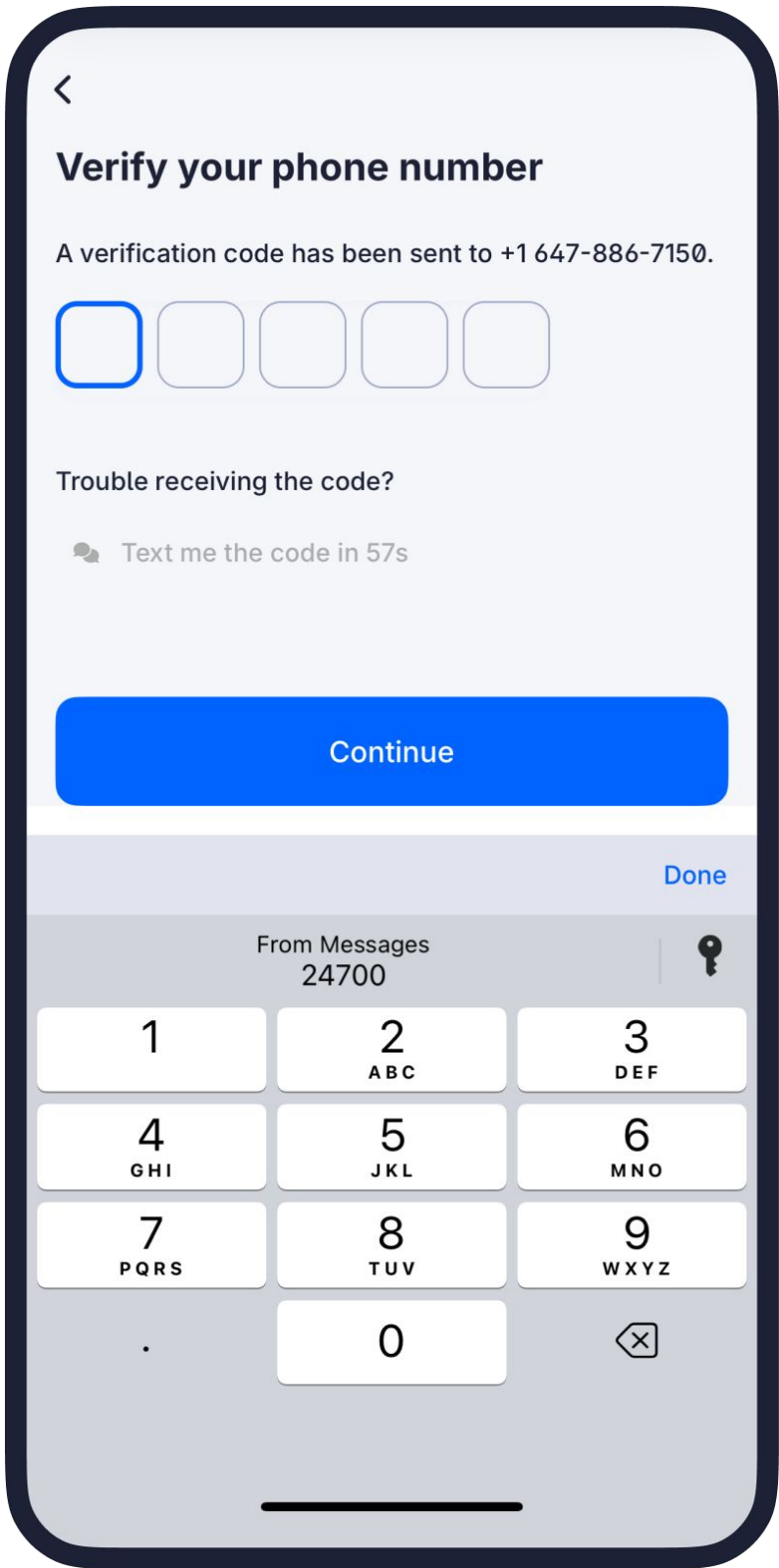
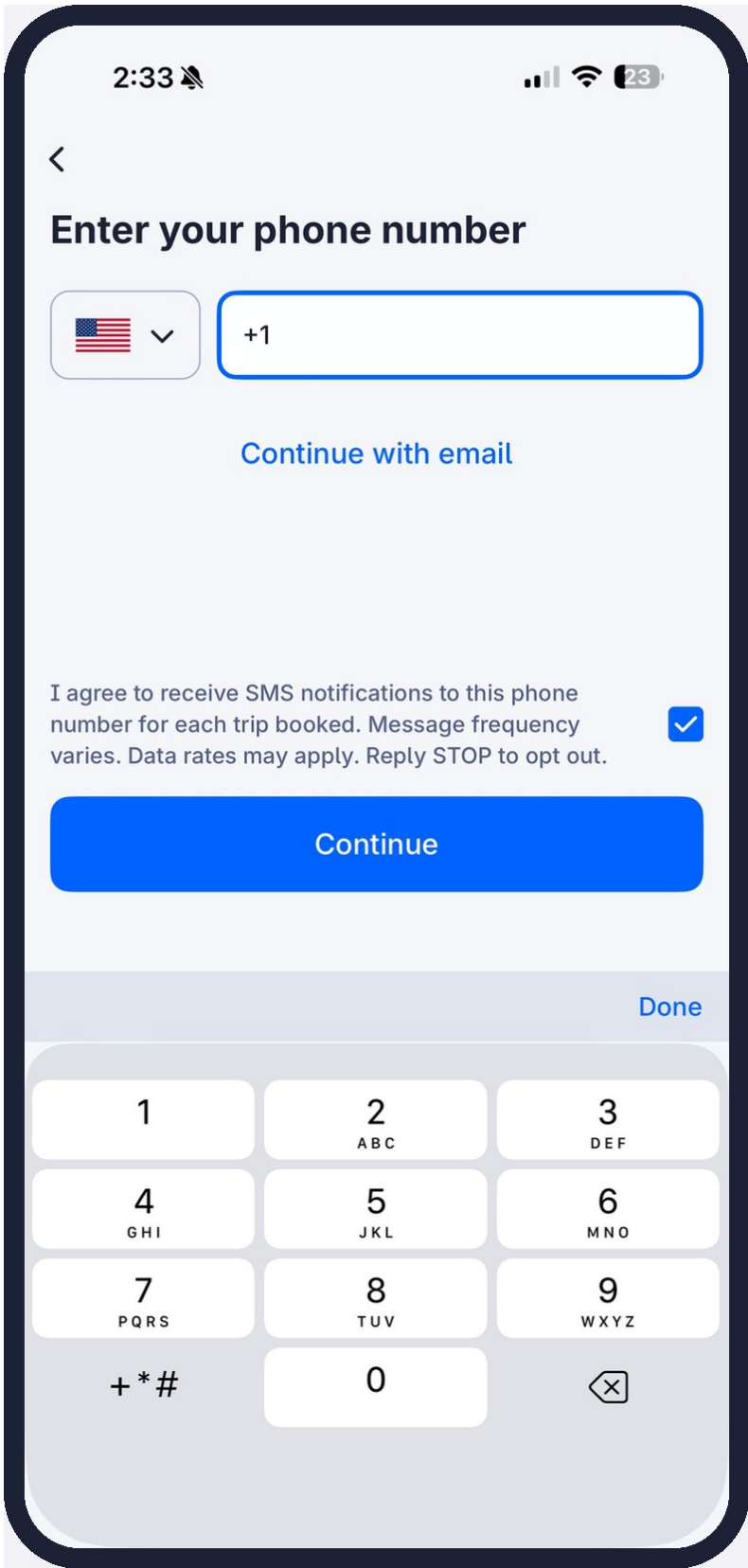
Click Log In

Open the app and tap the blue Log In button on the welcome screen.



Enter your mobile number

Type in your phone number and tap Continue to receive your verification code.



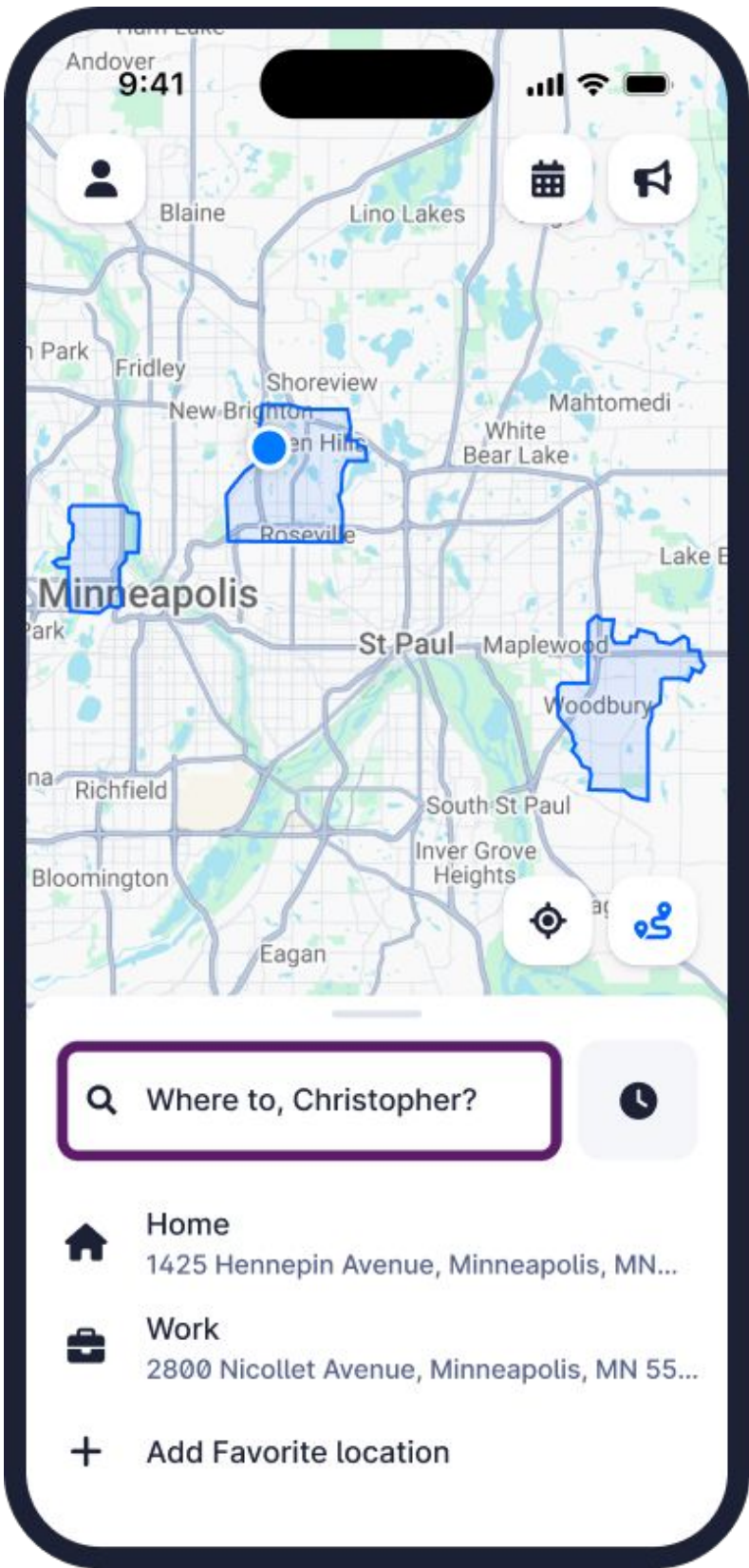
Enter your OTP

Check your messages for a 4-digit verification code and enter it to complete your login.



BOOKING A RIDE

Set pickup and dropoff locations



Start your booking

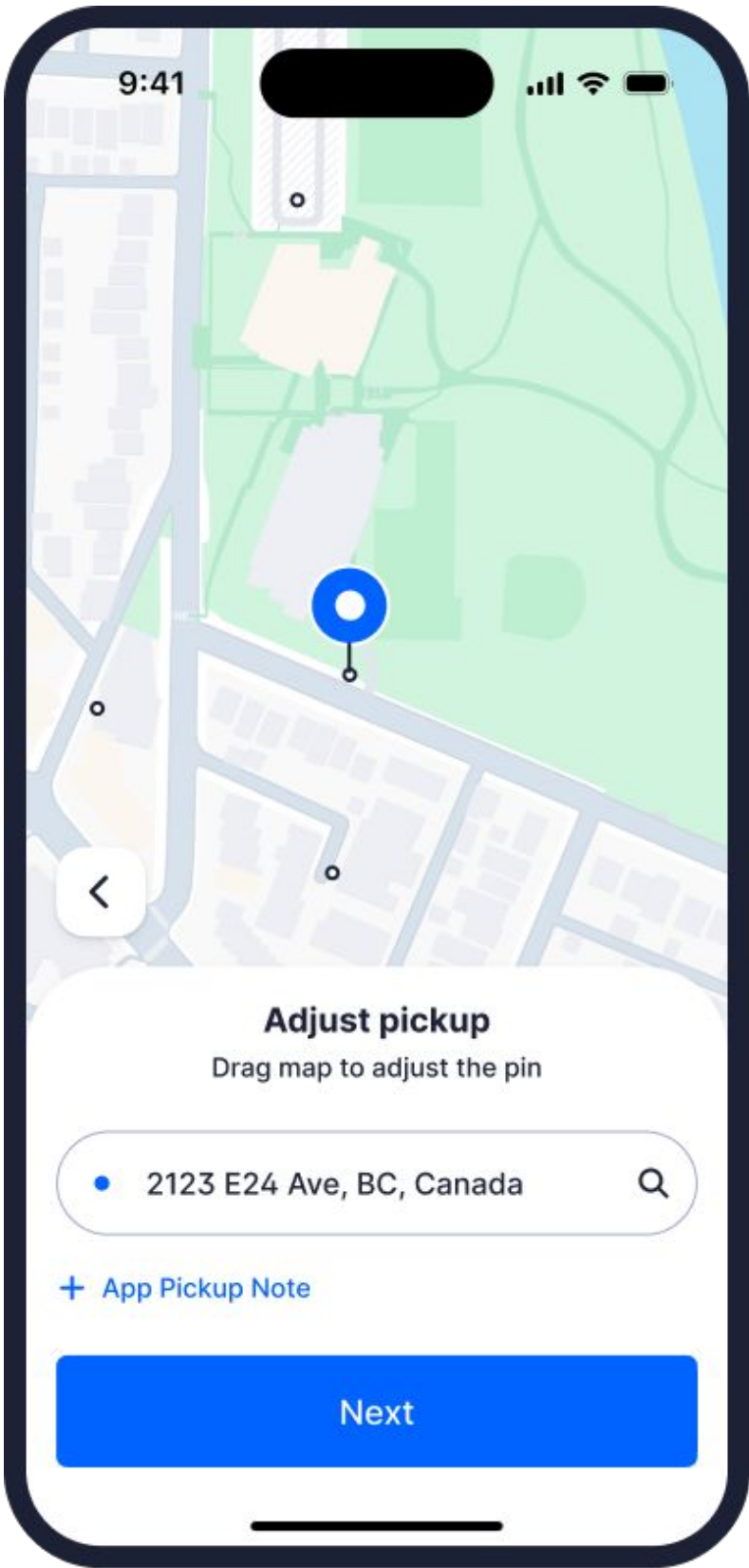
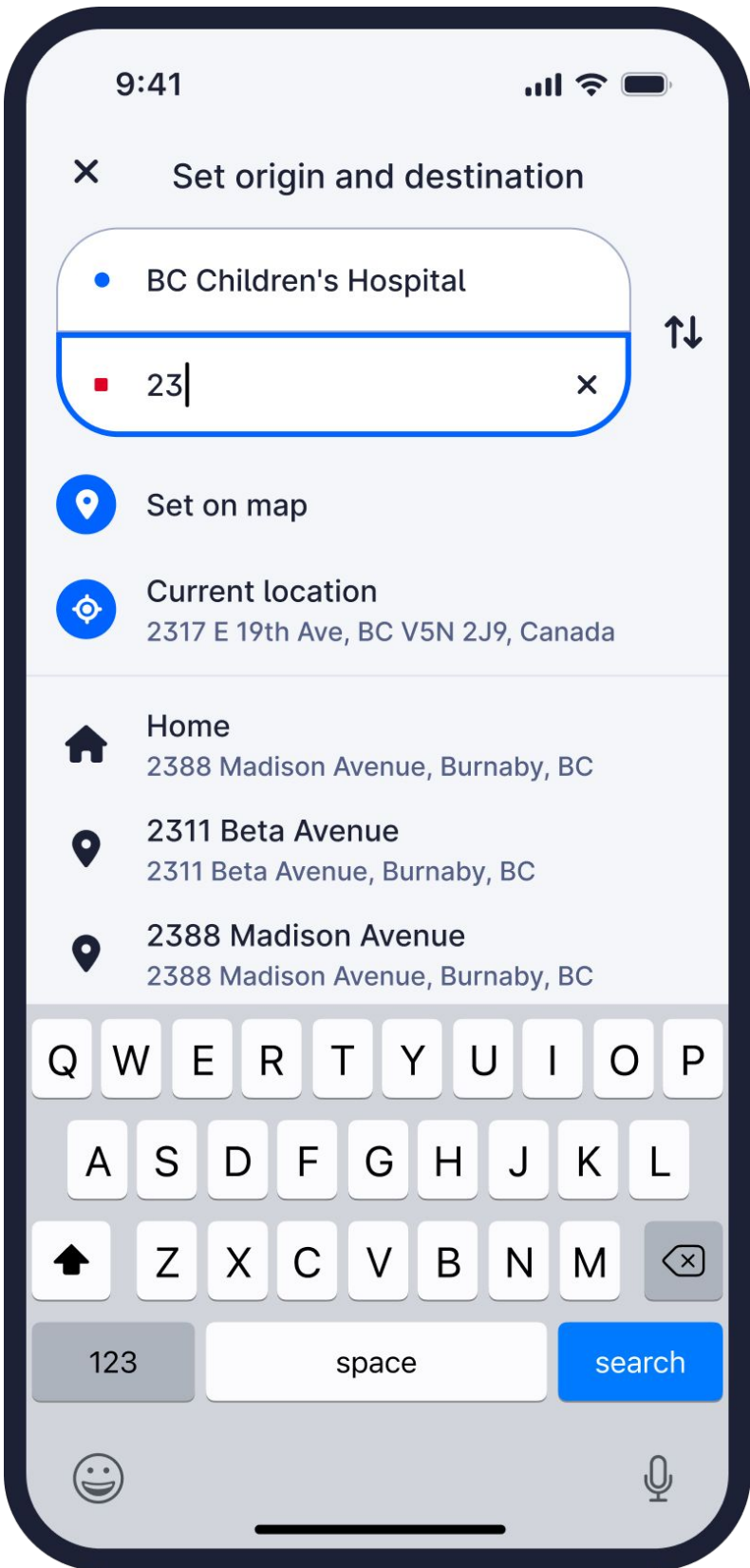
From the home screen, tap "Where to?" to begin.



Enter pick up 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.



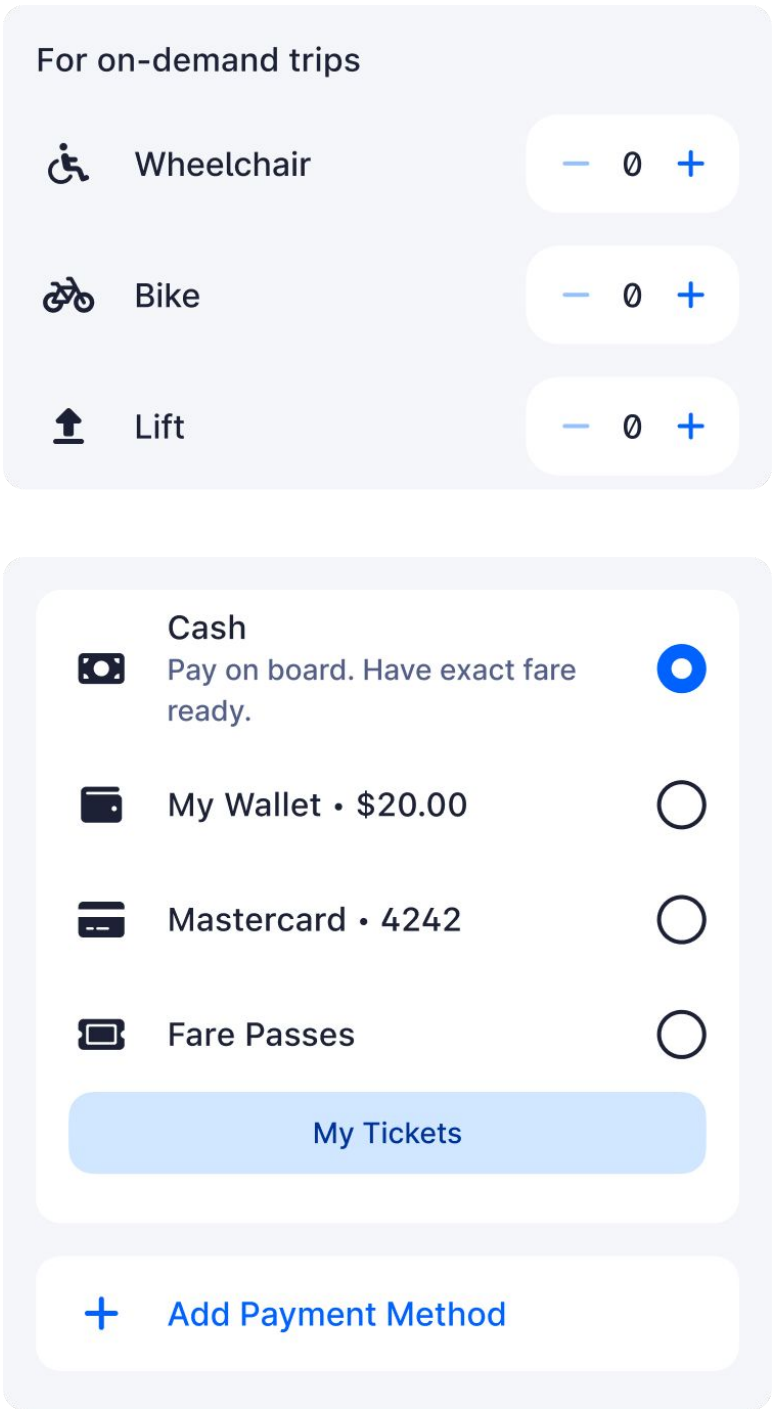
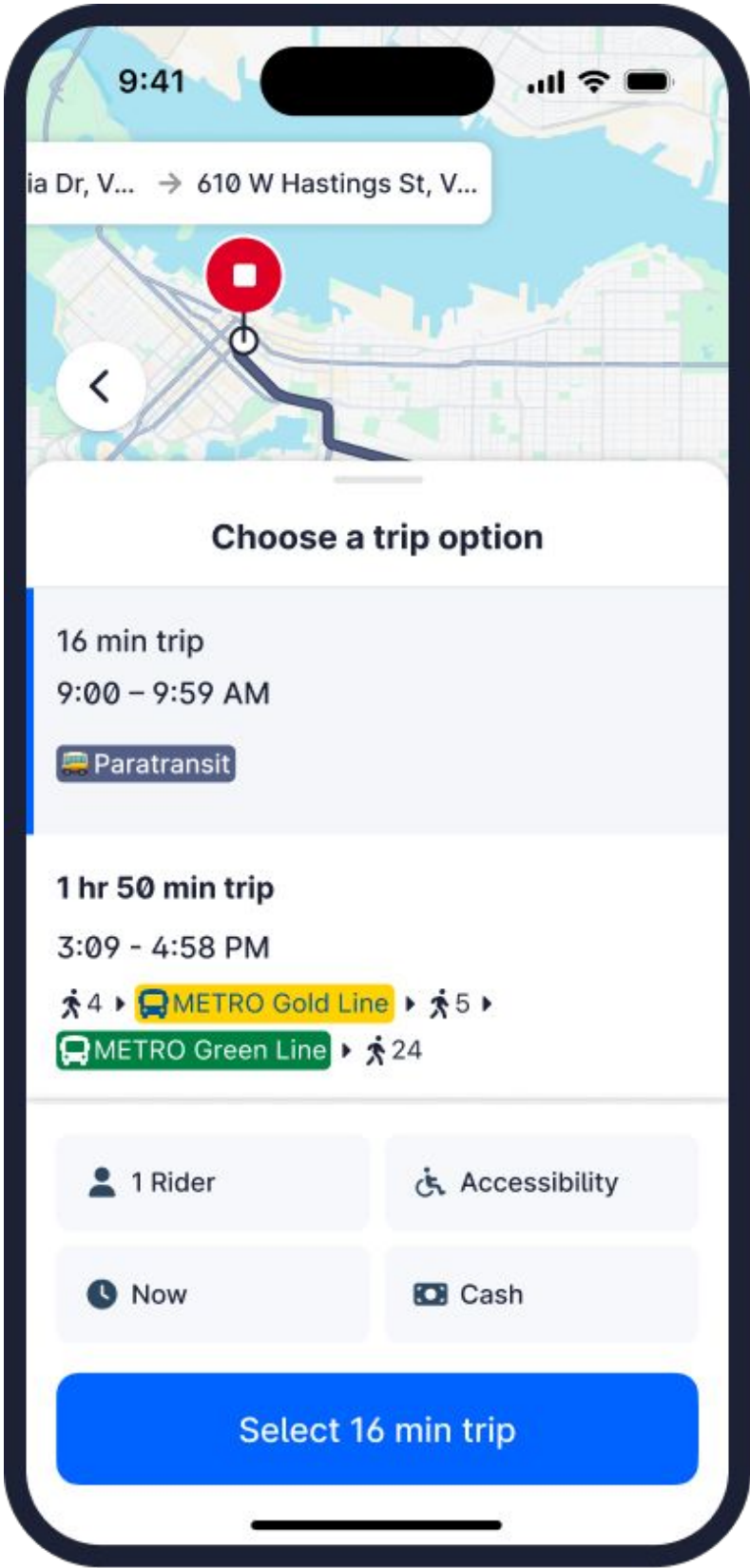
Confirm pickup point

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



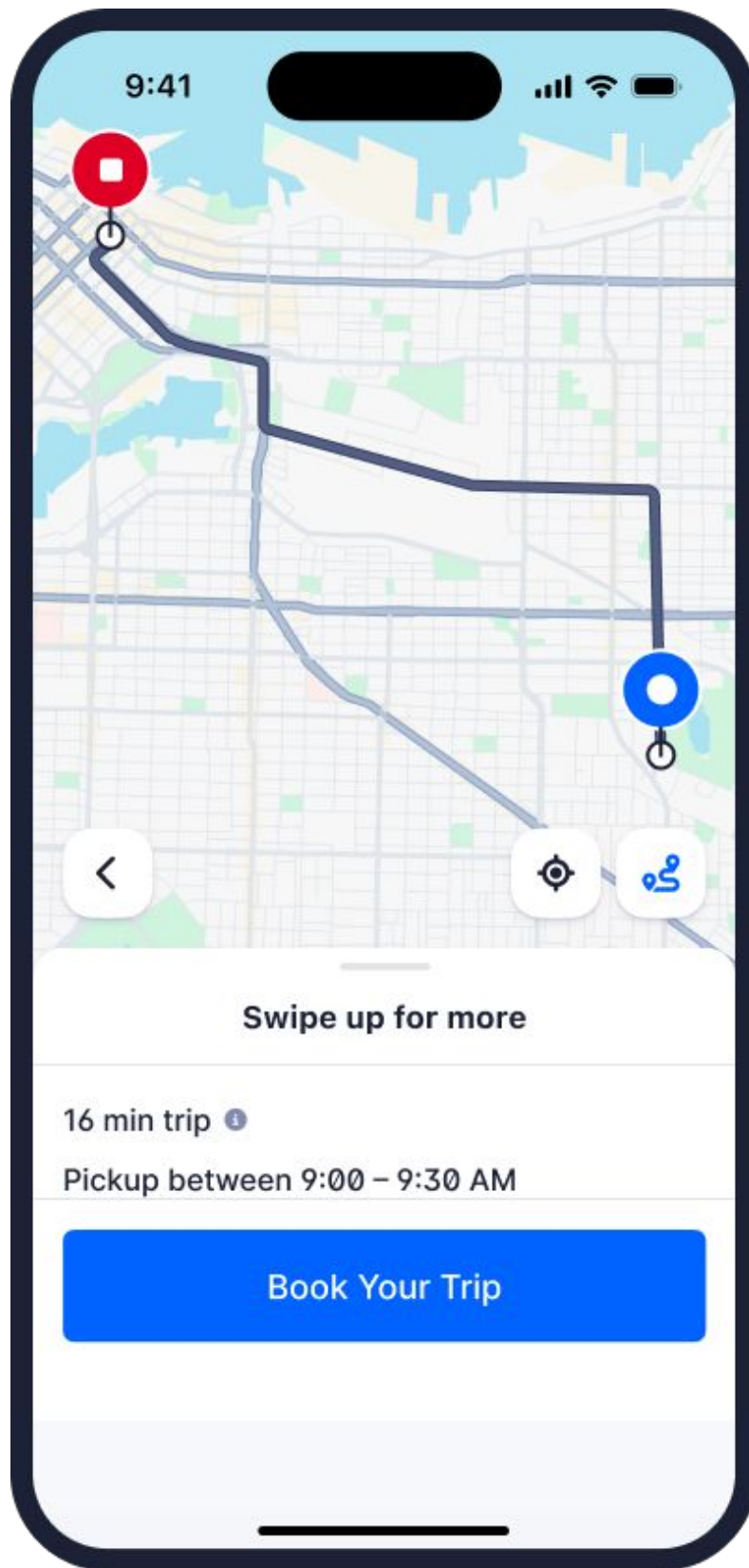
BOOKING A RIDE

Customize and book your ride



Customize your ride

1. Choose Now to ride ASAP, or pick a date/time for later.
2. Add the number of riders.
3. Select any accessibility needs like wheelchair or bike access.
4. Pick your payment method (cash, card, fare pass, etc.).



Book your ride

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

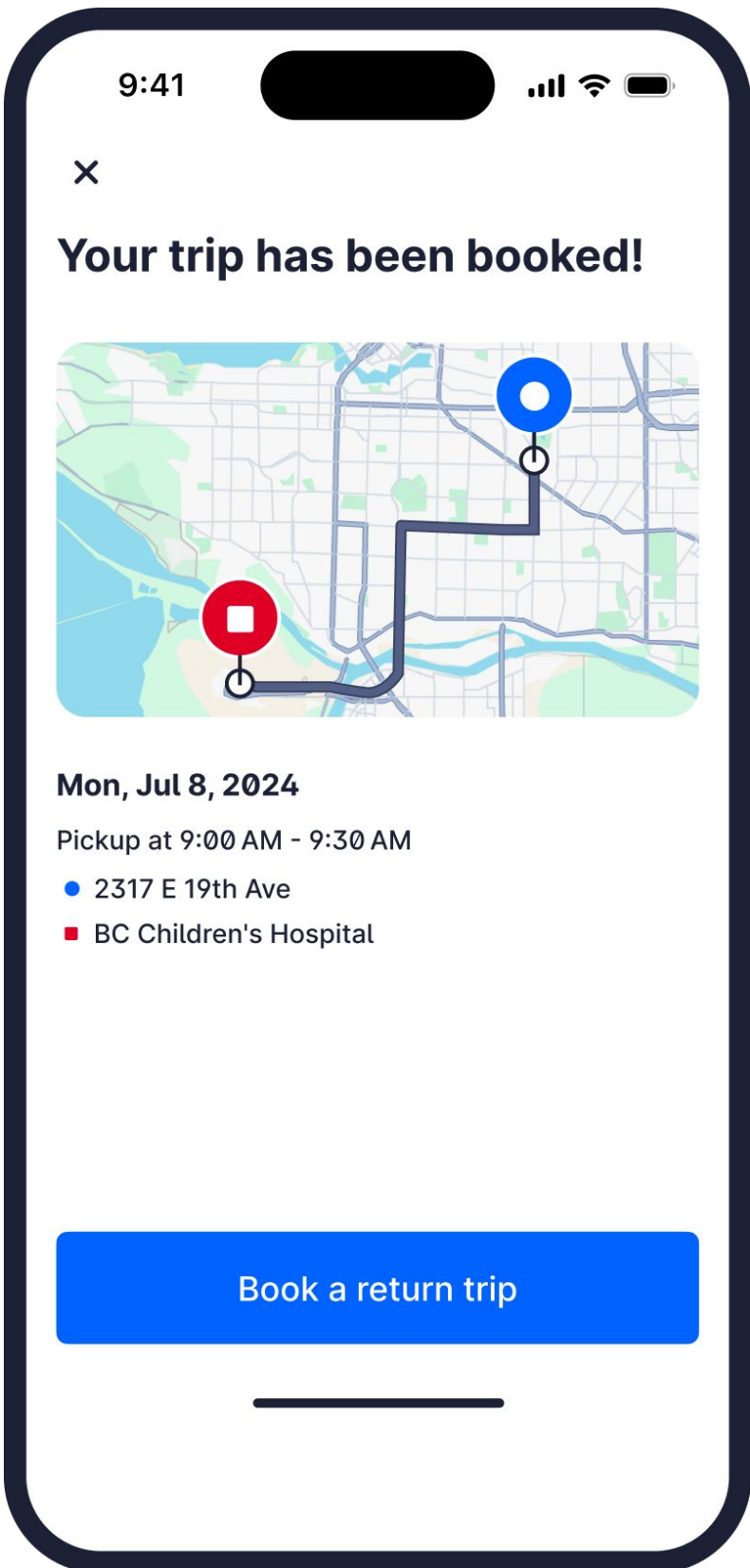
- Estimated arrival time
- Total fare
- Trip duration

Tap **Book Your Trip** to confirm.



See trip details

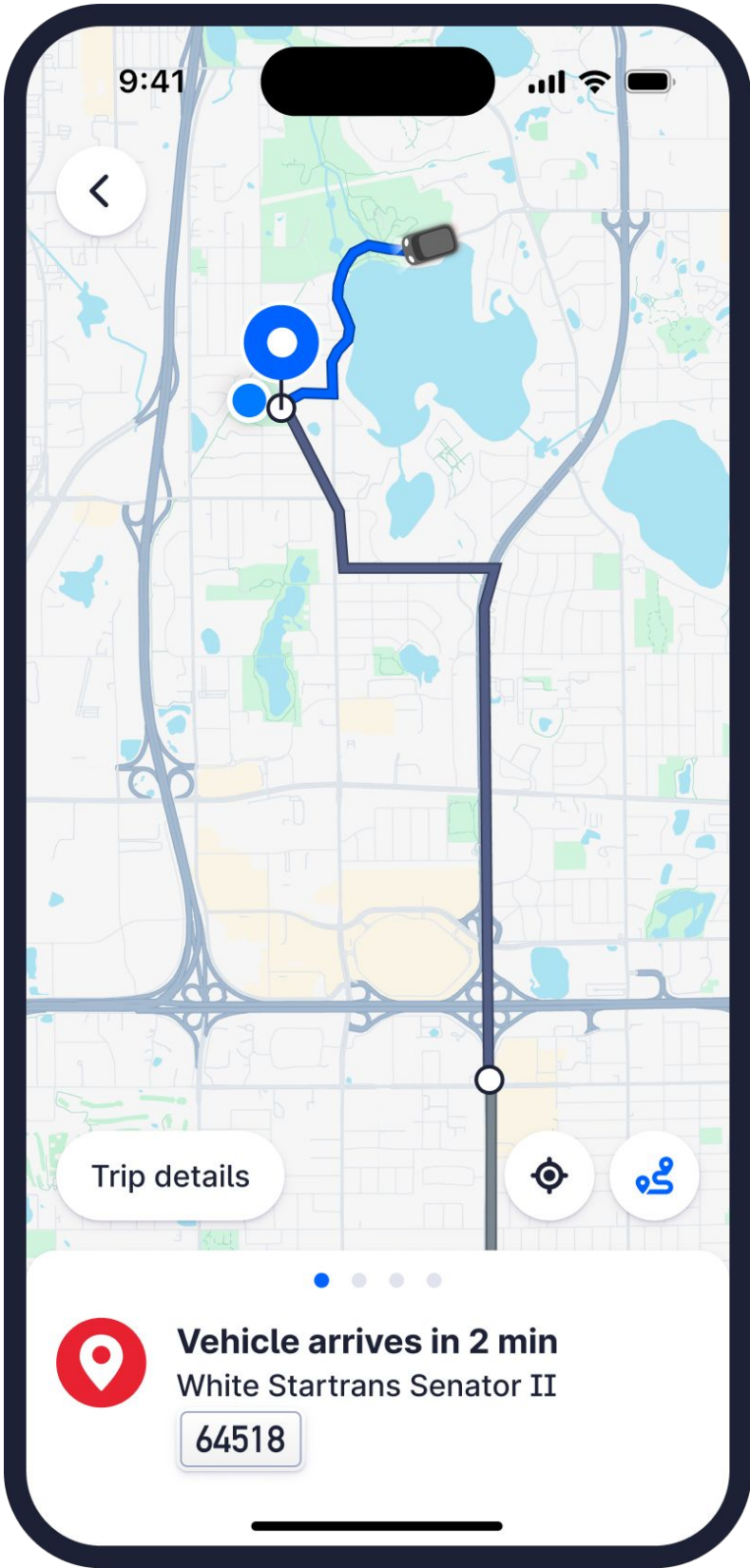
You'll see a trip summary with all the details.



BOOKING A RIDE



Tracking, directions, and notifications

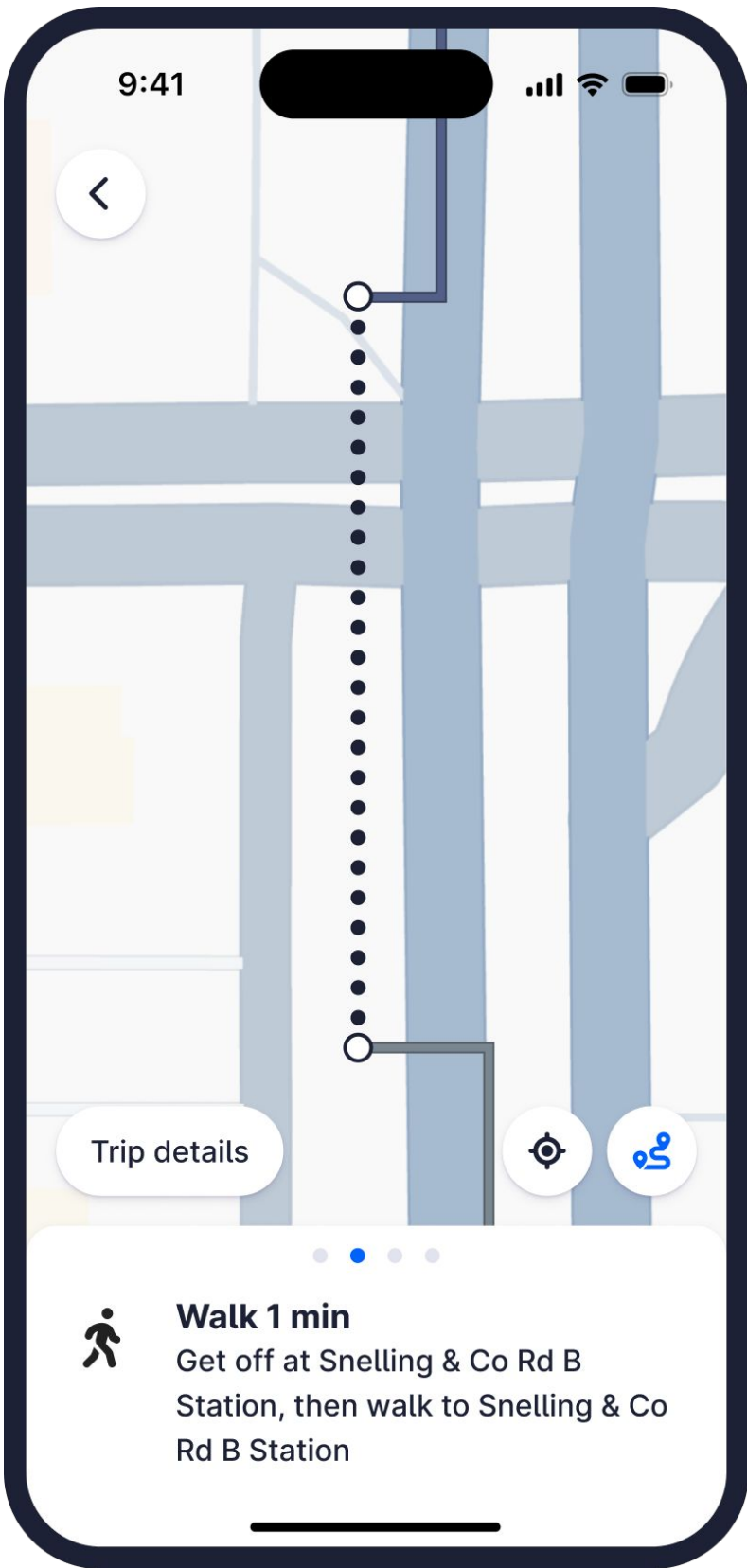


Track your ride in real time

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.



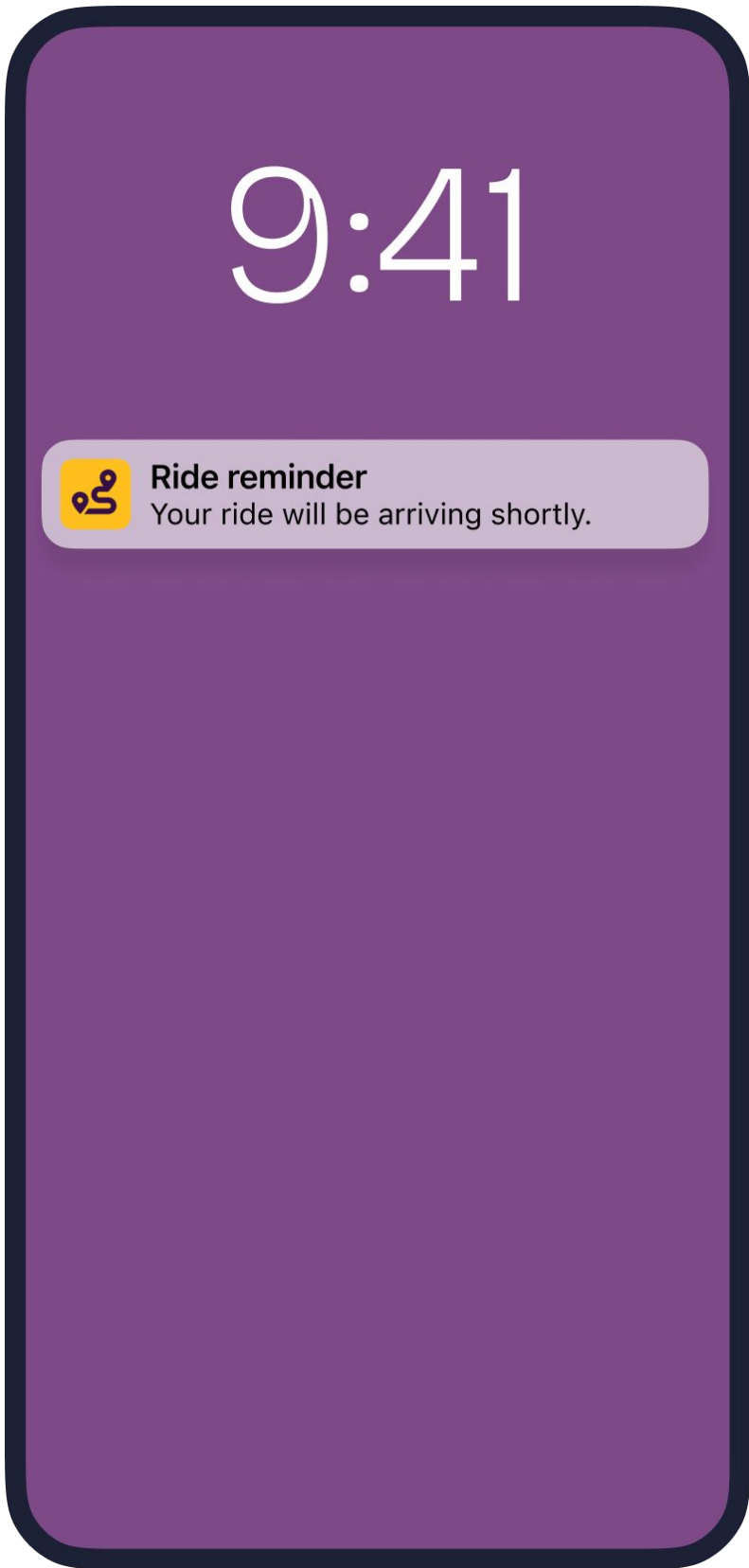
Get walking directions to your pickup point

If your service offers in stop-based pickups, you'll get walking directions to the nearest one.



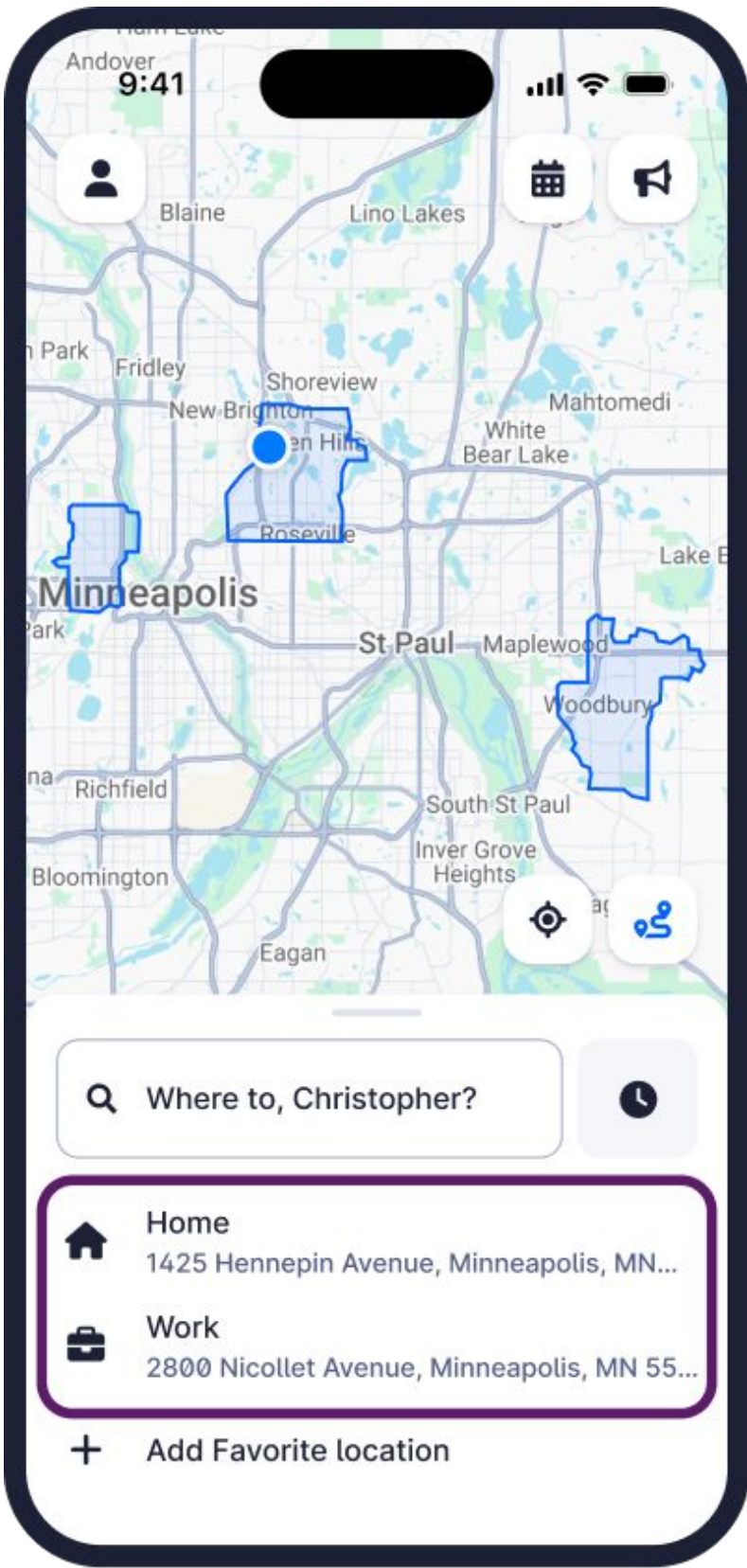
Get notified when it's time to go

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



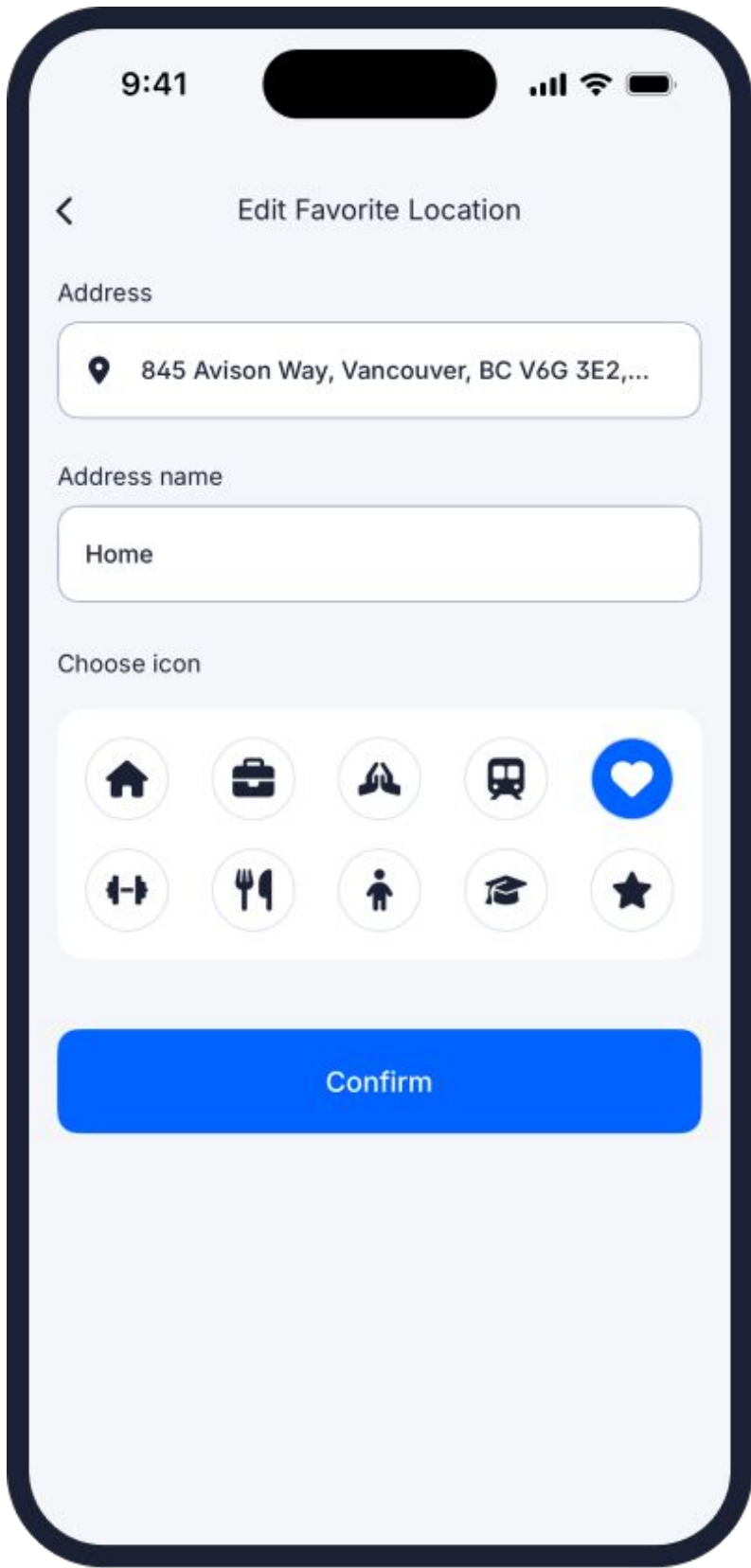
SETTING UP FAVORITE LOCATIONS

Save time with saved places



Add a favorite location

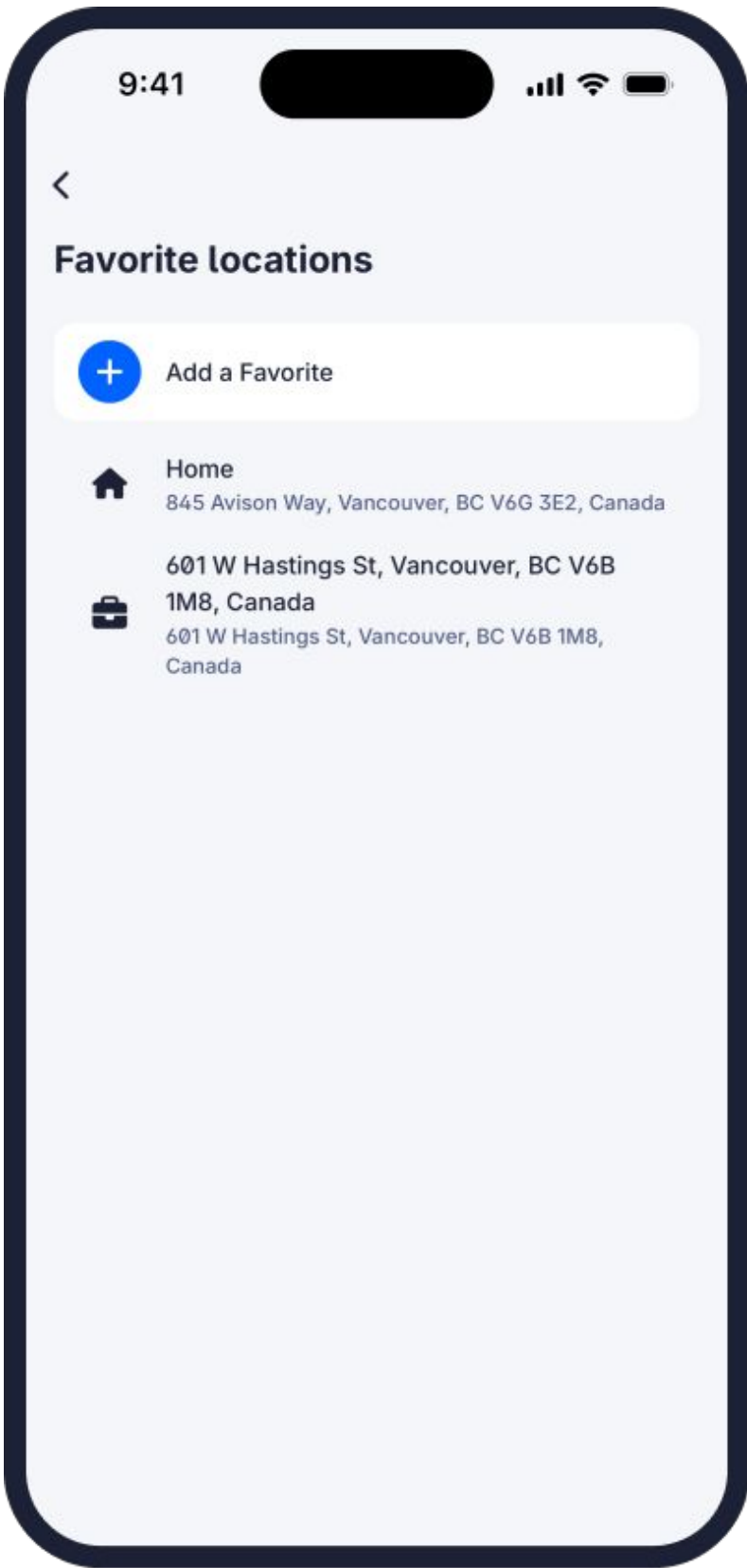
Tap “Add Favorite location” on the home screen.



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:

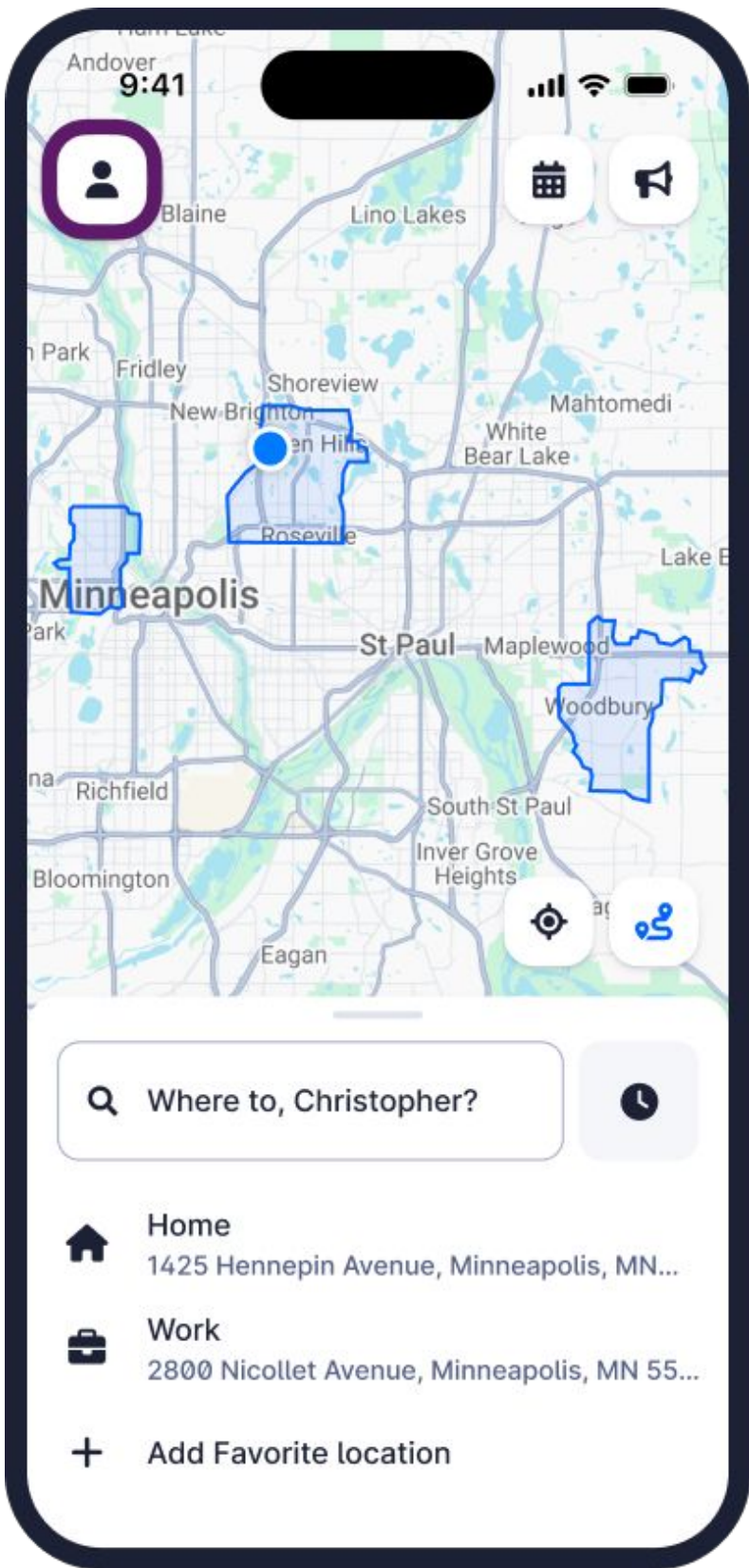
Profile icon > Settings > Favorite locations



MANAGING SCHEDULED TRIPS



View upcoming or past trips



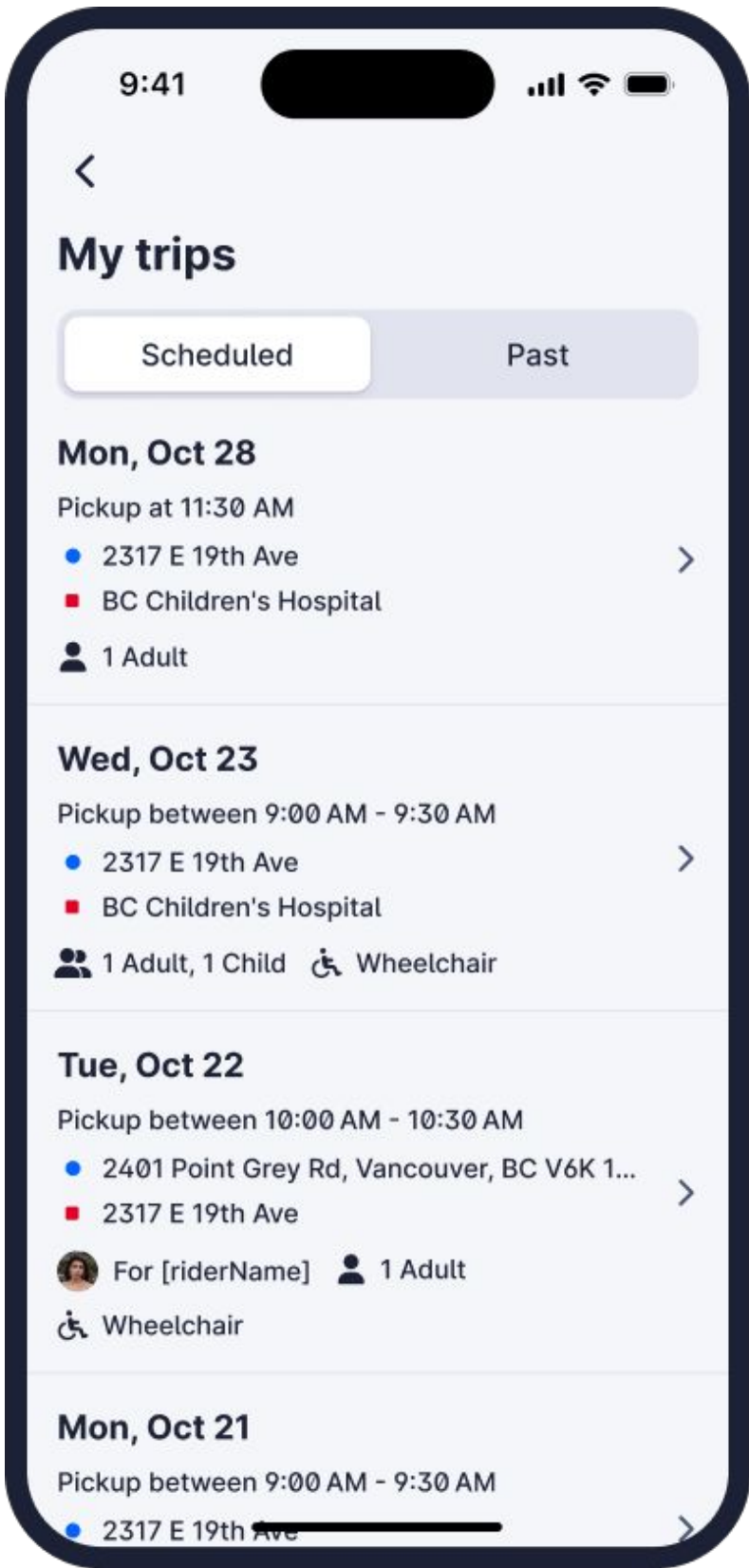
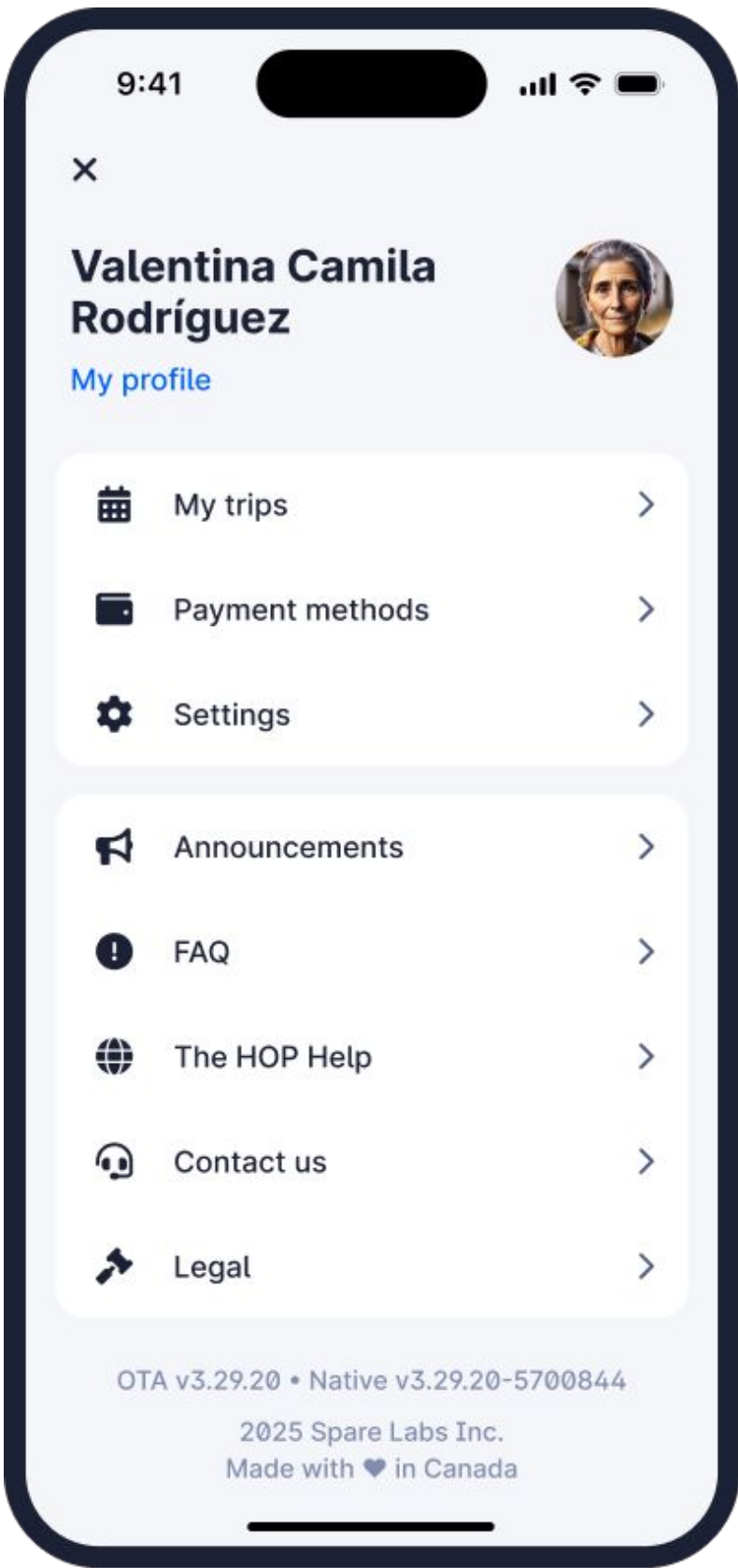
Go to your profile

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



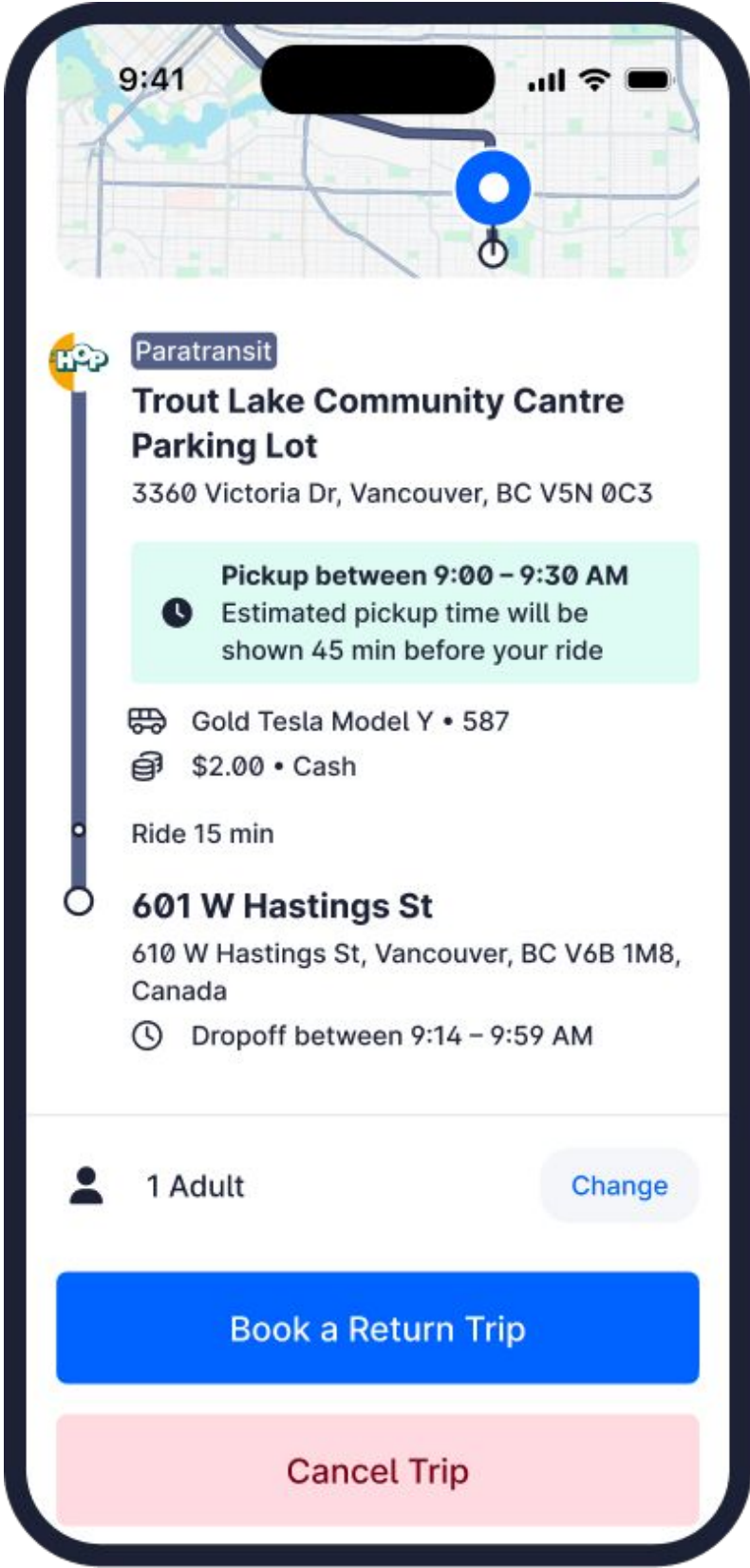
Manage a scheduled trip

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



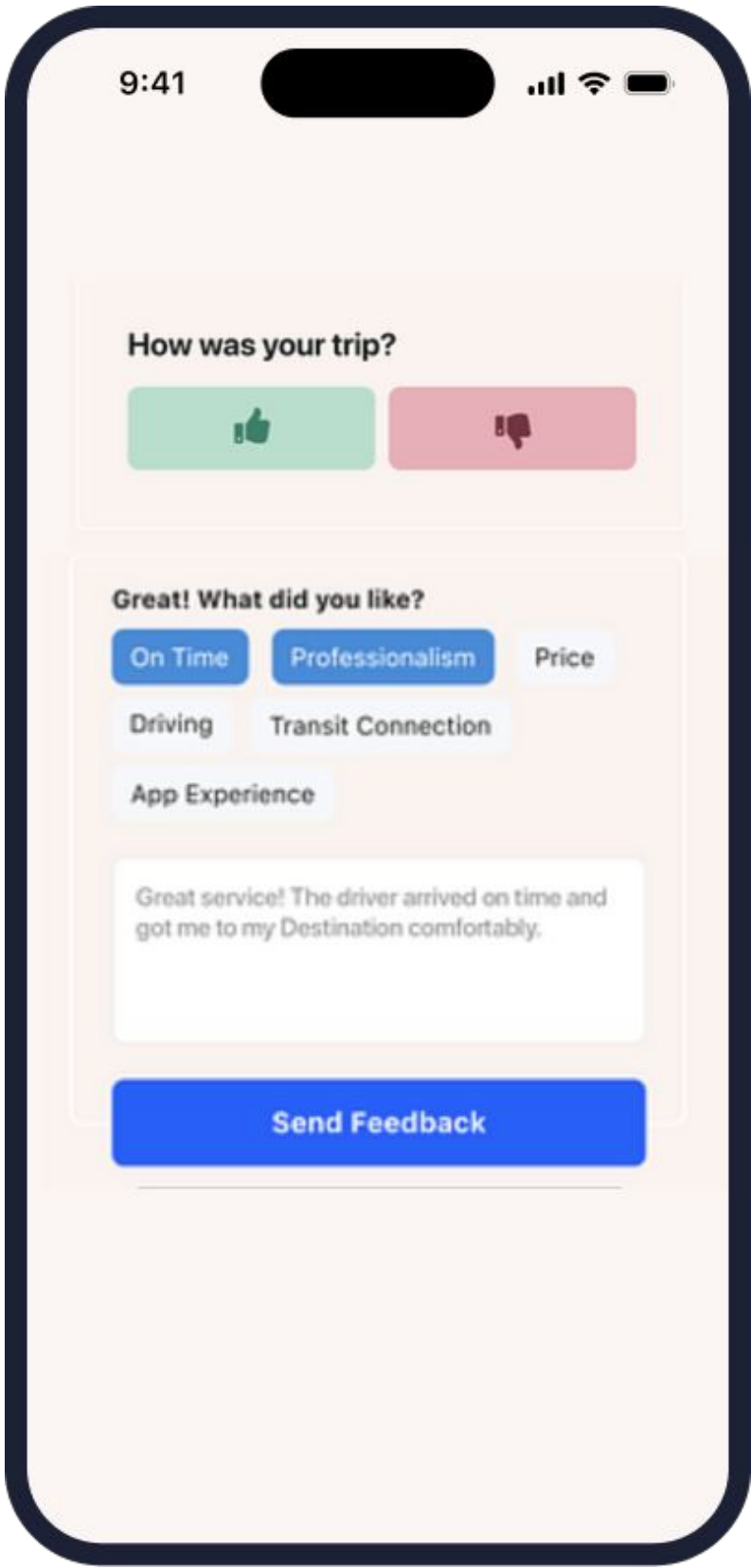
Cancel a trip

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





Rate your experience



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!

