

# WellRyde Dispatch Portal

## Route Workbench Assigning Trips Manually

### Introduction

This job aid explains how to view and assign trips manually. Click on any of the links below to go directly to that section of the job aid:

- [Viewing Trips](#)
- [Assigning Trips Manually](#)

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## Route Workbench Assigning Trips Manually

### Viewing Trips

To view trips in the trip list, click the **Trip List** icon to see a list of trips and the **Map** icon to see the trips on the map.

The screenshot displays the 'Route Workbench' interface. At the top, there is a navigation bar with several icons. Two icons are highlighted with orange boxes: a location pin icon (representing the Map view) and a list icon (representing the Trip List view). Below the navigation bar is a map of Atlanta with a red location pin. To the right of the map is a sidebar with tabs for 'Routes', 'Drivers', and 'Performance'. Below the map is a table of trips. The table has columns for Trip Id, LOS, Status, Rider's Name, Driver Name, Appointment Time, and PU Schedule Time. Two trips are listed:

Trip Id	LOS	Status	Rider's Name	Driver Name	Appointment Time	PU Schedule Time
CIRC00000030A	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	X 08:00 AM	08:00 AM
CIRC00000030B	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	X 12:00 PM	00:00

Below the table, there are filters for 'All' and 'Unplanned' trips. To the right of the table is a detailed view of trips, showing categories like 'DIALYSIS: 0 Trip', '03012022\_01: 2 Trips', 'PHYSICAL THERAPY: 2 Trips', and 'MON STANDING ORDE: 0 Trip'. Each category shows details like driver name, vehicle type, revenue, and cost.

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## Route Workbench Assigning Trips Manually

### Assigning Trips Manually

There are 4 ways to assign trips:

1. Single Trip to a Single Driver
2. Single Trip to a Single Route
3. Assign Multiple Trips to One Driver
4. Assign Multiple Trips to an Existing Route

Click on the **Unplanned Tab**. The screen displays a one-by-one trip assignments.

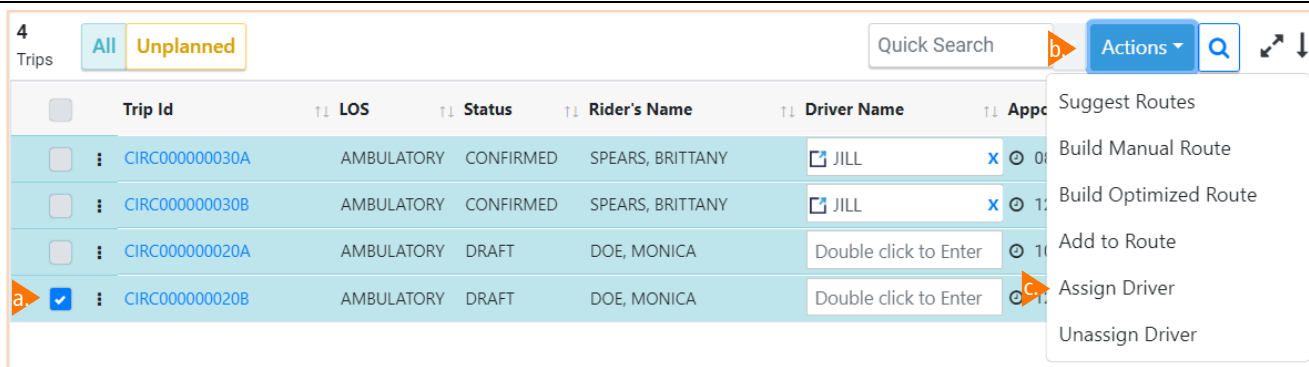


### 1. Single Trip to a Single Driver

There are two ways to assign a single trip to a single driver:

#### Option 1:

- a. Click the **checkbox in front of the trip id** that you want to assign.
- b. Click the **Actions** button, and then
- c. Click **Assign Driver**.



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- d. From the Assign Driver window, select the **driver** to whom you want to assign that trip.
- e. Click **Save Changes**. Or

Assign Driver
✕

**Selected Trip(s)**

Load Nbr	Rider Name	Trip Date	Status	Driver Name
CIRC000000020B	DOE, MONICA	Jan 3, 2022 12:00:00 PM	Created	JILL

**Assign to Driver**

User, Admin

Gauvin, Ryan

Cancel Save Changes

### Option 2:

The second way to assign a driver to a single trip:

- a. Double click in the **Driver Name** box and select the driver to whom you want to assign that trip.

If that driver does not already have a route assigned to them, it will create the route for them. This is real-time trip assignment to the driver. They will see the trip immediately on their WellRyde mobile app.

4 Trips

All

Unplanned

Quick Search

Actions

🔍

↕

<input type="checkbox"/>	Trip Id	LOS	Status	Rider's Name	Driver Name	Appointment Time	PU Schedule Time
<input type="checkbox"/>	CIRC000000030A	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	08:00 AM	08:00 AM
<input type="checkbox"/>	CIRC000000030B	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	12:00 PM	00:00
<input type="checkbox"/>	CIRC000000020A	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	10:00 AM	09:16 AM
<input checked="" type="checkbox"/>	CIRC000000020B	AMBULATORY	DRAFT	DOE, MONICA	<div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;"> <span>Double click to Enter</span> </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;"> <span>User, Admin</span> </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;"> <span>Gauvin, Ryan</span> </div>	12:00 PM	00:00

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### Assigning Trips Manually

#### 2. Single Trip to a Single Route

- a. Click the **trip** you want to assign
- b. Click the **Actions** button, then
- c. Click **Add to Route**

The screenshot shows a table of trips with columns: Trip Id, LOS, Status, Rider's Name, Driver Name, and App. The first four rows are highlighted in blue. The fourth row is selected, and an 'Actions' dropdown menu is open over it, showing options: Suggest Routes, Build Manual Route, Build Optimized Route, Add to Route (highlighted with an orange arrow), Assign Driver, and Unassign Driver.

Trip Id	LOS	Status	Rider's Name	Driver Name	App
CIRC00000030A	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	00:00
CIRC00000030B	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	11:59
CIRC00000020A	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	06:00
CIRC00000020B	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	01:00

- d. Choose a route to assign the trip to, and then
- e. Click the **Add** button in the lower right-hand corner of the pop-up window.
- f. You must confirm adding the route by clicking the **Proceed** button on the lower right-hand corner of the pop-up screen.

The 'Add To Route' pop-up window has a search bar and a table of routes. The first row is selected with a radio button. The 'Add' button is highlighted with an orange arrow.

Route Name	Driver	Vehicle	Start Time	End Time	# of Trips	Status
03012022_01	JILL		00:00 AM	11:59 PM	2	✓
DIALYSIS	PATRICE		00:00 AM	11:59 PM	0	📄
MON STANDING ORDERS	JANICE		06:00 AM	06:00 PM	0	📄
PHYSICAL THERAPY	RYAN	563579	12:00 PM	02:00 PM	0	📄
PHYSICAL THERAPYMWF	JILL		01:00 AM	01:00 PM	2	📄

The 'Confirm Adding Route' pop-up window displays the message: 'The trip added is outside the route window. Do you want to proceed?'. The 'Proceed' button is highlighted with an orange arrow.

The trip will be added to that driver's existing route regardless of trip status.

**Important Note:** The route could be in draft form and the driver will not see the trip until the dispatcher release the route to the driver.

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### Assigning Trips Manually

#### 3. Assign Multiple Trips to One Driver

- a. Click the **trips** you want to assign,
- b. Click the **Actions** button, then
- c. Click **Assign Driver**

Home / Route Workbench

4 Trips All Unplanned Quick Search Actions

Trip Id	LOS	Status	Rider's Name	Driver Name	App
<input type="checkbox"/> CIRC000000030A	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	x @ 0
<input type="checkbox"/> CIRC000000030B	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	x @ 1
<input checked="" type="checkbox"/> CIRC000000020A	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	@ 1
<input checked="" type="checkbox"/> CIRC000000020B	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	@ 1

- Suggest Routes
- Build Manual Route
- Build Optimized Route
- Add to Route
- Assign Driver
- Unassign Driver

- d. Choose a driver to assign the trip to, and then
- e. Click the **Save Changes** button in the lower right-hand corner of the pop-up window.

Assign Driver

Selected Trip(s)

Load Nbr	Rider Name	Trip Date	Status	Driver Name
CIRC000000020B	DOE, MONICA	Jan 3, 2022 12:00:00 PM	Created	JILL

Assign to Driver

Enter Driver Name

User, Admin

Gauvin, Ryan

Cancel Save Changes

If the driver does not already have a route assigned to them, it will create the route for them. This is real-time trip assignment to the driver. They will see the trip immediately on their WellRyde mobile app.

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### Assigning Trips Manually

#### 4. Assign Multiple Trips to an Existing Route

- a. Click the **trips** you want to assign
- b. Click the **Actions** button, then
- c. Click **Add to Route**.

The screenshot shows the 'Route Workbench' interface. At the top, there is a breadcrumb 'Home / Route Workbench' and a navigation bar with various icons. Below this, there are filters for '4 Trips' and 'Unplanned'. A 'Quick Search' bar and an 'Actions' dropdown menu are visible. The 'Actions' menu is open, showing options like 'Suggest Routes', 'Build Manual Route', 'Build Optimized Route', 'Add to Route', 'Assign Driver', and 'Unassign Driver'. In the table below, two rows are selected, indicated by blue checkmarks in the selection column. An orange box highlights these checkmarks, and an orange arrow labeled 'a.' points to them. Another orange arrow labeled 'c.' points to the 'Add to Route' option in the actions menu.

	Trip Id	LOS	Status	Rider's Name	Driver Name	Appc
<input type="checkbox"/>	CIRC00000030A	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	x 0
<input type="checkbox"/>	CIRC00000030B	AMBULATORY	CONFIRMED	SPEARS, BRITTANY	JILL	x 1
<input checked="" type="checkbox"/>	CIRC00000020A	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	0
<input checked="" type="checkbox"/>	CIRC00000020B	AMBULATORY	DRAFT	DOE, MONICA	Double click to Enter	1

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- d. Choose the route you want to assign the multiple trips to and then
- e. Click the **Add** button in the lower right-hand corner of the pop-up window.

When adding trips via the **Add to Routes** drop down feature, trips may still be draft status. Drivers do not see routes in draft status. Only the dispatcher sees routes in draft status.

**Important Note:** The route could be in draft form and the driver will not see the trip until the dispatcher release the route to the driver. This is real time assignment to the driver. If there is no route already for the driver, the system will create a route for the driver. The route will be in confirmed status which means the driver can see the trips in the route on their mobile app.

Add To Route
×

	Route Name	Driver	Vehicle	Start Time	End Time	# of Trips	Status
<input type="radio"/>	03012022_01	JILL		00:00 AM	11:59 PM	2	<span style="color: green;">✔</span>
<input type="radio"/>	DIALYSIS	PATRICE		00:00 AM	11:59 PM	0	<span style="color: purple;">📄</span>
<input type="radio"/>	MON STANDING ORDERS	JANICE		06:00 AM	06:00 PM	0	<span style="color: purple;">📄</span>
<input type="radio"/>	PHYSICAL THERAPY	RYAN	563579	12:00 PM	02:00 PM	0	<span style="color: purple;">📄</span>
<input type="radio"/>	PHYSICAL THERAPYMWF	JILL		01:00 AM	01:00 PM	2	<span style="color: purple;">📄</span>

Cancel
Add