

WellRyde Dispatch Portal

Releasing Routes to Drivers

Introduction

This job aid explains how to release routes to the drivers in Route Workbench. Routes may be created in a “Draft status”. This means the dispatcher has not yet released the trips to the driver’s mobile app for processing. Once the route has been confirmed, the trips assigned to the driver are released to the driver’s mobile app.

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Releasing Routes to Drivers

Releasing Routes to the Drivers

If your route is in draft form, the route must be released to the drivers mobile app. This process is called: **Confirm**.

- a. **Click the 3 little dots** to the right, next to “draft” route status.
- b. Click **Confirm** to release the route to the drivers mobile app. Driver will need to be assigned at this point before the route is confirmed. If no driver is specified, an error message will be displayed.
- c. Click **Confirm**.

The route now shows a Confirmed status.

Important Note: “Confirm” must be done manually on every route in draft form, otherwise the driver will never see the trip on their mobile app. Only dispatchers can see routes in draft status.

The screenshot shows a 'Confirm Route' modal window. At the top, it displays route details: 'PHYSICAL THERAPYM: 2 Trips', driver 'Jill', vehicle 'Van', time '01:00 AM - 01:00 PM', and revenue 'Rev : \$0.00'. A 'DRAFT' status is shown with a three-dot menu icon labeled 'a.'. The menu is open, showing 'Edit', 'Confirm' (labeled 'b.'), and 'Cancel'. Below the modal, there are dropdown menus for 'Assign to Driver' (User, Admin), 'Select a Vehicle Type' (Van), and 'Select a Vehicle' (Vehicle Name). There is also a 'Route Repeats On' section with buttons for Sun, Mon, Tue, Wed, Thu, Fri, Sat, and an 'Auto Assign Trips' checkbox. At the bottom right, there are 'Cancel' and 'Confirm' buttons, with the 'Confirm' button highlighted by an orange arrow labeled 'c.'.

The screenshot shows the 'Routes' tab in the dispatch portal. It features a search bar 'Search Route, Driver or Vehicle', an 'Add New Route' button, and filters for 'Actions', 'All', and 'Add/Remove Details'. A route card for 'JIM'S ROUTE: 2 Trips' is displayed with driver 'Admin User', vehicle 'Van', time '00:00 AM - 11:59 PM', and revenue 'Rev : \$0.00'. The status 'CONFIRMED' is highlighted with an orange box. The route card also shows a three-dot menu icon.