

WellRyde Dispatch Portal – Managing Vehicles – Part 1

Overview

This job aid explains how to manage vehicles using the WellRyde Dispatch portal. You can complete the following tasks using this job aid. Click on any of the links below:

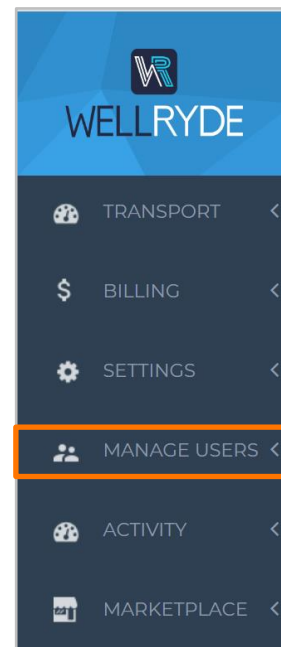
- [Navigating to Vehicle Management](#)
- [Importing Vehicles](#)

- [Creating Custom Filters](#)
- [Viewing Custom Filters](#)
- [Editing Custom Filters](#)

- [Searching for Vehicles](#)
- [Color Coding Vehicle Lists](#)
- [Exporting Vehicle Lists](#)

Navigating to Vehicle Management

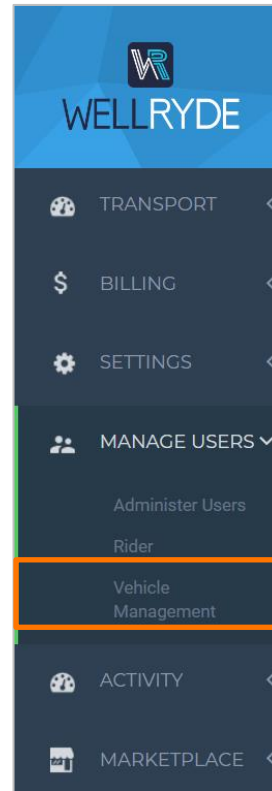
1. In the WellRyde Dispatch Portal, vehicles are added and managed through Manage Users on the Home Page. Once you log into the Dispatch Portal, navigate to the menu on the left side of the screen and click **Manage Users** to display the drop-down menu.



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Navigating to Vehicle Management

- From the list of options, click **Vehicle Management** to access the vehicles.



The list of vehicles displays.

4 Vehicles

[Add Vehicle\(s\)](#)
[Rule Formatter](#)
[Column Search](#)
[Export](#)
[Refresh List](#)
[Settings](#)

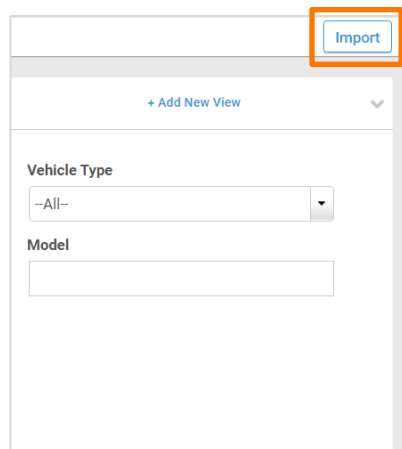
[Enable](#)
[Disable](#)
[Delete Vehicle\(s\)](#)
Showing 4 of 4
Results per page: 50

<input type="checkbox"/>	Vehicle Name	Owner Type	Vehicle Owner	Vehicle Type	Vehicle Country	Year	Make	Model
<input type="checkbox"/>	001			Sedan				
<input type="checkbox"/>	789			SUV				
<input type="checkbox"/>	456			Van				
<input type="checkbox"/>	123			Sedan				

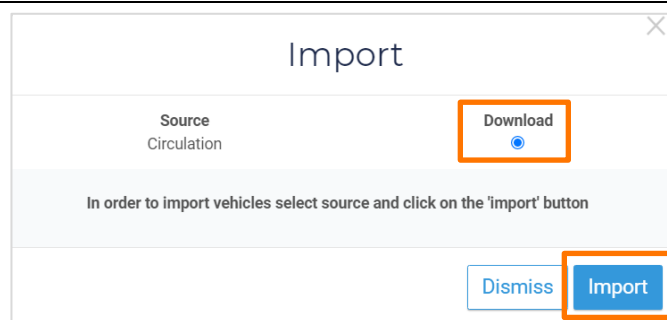
WellRyde Dispatch Portal – Managing Vehicles – Part 1

Importing Vehicles

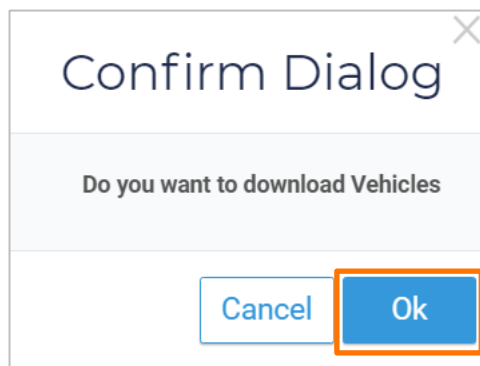
1. To import vehicles, click the **Import** button in the top right corner of the portal to import ModivCare’s credentialed vehicles on the vehicles list.



2. If you receive the message “In order to import vehicles select source and click on the ‘import’ button,” click **Download** and then the **Import** button.



3. The confirmation dialog box displays asking “Do you want to download Vehicles?” Click **Ok**.



4. Request submitted successfully appears on the screen, and an updated list of the credentialed vehicles displays in the vehicles list.

This screen also provides you with several options to search, filter, and view vehicles. The page will automatically default to the Default Filter view, which can be found at the top of the Vehicles page and is the same for every new user in WellRyde and cannot be edited.

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Importing Vehicles

Home / Vehicle Management

Request submitted successfully

Search

Current View

Default Filter

Edit Delete Make Default

+ Add New View

Vehicle Name

Owner Type

Vehicle Owner

Vehicle Type

Vehicle Country

Year

Make

Model

Vehicle Identification Number (VIN)

Partner Code

Search Reset

4 Vehicles

Add Vehicle(s)

Rule Formatter Column Search Export Refresh List Settings

Enable Disable Delete Vehicle(s)

Showing 4 of 4 Results per page: 50

Vehicle Name	Owner Type	Vehicle Owner	Vehicle Type	Vehicle Country	Year	Make	Model	Vehicle Identificat...	Last Known Driver	Vehicle Created D...	Vehicle Status
001			Sedan					001		Mon, Jun 14 2021 ...	Enabled
789			Van					789		Mon, Jun 14 2021 ...	Enabled
456			Van					456		Mon, Jun 14 2021 ...	Enabled
123			Sedan					123		Mon, Jun 14 2021 ...	Enabled

Showing 4 of 4 Results per page: 50

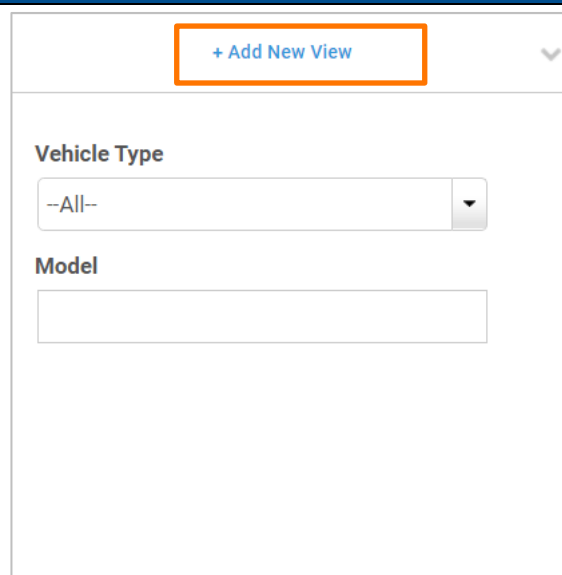
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Help

WellRyde Dispatch Portal – Managing Vehicles – Part 1

Creating Custom Filters

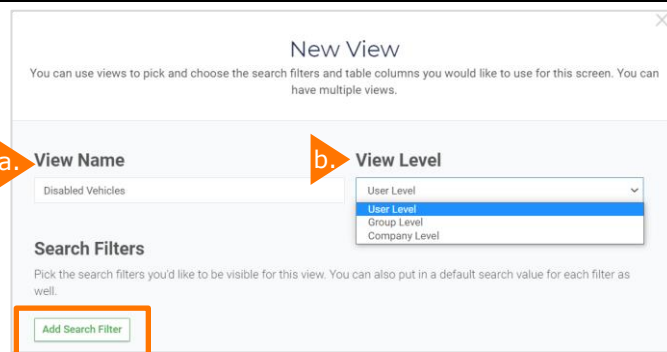
1. . To create custom filters from the Vehicle Management screen, click **+Add New View**.



The screenshot shows the top right corner of the Vehicle Management screen. A button labeled '+ Add New View' is highlighted with an orange rectangular box. Below the button, there are two filter fields: 'Vehicle Type' with a dropdown menu currently showing '--All--', and 'Model' with an empty text input field.

2. The New View window displays. For example, to create a filter for disabled vehicles in your organization, you would complete the following fields:

- a. **View Name:** Enter **Disabled Vehicles** in the View Name field.
- b. **View Level:** Select the appropriate view level which designates who is allowed to see the view.
 - i. User-level only allows you to see the view.
 - ii. Group Level is currently **NOT** being used in the WellRyde portal.
 - iii. Company Level allows everyone in your company to see the view.



The screenshot shows the 'New View' window. At the top, it says 'New View' and provides instructions: 'You can use views to pick and choose the search filters and table columns you would like to use for this screen. You can have multiple views.' Below this, there are two main sections: 'View Name' and 'View Level'. In the 'View Name' section, the text 'Disabled Vehicles' is entered. In the 'View Level' section, a dropdown menu is open, showing 'User Level', 'Group Level', and 'Company Level', with 'User Level' selected. An orange arrow labeled 'a.' points to the 'View Name' field, and another orange arrow labeled 'b.' points to the 'View Level' dropdown. Below these sections is a section for 'Search Filters' with an 'Add Search Filter' button highlighted by an orange box.

3. Click **Add Search Filter** to select all the filters you'd like to see in the Search box.

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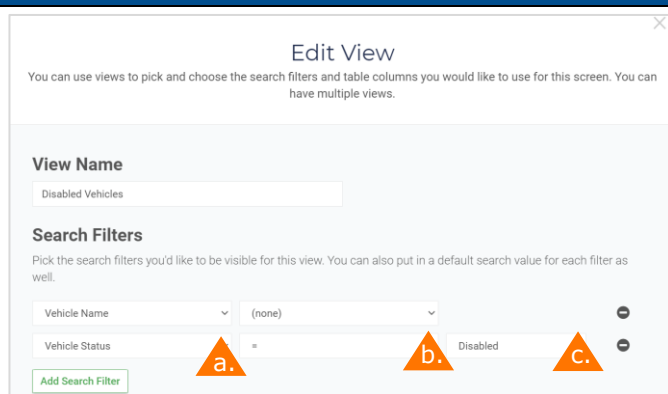
Creating Custom Filters

4. Two fields are displayed above the Add Search Filter button. Use these fields to select your search criteria. To set the search criteria to disable vehicles and filter vehicle status, enter the following information in the fields:

- a. **Field 1:** Select **Vehicle Status** from the drop-down menu.
- b. **Field 2:** Select =

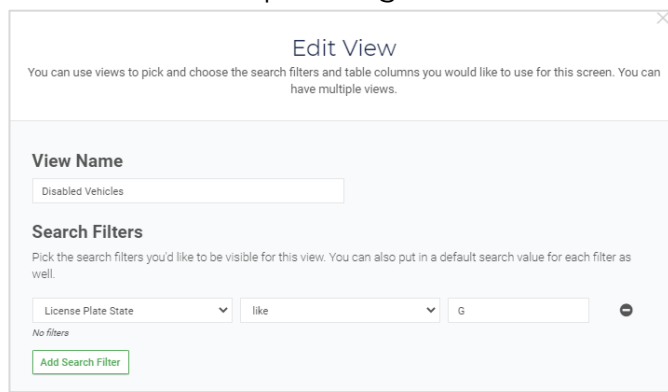
Note: You can include a default search value for each filter by selecting “like”, “equal” or “not equal”. “Like” prevents you from having to type out an entire word while still generating search results. “Equal to” provides an exact data match, where “Not equal to” is not exact.

- c. **Field 3:** Select **Disable** from the dropdown menu.



The screenshot shows the 'Edit View' configuration screen. The 'View Name' is 'Disabled Vehicles'. Under 'Search Filters', there are two filters: 'Vehicle Name' with a value of '(none)' and 'Vehicle Status' with a value of '='. The 'Vehicle Status' filter is highlighted with an orange triangle labeled 'a.'. The 'Vehicle Status' dropdown menu is open, showing 'Disabled' as the selected option, highlighted with an orange triangle labeled 'b.'. There is also an orange triangle labeled 'c.' pointing to the 'Add Search Filter' button.

Below is an example using “like”.



The screenshot shows the 'Edit View' configuration screen. The 'View Name' is 'Disabled Vehicles'. Under 'Search Filters', there is one filter: 'License Plate State' with a value of 'like' and a default search value of 'G'. The 'License Plate State' filter is highlighted with an orange triangle labeled 'a.'. There is also an orange triangle labeled 'b.' pointing to the 'Add Search Filter' button.

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Creating Custom Filters

- In the Table Columns section, choose the fields you would like to include in your results table. For our Disabled Vehicles, you might want to see the vehicle's name, Vehicle Identification Number (VIN), license plate, vehicle status, vehicle type, max seats, and driver.

To ensure these columns are included in the table, click on one available column category at a time, then click the right arrow to move it to the Included in Table column.

Repeat this process for each column you'd like to add.

Use the up and down arrows on the side of the table box to change the order in which the columns appear. It is recommended to place the most important columns at the top of the list for easier viewing access on the vehicle table.

- To save the new filter view, click **Save Changes**

✕

Edit View

You can use views to pick and choose the search filters and table columns you would like to use for this screen. You can have multiple views.

View Name

Search Filters

Pick the search filters you'd like to be visible for this view. You can also put in a default search value for each filter as well.

▼
(none)
▼
⊖

▼
=
▼
Disabled
▼
⊖

Add Search Filter

Table Columns

Pick and choose the information you like to include in your table. Once you have added columns, you can change the order in which they are displayed.

Available Columns

- Owner Type
- Vehicle Country
- Year
- Make
- Model
- Color
- License Plate
- License Plate State
- License Plate Expiry

→
←

Included In Table

- Vehicle Name
- Vehicle Identification Number (VIN)
- Vehicle Registration Number
- Vehicle Status
- Vehicle Type
- Vehicle Owner
- Max Seats
- Driver

↑
↓

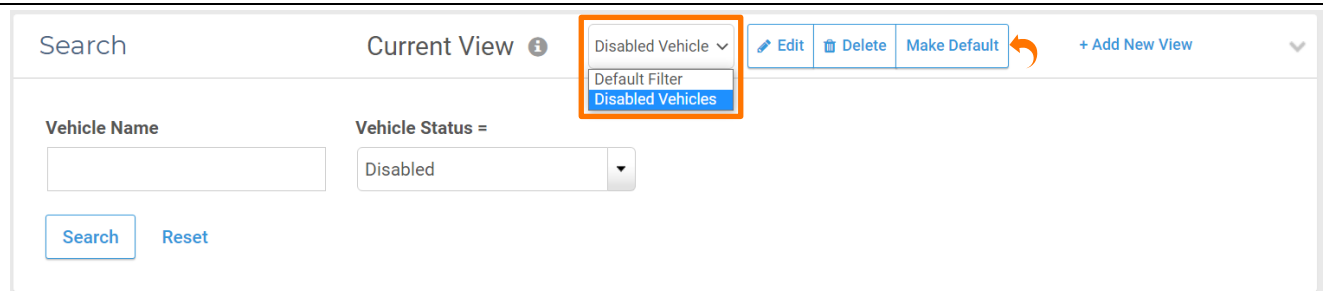
Cancel
Save Changes

WellRyde Dispatch Portal – Managing Vehicles – Part 1

Viewing Custom Filters

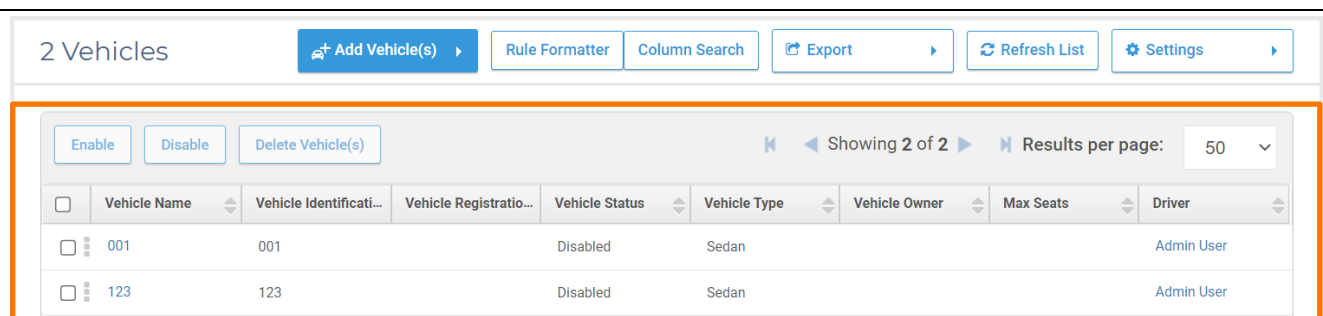
1. After saving the custom filter, to view it, click the current view drop-down menu and select the new filter name – **Disabled Vehicles**.

To set the Disabled Vehicles filter as default, click **Make Default**.



The screenshot shows the 'Current View' dropdown menu with the following options: 'Disabled Vehicle', 'Default Filter', and 'Disabled Vehicles'. The 'Make Default' button is highlighted with a red arrow.

A list of disabled vehicle displays.



The screenshot shows a table with 2 vehicles. The table has the following columns: Vehicle Name, Vehicle Identificati..., Vehicle Registratio..., Vehicle Status, Vehicle Type, Vehicle Owner, Max Seats, and Driver. The table contains two rows of data, both with a status of 'Disabled'.

Vehicle Name	Vehicle Identificati...	Vehicle Registratio...	Vehicle Status	Vehicle Type	Vehicle Owner	Max Seats	Driver
001	001		Disabled	Sedan			Admin User
123	123		Disabled	Sedan			Admin User

After you have applied a view, use the search box to easily find the specific data.

For example, if you're looking for a specific vehicle's name, remember to type in the last six digits of the vehicle's identification number (VIN) as this is what the driver enters on the mobile app to assign themselves the vehicle they're driving.

9. To search for a disabled vehicle by Vehicle Name, complete the following fields:
 - a. **Vehicle Name:** Enter the last six digits of the VIN.
 - b. Click **Search**.

WellRyde Dispatch Portal – Managing Vehicles – Part 1

Viewing Custom Filters

Search Current View ⓘ Disabled Vehicle ▾ [Edit](#) [Delete](#) [Make Default](#) [+ Add New View](#) ▾

a. Vehicle Name:
 Vehicle Status = ▾

b. [Search](#) [Reset](#)

The search result displays in the table.

1 Vehicles [+ Add Vehicle\(s\)](#) [Rule Formatter](#) [Column Search](#) [Export](#) [Refresh List](#) [Settings](#)

[Enable](#) [Disable](#) [Delete Vehicle\(s\)](#)
Showing 1 of 1 Results per page: 50 ▾

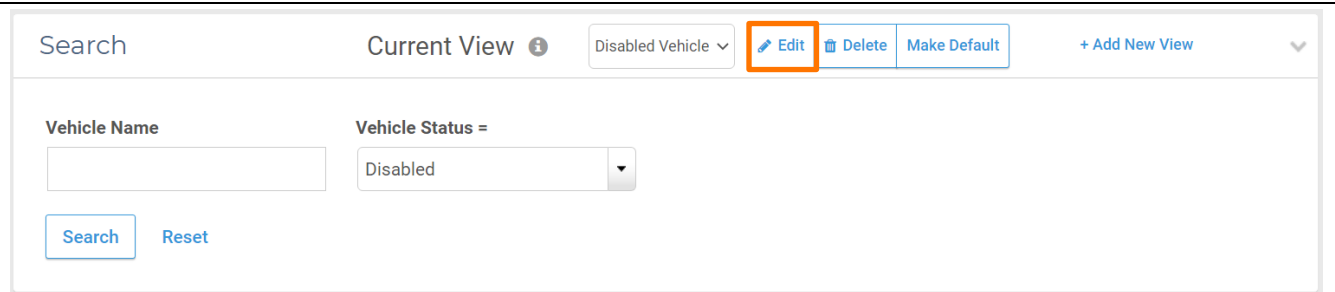
<input type="checkbox"/>	Vehicle Name	Vehicle Identificati...	Vehicle Registratio...	Vehicle Status	Vehicle Type	Vehicle Owner	Max Seats	Driver
<input type="checkbox"/>	001	001		Disabled	Sedan			Admin User

Note: It is important to not update the Vehicle Name, VIN, License for any of the ModivCare credentialed vehicles. Vehicle name is the last 6 digits of the VIN. These changes will impact your ability to correctly bill trips completed by the vehicle.

WellRyde Dispatch Portal – Managing Vehicles – Part 1

Editing Custom Filters

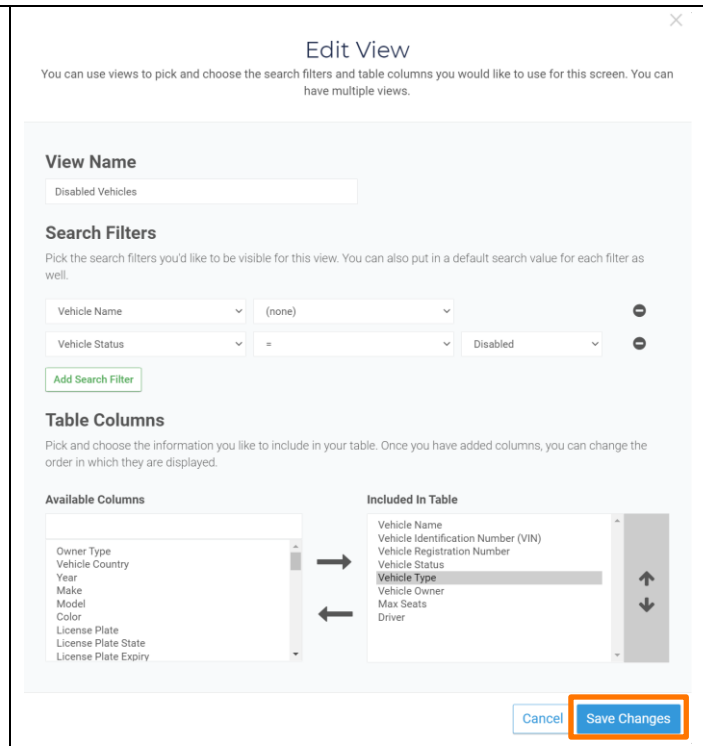
1. To edit the custom filters, click the **Edit** button while in the Disabled Vehicles view.



Search Current View ⓘ Disabled Vehicle ▾ **Edit** Delete Make Default + Add New View ▾

Vehicle Name Vehicle Status = Disabled ▾

2. The Edit View window displays. Make your edits to the filter here, and then click **Save Changes**.



Edit View ✕

You can use views to pick and choose the search filters and table columns you would like to use for this screen. You can have multiple views.

View Name
Disabled Vehicles

Search Filters
Pick the search filters you'd like to be visible for this view. You can also put in a default search value for each filter as well.

Vehicle Name ▾ (none) ▾

Vehicle Status ▾ = ▾ Disabled ▾

Table Columns
Pick and choose the information you like to include in your table. Once you have added columns, you can change the order in which they are displayed.

Available Columns

- Owner Type
- Vehicle Country
- Year
- Make
- Model
- Color
- License Plate
- License Plate State
- License Plate Expiry

Included In Table

- Vehicle Name
- Vehicle Identification Number (VIN)
- Vehicle Registration Number
- Vehicle Status
- Vehicle Type**
- Vehicle Owner
- Max Seats
- Driver

WellRyde Dispatch Portal – Managing Vehicles – Part 1

Searching for Vehicles

Use the column search feature to easily find specific data.

1. To search for a vehicle from the Vehicle Management screen, click **Column Search**.

4 Vehicles

Showing 4 of 4 Results per page: 50

<input type="checkbox"/>	Vehicle Name	Owner Type	Vehicle Owner	Vehicle Type	Vehicle Country	Year	Make	Model	Vehicle Identificat...	Last Known L
<input type="checkbox"/>	001			Sedan					001	
<input type="checkbox"/>	789			Van					789	
<input type="checkbox"/>	456			Van					456	
<input type="checkbox"/>	123			Sedan					123	

2. Your column search fields will appear at the bottom of each column. This feature allows you to search data in a specific column directly in the results table. For example, to search for all vans, type **Van** in the search field under the Vehicle Type column.

4 Vehicles

<input type="checkbox"/>	Vehicle Name	Owner Type	Vehicle Owner	Vehicle Type	Vehicle Country	Year	Make	Model	Vehicle Identificat...	Last Known L
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="van"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	789			Van					789	
<input type="checkbox"/>	456			Van					456	

A list of the vans displays.

Note: You can organize your vehicle list alphabetically or reverse alphabetically by any column. Click on the up or down arrow at the top of the column to rearrange your search results in a way that works for you.

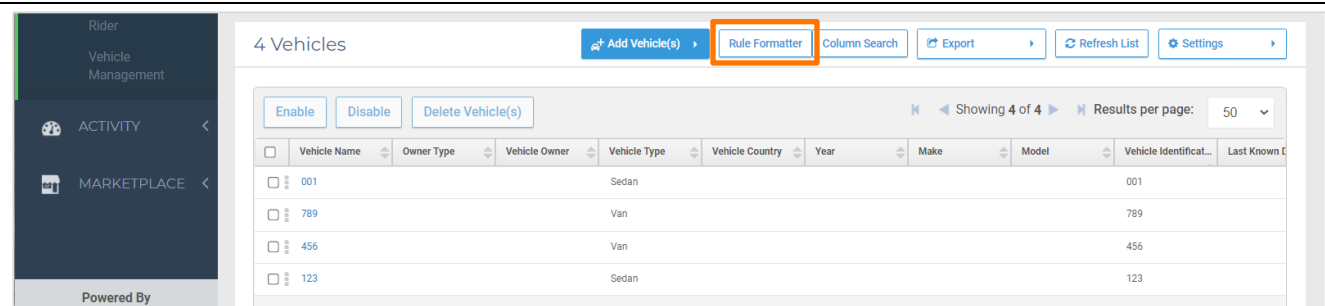
4 Vehicles

<input type="checkbox"/>	Vehicle Name	Owner Type	Vehicle Owner	Vehicle Type	Vehicle Country	Year	Make	Model	Vehicle Identificat...	Last Known L
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="van"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	789			Van					789	
<input type="checkbox"/>	456			Van					456	

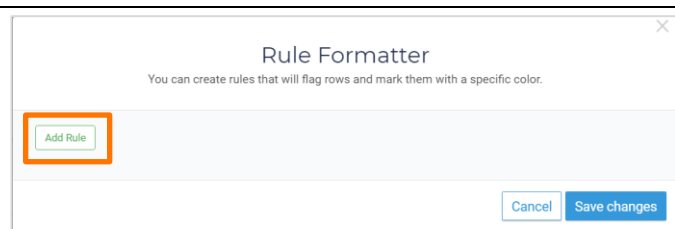
WellRyde Dispatch Portal – Managing Vehicles – Part 1

Color Coding Vehicle Lists

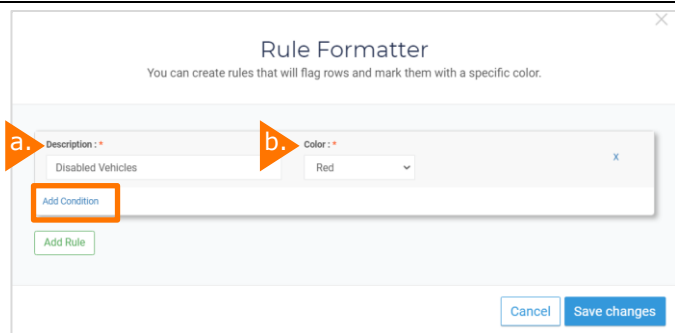
1. If you prefer to color code your search results, the Rule Formatter can help you do so. The Rule Formatter allows you to create rules that will flag rows and mark them with a specific color. For training purposes, use the Rule Formatter to mark all disabled vehicles red to make them stand out. Click **Rule Formatter**.



2. Click **Add Rule**.



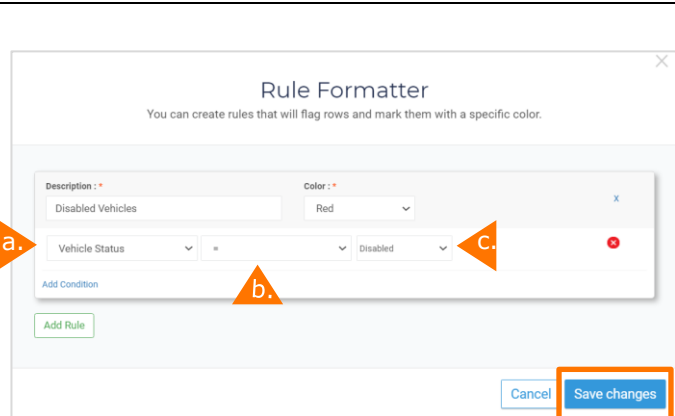
3. In the Rule Formatter window, complete the following fields:
 - a. **Description:** Include a description of the filter being created. For this example, enter **Disabled Vehicles**.
 - b. **Color:** Select **Red** from the drop-down menu.



4. Click **Add Condition**.

4. Enter the following information for the condition, from the respective drop-down menus:
 - a. **Field 1:** Select **Vehicle Status**
 - b. **Field 2:** Select =
 - c. **Field 3:** Select **Disabled**

Note: The third field displays once information has been entered in field 2.



5. Click **Save Changes**.

WellRyde Dispatch Portal – Managing Vehicles – Part 1

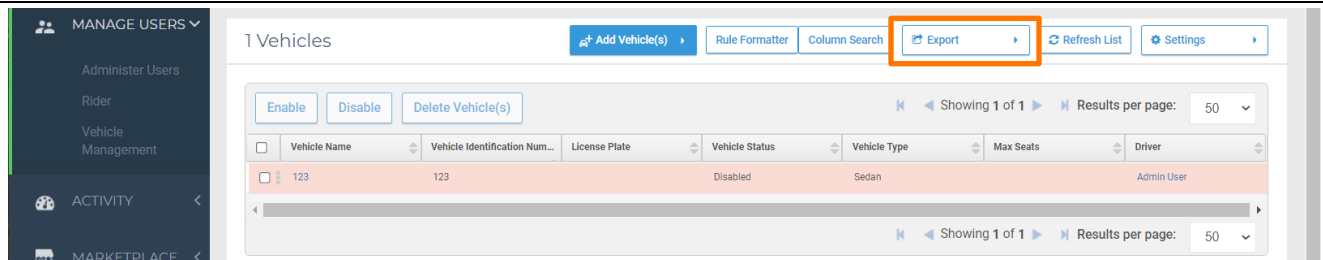
Color Coding Vehicle Lists

Notice the vehicles with a Vehicle Status of Disabled have been highlighted in red. When you search for disabled vehicles, those rows will appear in red, as a visual indicator, that they are disabled vehicles.

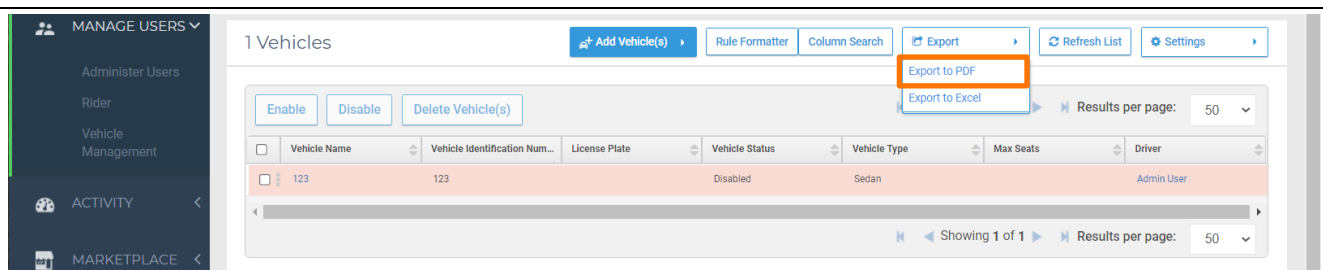
WellRyde Dispatch Portal – Managing Vehicles – Part 1

Exporting Vehicle List

1. After searching for and defining your vehicle list and applying any rule formatting necessary, you can easily export the vehicle list from the Dispatch Portal. From the Vehicle Management screen, click **Export** to display the dropdown menu options.

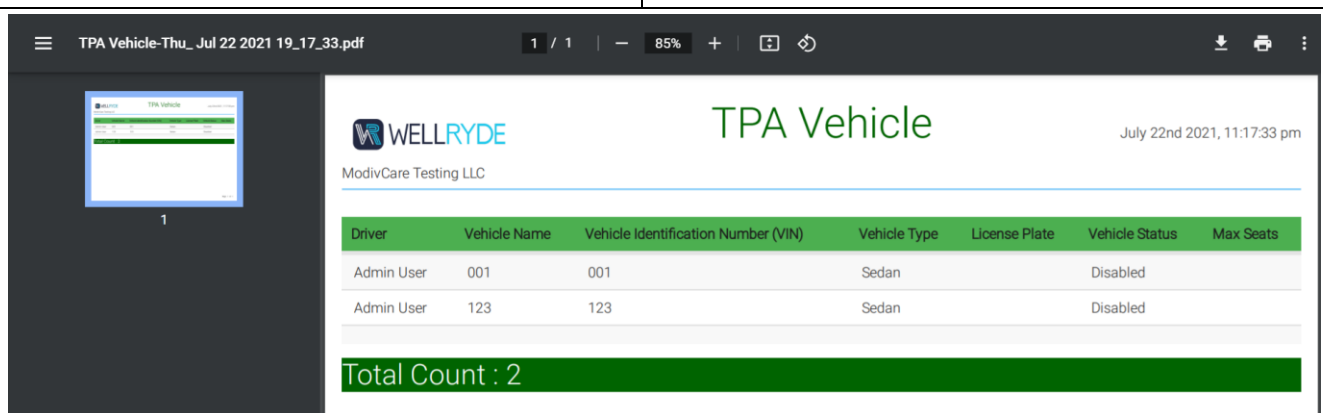


2. You can either export the list to PDF or Excel. Click **Export to PDF**.



3. The document will download to the Downloads folder on your computer. Below is an example of an opened PDF.

TPA Vehicle-Thu_J....pdf



Note: Follow the same steps to export to Excel.