

WellRyde Dispatch Portal – Managing Vehicles – Part 2

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:

- [Reviewing Vehicle Details](#)
- [Editing an Existing Vehicle Details](#)

- [Adding Vehicle Types](#)
- [Editing Vehicle Types](#)

- [Adding a new vehicle](#)
- [Disabling/Enabling/Deleting a Vehicle](#)
- [Managing Vehicle Documents](#)

Reviewing Vehicle Details

1. To view the specific details for a vehicle, search for or find the vehicle's name within the vehicle list. Then, either click on the vehicle's name or the three vertical dots next to the name. Click the **three vertical dots** to display the menu.

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Reviewing Vehicle Details

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

[Enable](#)
[Disable](#)
[Delete Vehicle\(s\)](#)
Showing 2 of 2 | Results per page: 50

<input type="checkbox"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input type="checkbox"/>	Admin User	001	001	Sedan		Disabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

Showing 2 of 2 | Results per page: 50

2. Select **Details** to view the vehicle's details.

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Reviewing Vehicle Details

Vehicle Identification Number	Driver	Vehicle Type	License Plate	Vehicle Status	Max Seats
001	Admin User	Sedan		Disabled	
123	Admin User	Sedan		Disabled	

The vehicle's profile page provides additional insight into the year, make, model, color, assigning type, vehicle details, level of service and capacity and maintenance information of the vehicle.

001

Created On
Mon, Jun 14 2021 22:35:34

Disabled

[Edit Vehicle](#)

Year

Make

Model

Color

Assignment Types
People

Additional Attributes

Vehicle Details

Company : ModivCare Testing LLC	License Plate :
Owner Type :	License Plate State :
Vehicle Owner :	License Plate Expiry :
Vehicle Type : Sedan	VIN : 001
Country :	Registration Nbr :
Last Known Driver : Anne O'Neill	

Level of Service / Capacity

PEOPLE	
Level of Service	Max Seats
Ambulatory	4.0

Maintenance

Last Maintenance :

Inspection Exp. :

Last Inspection :

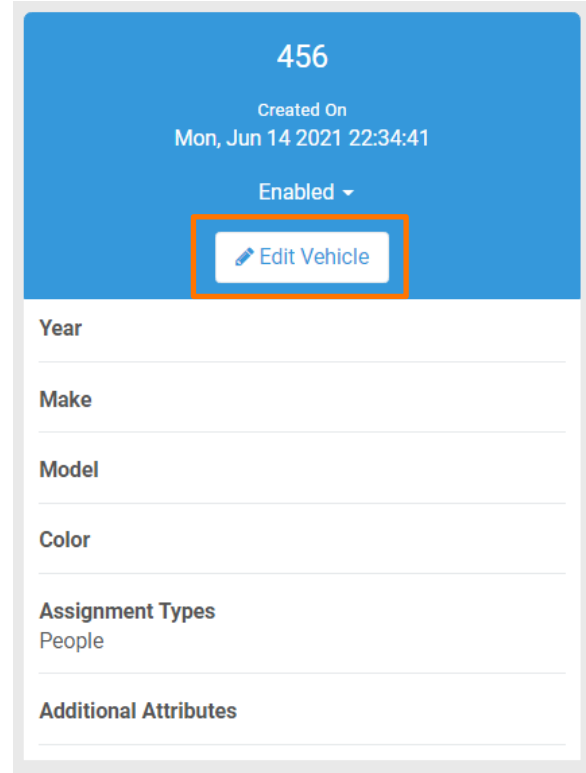
CDL Required : false

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Editing an Existing Vehicle Details

1. In the vehicle's profile page, you can edit and manage the vehicle's record. Click **Edit Vehicle**.

Note: When importing credentialed vehicles, WellRyde will automatically bring over the vehicle's name and full vehicle identification number (VIN) from Circulation, but not the vehicle's capacity.



456

Created On
Mon, Jun 14 2021 22:34:41

Enabled ▾

[Edit Vehicle](#)

Year

Make

Model

Color

Assignment Types
People

Additional Attributes

WellRyde Dispatch Portal – Managing Vehicles – Part 2

Editing an Existing Vehicle Details

- The Vehicle Details page displays. This is where you would modify the vehicle's information. After the vehicle's information is modified, click **Save Changes** to update the vehicle's record in WellRyde.

Vehicle Details
* Indicates required details

Vehicle Name: 001

Owner Type: -- Select One --

Vehicle Owner: -- Select One --

License Plate:

License Plate State:

License Plate Expiry: mm/dd/yyyy

Product Type Exce... HAZMAT Climate Control

Last Known Driver: Anne O'Neill

Vehicle Picture: Change

Vehicle Status: Disabled

Country:

Year: --none--

Make:

Model:

Color:

VIN: 001

Registration Nbr:

Level of Service / Capacity

Vehicle Type: Sedan

Assignment Type: People

PEOPLE
Select all levels of service this vehicle supports. Then specify the maximum number of seats for each level of service.

Capacity Type*	Max Seats
Ambulatory	4

Maintenance

Last Maintenance: mm/dd/yyyy

Last Inspection: mm/dd/yyyy

Inspection Exp.: mm/dd/yyyy

CDL Required: OFF

Documents

Registration

Registration	Issue Date	Expiry Date
	mm/dd/yyyy	mm/dd/yyyy

Upload Document

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Editing Vehicle Types

1. You can edit vehicle types and define their specific capacity levels as your fleet of vehicles grows. While on the Vehicle Management page within the Dispatch Portal, click **Settings** and then **Manage Vehicle Types**.

The screenshot shows the '2 Vehicles' management interface. At the top right, the 'Settings' button is highlighted with an orange box. A dropdown menu is open, showing 'Manage Vehicle Types' as the selected option. Below the table, there are pagination controls showing 'Showing 2 of 2' and 'Results per page: 50'.

<input type="checkbox"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input type="checkbox"/>	Admin User	001	001	Sedan		Disabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

2. To edit an existing vehicle type, click the **pencil icon** under the Actions column.

A vehicle type is the generic category of the vehicle like an SUV, van, or sedan. It also determines the capacity the vehicle can hold. For example, the vehicle type helps to define how many wheelchairs can fit in each type of vehicle. Additional vehicle types can be added to ensure all vehicle capacities are captured.

The screenshot shows the 'Vehicle Type' management interface. At the top right, there are buttons for '+ Add Level of Service' and '+ Add Vehicle Type'. Below the table, there are 'Enable' and 'Disable' buttons. The table lists three vehicle types: Sedan, SUV, and Van. The 'Sedan' row has a pencil icon in the 'Actions' column, which is highlighted with an orange arrow.

<input type="checkbox"/>	Actions	Vehicle Type	Vehicle Type Description	Capacity Type
<input type="checkbox"/>		Sedan	Sedan	Ambulatory[4]
<input type="checkbox"/>		SUV	SUV	WheelChair[2]
<input type="checkbox"/>		Van	Van	WheelChair[2], Ambulatory[5]

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Editing Vehicle Types

3. Scroll down to capacity type and **change the 4 to a 3** under ambulatory. This means there are 3 potential seats for members in this vehicle.

Note: Vehicle capacity is used for automatic scheduling purposes.

4. Click **Update** to update the maximum number of seats.

✕

Edit Vehicle Type

Vehicle Type*

Description*


Assignment Type* People


PEOPLE
Select all levels of service this vehicle supports. Then specify the maximum number of seats for each level of service.


Capacity Type*	Max Seats
<input checked="" type="checkbox"/> Ambulatory	4
<input type="checkbox"/> Regular	

Cost per hour	Cost per mile
---------------	---------------

Vehicle Icon







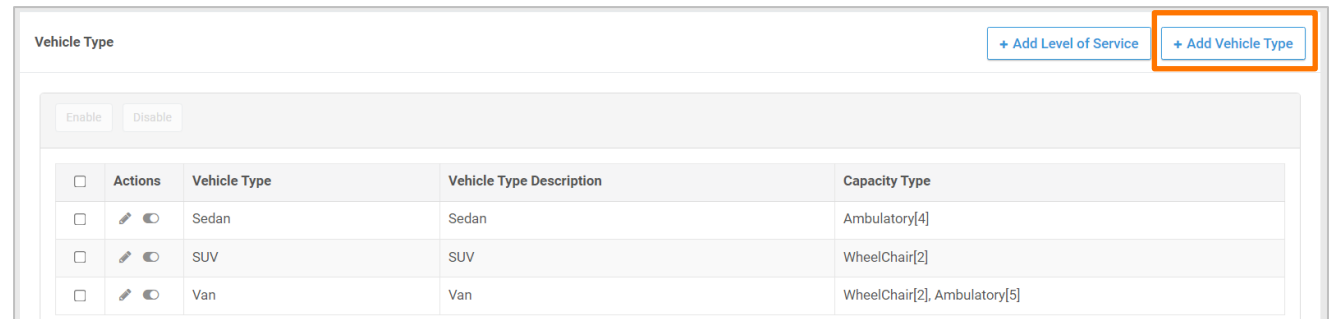
*Updating the costs will reflect only on newly created or calculated trips and routes.

Cancel
Update

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Adding Vehicle Types

- To add a vehicle type, from the Manage Vehicle Types screen, click **+Add Vehicle Type**.



- The Create Vehicle Type window displays. Complete the following fields to create the vehicle type in the portal:

- Vehicle Type:** Enter a name for the vehicle.
 - Description:** Enter a description for the vehicle. The description can be the same as the vehicle type.
 - Assignment Type:** Do not edit this field.
 - Capacity Type:** Select the appropriate capacity type.
 - Max Seats:** Enter the total number of seats per the chosen capacity type.
 - Cost per hour:** No information is required in this field.
 - Cost per mile:** No information is required in this field.
- Note:** Cost per hour and cost per mile are not required. They are helpful to include when using the route workbench to show how cost-effective a vehicle is.
- Vehicle Icon:** Select a vehicle icon for the vehicle.

- Click **Create** to add the new vehicle type.

Create Vehicle Type

a. Vehicle Type*

b. Description*

c. Assignment Type* People

PEOPLE
Select all levels of service this vehicle supports. Then specify the maximum number of seats for each level of service.

d. Capacity Type* Max Seats e.

Regular

WheelChair

Stretcher

Ambulatory

Ambulatory

f. Cost per hour g. Cost per mile

Vehicle Icon

Cancel Create

WellRyde Dispatch Portal – Managing Vehicles – Part 2

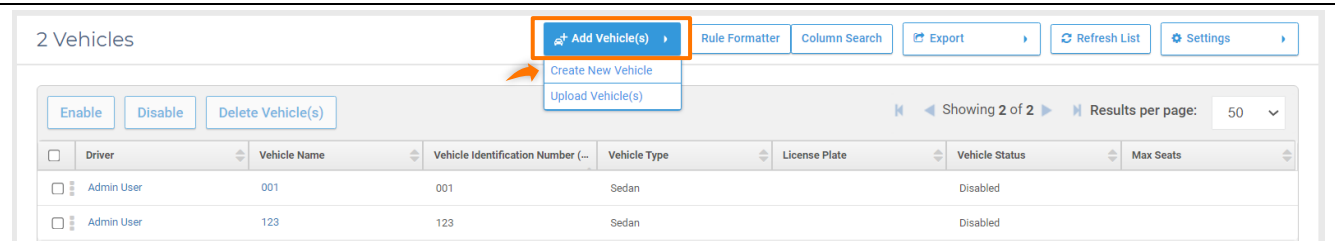
Adding Vehicle Types

Note: While vehicle types are helpful in defining member capacity, you cannot have the same vehicle type with multiple configurations. For instance, if you have an SUV vehicle type with a capacity for 2 wheelchairs, you cannot create another vehicle type of SUV with a capacity for 3 wheelchairs. You must give it a unique vehicle type name to account for both of the different capacities.

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Adding a New Vehicle

1. You might encounter a time when you need to add a new vehicle to the Dispatch Portal for non Modivcare credentialed vehicles. To manually add a new vehicle, from the Vehicle Management page, click **+Add Vehicle(s)** and then **click Create New Vehicle**.



2. This screen allows you to enter information about the vehicle you are adding. Complete the following fields to add a new vehicle:
 - a. **Vehicle Name:** Enter the last 6 digits of the vehicle’s VIN you are adding to the system.
 - b. **Vehicle Type:** Select the appropriate vehicle type from the drop-down list.

Note: Add an additional information about the vehicle as needed.
3. Click **Create** Vehicle.

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Adding a New Vehicle

Home / Vehicle Management / Create New Vehicle [Create Vehicle](#) [Cancel](#)

Vehicle Details
* Indicates required details

a. **Vehicle Name *** **Vehicle Picture** Select file

Business Partner **Vehicle Status :**

Owner Type **Country**

Vehicle Owner : **Year :**

License Plate **Make**

License Plate State **Model**

License Plate Expiry **Color**

Product Type Exceptions HAZMAT Climate Control **VIN**

Registration Nbr

Level of Service / Capacity

b. **Vehicle Type :**

Assignment Type People

PEOPLE
Select all levels of service this vehicle supports. Then specify the maximum number of seats for each level of service.

Capacity Type*	Max Seats
Ambulatory	<input type="text" value="4"/>

Disabling/Enabling/Deleting a Vehicle

1. In addition to editing an existing vehicle or creating a new one, you can also disable or delete vehicles from the Vehicle Management screen.

There might be a time when you need to disable a vehicle in WellRyde so your drivers cannot connect trips to it in the mobile app. Typically, this is recommended for vehicles in the shop or not in service.

To disable a vehicle, select the **check box** next to the vehicle's name on the vehicle list, then click **Disable**.

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Disabling/Enabling/Deleting a Vehicle

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

Selected Vehicles(1)

[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 Identificat...	Vehicle Status	Vehicle Country	Year	Make	Model	Last Known Driver
<input checked="" type="checkbox"/>	001			Sedan	001	Enabled					Anne O'Neill
<input type="checkbox"/>	789			SUV	789	Enabled					Kristina Fores...
<input type="checkbox"/>	456			Van	456	Enabled					Ryan Doe
<input type="checkbox"/>	123			Sedan	123	Disabled					

2. A confirmation message displays asking, “Do you want to disable the selected vehicle?” Click **Yes** to disable the vehicle.

Disable Vehicle

Do you want to disable the selected vehicle?

[Cancel](#) | [Yes](#)

You will know the vehicle has been successfully disabled by looking at the “Vehicle Status” column and seeing “Disabled”.

If a driver tries to connect to a disabled vehicle in the mobile app, they will receive a message that says the “vehicle is not found”.

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"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input type="checkbox"/>	Admin User	001	001	Sedan		Disabled	
<input type="checkbox"/>	Admin User	789	789	SUV		Enabled	
<input type="checkbox"/>	Admin User	456	456	Van		Enabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

3. To re-enable a disabled vehicle when it’s ready to be on the road again, click the check box next to the vehicle’s name and then click **Enable**.

WellRyde Dispatch Portal – Managing Vehicles – Part 2

Disabling/Enabling/Deleting a Vehicle

4 Vehicles Add Vehicle(s) | Rule Formatter | Column Search | Export | Refresh List | Settings

Selected Vehicles(1)

Enable | Disable | Delete Vehicle(s) Showing 4 of 4 | Results per page: 50

<input type="checkbox"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input checked="" type="checkbox"/>	Admin User	001	001	Sedan		Disabled	
<input type="checkbox"/>	Admin User	789	789	SUV		Enabled	
<input type="checkbox"/>	Admin User	456	456	Van		Enabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

4. A confirmation message displays asking, “Do you want to enable the selected vehicle?” Click **Yes** to enable the vehicle.

Enable Vehicle

Do you want to enable the selected vehicle?

Notice the vehicle status has been updated to enabled.

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"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input type="checkbox"/>	Admin User	001	001	Sedan		Enabled	
<input type="checkbox"/>	Admin User	789	789	SUV		Enabled	
<input type="checkbox"/>	Admin User	456	456	Van		Enabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

5. While you also have the capacity to delete vehicles, you can only do so to vehicles with no trip history. To delete a vehicle, select the **check box** next to the vehicle’s name, then click **Delete Vehicle(s)**.

4 Vehicles Add Vehicle(s) | Rule Formatter | Column Search | Export | Refresh List | Settings

Selected Vehicles(1)

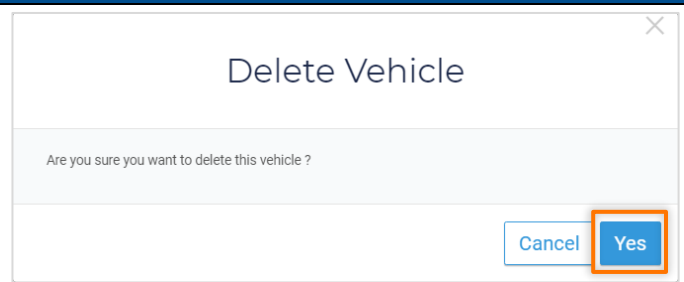
Enable | Disable | Delete Vehicle(s) Showing 4 of 4 | Results per page: 50

<input type="checkbox"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input type="checkbox"/>	Admin User	001	001	Sedan		Enabled	
<input type="checkbox"/>	Admin User	789	789	SUV		Enabled	
<input type="checkbox"/>	Admin User	456	456	Van		Enabled	
<input checked="" type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

WellRyde Dispatch Portal – Managing Vehicles – Part 2

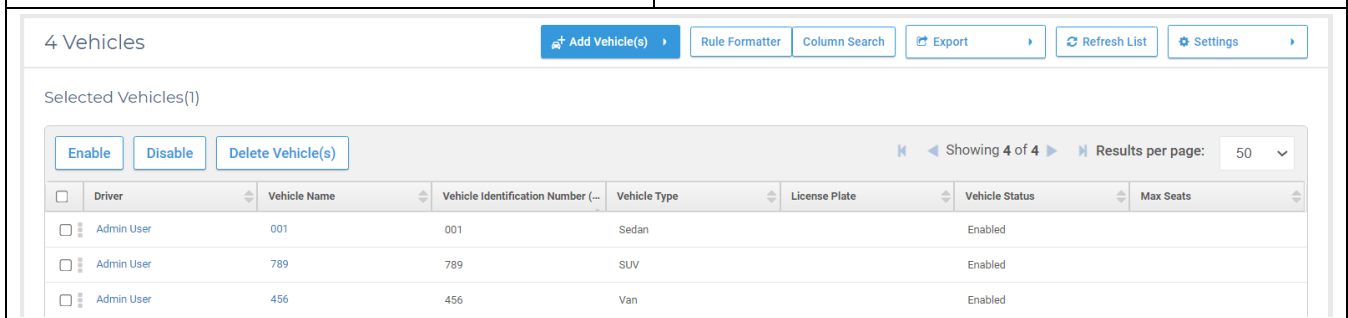
Disabling/Enabling/Deleting a Vehicle

6. A confirmation message displays asking: “Are you sure you want to delete this vehicle?” Click **Yes** to delete the vehicle from the system.



The dialog box is titled "Delete Vehicle" and contains the text "Are you sure you want to delete this vehicle?". At the bottom right, there are two buttons: "Cancel" and "Yes". The "Yes" button is highlighted with an orange border.

Notice, the vehicle has been deleted.



The screenshot shows the "4 Vehicles" management interface. At the top, there are buttons for "Add Vehicle(s)", "Rule Formatter", "Column Search", "Export", "Refresh List", and "Settings". Below this, there are buttons for "Enable", "Disable", and "Delete Vehicle(s)". A table displays the following data:

Driver	Vehicle Name	Vehicle Identification Number (-)	Vehicle Type	License Plate	Vehicle Status	Max Seats
Admin User	001	001	Sedan		Enabled	
Admin User	789	789	SUV		Enabled	
Admin User	456	456	Van		Enabled	

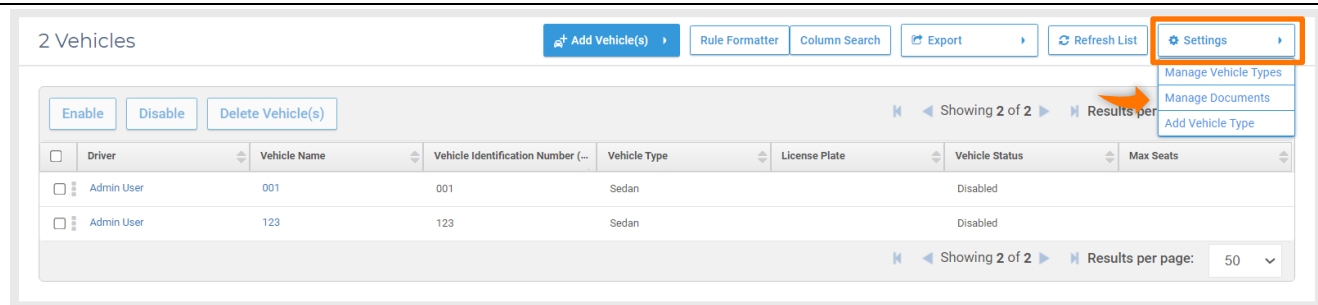
Navigation controls at the bottom of the table include "Showing 4 of 4" and "Results per page: 50".

WellRyde Dispatch Portal – Managing Vehicles – Part 2

Managing Vehicle Documents

1. Finally, you most likely have documents you have collected for all the vehicles your drivers use daily, including registration, insurance, emissions testing, and last maintenance documents. You can store all these documents in the vehicle's profile, so they are easy to access when you need them.

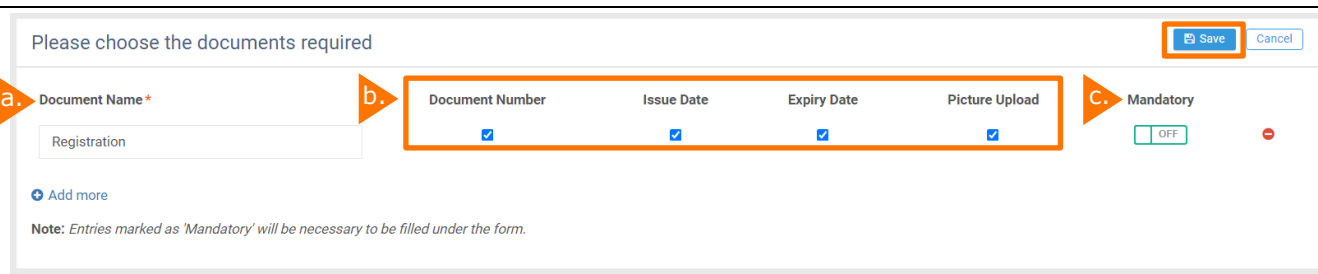
First, you must define the documents to upload in the system and then identify the type of information you should enter for each document. For example, to define a vehicle's registration from the Vehicle Management screen, click **Settings** to access the drop-down menu and then click **Manage Documents**.



2. To identify the type of information to enter from the vehicle's registration, complete the following fields:

- a. **Document Name:** Enter **Registration** for the document name.
- b. Select the fields of information to capture from the vehicle's registration. Click the check box next to each of the fields:
 - i. Document Number
 - ii. Issue Date
 - iii. Expire Date
 - iv. Picture Upload
- c. Click **Mandatory** to make the document mandatory(required) for all the vehicles.

3. Click **Save**.



4. To enter a vehicle's registration, select the vehicle for which you would like to enter registration information.

WellRyde Dispatch Portal – Managing Vehicles – Part 2

Managing Vehicle Documents

4 Vehicles

Selected Vehicles(1)

Enable Disable Delete Vehicle(s)

Showing 4 of 4 Results per page: 50

<input type="checkbox"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input checked="" type="checkbox"/>	Admin User	001	001	Sedan		Enabled	
<input type="checkbox"/>	Admin User	789	789	SUV		Enabled	
<input type="checkbox"/>	Admin User	456	456	Van		Enabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

5. To access the vehicle’s profile, click the **three dots** next to the check box to display the menu options and then click **Edit**.

4 Vehicles

Selected Vehicles(1)

Enable Disable Delete Vehicle(s)

Showing 4 of 4 Results per page: 50

<input type="checkbox"/>	Driver	Vehicle Name	Vehicle Identification Number (...)	Vehicle Type	License Plate	Vehicle Status	Max Seats
<input checked="" type="checkbox"/>	Admin User	001	001	Sedan		Enabled	
<input type="checkbox"/>	Admin User	789	789	SUV		Enabled	
<input type="checkbox"/>	Admin User	456	456	Van		Enabled	
<input type="checkbox"/>	Admin User	123	123	Sedan		Disabled	

6. The Edit Vehicle page displays. Scroll down to the Documents section at the bottom of the page. Complete the following fields. Enter the information for these fields, which is found on the vehicle’s registration document:
- Registration
 - Issue Date
 - Expiry Date
 - Upload Document
7. Click **Save Changes** to save the information. The Save Changes button is in the top right-hand corner of the screen.

Note: When a document is deemed mandatory, you cannot save unless all the required fields are complete.


WellRyde Dispatch Portal – Managing Vehicles – Part 2

Managing Vehicle Documents

Home / Vehicle Management / Edit Vehicle Save Changes Delete Vehicle Cancel

Documents

Registration

a. Registration	b. Issue Date	c. Expiry Date	d. 
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Upload Document"/>