WellRyde Dispatch Portal-Completing Trips Manually
wrapp

Overview

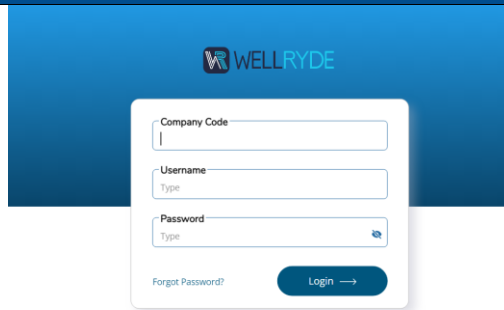This job aid provides an overview of how to complete a trip manually in the WellRyde Dispatch Portal.

Typically, you will have to complete trips manually for the following: in a couple of different scenarios.
- If a driver forgets to complete the trip correctly in the mobile app
- If the trip gets frozen on the mobile app, often due to traveling in and out of service areas
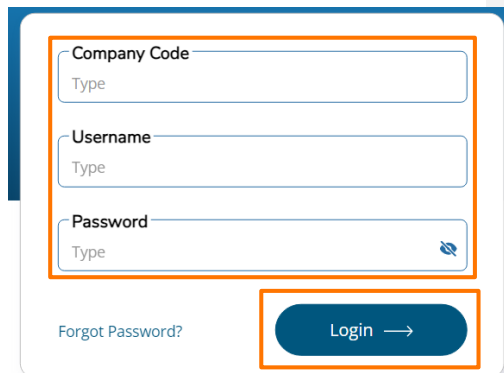- If the trip never flipped to a completed status in the Dispatch Portal

Complete a Trip Manually

|	
1. Navigate to portal.app.wellryde.com in your Google Chrome web browser, to access the WellRyde Dispatch Portal. Note: If you currently do not have Google Chrome installed on your computer, it is recommended to download it as it is the preferred browser to access WellRyde.	
2. Enter your company code, username and password, all of which will be provided to you upon your first-time logging in. The company code and your username are not case sensitive, but your password is. Then, click **Login**.	

WellRyde Dispatch Portal-Completing Trips Manually

| 3.	After logging into the Dispatch Portal, navigate to the left side toolbar and click on the **Transport** drop-down.	
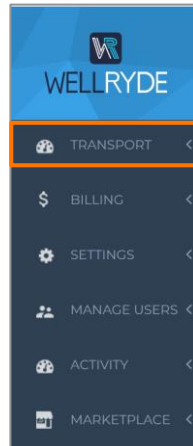
4.	Select **Trips.** This triggers a list of existing trips within the Dispatch Portal to appear.	
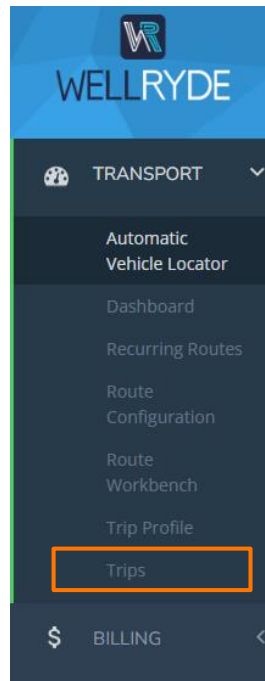
**5.** Search for the exact trip you're looking to complete using the **Search Box** on the Trips screen.

Note: Ensure the trip has not already been billed or cancelled, and the trip occurred in the past. You cannot manually complete trips that are scheduled in the future.
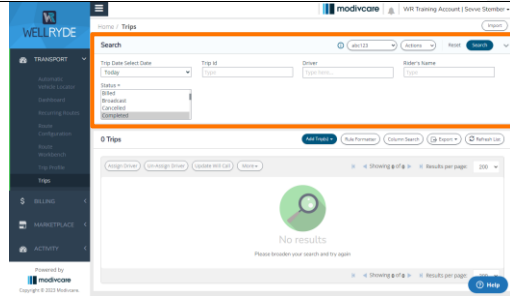
6. Click on the **Trip ID** to view the Trip Details once you've located the specific trip you're looking to complete manually.
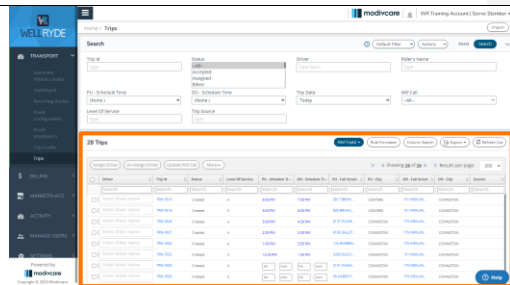
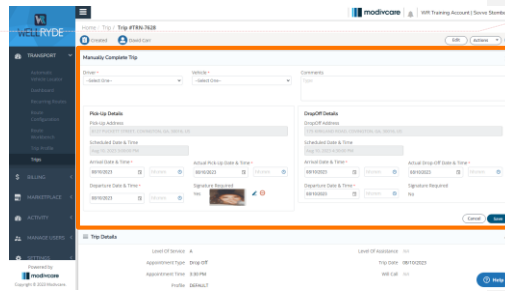**7.** While on Trip Details screen, click the **Complete Trip** button.
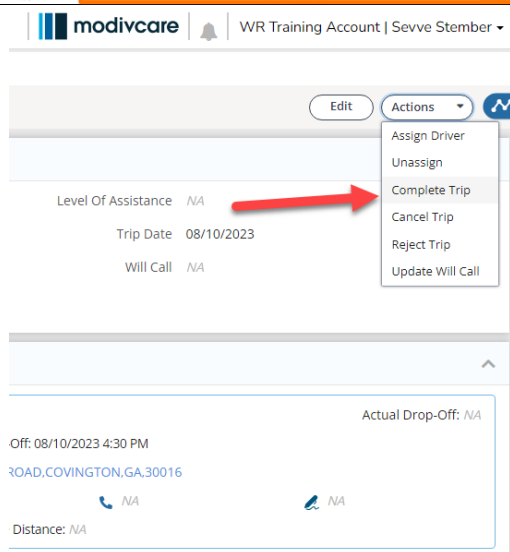
8. The Trip Completion Screen will appear.

Note: Depending on what the driver has completed or not completed on the trip thus far, fill in the remaining asterisked fields to successfully complete the trip.
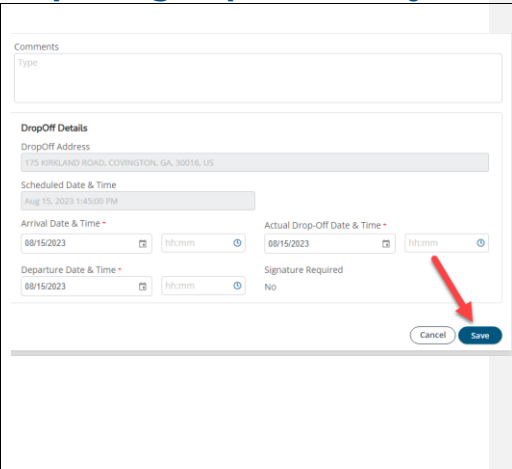
- Driver – The driver who drove the vehicle during the trip
- Vehicle – Vehicle you were driving during the trip
- Pick-up Arrival Date and Time – Date and time the driver arrived at the pickup location
- Actual Pick-up Date and Time – Date and time the member gets into the vehicle at the pickup location
- Departure Date and Time – Date and time the driver departed the pickup location once the member is in the vehicle
- Drop Off Arrival Date and Time – Date and time the driver arrived at drop off location
- Actual Drop-Off Date and Time – Date and time the driver clicked drop off on the mobile app
- Drop Off Departure Date and Time – Date and time the driver departed the drop off location after offloading the member
- Signature - If a signature is required for the pickup or drop off, upload a picture of the rider's signature from a past trip/paper.
- Comments – Reason to complete the trip manually. Example: "Driver in training, did not complete the trip properly."

Commented [SS1]: Sevve, add new definitions here***

WellRyde Dispatch Portal-Completing Trips Manually

9. Click **Save**. The trip status will update to "Completed". This will be a trip that can be electronically billed from WellRyde to Modivcare.	Comments Type **DropOff Details** DropOff Address 175 KIRKLAND ROAD, COVINGTON, GA, 30016, US Scheduled Date & Time Aug 15, 2023 1:45:00 PM Arrival Date & Time * Actual Drop-Off Date & Time * 08/15/2023 hh:mm 08/15/2023 hh:mm Departure Date & Time * Signature Required 08/15/2023 hh:mm No Cancel **Save**