

WellRyde Driver – Completing a Ride Job Aid

Overview

This job aid provides an overview of how to complete a ride in WellRyde Driver.

[Complete the Rider's Pickup](#)

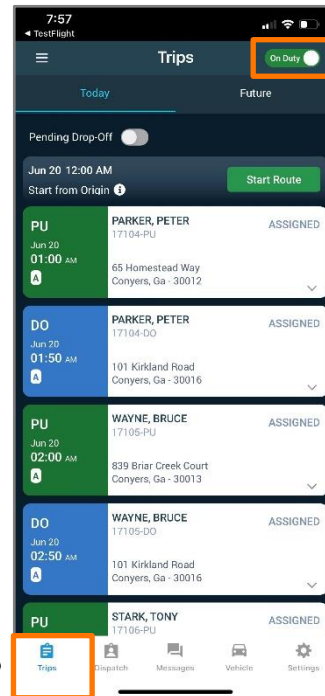
[Complete the Rider's Drop-off](#)

Complete the Rider's Pickup

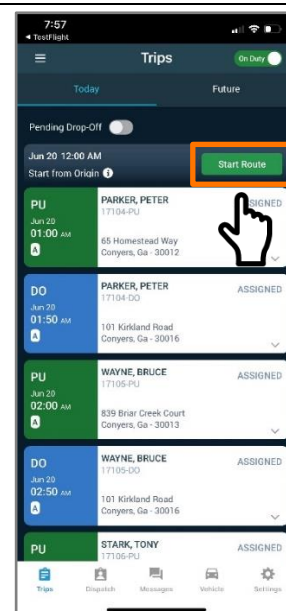
1. As a driver, once you successfully assign yourself a vehicle in WellRyde Driver and toggle on the **“On Duty”** button, you can begin to complete your assigned trips for the day.

- Each ride or leg consists of a **(PU)pickup** and a **(DO)drop-off** card
- To see all the pickup and drop-off cards assigned to you, click the **Trips Icon** on the bottom Home Screen toolbar

Note: refer to **“WellRyde Driver – Assigning a Vehicle to a Driver”** training course to learn more about how to assign a vehicle to a driver.

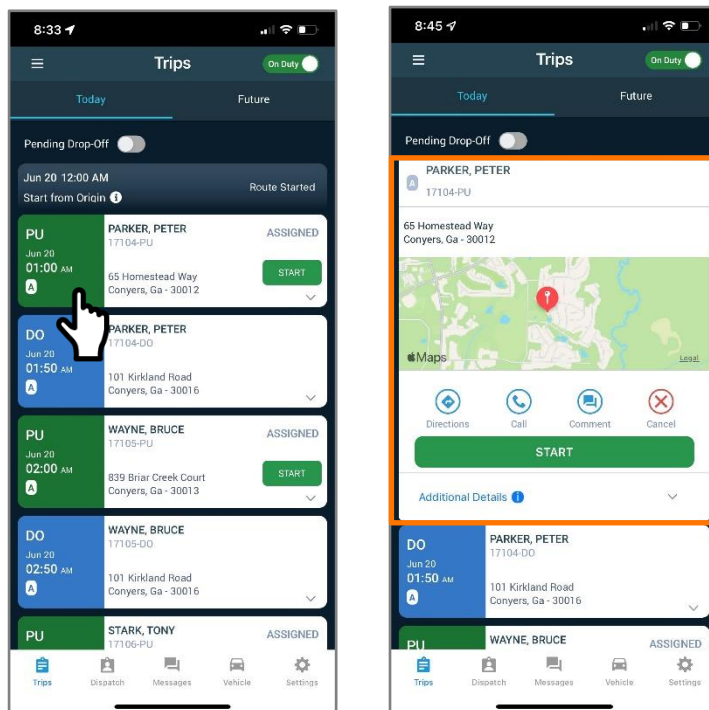


2. Before completing any trips for Today, you'll need to click **Start Route**.

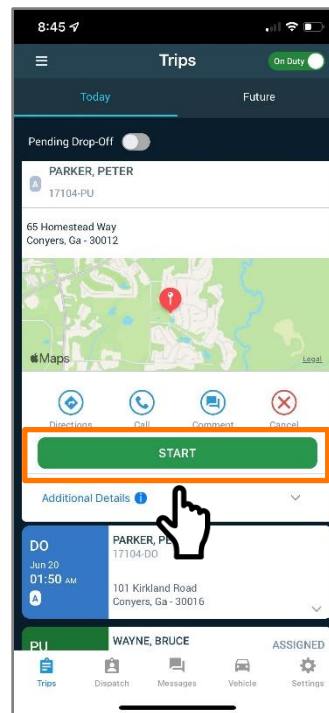


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3. **Pickup cards** are green with the letters **“PU”** in the upper left corner and **drop-off cards** are blue with the letters **“DO”** in the upper left corner.
- Locate the pickup card for the Rider you are picking up according to your trip schedule. Cards will always appear in pickup scheduled time sequence from earliest to latest.
 - You can click on the PU card to view the Rider’s pickup location on a map; use your maps navigation; call the rider; leave ride comments; cancel the trip; and view additional trip info

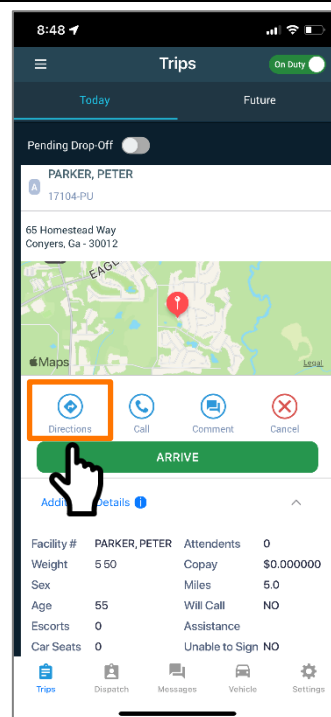


4. When you are ready to begin driving to the Rider’s location, click **Start** on the (PU)Pickup card, and the **“ASSIGNED”** status in the upper right corner of the card will change to **“ENROUTE”**.



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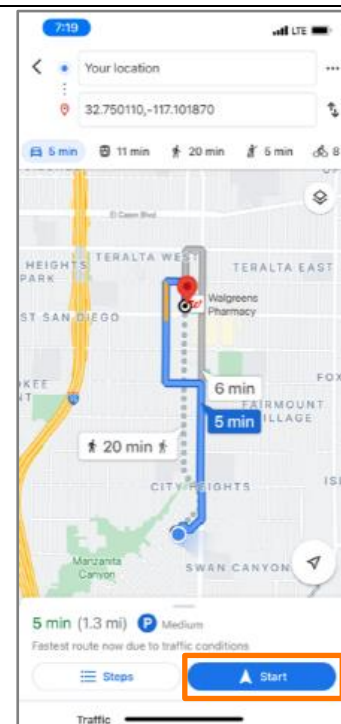
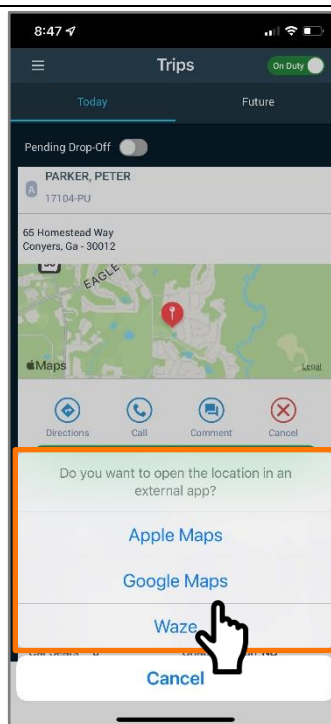
5. You can tap on the **“Directions”** icon to get turn by turn directions to the Rider’s location.



6. After clicking the Directions icon, WellRyde Driver will ask you if you want to open the Rider’s location in an external application such as: **Apple Maps, Google Maps, Waze, and etc.**

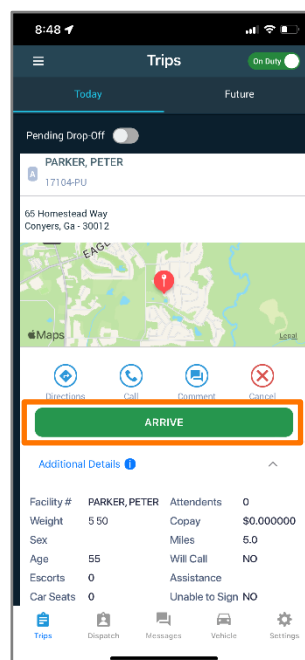
This will assist you with turn-by-turn directions.

Note: your maps application will provide you with directions by clicking start to start your turn-by-turn directions to your Rider’s pickup or drop-off locations.



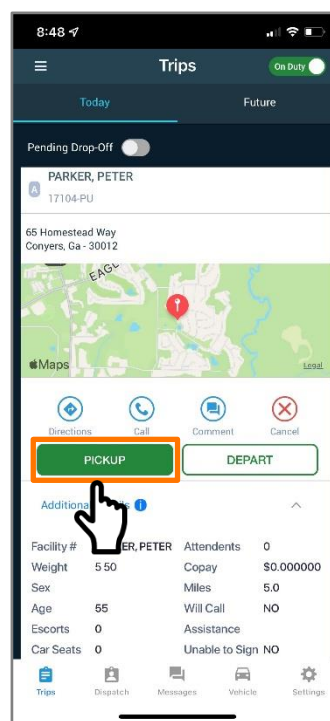
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7. When you arrive at the Rider's pickup location and put the vehicle in park, immediately click **ARRIVE** and the pickup card's status will change to **"ARRIVED"**.



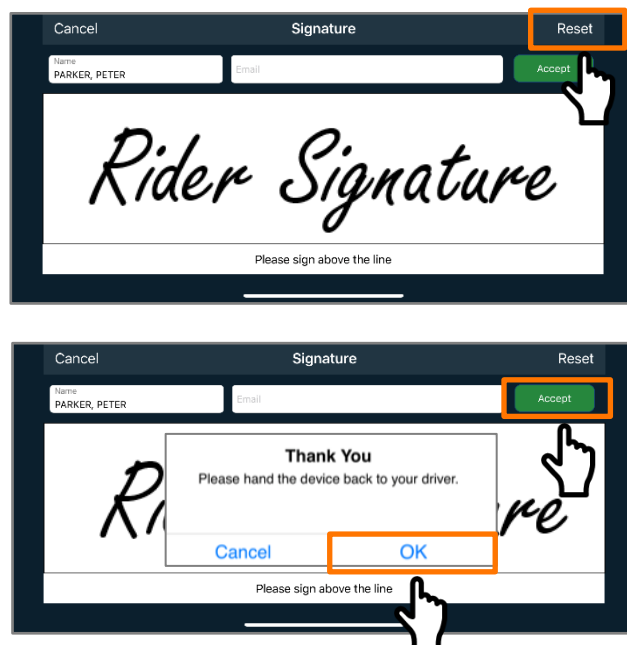
8. Load the Rider into your vehicle, then click **Pickup**.

- Do not click Pickup if the Rider is not yet in your vehicle as this step assumes the Rider is in the vehicle
- WellRyde time stamps all touch points for more accurate dispatching



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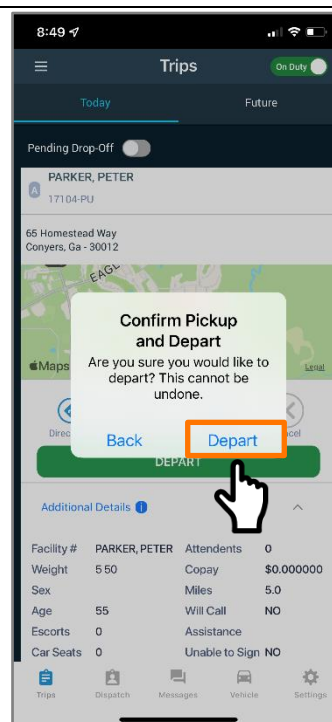
9. Hand your mobile device to the Rider to capture their **signature**, or enter their date of birth for confirmation on the signature screen if they don't want to sign their signature.
- This is a required step in WellRyde Driver to ensure confirmation of transport, but it is not confirmation of delivery at the final destination
 - Do not include any information in the email field.
 - If the Rider makes a mistake while signing, click **Reset** to clear the screen and allow the Rider to sign again.
 - Once the signature is finalized, click **OK**



10. Once the Rider is in the vehicle and the signature is finalized, click **“Depart”** to confirm your pickup and departure from the Rider's pickup location once you are ready to depart to the drop-off location.

Note: This provides your dispatcher true visibility into how long it took you to pickup the Rider at the pickup location.

For example, if a regular Rider you drive for typically takes 15 minutes to load into your vehicle, by clicking on the depart button at the correct time, your dispatcher knows in the future to add additional buffer time so you don't run late for subsequent trips you're picking up.



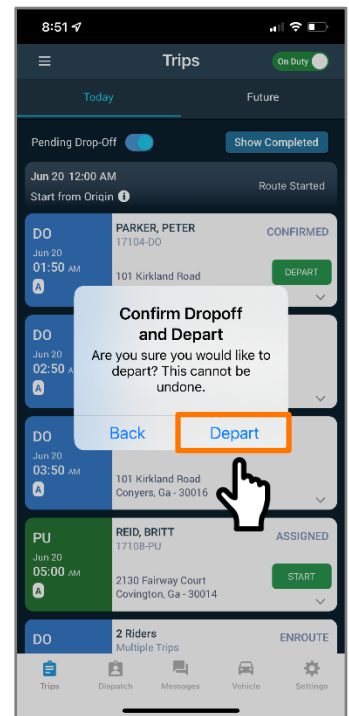
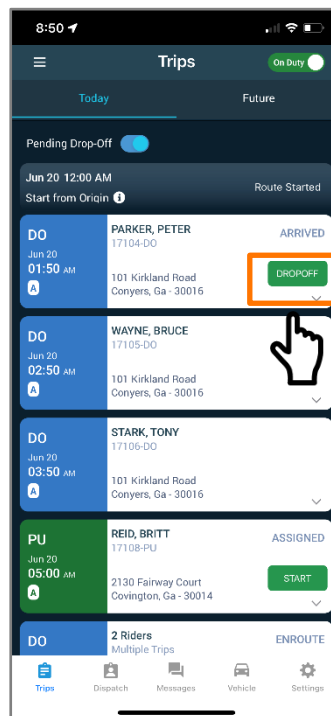
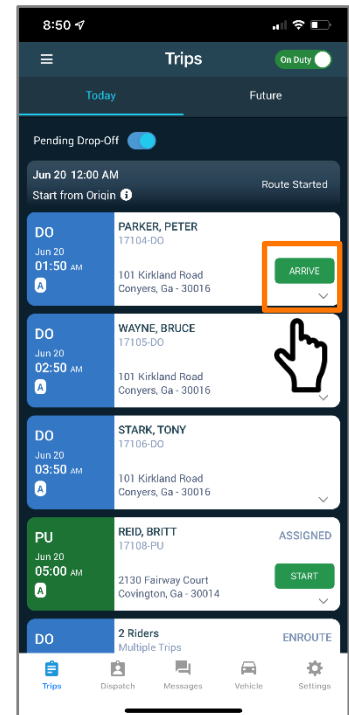
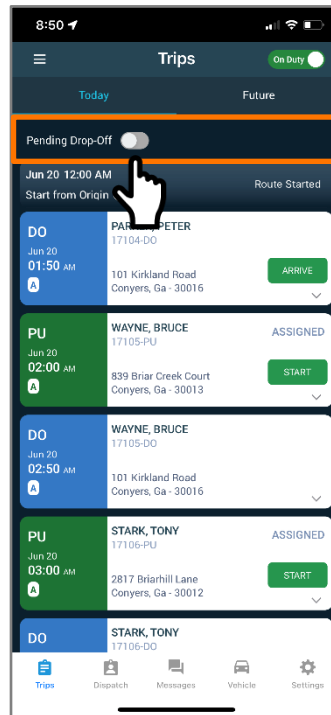
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Complete the Rider's Drop-off

11. Next, slide the **“Pending Drop-Off” toggle** to the right to view which trips still need to be dropped off.

- This is an easy way to search for **drop off cards** without having to search through all your trips on the **Trips Screen**.
- When you arrive at the drop-off location and put the vehicle in park, click **Arrive** on the drop off card and then click **Dropoff immediately** thereafter.
- The status of the card will change to **“Arrived”**.
- Do not to confirm departure from the drop-off location until you are ready to leave the drop off location. Before you do so, unload the Rider from your vehicle.
- When you are ready to put the vehicle back in drive to leave the drop-off location, click **Depart** to confirm your drop-off and departure from the Rider's Drop-off location.

Note: This provides your dispatcher true visibility into how long it took you to drop off the Rider at that drop off location.



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12. Lastly, your trip completes and both (PU)Pickup and (DP)Dropoff cards will be removed from your Trips screen.

You can view all your completed trips for Today by navigating to your **“Completed Trips”** screen.

To navigated to the Completed Trips screen, click on **“Show Completed”** from your Trips Screen.

After doing so, the billing team will be able to immediately electronically bill this trip from WellRyde to Modivcare because all the data points from the pickup and dropoff cards will be submitted, along with the Rider's signature.

In order to see all your remaining trips for the day, simply click on the **Pending Drop-Off toggle** once again to navigate back to the Pickup and Drop-off Trips screen.

