

WellRyde Driver – Multi-Loading Riders

Overview

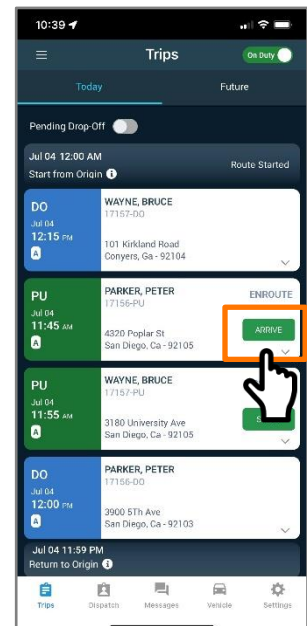
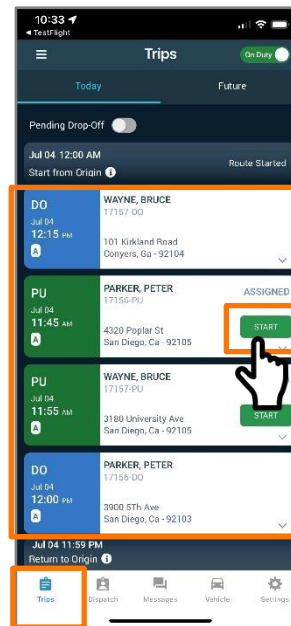
As a driver, you'll have to use WellRyde Driver to complete trips where multiple Riders are picked up and dropped off at the same time and same locations.

This job aid will discuss how to use WellRyde Driver to do the following:

- [Pick up Riders at different locations and drop them off at different locations](#)
- [Pick up Riders at the same location and drop them off at different locations](#)
- [Pick up Riders at different locations and drop them off at the same location](#)
- [Pick up Riders at the same location and drop them off at the same location](#)

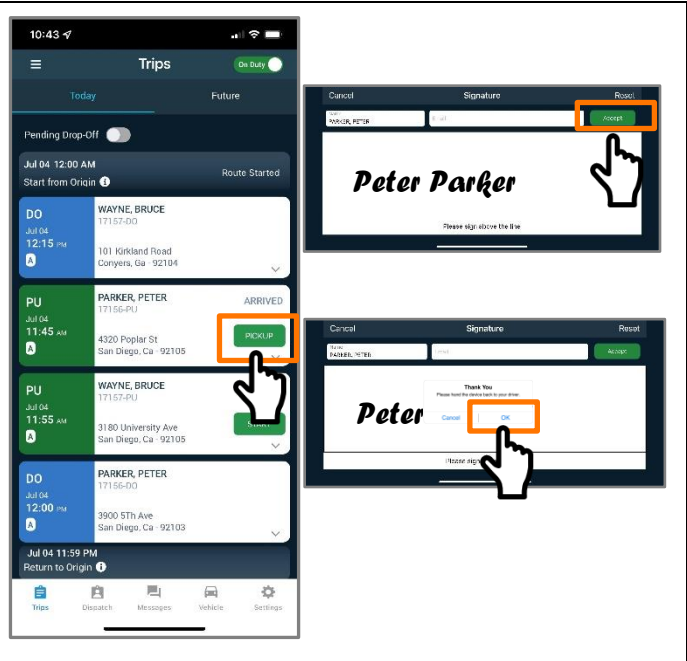
Pick up Riders at different locations and drop them off at different locations

1. First, let's review how to pick up multiple Riders from different locations at different times when using WellRyde Driver.
 - After logging into WellRyde Driver, navigate to the **Trips** Screen.
 - Find Rider 1's pickup card, and when you are ready to begin driving to their pickup location, click **Start**.
 - When you arrive at Rider 1's pickup location, click **Arrive**.

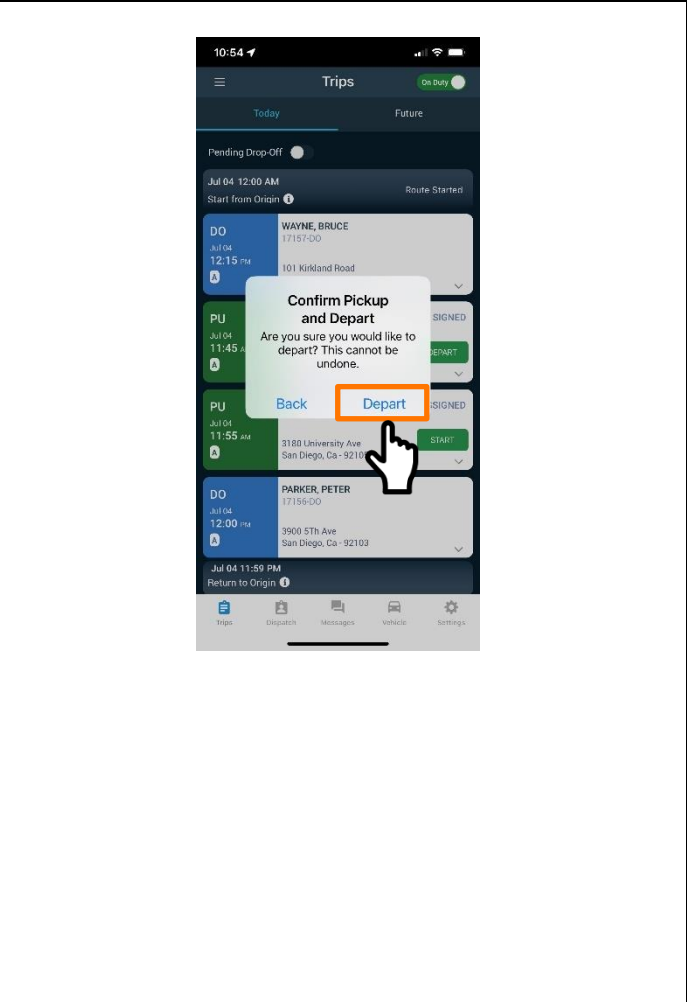


WellRyde Driver – Multi-Loading Riders

- Load Rider 1 into your vehicle, then click **Pickup**.
 - Remember, do not click Pickup until the Rider is in your vehicle.
- Hand your mobile device to the Rider and capture their signature or date of birth if they do not want to provide a signature.
- Click **Accept** to accept the signature
- Then click **OK** to accept the thank you message and prepare to start your pickup for Rider 2.



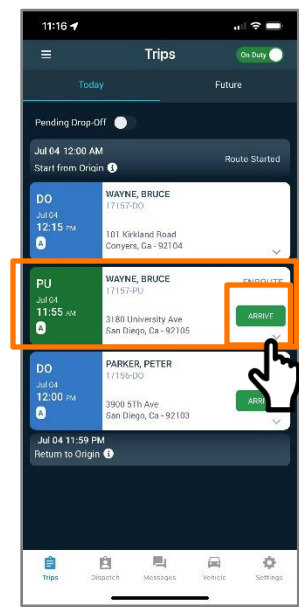
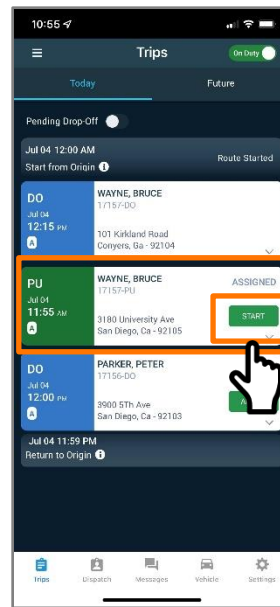
2. Next, click **Depart** to confirm your departure from Rider 1's pickup location.



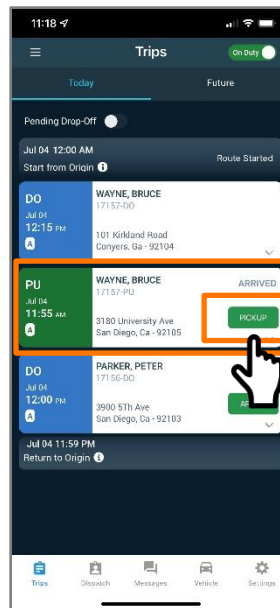
WellRyde Driver – Multi-Loading Riders

3. When you are leaving Rider 1's pickup location and departing to Rider 2's pickup location, you'll need to start the pickup process for Rider 2.

- To do so, find Rider 2's pickup card on the Trips Screen and click **Start**.
- Once you arrive at Rider 2's pickup location, click **Arrive**.

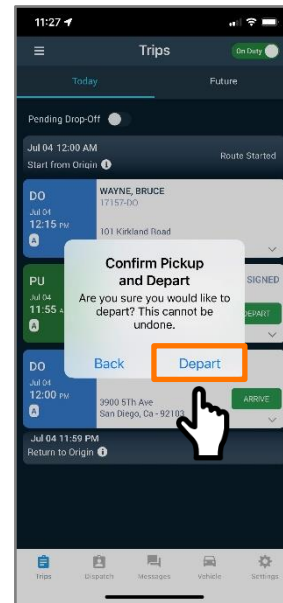


- Load Rider 2 into your vehicle, then click **Pickup**.
- Hand your mobile device to the Rider and capture their signature or date of birth, then click **Accept**
- Then click **OK** to accept the thank you message and prepare to depart to the first drop-off location.



WellRyde Driver – Multi-Loading Riders

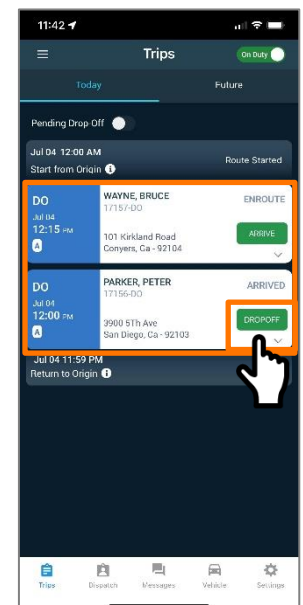
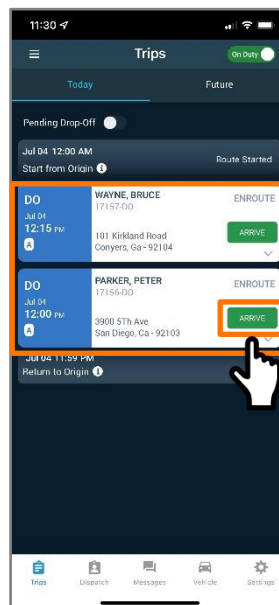
4. Next, click **Depart** to confirm your departure from Rider 2's pickup location.



5. Next, choose the drop-off card of your choice, preferably the Rider drop-off that is closest to your current location.

Once you arrive at the drop-off location, click **ARRIVE**, and then immediately click **Dropoff**

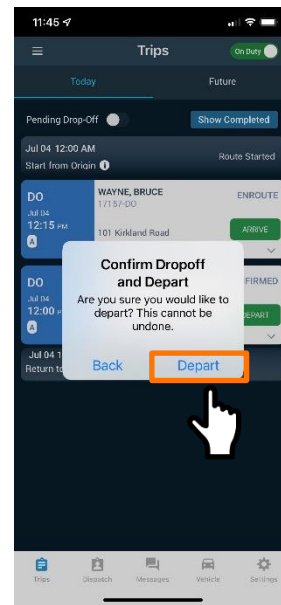
Next, unload Rider 1 from your vehicle.



WellRyde Driver – Multi-Loading Riders

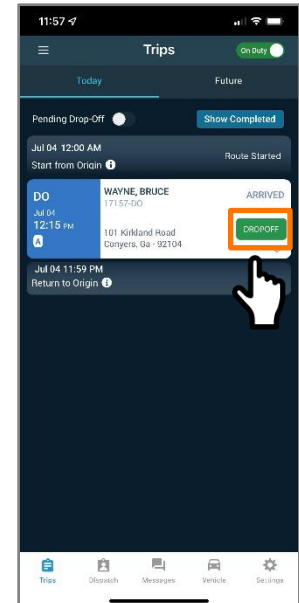
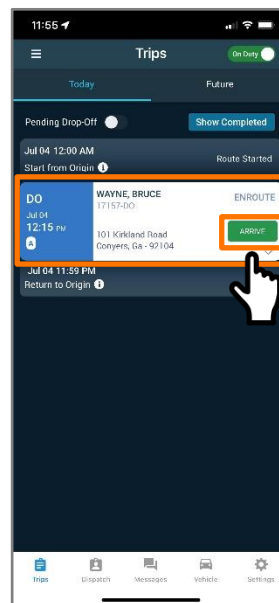
6. Next, click **Depart** to confirm your departure from Rider 2's Drop-off location.

Note: Do not click **Depart** to confirm departure until you are ready to leave Rider 2's drop-off location.



7. Finally, drive to Rider 1's drop-off location.

- Once there, click **Arrive** on Rider 1's drop-off card, then click **Drop off** immediately thereafter.
- Unload Rider 2 from your vehicle.



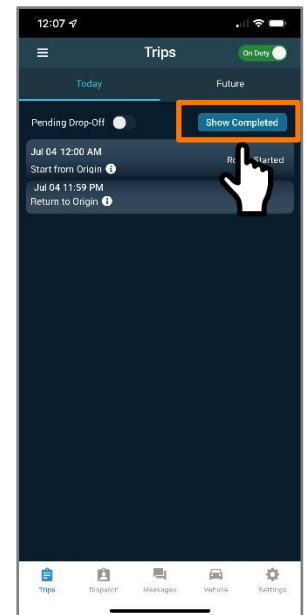
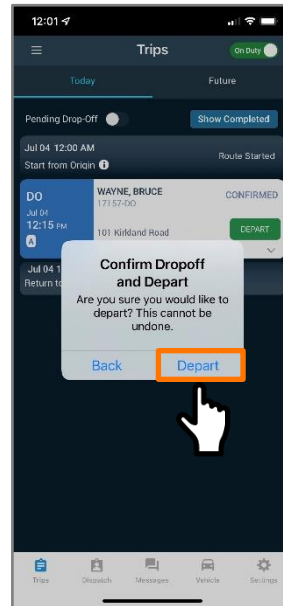
WellRyde Driver – Multi-Loading Riders

8. Next, click **Depart** to confirm your departure from Rider 1's Drop-off location.

Note: Do not click **Depart** to confirm departure until you are ready to leave Rider 1's drop-off location.

Note: once you complete the departure from the drop-off locations of all Riders, your trip cards will be removed from your Trips screen.

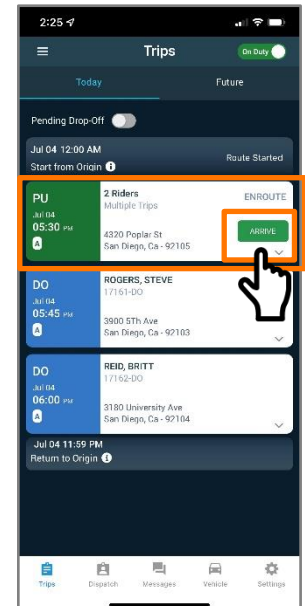
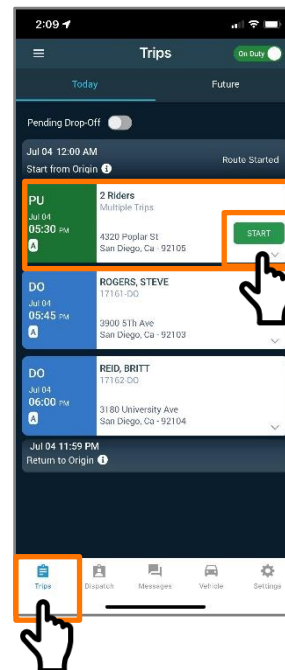
To view all of your completed trips for Today, click on the **"Show Completed"** button to view all completed trips for the day.



Pick up Riders at the same location and drop them off at different locations

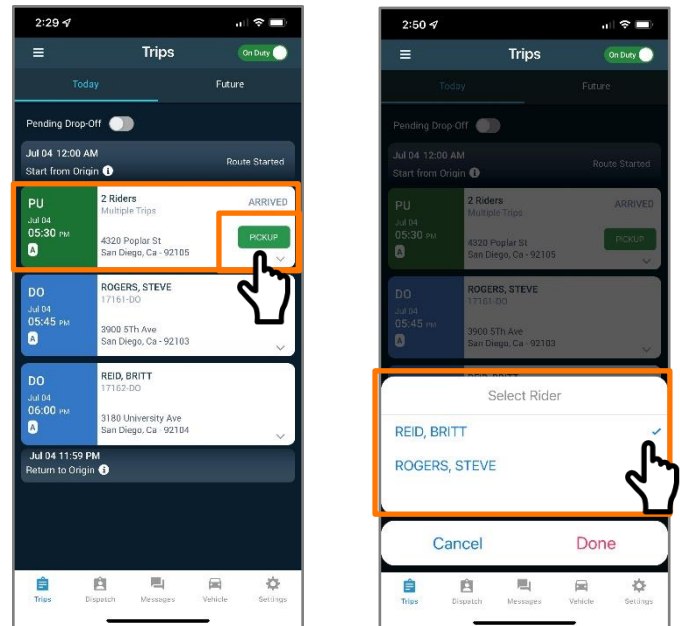
1. To pick up multiple Riders from the same location and at the same time, and drop them off at different locations and at different times in WellRyde Driver, you would follow these steps:

- First, navigate to the Trips Screen and locate a pickup card containing 2 Riders, (**Steve Rogers & Britt Reid**), and click **Start** to start to begin your pickup of both Riders at the same location and at the same time
- When you arrive, click **Arrive** on the pickup card.



WellRyde Driver – Multi-Loading Riders

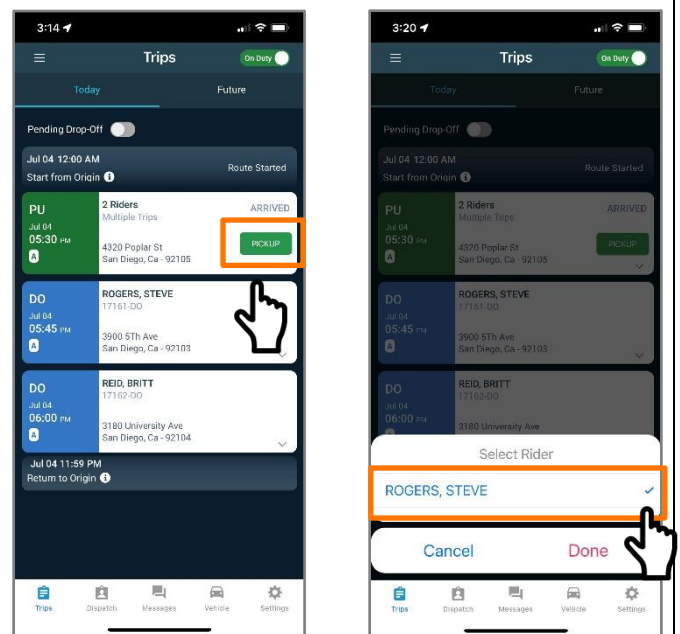
- Load both Riders into your vehicle, then click **Pickup**
- You'll need to get signatures for both Riders. Select a Rider to begin the signature process



- Hand your mobile device to Rider 1, **Britt Reid**, and ask them to sign their name or enter their date of birth in the **signature box**, then click **Accept** and **OK** to confirm the capture of the digital signature

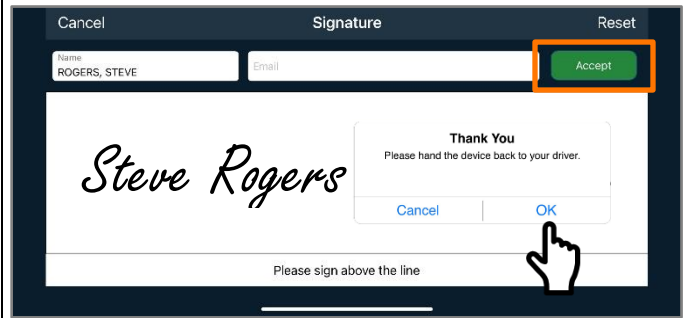


- Next, click **Pickup** again on the 2 Riders PU card
- You'll need to get a signature for Rider 2. Select Rider 2, **Steve Rogers**

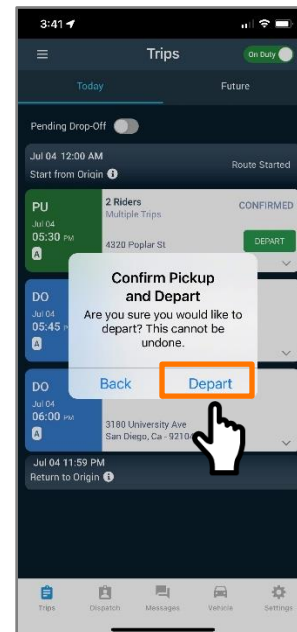


WellRyde Driver – Multi-Loading Riders

- Hand your mobile device to Rider 2, **Steve Rogers**, and ask them to sign their name or enter their date of birth in the **signature box**, then click **Accept** and **OK** to confirm the capture of the digital signature.

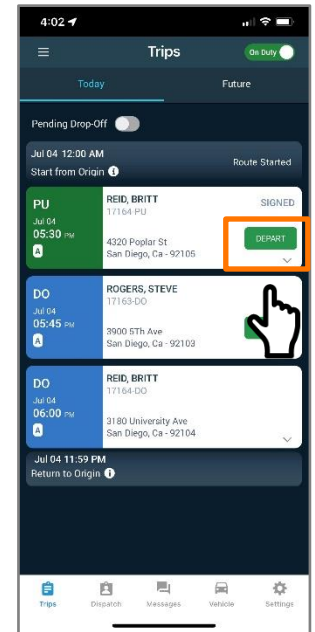
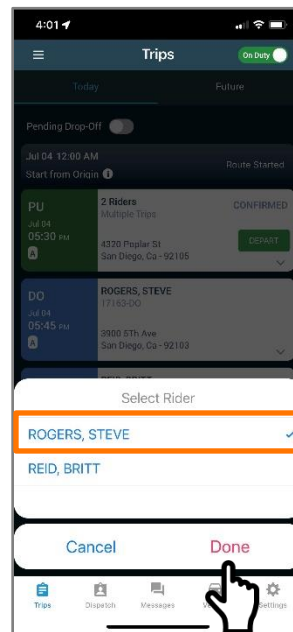


- Next, Confirm the Pickup and Departure from Rider 1 and Rider's 2 pickup location.



WellRyde Driver – Multi-Loading Riders

- Next, select your 1st Rider that is departing and then click **Done** to complete their departure. For example, in this scenario, we've selected Rider 2, Steve Rogers, to depart first.
- Next, you'll have to complete the departure of Rider 1, Britt Reid, by selecting **Depart** on their PU card

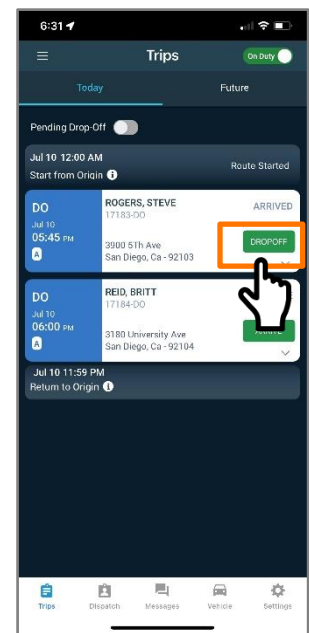
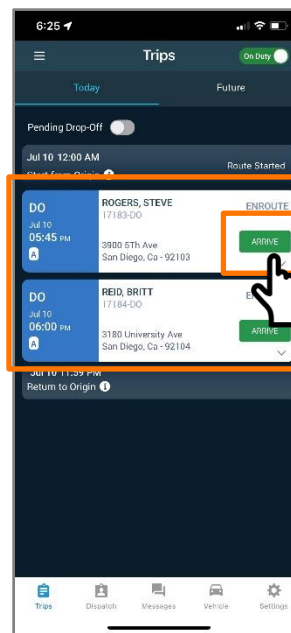


3. Next, view the individual drop off cards for both **Rider 1 (Britt Reid)** and **Rider 2 (Steve Rogers)** since they are traveling to different locations.

You do not have to drop off the Riders in the same order you picked them up.

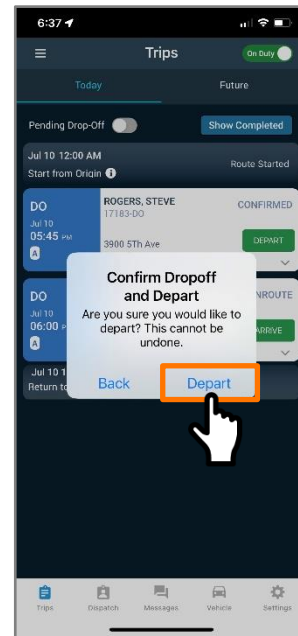
Complete the Dropoffs of whichever Rider's drop off location is closer to you first.

In this example, we'll action the steps on the drop off cards to complete the drop off of both **Rider 2, Steve Rogers**, and then drop-off **Rider 1, Britt Reid**:

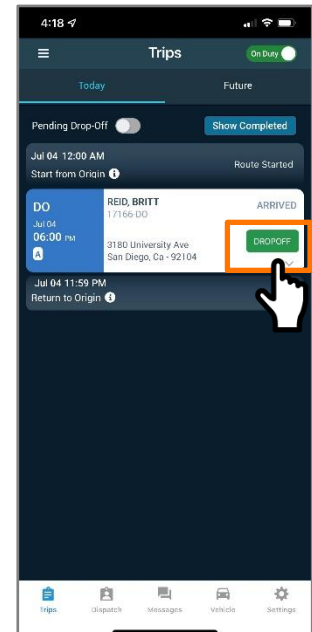
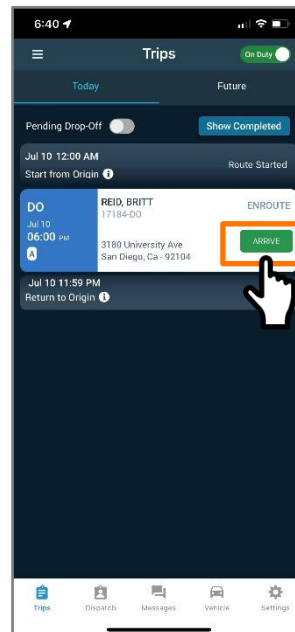


WellRyde Driver – Multi-Loading Riders

- Once you have completed the drop-off of Rider 2, Steve Rogers, you'll need to click **Depart** to confirm dropoff and departure from Rider 2's drop-off location.

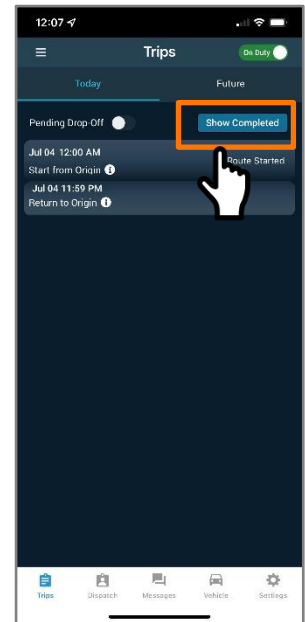
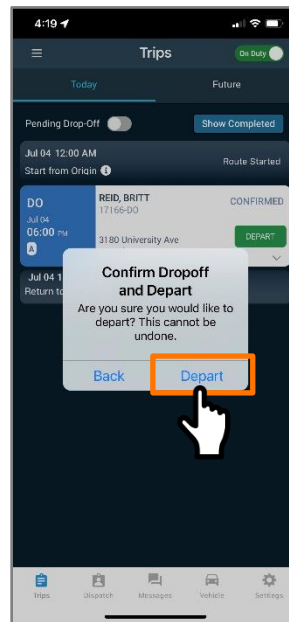


- Next, you'll need to action the final steps to complete the drop-off of your last Rider, Britt Reid.



WellRyde Driver – Multi-Loading Riders

- Lastly, once you have completed the drop-off of Rider 1, Britt Reid, you'll need to click **Depart** to confirm the drop-off and departure from Rider 1's drop-off location.
- Once you have completed the drop-offs of both Rider 1 and Rider 2, their DO cards will be removed from the Trips screen.
- To view all completed trips for Today, click on **Show Completed** to view all of your completed trips.



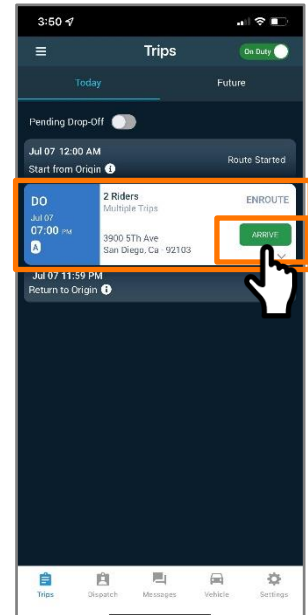
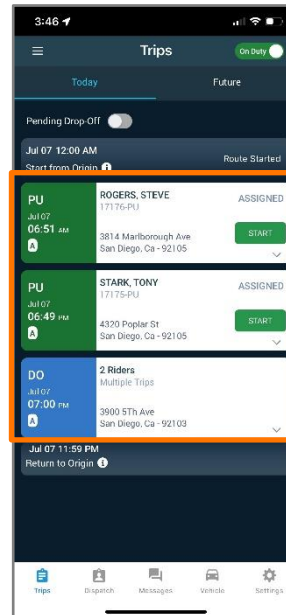
WellRyde Driver – Multi-Loading Riders

Pick up Riders from different locations and drop them off at the same location

1. In this scenario, the only thing that will be different is the drop-off card.

Each Rider will have their own individual pickup card on the **Trips** screen, but share one drop off card.

- Navigate to the **Trips** Screen and locate each Rider's pickup card.
- As you drive to each Rider's pickup location, start the pickup process,
- Action through their pickup card steps and capture a signature for each, just as you normally would.
- Once all the pickup cards have been completed, there will only be one drop-off card as both riders are traveling to the same drop off location and at the same time.
- Next, drive to the Rider's drop off location and when you arrive, Click **Arrive**

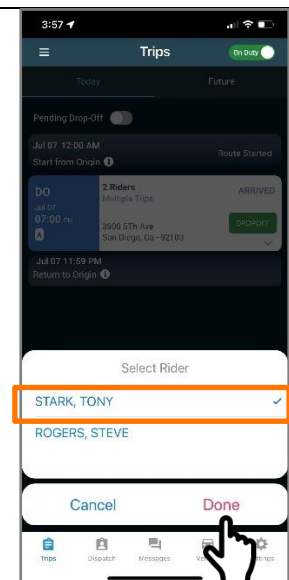
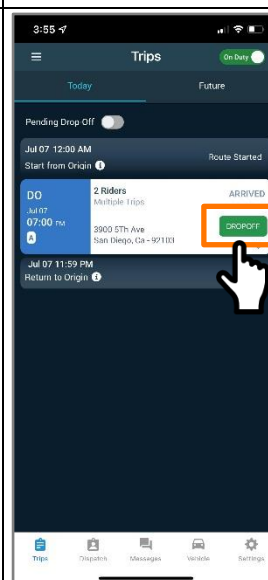


2. Next, click on **DROPOFF** on the drop-off card.

WellRyde Driver will ask you which Rider you are dropping off first. Because they are both getting off at the same location, it doesn't matter who is offloaded first.

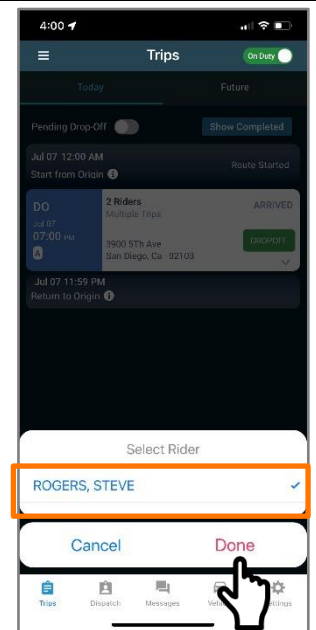
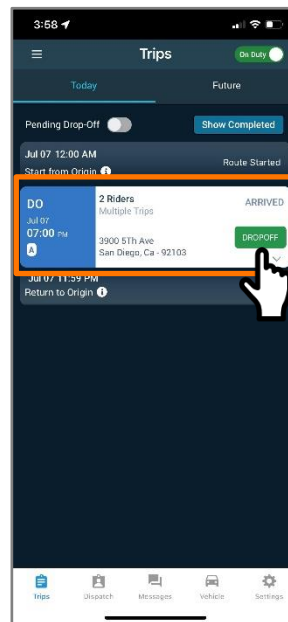
Typically, the Rider closest to the door is offloaded from the vehicle first, so click **Drop off** for that Rider.

Next, select the first Rider you are dropping off first and then click **Done**.



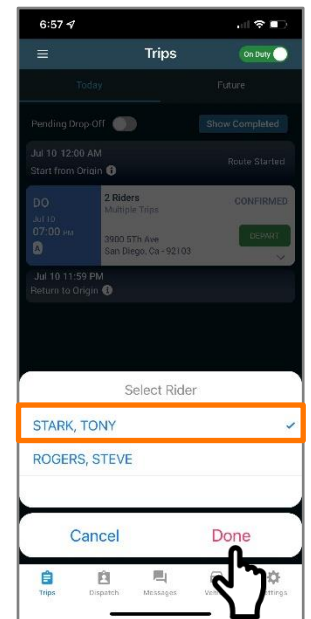
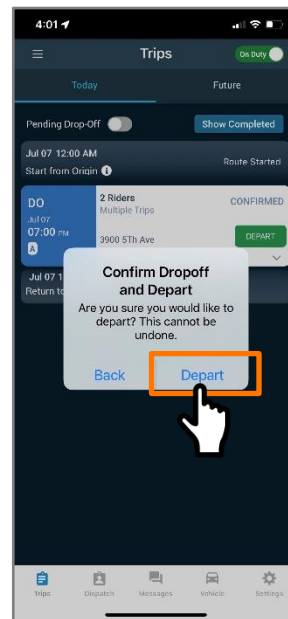
WellRyde Driver – Multi-Loading Riders

Next, action the drop-off steps for your last Rider.



Next, click **Depart** to confirm the drop-off and departure for both Rider 1 and Rider 2.

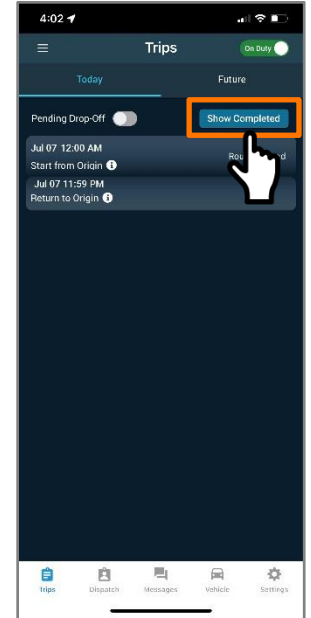
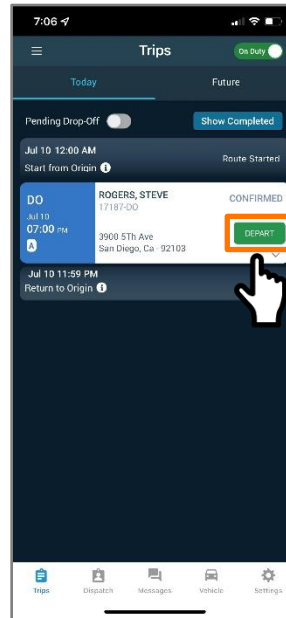
WellRyde Driver will ask you which Rider you are departing first. Because they are both getting off at the same location, it doesn't matter who departs first.



WellRyde Driver – Multi-Loading Riders

Lastly, click **Depart** to confirm departure of your last Rider, Steve Rogers.

To view all completed trips for Today, click on **Show Completed** to view all of your completed trips



WellRyde Driver – Multi-Loading Riders

Pick Riders up from the same location and drop them off at the same location

1. Finally, in this scenario, there will only be one pickup card for all the Riders who are being picked up at the same location with the same pickup time.

There will also be one drop-off card for all Riders who are being dropped off at the same location and with the same drop-off times.

You'll follow the same steps laid out in the previous scenarios on how to action through the pickup card and digital signature processes for all the Riders on that card, and then proceed to action through the drop-off card for all the Riders on that card as well.

Remember to click on all buttons for all Riders within the card to ensure you capture the correct touch point times for future dispatching purposes.

