WellRyde Driver – Overview

Overview

This job aid provides an overview of how to download, Login, and navigate WellRyde Driver

Download WellRyde Driver

- Before using WellRyde Driver, you will need to first download the application onto your mobile device.
  - You can search for WellRyde Driver in your:
    - **Google Play Store** for Android devices
    - **Apple App Store** for Apple devices

Google Play Store for Android

Apple App Store for Apple
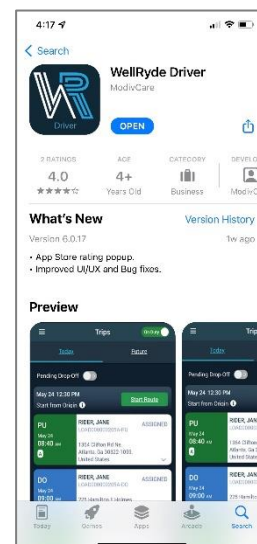
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Log into WellRyde Driver

- Once the app is downloaded from your App Store, proceed to log into WellRyde Driver by entering the following login information:
  - Company Code
  - Email/Username
  - Password

  Note: your Company Code, Username, and password are supplied by Modivcare

  Note: your password is case sensitive

  Note: by tapping this password eye icon, [👁], on the right side of the screen, this will allow the driver to hide or unhide their password entry

  *Note: Tap the **"Remember Me"** button to save time and have the App remember the company code and username on the mobile device*

  *Note: if the password is not working, the driver can use the **"Forgot Password"** functionality to reset the password*

  Having trouble logging into the Mobile App?

  *Note: Tap the **"Support"** button on the homescreen to Contact the **"Go Digital Support Team"** at: **800-597-2049** or email to* ***wellrydesupport@modivcare.com***

  *Note: when tapping **"Learn More,"** it will take the driver to the Modivcare website to view helpful information about WellRyde*
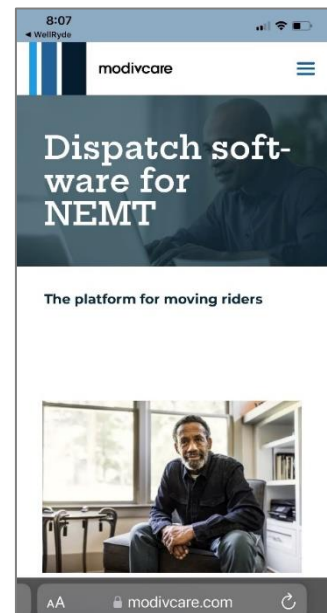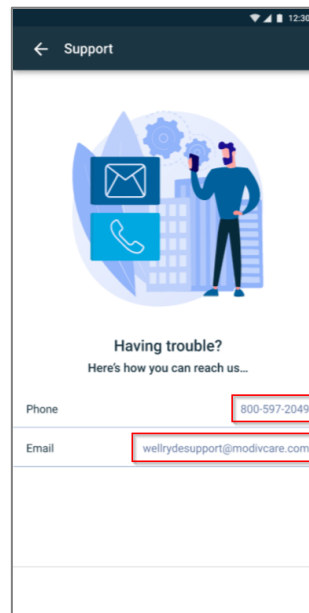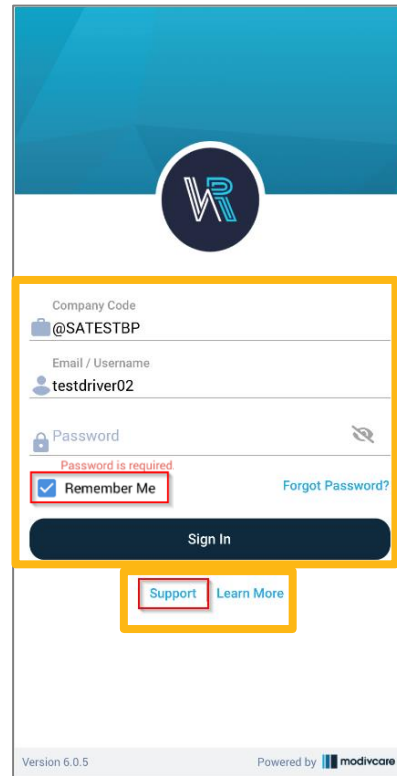
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Mobile Device Settings

- Turning on your WellRyde **Location Services** is also required:
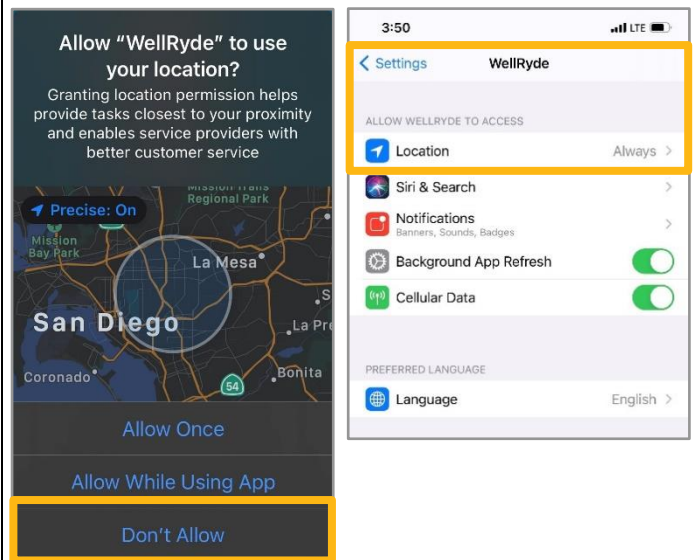 - When logging into WellRyde Driver for the first time, the app will ask you to **"Allow" WellRyde to use your location"**
    - Select **"Allow While Using App"**
  - It is also recommended that you set your WellRyde Location services to **"Always"** in your mobile device settings

- **App Settings:**
  - **Note:** ensure that your WellRyde Driver App settings are also toggled on to **"Background Refresh,"** as shown on the screen.
    - This will allow your app to refresh its content when on Wi-Fi or cellular connections.
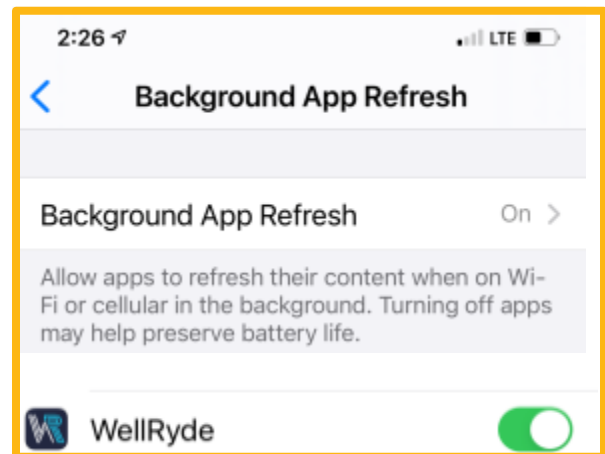
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Navigating the Home Screen

- Once logged in, the **Home Screen** will appear. You may receive a notification alerting you to trips assigned to you for the day
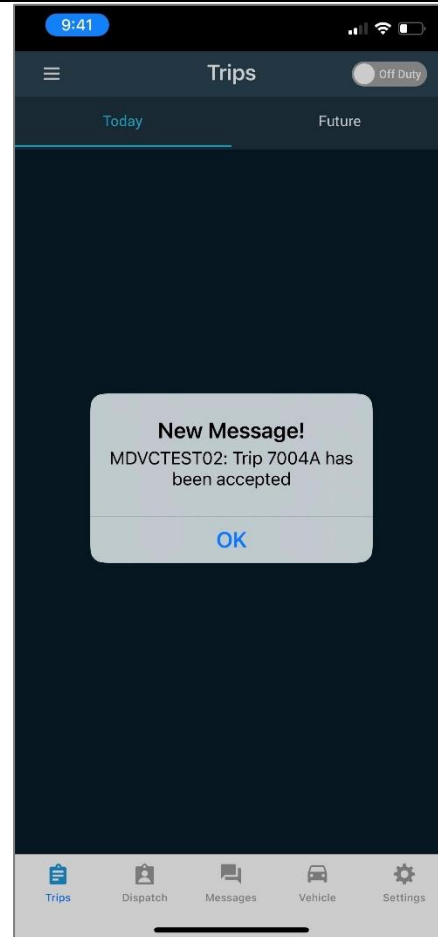
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- On the Home Screen there are many features to help provide you information and assist you in completing your trips for the day.

Note: After logging in, you will notice your status is listed as **"Off Duty"** in the upper right corner of the Home Screen. This means you are currently not an active driver and will not show up on your dispatcher's Automatic Vehicle Locator unless they have the **"Off Duty"** toggle turned on

Note: once the **"On Duty"** toggle is turned on, the driver's trips will appear
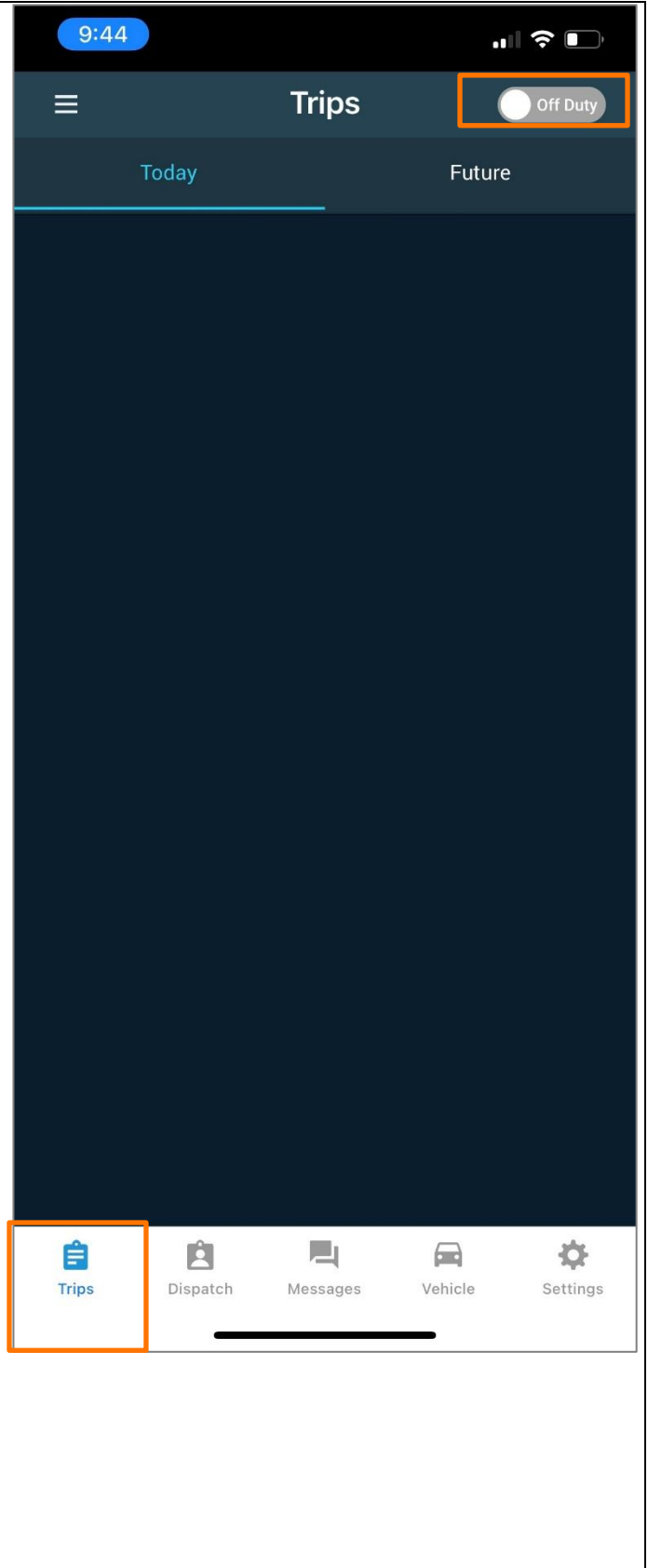
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• The **"On Duty"** button will turn green.	
• On the Home Screen you will see the **Today Tab** displayed at the top. **Note**: The **Today tab** displays all the trips assigned to you for the current day.	
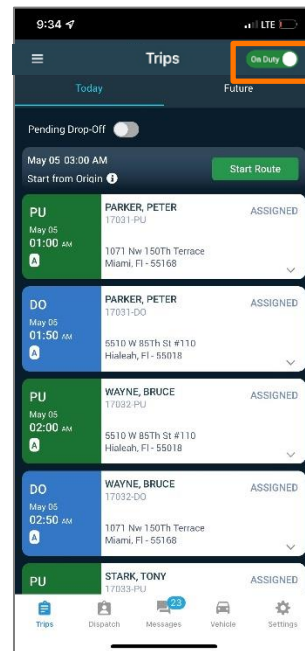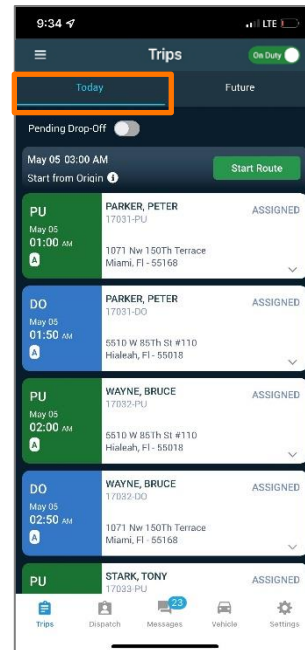
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o You can click on the "**Start from Origin (i)**" button to view the route details information of Today's trips.
  - The Route Details screen will appear at the bottom of the screen
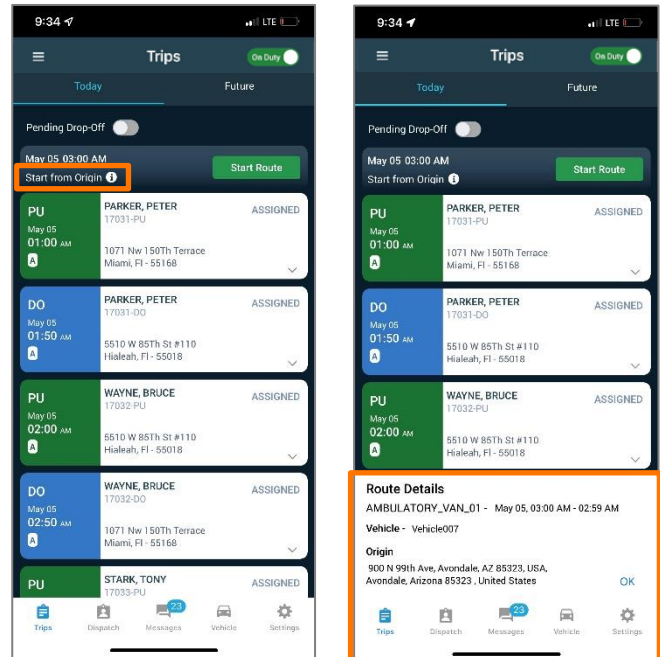
Note: The **Future tab** displays any trips assigned to you outside of today. The future tab is helpful if you want to view your future workload in advance.

o You can click on the "**Route Details (i)"** button to view the route details information for Future trips.
  - The Route details screen will appear at the bottom of the screen
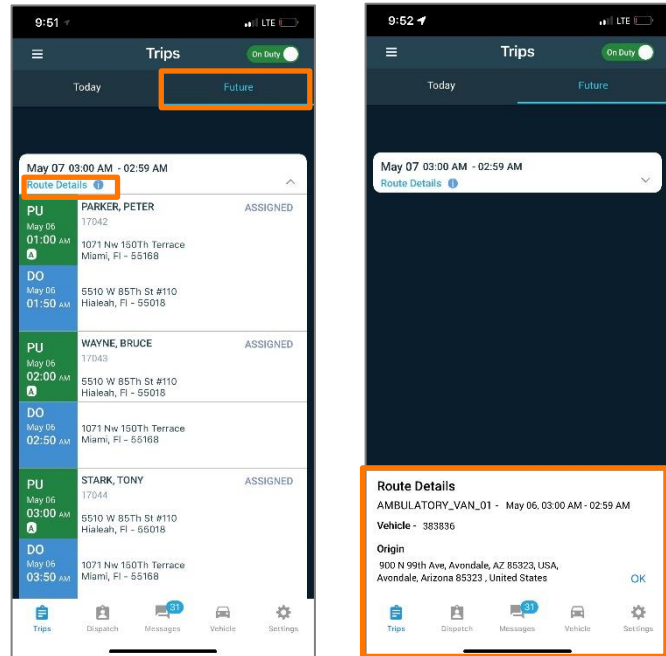
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Note: tap the **"View"** button to view necessary details for future trips
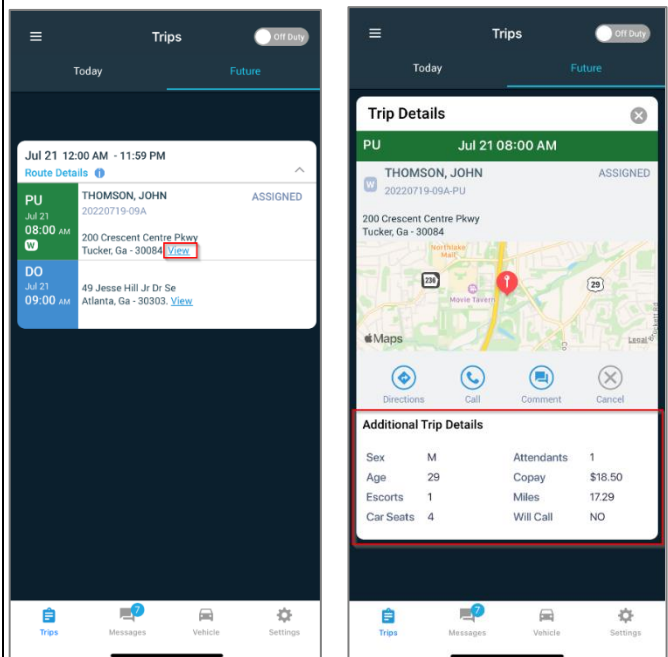

Navigating the Home Screen (Continued)

At the bottom of the **Home Screen** there are several additional icons that will help you as a driver.

- **Trips Icon (continued)** – Allows you to view all current trip data.
  - **(PU) Pickup cards** are shown in green and will display the following Pickup Trip Details:
    - Date of Pickup
    - Time of Pickup
    - Level of Service (e.g**., "A" Ambulatory, "W" Wheelchair, "S" Stretcher**)
    - Rider's Name
    - Trip Number
    - Rider's Pickup Address
    - Trip Assignment Status (e.g., Assigned)
  - **(DO) Drop off cards** are shown in blue and will display the Drop off Trip details
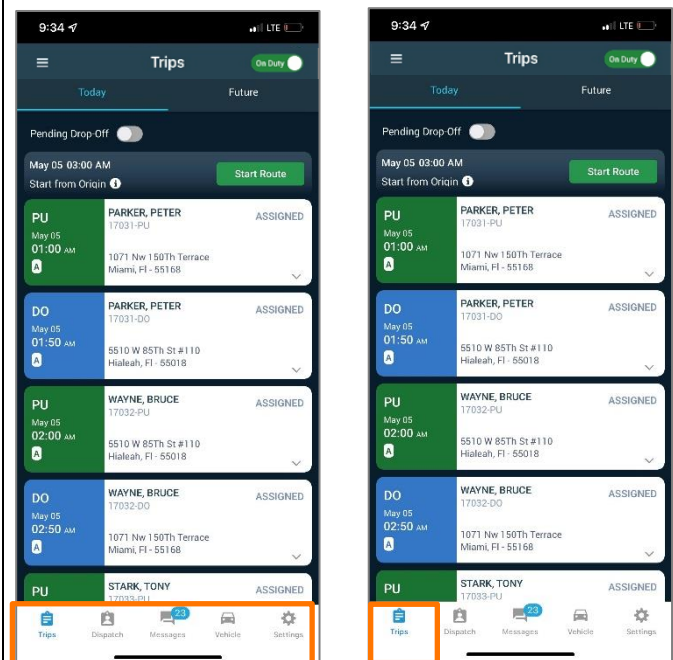
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o The **"Start Route"** button will initiate your route for Today, allowing the driver to **Start** their PU trip

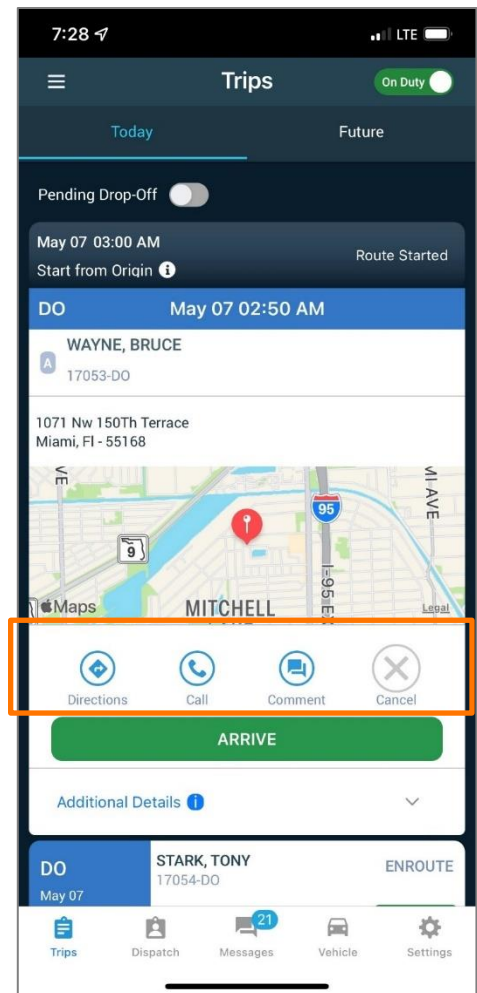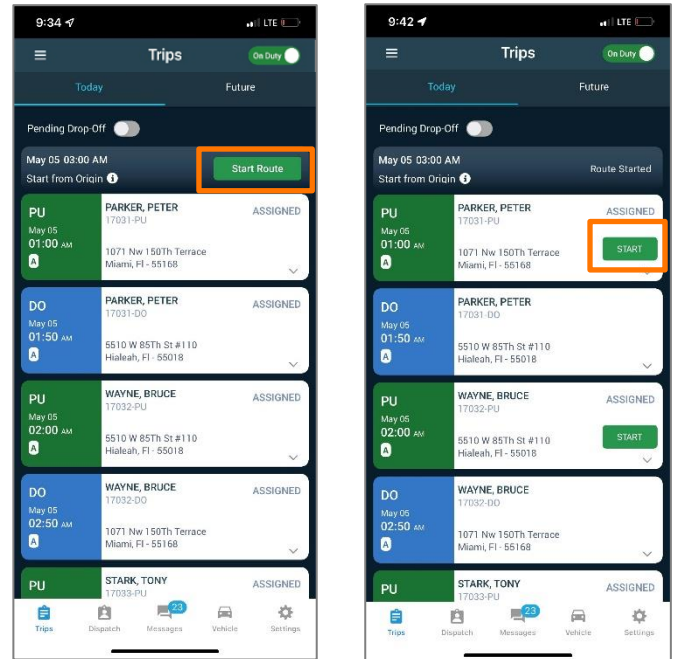- **Note:** once you have selected **"Start Route,"** the route status will change to **"Route Started"**
- **Note:** you would tap **START** on the PU card to start your trip. for more information on completing a PU trip with the WellRyde Driver, refer to the **WellRyde Driver – Completing a Ride video and job aid**

Note: a driver can also be assigned trips to pick up multiple riders at the same location and drop them off at the same location. for more information on completing a muliti-rider PU & DO trip with WellRyde Driver, refer to **WellRyde Driver – Multi-loading Riders video and Job Aid**

o When starting and tapping a trip card, you will see four icons or "Trip Card Tools" on each pickup or drop off card: **Directions, Call, Comment and Cancel.**

- **Directions Icon** – ties to the default maps programs on your mobile device, such as: **(Google Maps, Apple Maps, and Waze)**, without having to navigate out of WellRyde Driver and provides step-by-step navigation directions.
- **Call Icon** – If a phone is associated with the trip, use this to call the Rider. *Note*: The Driver's phone number is masked and will not be seen by the Rider
  Note: *the Call Icon will be disabled if the Rider's phone number is unavailable.*

- **Comments Icon** – Contains trip comments, Rider comments and Driver instructions provided for the trip. As a Driver, you can add comments here as well. Comments can be seen by Drivers, Dispatchers and Modivcare.
- **Cancel Icon** – Initiates the cancellation of a trip from the mobile app.

o Click **Additional Details** to view additional details about the trip.
- **Note:** Here you will see information regarding if any escorts will be accompanying the Rider on the trip, if car seats are necessary, the age of the Rider, the number of miles in the trip, and if the Rider is unable to sign.
  - **For example**, if the Rider is vision impaired or missing appendages, they would either need someone else to sign for them or put "UTS," which means they are unable to sign.

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- o After completing a PU trip, you can use the **"Pending Drop-Off"** button to display all remaining DO cards for the day
  - ▪ **Note:** by toggling on your **"Pending Drop off"** button, this will make it easier for the driver to locate the correct DO card to complete.
  - ▪ **Note:** for more information on completing a DO trip with WellRyde Driver, refer to **WellRyde Driver – Completing a Ride video and job aid**
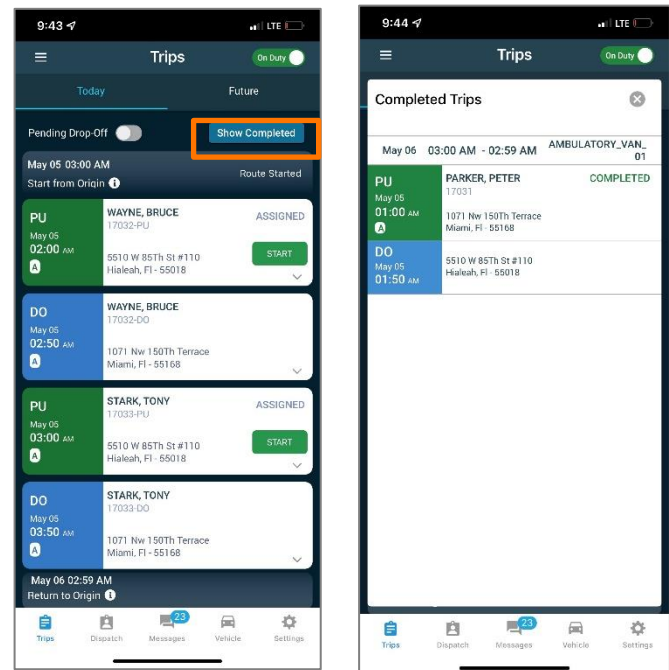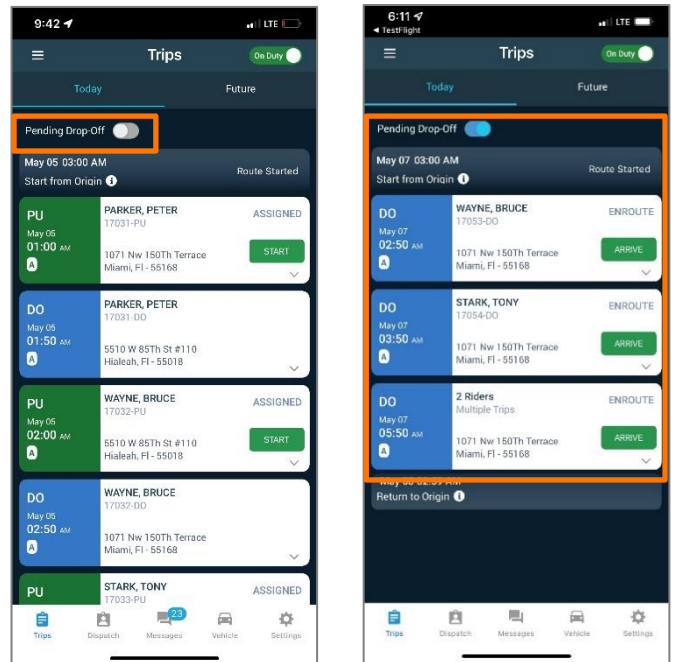

- o The **"Show Completed"** button will display all completed trips for Today's trips on the Completed Trips screen
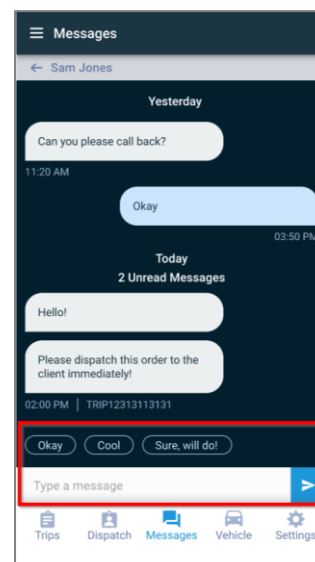
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- **Messages Icon** – Allows you to see trips that have been assigned, unassigned or cancelled.
  - o **Note:** by using the **"Edit"** button, you can delete a message by tapping the message with a check mark and then tapping **"Delete"** in the top right corner of the screen.
  - o **Note:** you can also select all messages and delete them all at the same time.
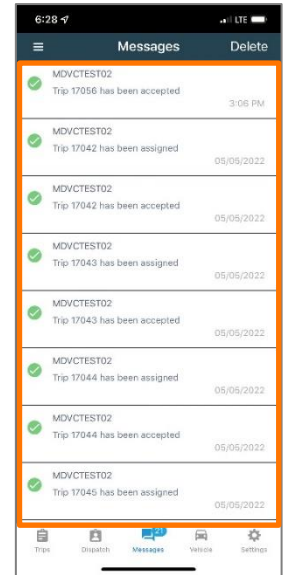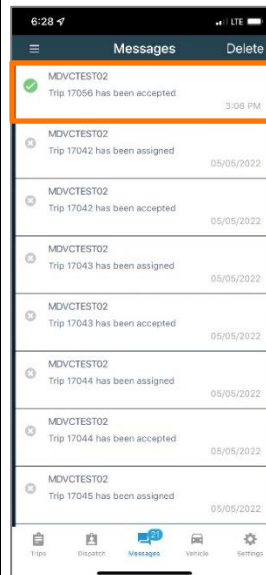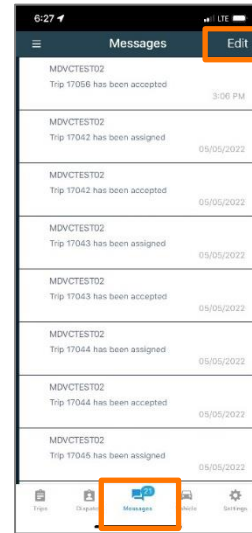
Note: Drivers also have the ability to respond to messages from their dispatchers
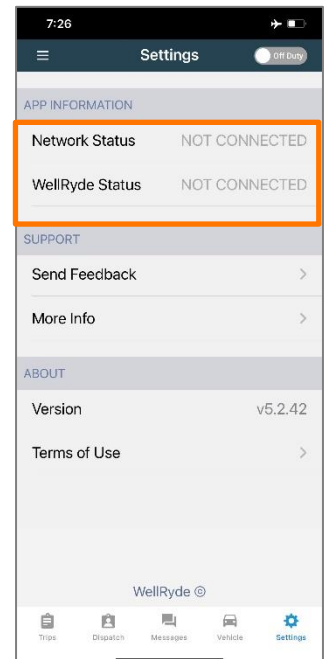
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- **Vehicle Icon** – Displays vehicle information about the driver's assigned vehicle and allows the driver to assign themselves a vehicle for the day by tapping **"Change Vehicle."**
  - Once the "Change Vehicle" screen displays, the Driver can submit their updated vehicle name
    - **Note:** the vehicle name is the last 6 digits of the vehicle vin number
   - **Note:** View **WellRyde Driver – Assigning a Vehicle to a Driver** video and job aid to learn more.
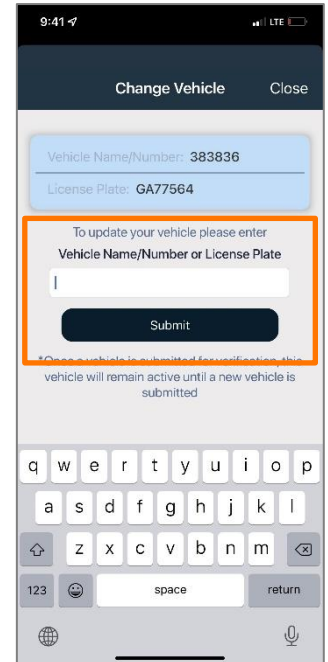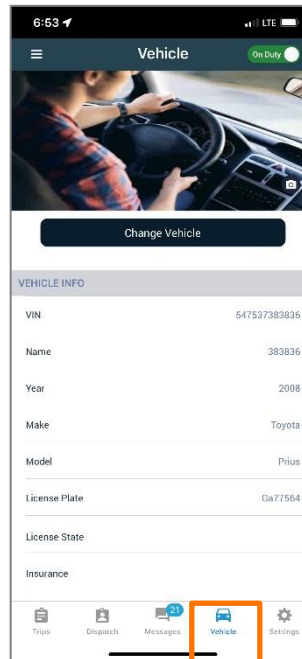
- **Settings Icon** – Ensures that the driver's mobile device is connected to the network, allows you to send feedback and data logs to the support team for troubleshooting, displays the app version number, and provides WellRyde Driver tutorials
  - **Note: Network Status** displays the connectivity status of your mobile device with your cellular network. If there is no connection, the status will appear as **"Not Connected.""**
  - **Note: WellRyde Status** displays the connectivity of the app with the WellRyde server. If there is no connection, the status will appear as **"Not Connected.""**

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- **Dispatch Icon** – Note: If you are both a dispatcher and driver, this feature allows you to assign new trips to drivers, reassign existing trips to drivers and unassign trips without reassigning the trip to a driver.
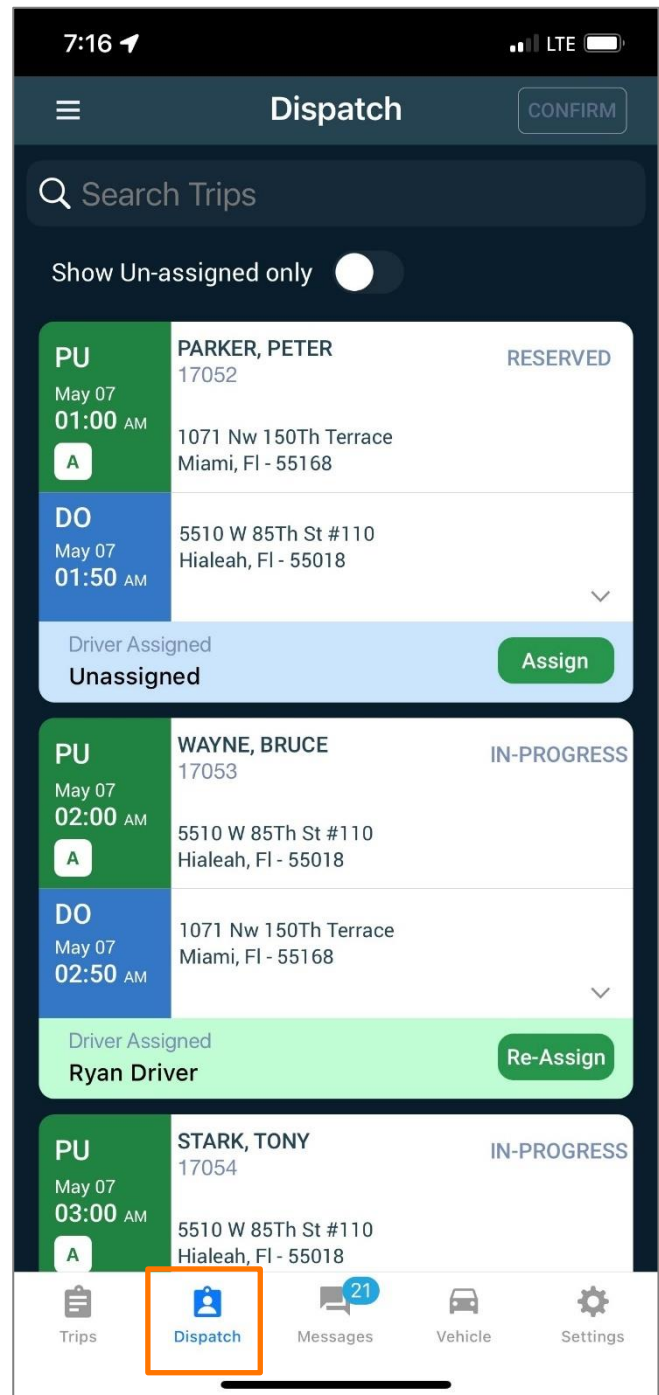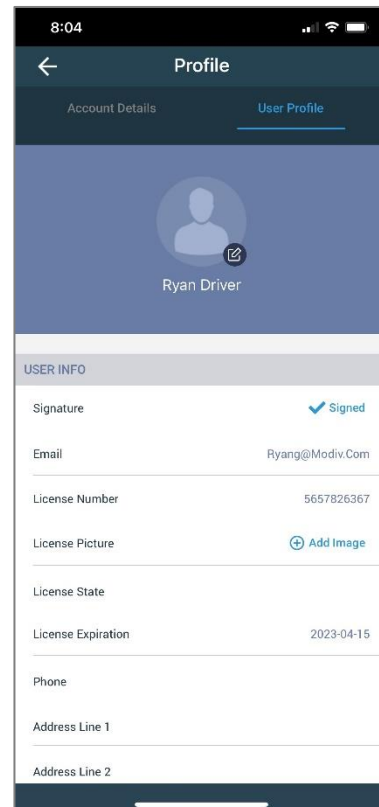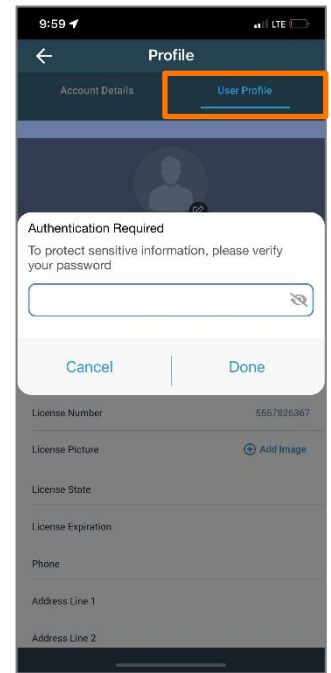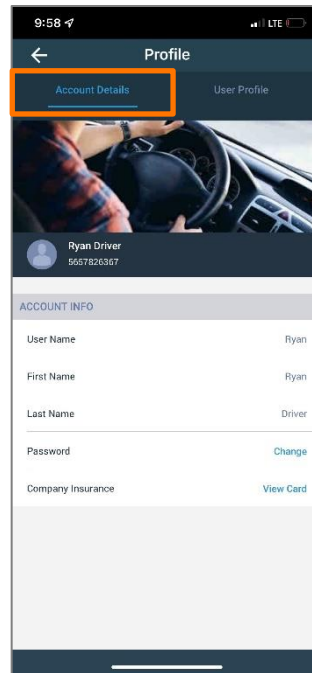
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- To access the driver's **User Account** information, tap the stacked lines in the top left corner of the screen. The following options will appear
  - o Driver **Profile** information
  - o Driver **Availability** information
  - o This is also where the driver will navigate to **Logout** of WellRyde Driver

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o The Driver Profile has two screens
- The **Account Details** screen displays the driver's Username, First Name, Last Name, and Company Insurance Card. It also includes a mobile app password reset functionality
- To access the **User Profile** screen, the app will require authentication to protect sensitive information. The driver will have to enter their WellRyde Driver password to authenticate. On the User Profile screen, you will find the following information about the driver
  - Driver Signature
  - Email
  - License Number
  - License Picture
  - License State
  - License Expiration
  - Phone number
  - Address

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o The **My Availability** screen allows the driver to set their available driving hours throughout the day. The driver can add hours that will work for them on each day of that week
  ▪ To **add the schedules**:
    • The drivers would select the day and then click on **"add work hours"** starting with Start time and then End time. The app supports up to two shifts per day.
    • Once the schedule has been added, the driver has the option to replicate the schedule for up to **2 weeks.**
o Tap **Logout** under the user's account screen to log out of WellRyde Driver
  ▪ **Note:** the driver will receive a message on the screen notifying them that they have been successfully logged out.