

WellRyde Volunteer Driver – Assigning Trips to Drivers

Overview

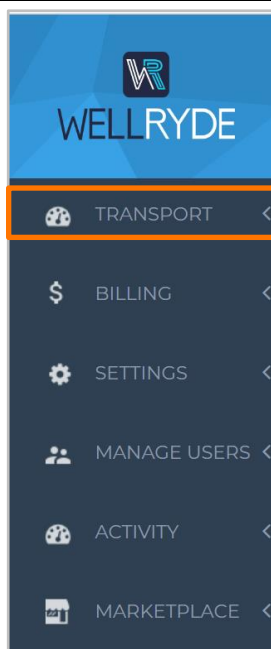
This job aid explains how to assign trips to drivers in the WellRyde Dispatch portal. You can complete the following tasks using this job aid:

- [Navigate To Trips](#)
- [Create Custom Filters](#)
- [View Custom Filters](#)
- [Edit Custom Filters](#)
- [Color Code](#)
- [Assign an Individual One Trip or Multiple Trips](#)
- [Unassign and Reassign Trips](#)
- [Re-route and Cancel Trips](#)
- [Export a Trip List](#)

Navigate to Trips

In the WellRyde Dispatch Portal, trips are managed and assigned through Transport on the homepage.

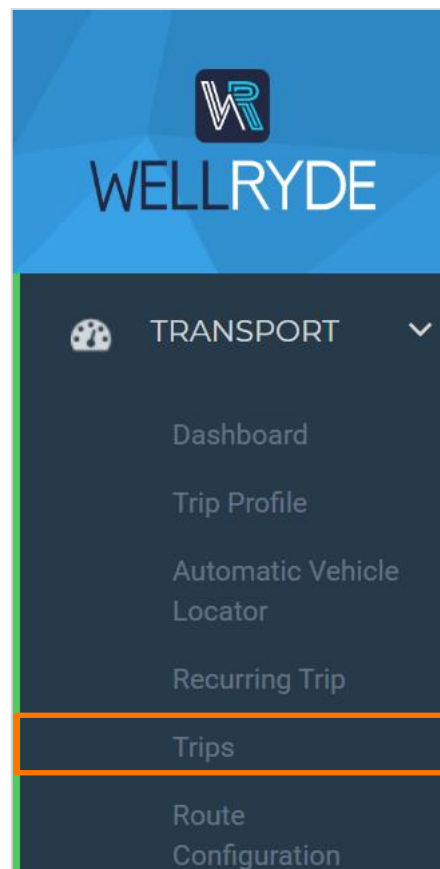
1. After logging into the WellRyde Dispatch Portal, navigate to the left side toolbar and click the **Transport** drop-down menu.



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Navigate to Trips

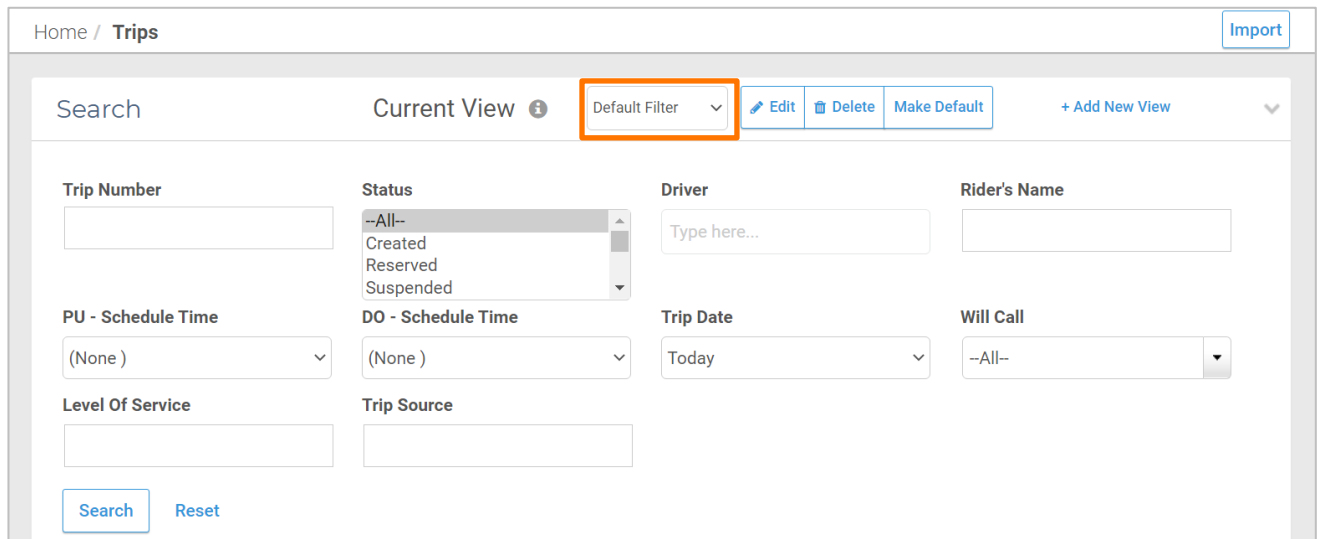
- From the Transport drop-down menu, select **Trips** to view the trips.



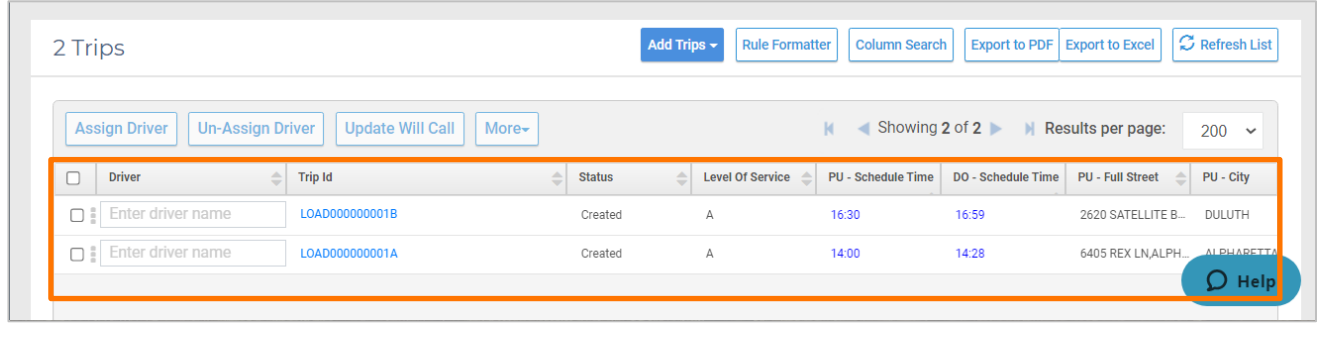
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Navigate to Trips

The Trips screen displays. There are numerous tasks you can do from this page, such as search, create custom filters, and view trips. The page will automatically default to the Default Filter view. This view can be found at the top of the Trips page and is the same for every new user in WellRyde and cannot be edited.



A list of the trips also displays on the Trips screen. Trips automatically Download to the WellRyde Portal, so you do not have to import them.



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Create Custom Filters

1. To create custom filters from the Trips page, click **+Add New View**.

2. The New View window displays. For example, to create a custom filter for dispatching today's trips, you would complete the following fields:

- a. **View Name:** Enter **Dispatching** in the View Name field.
- b. **View Level:** Select the appropriate view level which designates who is allowed to see the view.
 - I. User-level only allows you to see the view.
 - II. Group Level is currently **NOT** being used in the WellRyde portal.
 - III. Company Level allows everyone in your company to see the view.

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Create Custom Filters

In the Search Filters section, pick the search filters or fields you would like to be visible on the Trip page in the Search section when you view the custom filter. These fields are used to further define your search criteria.

The system has already added the field Trip date.

3. Click **Add Search Filter** to add additional fields. For the Dispatching custom filter, you may want to add the following fields:

- Trip ID
- Driver
- Rider's Name
- Status
- Level of Service

For each field that you add, you will specify a default search value such as "like", "equal" or "not equal" to further define your search.

- "Like" prevents you from having to type out an entire word while still generating search results.
- "Equal to" provides an exact data match, where
- "Not equal to" excludes the value entered or specified.

The example above shows what the search criteria should be if you wanted to create a custom filter to view trips for today with a completed trip status.

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4. In the Table Columns section, this is where you would choose the fields you would like to include in your results table.

- a. Available Columns list includes the available fields that can be included in the results table.
- b. Included in Table includes the list of fields that will be included in the results table.

For the Dispatching custom filter, it might be helpful to note the following fields:

- Trip Date
- Trip ID
- Driver
- Rider's Name
- Rider's Phone
- Level of Service
- Status
- Pickup Schedule Time
- Drop Off Schedule Time
- Pickup's Full Street
- Pickup City
- Pickup Zip

To include these columns in the table:

1. Select one of the available column categories/fields.
2. Click the right arrow to move the field selected to the Included in Table column.
3. Use the up and down arrows on the side of the table box to change the order in which the columns appear. It is recommended to place the most important columns at the top of the list for easier viewing access on the vehicle table.

Table Columns
Pick and choose the information you like to include in your table. Once you have added columns, you can change the order in which they are displayed.

a. Available Columns

- Business Partner
- Trip Number
- Status
- Rider's Name
- Rider's Phone
- Tractor Number
- Level Of Service
- Trailer Size
- Trip Date

b. Included In Table
(none)

Buttons: Cancel, Save changes

Table Columns
Pick and choose the information you like to include in your table. Once you have added columns, you can change the order in which they are displayed.

1. Available Columns

- Trailer Size
- Trip Date**
- Weight
- Rider's Weight
- Copy
- Rider's Gender
- Escorts
- Attendants
- Reference

2. Included In Table
(none)

3.

Buttons: Cancel, Save changes

Table Columns
Pick and choose the information you like to include in your table. Once you have added columns, you can change the order in which they are displayed.

Available Columns

- Cancellation Comments
- PU - Unable To Sign
- PU Address Name
- PU - Apartment, Building
- PU - State
- PU Address Country
- PU - Practice Name
- PU SMS Number
- PU - Phone

Included In Table

- Trip Date
- Trip Id
- Driver
- Rider's Name
- Rider's Phone
- Level Of Service
- Status
- PU - Schedule Time
- DO - Schedule Time
- PU - Full Street
- PU - City

The fields in this table will be included in the results table.

Buttons: Cancel, Save changes

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Create Custom Filters

Repeat this process for each field/category you'd like to add to the results table.

- 5. To save the new filter view, click **Save Changes**.

Viewing Custom Filters

- 1. After saving the custom filter, to view it, click the current view drop-down menu and select the new custom filter name – **Dispatching**.

To set the Dispatching custom filter as your default filter, click **Make Default**.

The screenshot shows a search interface with a 'Current View' dropdown menu open. The dropdown menu lists 'Default Filter', 'LogistiCare Trips', 'CIRC Trip', and 'Dispatching', with 'Dispatching' highlighted in orange. The search filters include: Trip Number, Status (with options: --All--, Created, Reserved, Suspended), Rider's Name, PU - Schedule Time, DO - Schedule Time, Trip Date (Today), Will Call (All), Level Of Service, and Trip Source. There are buttons for Search, Reset, Edit, Delete, Make Default, and Add New View.

A list of trips displays that match the search criteria you entered for the Dispatching custom filter.

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Viewing Custom Filters

Search Current View ⓘ Dispatching [v] [Edit] [Delete] [Make Default] + Add New View [v]

Trip Date Select Date: This Month [v] Trip Id: [] Driver: Type here... [] Rider's Name: []

Status: --All-- [v]
Created
Reserved
Suspended

Level Of Service: []

[Search] [Reset]

19 Trips Add Trips [v] Rule Formatter Column Search Export to PDF Export to Excel Refresh List

Assign Driver Un-Assign Driver Update Will Call More- [v] Showing 19 of 19 Results per page: 200 [v]

<input type="checkbox"/>	Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729246	Enter driver name	DOE, JOHN	555112222	A	Suspended	17:45	18:00	4029 43RD ST	SAN DIEG
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729248	Enter driver name	DOE, JOHN	555112222	A	Created	17:00	17:30	3900 5TH AVE	SAN DIEG
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729247	Enter driver name	DOE, JOHN	555112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEG
<input type="checkbox"/>	Wed, Aug 25 2021 ...	RG-729243	Driver One [x]	DOE, JOHN	555112222	A	Pickup Completed	17:57	18:00	4029 43RD ST	SAN DIEG
<input type="checkbox"/>	Wed, Aug 25 2021 ...	RG-729245	Driver One [x]	DOE, JOHN	555112222	A	Dropoff Departed	17:22	17:30	3900 5TH AVE	SAN DIEG
<input type="checkbox"/>	Wed, Aug 25 2021 ...	RG-729242	Driver One [x]	DOE, JOHN	555112222	A	Dropoff Departed	17:00	17:30	3900 5TH AVE	SAN DIEG

- 2. After you've applied the custom view, use the fields in the Search section to further define your search criteria. For example, if you want to search for this week's trips:
 - a. Select **This Week** from the Trip Date Select Date drop-down menu.
 - b. Click **Search**.

Search Current View ⓘ Dispatching [v] [Edit] [Delete] [Make Default] + Add New View [v]

Trip Date Select Date: **This Week** [v] Trip Id: [] Driver: Type here... [] Rider's Name: []

Status: --All-- [v]
Created
Reserved
Suspended

Level Of Service: []

a. [Search] [Reset]

The trips for this week will display in the Trips list.

3 Trips Add Trips [v] Rule Formatter Column Search Export to PDF Export to Excel Refresh List

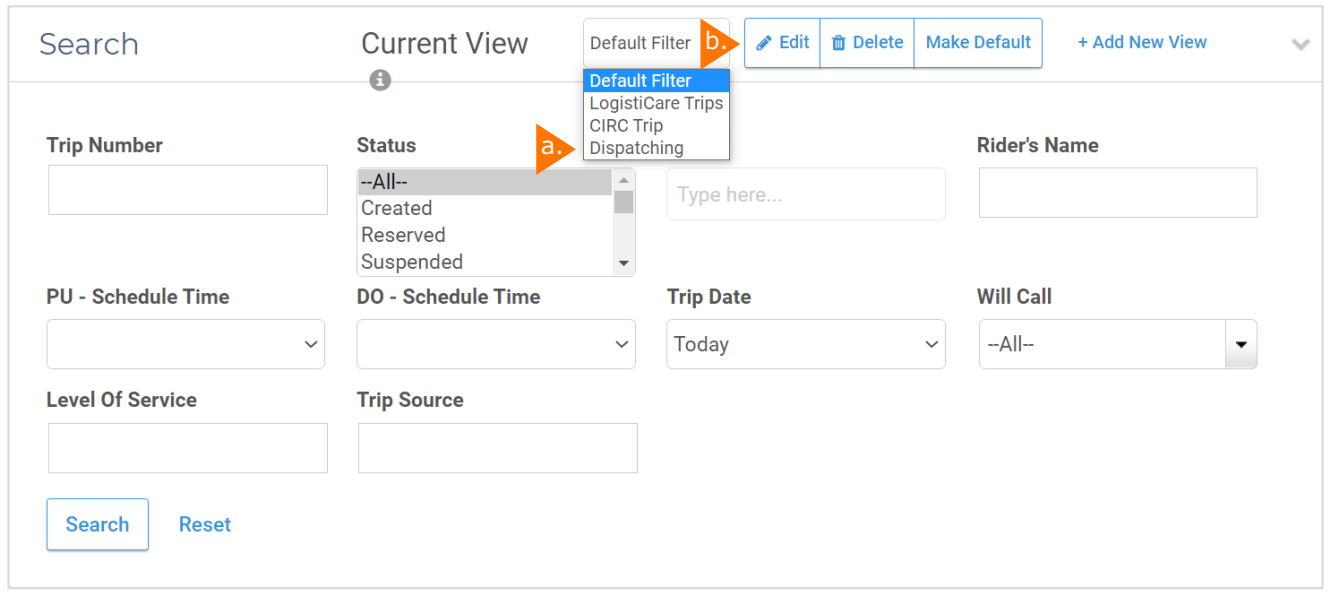
Assign Driver Un-Assign Driver Update Will Call More- [v] Showing 3 of 3 Results per page: 200 [v]

<input type="checkbox"/>	Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729246	Enter driver name	DOE, JOHN	555112222	A	Suspended	17:45	18:00	4029 43RD ST	SAN DIEGO
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729248	Enter driver name	DOE, JOHN	555112222	A	Created	17:00	17:30	3900 5TH AVE	SAN DIEGO
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729247	Enter driver name	DOE, JOHN	555112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEGO

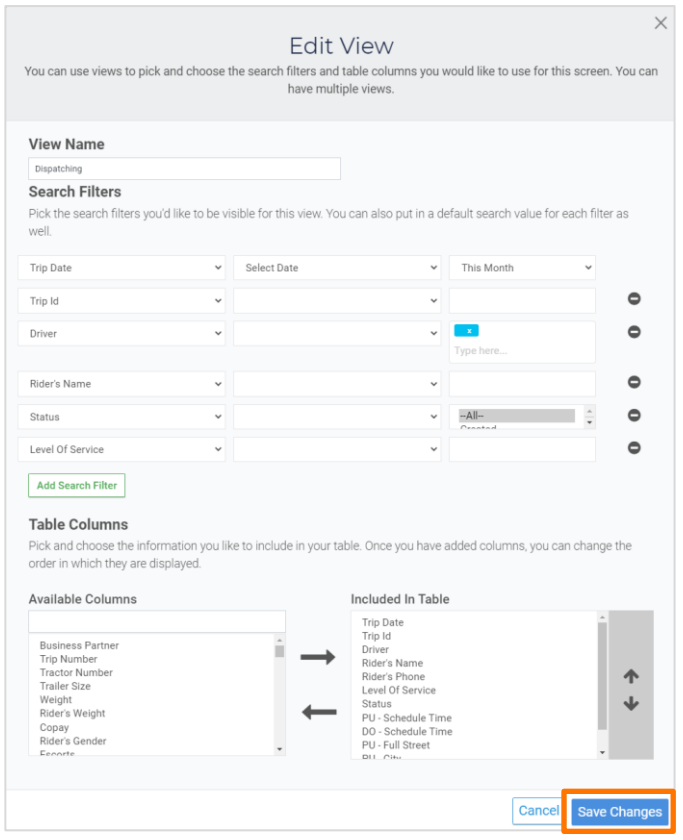
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Edit Custom Filters

- 1. To edit the custom filters,
 - a. Select the view that you want to edit. In this example, select “Dispatching”.
 - b. Click the **Edit** button while in the Dispatching view.



- 2. The Edit View window displays. Make your edits to the filter here, and then click **Save Changes**.



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Search for a Trip

You can search data in a specific column using Column Search to easily find specific data.

1. To search for a trip from the Trips screen, click **Column Search**.

The screenshot shows the '19 Trips' interface. At the top right, there are buttons for 'Add Trips', 'Rule Formatter', 'Column Search' (highlighted with an orange box), 'Export to PDF', 'Export to Excel', and 'Refresh List'. Below these are buttons for 'Assign Driver', 'Un-Assign Driver', 'Update Will Call', and 'More'. The main table has columns: Trip Date, Trip Id, Driver, Rider's Name, Rider's Phone, Level Of Service, Status, PU - Schedule Time, DO - Schedule Time, PU - Full Street, and PU - City. A search bar is visible under the 'Driver' column.

2. Your column search fields will appear under the column headings. This feature allows you to search data in a specific column directly in the results table.

For example, to search for all completed trips, type **Completed** in the search field under the Status column.

The screenshot shows the '19 Trips' interface with search fields added under each column heading. An orange arrow points to the search field under the 'Status' column, which contains the text 'Completed'. Below the table, a list of completed trips is displayed, with the first four rows highlighted in an orange box:

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City
Wed, Aug 18 2021 ...	RG-729231	Driver One	DOE, JOHN	555112222	A	Completed	16:00	17:30	1450 LA FRANCE S...	ATLANT
Wed, Aug 18 2021 ...	RG-729232	Driver One	DOE, JOHN	555112222	A	Completed	16:00	19:30	1968 PEACHTREE ...	ATLANT
Fri, Aug 20 2021 00...	RG-729238	Driver One	DOE, JOHN	555112222	A	Completed	00:10	12:30	1968 PEACHTREE ...	ATLANT
Fri, Aug 20 2021 16...	RG-729235	Driver One	DOE, JOHN	555112222	A	Completed	16:00	17:30	1450 LA FRANCE S...	ATLANT

A list of the completed trips displays.

Note: You can organize your trips by any of the fields in the results; click on the up or down arrow next to each field name.

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Color Coding a Trip's List

If you prefer to color code your search results, use the Rule Formatter. The Rule Formatter allows you to create rules that will flag rows and mark them with a specific color.

1. For example, to mark all the completed trips green, click **Rule Formatter**.

19 Trips Add Trips **Rule Formatter** Column Search Export to PDF Export to Excel Refresh List

Assign Driver Un-Assign Driver Update Will Call More

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City
Wed, Aug 18 2021 ...	RG-729231	Driver One	DOE, JOHN	555112222	A	Completed	16:00	17:30	1450 LA FRANCE S...	ATLANTA
Wed, Aug 18 2021 ...	RG-729232	Driver One	DOE, JOHN	555112222	A	Completed	16:00	19:30	1968 PEACHTREE ...	ATLANTA
Fri, Aug 20 2021 00...	RG-729238	Driver One	DOE, JOHN	555112222	A	Completed	00:10	12:30	1968 PEACHTREE ...	ATLANTA
Fri, Aug 20 2021 16...	RG-729235	Driver One	DOE, JOHN	555112222	A	Completed	16:00	17:30	1450 LA FRANCE S...	ATLANTA

1. Click **Add Rule**.

Rule Formatter

You can create rules that will flag rows and mark them with a specific color.

Add Rule Cancel Save changes

2. In the Rule Formatter window, complete the following fields:
 - a. **Description:** Include a description of the filter being created. For this example, enter **Completed**.
 - b. **Color:** Select **Green** from the drop-down menu.

Rule Formatter

You can create rules that will flag rows and mark them with a specific color.

Description: Completed Color: Green

Add Condition Add Rule Cancel Save changes

3. Click **Add Condition**.

4. Enter the following information for the condition, from the respective drop-down menus:
 - a. **Field 1:** Select **Status**.
 - b. **Field 2:** Select **=**
Note: The third field displays once information has been entered in field 2.
 - c. **Field 3:** Select **Completed**.

Rule Formatter

You can create rules that will flag rows and mark them with a specific color.

Description: Completed Color: Green

Status = Completed

Add Condition Add Rule Cancel Save changes

5. Click **Save Changes**.

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Color Coding a Trip's List

Notice the trips with a status of completed have been highlighted in green. When you search for trips with a completed status, those rows will display in green as a visual indicator that they are completed trips.

19 Trips Add Trips Column Search

Showing 19 of 19 Results per page: 200

<input type="checkbox"/>	Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip
<input type="checkbox"/>	Mon, Aug 23 2021	RG-729239	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Billed	17:57	18:00	4029 43RD ST	SAN DIEGO	92105
<input type="checkbox"/>	Mon, Aug 23 2021	RG-729241	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Billed	17:22	17:30	3900 5TH AVE	SAN DIEGO	92103
<input type="checkbox"/>	Wed, Aug 18 2021	RG-729233	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Billed	16:00	17:30	1450 LA FRANCE S...	ATLANTA	30307
<input type="checkbox"/>	Wed, Aug 18 2021	RG-729234	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Billed	16:00	19:30	1968 PEACHTREE ...	ATLANTA	30309
<input type="checkbox"/>	Mon, Aug 23 2021	RG-729240	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	16:29	16:40	4320 POPLAR ST	SAN DIEGO	92105
<input type="checkbox"/>	Fri, Aug 20 2021 23...	RG-729237	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	23:10	23:30	1450 LA FRANCE S...	ATLANTA	30307
<input type="checkbox"/>	Fri, Aug 20 2021 16...	RG-729235	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	16:00	17:30	1450 LA FRANCE S...	ATLANTA	30307
<input type="checkbox"/>	Fri, Aug 20 2021 16...	RG-729236	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	16:00	19:30	1968 PEACHTREE ...	ATLANTA	30309
<input type="checkbox"/>	Fri, Aug 20 2021 00...	RG-729238	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	00:10	12:30	1968 PEACHTREE ...	ATLANTA	30309
<input type="checkbox"/>	Wed, Aug 18 2021	RG-729231	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	16:00	17:30	1450 LA FRANCE S...	ATLANTA	30307
<input type="checkbox"/>	Wed, Aug 18 2021	RG-729232	<input type="button" value="Driver One"/> x	DOE, JOHN	555112222	A	Completed	16:00	19:30	1968 PEACHTREE ...	ATLANTA	30309
<input type="checkbox"/>	Mon, Aug 30 2021	RG-729248	<input type="text" value="Enter driver name"/>	DOE, JOHN	555112222	A	Created	17:00	17:30	3900 5TH AVE	SAN DIEGO	92103

WellRyde Volunteer Driver – Assigning Trips to Drivers

Assigning an Individual one Trip or Multiple Trips

After searching and filtering trips, you may need to assign them to your drivers. You can assign individual trips to a driver or multiple trips to one driver. Assigning multiple trips to one driver allows you to assign trips more efficiently and quickly.

1. To assign an individual a trip:
 - a. Click the Driver Name field to access the drop-down menu.
 - b. Select the specific driver's name you'd like to assign the trip. This will assign the trip real time to the driver.

19 Trips

Buttons: Add Trips, Rule Formatter, Column Search, Export to PDF, Export to Excel, Refresh List

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip
Mon, Aug 30 2021 ...	RG-72924	Enter driver name	DOE, JOHN	555112222	A	Created	17:00	17:30	3900 5TH AVE	SAN DIEGO	92103
Mon, Aug 30 2021 ...	RG-72947	Enter driver name	DOE, JOHN	555112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEGO	92105
Tue, Aug 3 2021 16...	RG-729211	Enter driver name	DOE, JOHN	555112222	A	Created	16:00	17:30	1450 LA FRANCE S...	ATLANTA	30307

You will receive a confirmation message stating the trip was assigned successfully.

19 Trips

Buttons: Add Trips, Rule Formatter, Column Search, Trip Assigned Successfully.

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip
Mon, Aug 30 2021 ...	RG-729247	Enter driver name	DOE, JOHN	555112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEGO	92105
Tue, Aug 3 2021 16...	RG-729211	Enter driver name	DOE, JOHN	555112222	A	Created	16:00	17:30	1450 LA FRANCE S...	ATLANTA	30307

2. To assign multiple trips to one driver:
 - a. Click the **check boxes** to the left of all the trips you'd like to assign.
 - b. Click **Assign Driver**.

19 Trips

Buttons: Add Trips, Rule Formatter, Column Search, Export to PDF, Export to Excel, Refresh List

Selected Trips (2)

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip	
<input checked="" type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729247	Enter driver name	DOE, JOHN	555112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEGO	92105
<input checked="" type="checkbox"/>	Tue, Aug 3 2021 16...	RG-729211	Enter driver name	DOE, JOHN	555112222	A	Created	16:00	17:30	1450 LA FRANCE S...	ATLANTA	30307

WellRyde Volunteer Driver – Assigning Trips to Drivers

Assigning an Individual one Trip or Multiple Trips

3. The Assign Trips to Driver window displays. To select the driver:
 - a. Click inside the Assign to Driver field (white box under Assign to Driver) to access a list of eligible drivers.
 - b. Select the **name of the driver** you'd like to assign the trips.
 - c. Click **Save Changes**.

The screenshot shows the 'Assign Trips to Driver' window. At the top, it says 'Assign Trips to Driver'. Below that is a table for 'Selected Trip(s)'. The table has columns: Trip Number, Rider, Trip Date, Scheduled Pick-Up Time, Status, Driver, Vehicle, Comments, and No. of passengers. Two trips are listed: RG-729211 and RG-729247, both for rider DOE, JOHN, on 08/03/2021, with status 'Created' and comments 'CALL UPON ARRIVAL'.

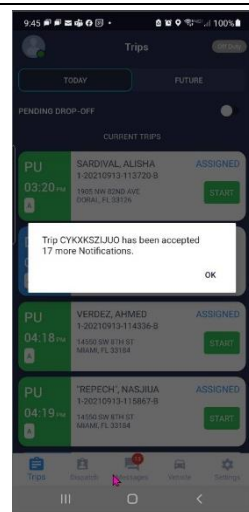
Below the table is the 'Assign to Driver' section. It has a dropdown menu labeled 'Select a Driver' and a search input field 'Type a driver first, last name or CDL'. A list of drivers is shown below the search field, with 'Driver One' selected. The list includes: Driver (CDL), Admin User (AU44), Kristina Forester (KF121), Nguyen Dinh (ND323), and Driver One (DO111). An orange arrow 'a.' points to the dropdown menu, and another orange arrow 'b.' points to the driver list.

At the bottom right of the window are 'Cancel' and 'Save Changes' buttons. An orange arrow 'c.' points to the 'Save Changes' button.

Whether you assign individual trips to a driver or multiple trips to one driver, once the trips are assigned, you will get a confirmation message stating the trips were assigned successfully.

The screenshot shows a confirmation message in a green box that says 'Trips Assigned Successfully.' The message is displayed in a window with buttons for 'Add Trips', 'Rule Formatter', and 'Column Search'.

Also, the driver will immediately get a notification on their mobile app that a trip or trips have been assigned to them. The driver will still need to refresh their mobile app screen for the trips to appear.



WellRyde Volunteer Driver – Assigning Trips to Drivers

Unassigning and Reassigning Trips

- To unassign a single trip from a driver, click on the “X” next to the driver’s name in the driver column on the Trips screen.

19 Trips

Buttons: Add Trips, Rule Formatter, Column Search, Export to PDF, Export to Excel, Refresh List

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More-

Showing 19 of 19 | Results per page: 200

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip
Mon, Aug 30 2021	RG-729246	Enter driver name	DOE, JOHN	5551112222	A	Suspended	17:45	18:00	4029 43RD ST	SAN DIEGO	92105
Mon, Aug 30 2021	RG-729248	Driver Four <input checked="" type="checkbox"/>	DOE, JOHN	5551112222	A	Accepted	17:00	17:30	3900 5TH AVE	SAN DIEGO	92103
Mon, Aug 30 2021	RG-729247	Enter driver name	DOE, JOHN	5551112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEGO	92105

- The Unassign Trip window displays asking are you sure you want to unassign the selected trip. Click **Unassign**.

Unassign Trip

Are you sure to unassign the selected Trip ?

Buttons: Cancel, Unassign

A confirmation message displays stating the trip was unassigned successfully. Also, the status of the trip changes from accepted to created.

19 Trips

Buttons: Add Trips, Rule Formatter, Column Search, Trip Unassigned Successfully

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More-

Showing 19 of 19 | Results per page: 200

Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip
Mon, Aug 30 2021	RG-729246	Enter driver name	DOE, JOHN	5551112222	A	Suspended	17:45	18:00	4029 43RD ST	SAN DIEGO	92105
Mon, Aug 30 2021	RG-729248	Enter driver name	DOE, JOHN	5551112222	A	Created	17:00	17:30	3900 5TH AVE	SAN DIEGO	92103
Mon, Aug 30 2021	RG-729247	Enter driver name	DOE, JOHN	5551112222	A	Created	16:15	16:40	4320 POPLAR ST	SAN DIEGO	92105
Wed, Aug 25 2021	RG-729243	Driver One <input checked="" type="checkbox"/>	DOE, JOHN	5551112222	A	Pickup Completed	17:57	18:00	4029 43RD ST	SAN DIEGO	92105

- To unassign several trips at once:
 - Select the **checkbox** next to all the trips to unassign.
 - Click **Unassign Driver**.

19 Trips

Buttons: Add Trips, Rule Formatter, Column Search, Export to PDF, Export to Excel, Refresh List

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More-

Showing 19 of 19 | Results per page: 200

Selected Trips (2) **b.**

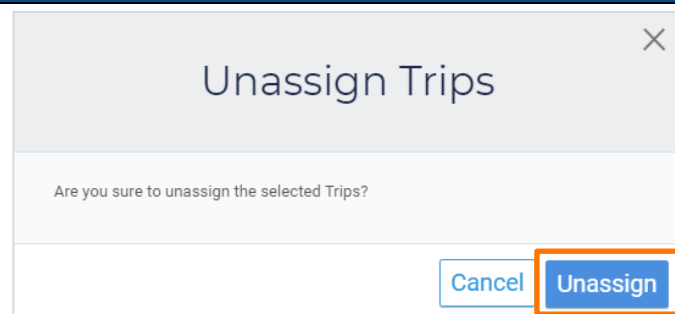
Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	PU - Zip
Mon, Aug 30 2021	RG-729246	Enter driver name	DOE, JOHN	5551112222	A	Suspended	17:45	18:00	4029 43RD ST	SAN DIEGO	92105
Mon, Aug 30 2021	RG-729248	Driver One <input checked="" type="checkbox"/>	DOE, JOHN	5551112222	A	Accepted	17:00	17:30	3900 5TH AVE	SAN DIEGO	92103
Mon, Aug 30 2021	RG-729247	Driver One <input checked="" type="checkbox"/>	DOE, JOHN	5551112222	A	Accepted	16:15	16:40	4320 POPLAR ST	SAN DIEGO	92105
Wed, Aug 25 2021	RG-729243	Driver One <input checked="" type="checkbox"/>	DOE, JOHN	5551112222	A	Pickup Completed	17:57	18:00	4029 43RD ST	SAN DIEGO	92105

a.

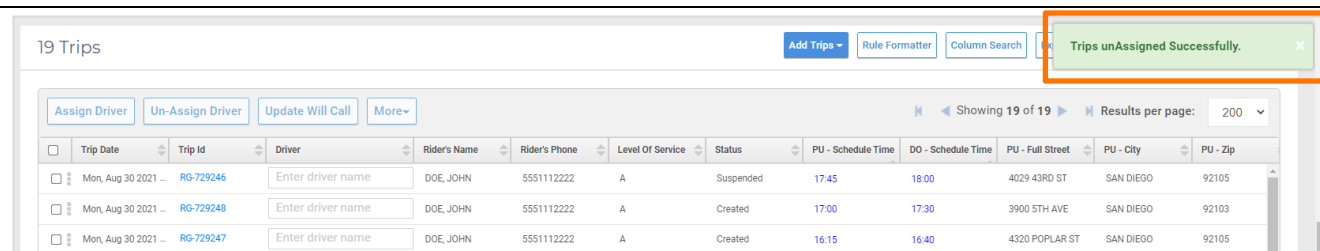
WellRyde Volunteer Driver – Assigning Trips to Drivers

Unassigning and Reassigning Trips

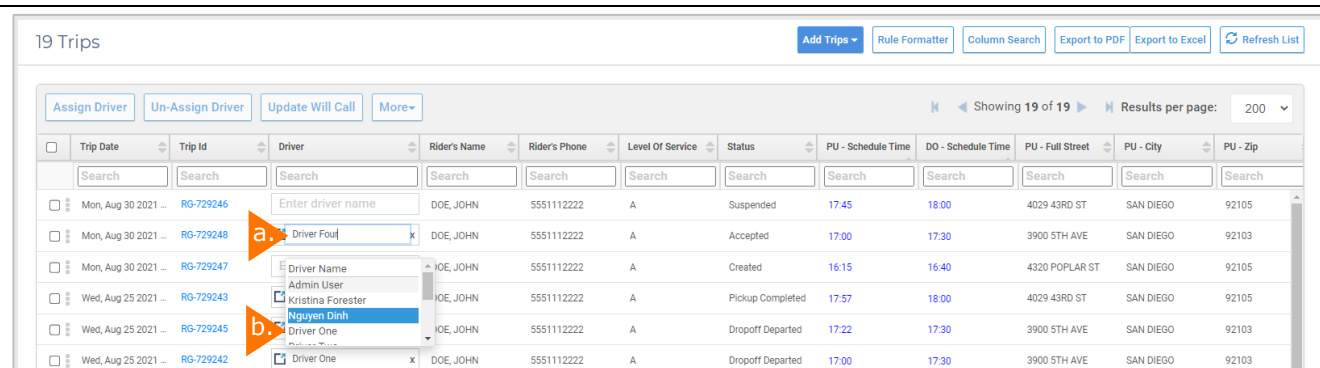
4. The Unassign Trip window displays asking are you sure you want to unassign the selected trip. Click **Unassign**.



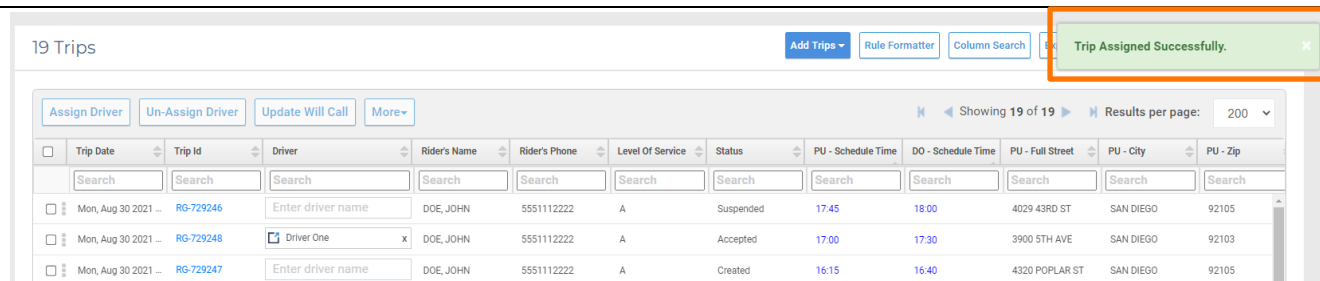
A confirmation message displays stating the trips were unassigned successfully. Also, the status of the trip changes from accepted to created.



5. If a trip is already assigned to one driver and you need to reassign it to another driver in real time,
- Click in the **driver's name** field for the trip.
 - Select the **new driver's name** from the drop-down menu.



A confirmation message displays stating the trips were assigned successfully.



Note: To reassign in bulk, first unassign all the necessary trips, then reassign the trips in bulk just as you would assign them for the first time.

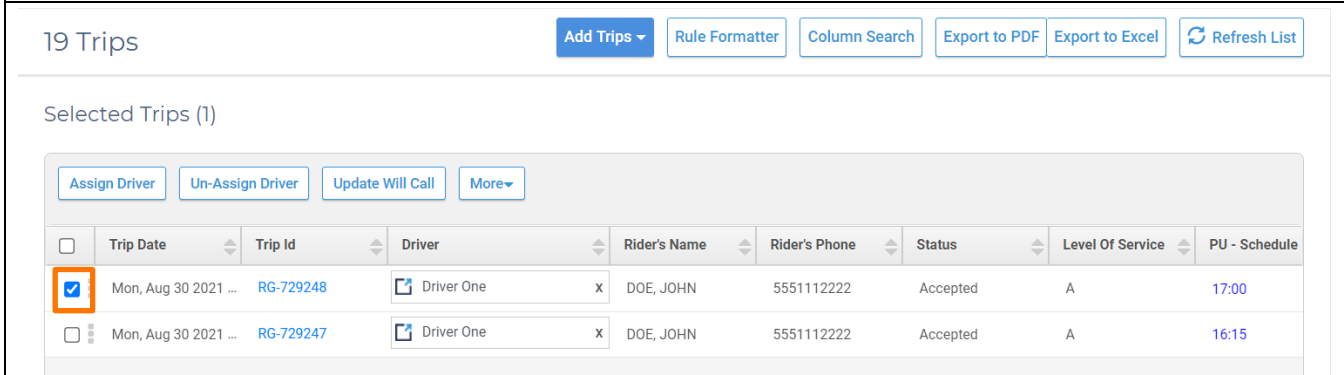
WellRyde Volunteer Driver – Assigning Trips to Drivers

WellRyde Volunteer Driver – Assigning Trips to Drivers

Re-route and Cancel Trips

There also might be instances in which you need to re-route a trip or cancel a trip altogether. Re-routing typically occurs when you receive trips in WellRyde from ModivCare and don't have enough drivers to fulfill the trips. Or you are outside of the specific service area, so you must send the trips back to ModivCare. This is also referred to as "rejecting a trip" in WellRyde.

1. To re-route a trip, click the checkbox for the trip you need to re-route.



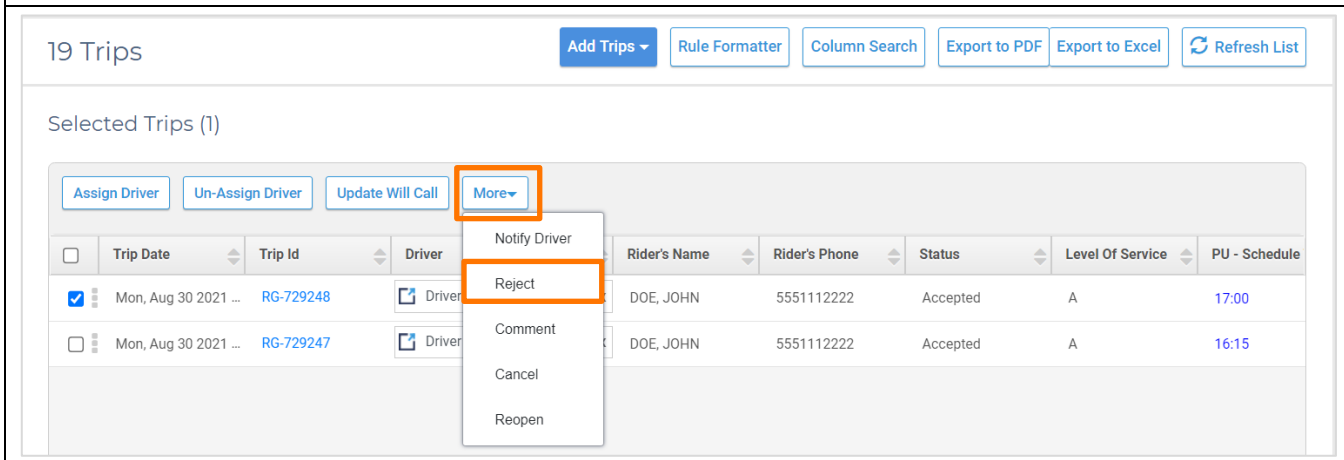
19 Trips Add Trips ▾ Rule Formatter Column Search Export to PDF Export to Excel Refresh List

Selected Trips (1)

Assign Driver Un-Assign Driver Update Will Call More ▾

<input type="checkbox"/>	Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Status	Level Of Service	PU - Schedule
<input checked="" type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729248	Driver One	DOE, JOHN	5551112222	Accepted	A	17:00
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729247	Driver One	DOE, JOHN	5551112222	Accepted	A	16:15

2. Click **More** and then select **Reject** from the drop-down menu.



19 Trips Add Trips ▾ Rule Formatter Column Search Export to PDF Export to Excel Refresh List

Selected Trips (1)

Assign Driver Un-Assign Driver Update Will Call More ▾

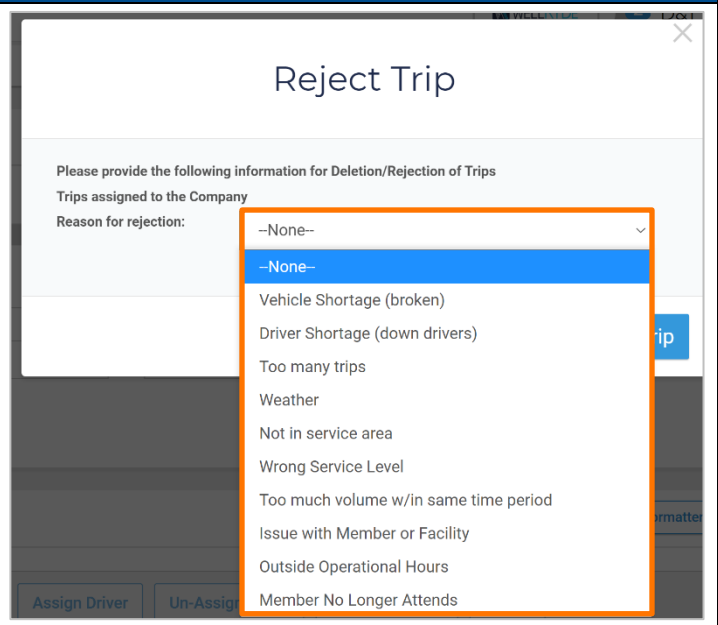
<input type="checkbox"/>	Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Status	Level Of Service	PU - Schedule
<input checked="" type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729248	Driver	DOE, JOHN	5551112222	Accepted	A	17:00
<input type="checkbox"/>	Mon, Aug 30 2021 ...	RG-729247	Driver	DOE, JOHN	5551112222	Accepted	A	16:15

- Notify Driver
- Reject**
- Comment
- Cancel
- Reopen

WellRyde Volunteer Driver – Assigning Trips to Drivers

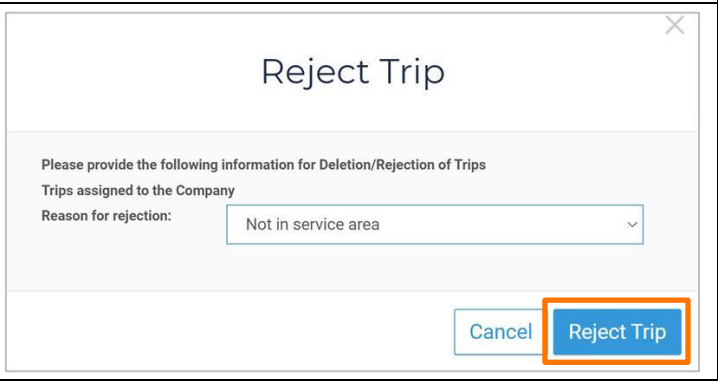
Re-route and Cancel Trips

3. Next, select a **re-route reason** description from the Reason for Rejection drop-down menu.



4. Click **Reject Trip**. The trip will be sent back to ModivCare automatically.

Note: To re-route trips successfully, the trip's starting date and time needs to be more than 24 hours from the current date and time.



5. To cancel a trip altogether, click **More** and then select **Cancel** from the drop-down menu.

4 Trips Add Trips ▾ Rule Formatter Column Search Export to PDF Export to Excel Refresh List

Selected Trips (1)

Assign Driver Un-Assign Driver Update Will Call More ▾				Showing 4 of 4		Results per page: 200		
<input type="checkbox"/>	Driver	Trip Id		Level Of Service	Status	Rider's Name	PU - Schedule Time	DO - Sch
<input checked="" type="checkbox"/>	Driver One	x RG-729231	<div style="border: 1px solid gray; padding: 5px;"> Notify Driver Reject Comment Cancel Reopen </div>	A	Dropoff Departed	DOE, JOHN	16:00	17:30
<input type="checkbox"/>	Driver One	x RG-729232		A	Dropoff Departed	DOE, JOHN	16:00	19:30
<input type="checkbox"/>	Driver One	x RG-729233		A	Completed	DOE, JOHN	16:00	17:30
<input type="checkbox"/>	Driver One	x RG-729234		A	Completed	DOE, JOHN	16:00	19:30

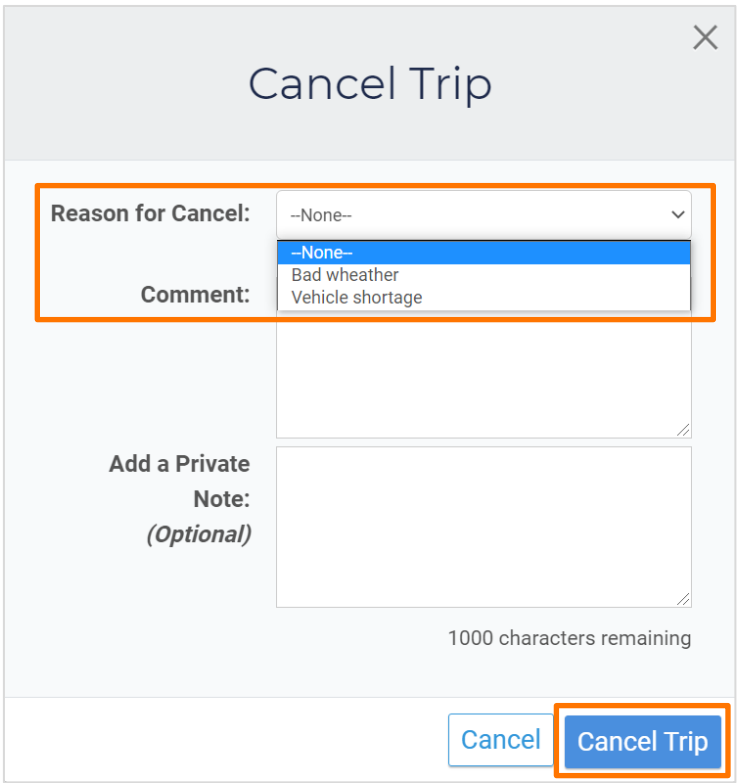
WellRyde Volunteer Driver – Assigning Trips to Drivers

Re-route and Cancel Trips

6. The Cancel Trip window displays. From the Reason for Cancel drop-down menu, select a **reason** for the cancellation:

- Bad weather
- Vehicle shortage

7. Click **Cancel Trip**.



WellRyde Volunteer Driver – Assigning Trips to Drivers

Export a Trip List

After you've finalized your trip list, you can easily export it from the Dispatch Portal and save it to your computer for your records. You can either Export to PDF or Export to Excel.

1. To export a trip list to PDF, click **Export to PDF**.

19 Trips

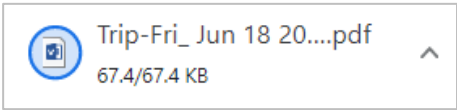
Add Trips | Rule Formatter | Column Search | **Export to PDF** | Export to Excel | Refresh List

Selected Trips (1)

Assign Driver | Un-Assign Driver | Update Will Call | More

<input type="checkbox"/>	Trip Date	Trip Id	Driver	Rider's Name	Rider's Phone	Level Of Service	Status	PU - Schedule
<input type="checkbox"/>	Mon, Aug 23 2021 ...	RG-729240	Driver One	DOE, JOHN	555112222	A	Completed	16:29
<input type="checkbox"/>	Fri, Aug 20 2021 23...	RG-729237	Driver One	DOE, JOHN	555112222	A	Completed	23:10
<input type="checkbox"/>	Fri, Aug 20 2021 16...	RG-729235	Driver One	DOE, JOHN	555112222	A	Completed	16:00

2. The document will download to the Downloads folder on your computer. You will know the file is downloading when you see this image at the bottom of your computer screen.



Below is an example of an opened PDF.

Trip-Fri_ Jun 18 2021 12_33_34.pdf

1 / 1 | 83% | Download | Print | More

WELLRYDE
ModivCare Testing LLC

Trip
June 18th 2021, 4:33:34 pm

Driver	Trip Id	Status	Level Of Service	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts	PU - Actual Time	DO - Actual Time	Weight	Trailer Size	Trip South
	LOAD000000001B	Created	A	Fri, Jun 18 2021 16:30:00	Fri, Jun 18 2021 16:59:00	2620 SATELLITE BLVD,DULUTH,GA,USA	DULUTH	6405 REX LN,ALPHARETTA,GA,USA	ALPHARETTA				15.29		
Kristina Forester	LOAD000000001A	Accepted	A	Fri, Jun 18 2021 14:00:00	Fri, Jun 18 2021 14:28:00	6405 REX LN,ALPHARETTA,GA,USA	ALPHARETTA	2620 SATELLITE BLVD,DULUTH,GA,USA	DULUTH				14.89		

Total Count : 2

Note: Follow the same steps to export to Excel.

2 Trips

Add Trips | Rule Formatter | Column Search | Export to PDF | **Export to Excel** | Refresh List

Assign Driver | Un-Assign Driver | Update Will Call | More

Showing 2 of 2 | Results per page: 200

<input type="checkbox"/>	Driver	Trip Id	Status	Level Of Service	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City
<input type="checkbox"/>	Enter driver name	LOAD000000001B	Created	A	16:30	16:59	2620 SATELLITE B...	DULUTH
<input checked="" type="checkbox"/>	Kristina Forester	LOAD000000001A	Accepted	A	14:00	14:28	6405 REX LN,ALPH...	ALPHARETTA

WellRyde Volunteer Driver – Assigning Trips to Drivers