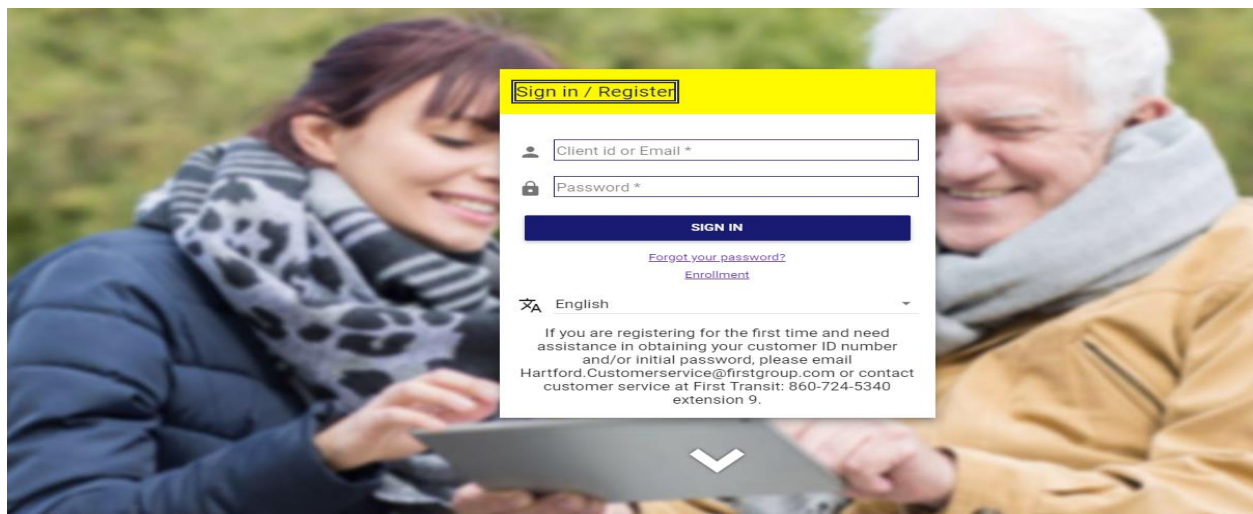


Greater Hartford Transit District is Online!

The Greater Hartford Transit District (the “District”) services are now available online! Passengers now have the ability to go online using a computer, tablet, or smart phone and make travel arrangements. Users of PASS-WEB can check the status of an upcoming ride, view past and upcoming rides, book rides, pay for rides, and update contact information all online. Trip booking is available daily from 5 a.m. to 5 p.m. Users of PASS-WEB can pay for trips online using an E-check or credit card in order to get the discounted fare of \$28 for ten rides.

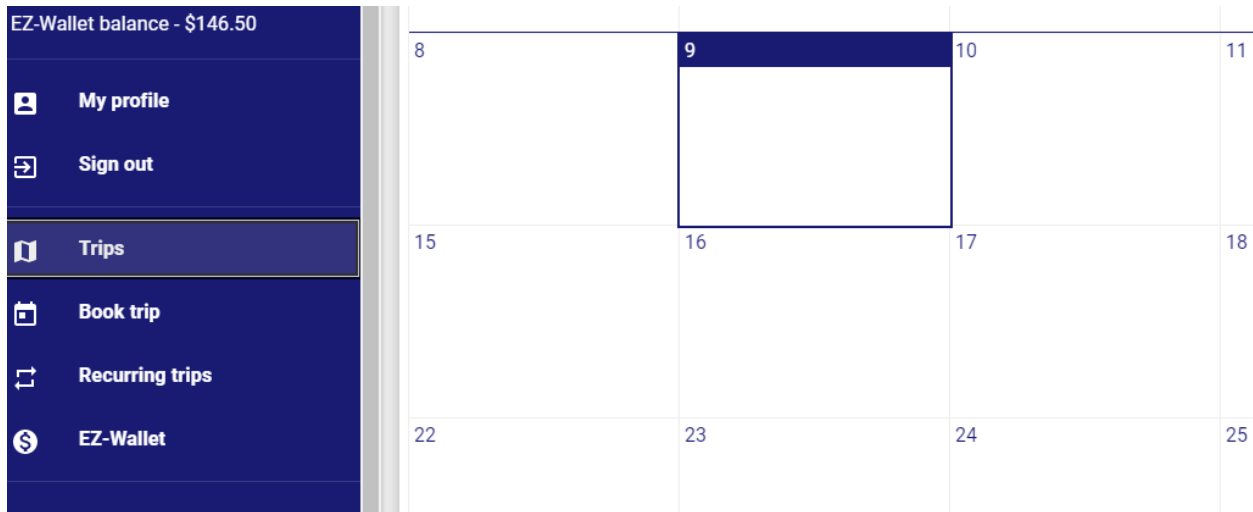
Creating an Account

1. In order to enroll, visit <https://ghtdonlinebooking.org>. The PASS-WEB program suggests using the internet browser Google Chrome or Safari for an optimal experience.
2. Click on “Enrollment” and answer questions related to the user’s ADA Paratransit account. Click on Enroll.
3. An email will be sent to the email address entered during enrollment. For security purposes, users must have an active email address.
4. Once the email gets validated the user will be asked to create a password for PASS-WEB. Passwords for the account should be a mix of at least eight characters consisting of at least one special character, 1 letter, and one digit.
5. For users that run into issues creating an account, call Customer Service (860)724-5340 extension 9 or the District at (860)247-5329 extension 3086 during regular business hours.
6. After creating an account and logging in, users must agree to the terms and conditions of the program to continue.



Viewing Trips

When a user logs into their PASS-WEB account the main page shows the trips booked. Users can click on the “Trips” tab anytime to go back to view trips. Trips can be viewed in a calendar or list view setting.



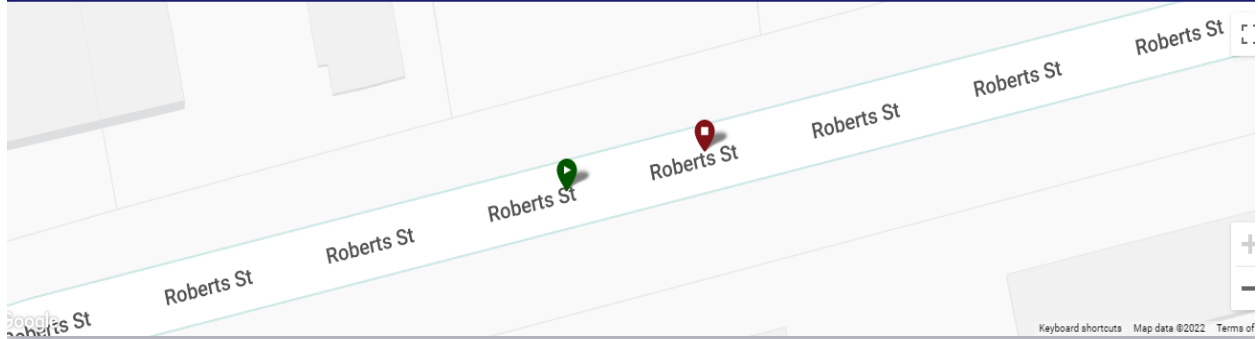
Booking Trips

1. Click on “Book Trip” to schedule a trip. If a user wants to set up a subscription or reoccurring trip, please call the scheduling department to do this 860-724-5340 extension 6.
2. Type in the exact pickup address. The PASS-WEB program will begin giving the user a list of addresses to choose from while typing. Select the appropriate address. Provide the necessary information such as a callback number, drop off address, and other details.
3. Select a date and time for the pickup. Select either a pickup or drop off time but not both.
4. Under “Additional Options” select if the user is bringing a mobility device such as a cane, wheelchair, etc. Under Space Type, please select if the user is ambulatory (can walk) or if the user is using a wheelchair or a wide wheelchair. Users have the ability to add a Personal Care Attendant (PCA) if your account includes one or one companion.
5. Under “Payment Options” select the payment being used for the trip. Users can choose to prepay using funds from EZ-Wallet or select ticket/cash if the user will pay on the vehicle.
6. Click on “Book Trip” to book the trip. A confirmation of the booking that provides booking details will appear. To confirm the booking, click on “confirm booking”.

Trip Booking Tips

1. If while booking a trip the program notes that the booking cannot be performed it may be due to an address location not being within the ADA Paratransit service area or that the user is trying to book a trip outside of the hours in which the location is serviced. ADA Paratransit runs on the same days and times as the fixed route CTtransit bus system and covers within ¼ of a mile surrounding the Hartford, New Britain, and Bristol fixed route bus system.
2. On the confirmation booking page, users have the ability to select an earlier or later pickup time (if available).
3. Trips can be booked daily from 5 a.m. to 5 p.m. and can be scheduled up to five (5) days ahead of time, up until the day before.
4. If booking a trip to a common street address such as High St, when typing in the address make sure to add a comma before the city i.e. 5 High St, New Britain for it to more easily pull up the correct address.
5. Due to ADA Paratransit being a shared ride and travel being comparable to the city bus system, trips must be scheduled at least one hour apart in order to avoid an overlapping error.

Trip details
🔄 🖨️ ✕



☰ Trip details
CANCEL REPEAT

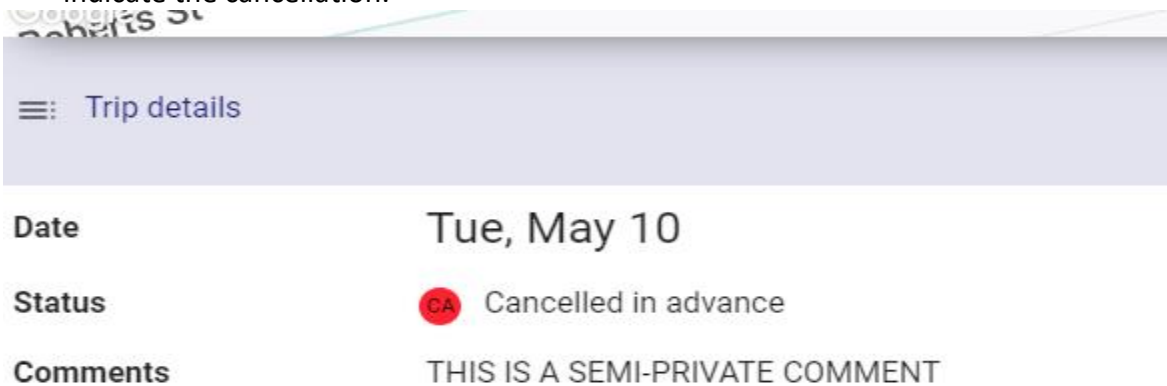
Date	Tue, May 10	Total Fare	\$5.60
Status	S Scheduled	Fare To Collect	\$5.60
Comments	THIS IS A SEMI-PRIVATE COMMENT	Payment Option	Use Ticket or Cash on vehicle ▾
		Booking purpose	Unknown
		Additional passengers	1. Companion - Ambulatory
		Mobility Aids	1. Cane

☰ 148 ROBERTS ST, EAST HARTFORD, 06108 To 144 ROBERTS ST, EAST HARTFORD, 06108

📄 Booking id: 11519083

Canceling a Trip

1. To cancel a trip, click on the trips tab. Click on the trip that the user would like to cancel. Click on the cancel button to cancel the trip.
2. When trying to cancel a trip, the webpage will ask the user to confirm that they are cancelling the trip. Click Yes to confirm and cancel the trip.
3. Please note that users can not cancel trips online two hours or less before a scheduled trip. If a user needs to cancel a trip two hours or less please call dispatch at 860-724-5340 extension 2. Trip cancellations with less than two hours' notice are subject to the District's no show policy.
4. The cancelled trip will show up on the users calendar with a red circle next to it to indicate the cancellation.

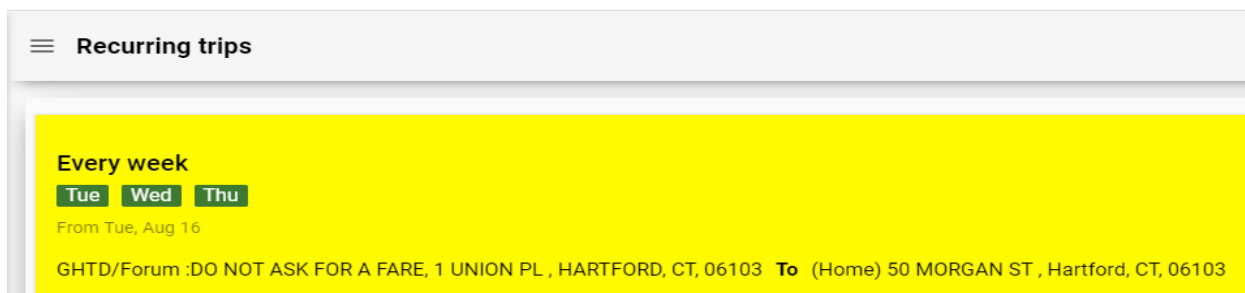


The screenshot shows a mobile application interface for trip details. At the top, there is a header with a hamburger menu icon and the text "Trip details". Below this, the "Date" is listed as "Tue, May 10". The "Status" is "Cancelled in advance", indicated by a red circle with the letters "CA" next to the text. The "Comments" section contains the text "THIS IS A SEMI-PRIVATE COMMENT".

Subscription or Recurring Trips

Subscription reservations are offered on a limited basis for trips that recur weekly at the same time to and from the same addresses. If a user is interested in being placed on a subscription ride schedule, call 860-724-5340 extension 6. Subscriptions are subject to availability.

If a user has a subscription, select the "Recurring trips" to see subscription details.

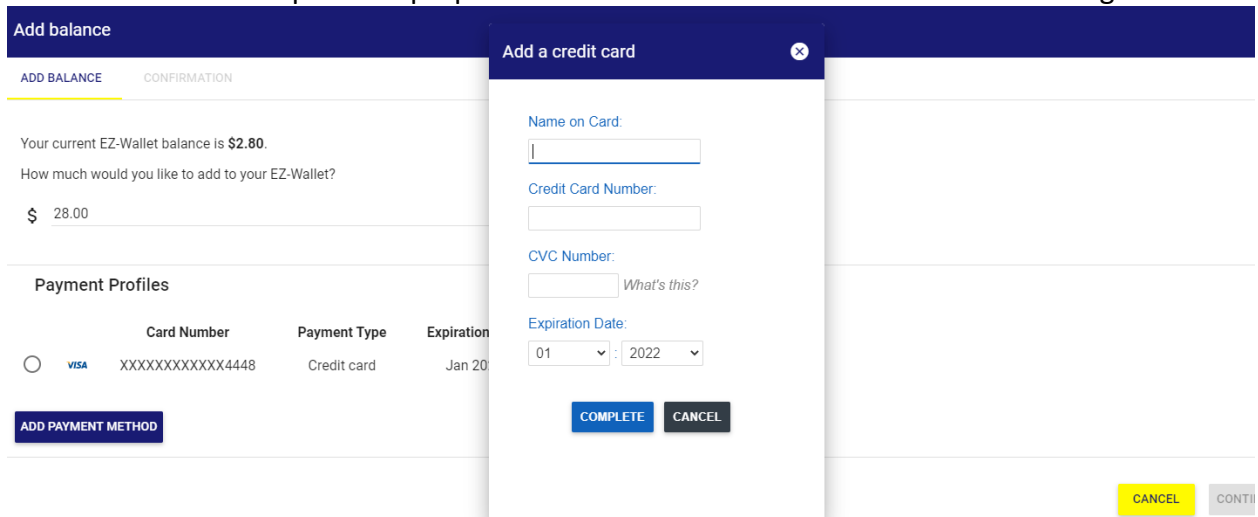


The screenshot shows a mobile application interface for recurring trips. At the top, there is a header with a hamburger menu icon and the text "Recurring trips". Below this, there is a yellow highlighted box containing the following information: "Every week" followed by three buttons labeled "Tue", "Wed", and "Thu". Below the buttons, it says "From Tue, Aug 16". At the bottom of the box, it lists the route: "GHTD/Forum :DO NOT ASK FOR A FARE, 1 UNION PL , HARTFORD, CT, 06103 To (Home) 50 MORGAN ST , Hartford, CT, 06103".

EZ-Wallet

Users can add money into their account by clicking on the “EZ-Wallet” tab. The money added onto the account can be used when you reserve trips online or over the telephone. When a user books their trip, the fare will be deducted from the EZ-Wallet account automatically. If a trip is cancelled, the funds will be returned back to the account.

1. To load funds, click on “Add Balance to EZ-Wallet”.
2. If adding money for the first time reach out by email to Lyncil.rodriquez@transdev.com or call 860-380-4885 to activate this feature. Once activated click on Add Payment Method to select if the payment type will be a credit card or check.
3. Enter in appropriate information and click on complete.
4. The minimum amount of money that can be added is \$28 which gives users 10 rides (\$2.80 per each one-way trip).
5. Select which payment to use and enter in the amount of funds to add to the EZ-Wallet account. Click on continue.
6. Users can setup auto top-ups when funds in an EZ-Wallet account are running low.

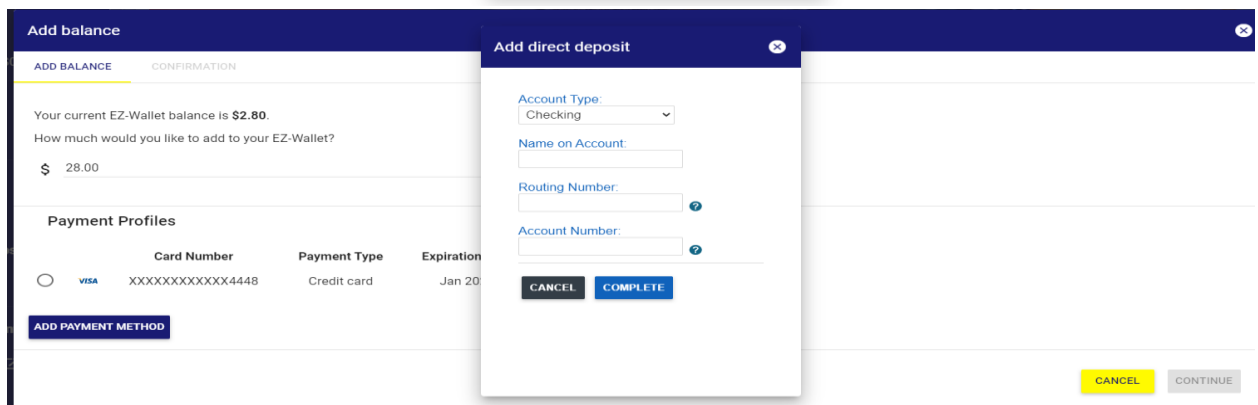


The screenshot shows the 'Add balance' interface with the 'Add a credit card' modal open. The background interface includes a header 'Add balance' with tabs for 'ADD BALANCE' and 'CONFIRMATION'. It displays the current EZ-Wallet balance as \$2.80 and asks for the amount to add, with a default of \$28.00. Below this is a 'Payment Profiles' table with one entry: a VISA card ending in 4448, set as a credit card, expiring in Jan 20. A 'CANCEL' button is visible at the bottom right of the background interface.

The 'Add a credit card' modal contains the following fields:

- Name on Card: [Text input]
- Credit Card Number: [Text input]
- CVC Number: [Text input] with a 'What's this?' link.
- Expiration Date: [Month/Year dropdown] : [Year dropdown]

 At the bottom of the modal are 'COMPLETE' and 'CANCEL' buttons.



The screenshot shows the 'Add balance' interface with the 'Add direct deposit' modal open. The background interface is identical to the previous screenshot, showing the 'Add balance' flow and the 'Payment Profiles' table.

The 'Add direct deposit' modal contains the following fields:

- Account Type: [Dropdown menu, currently set to 'Checking']
- Name on Account: [Text input]
- Routing Number: [Text input]
- Account Number: [Text input]

 At the bottom of the modal are 'CANCEL' and 'COMPLETE' buttons.

Setting up Auto Top-Ups

To prevent EZ-Wallet funds from running low, users have the option to have the system automatically top up their account if funds get low. Users can decide when they want the system to add funds automatically to their account. A minimum deposit of \$28 is required when topping up an account in order to get the discount travel rate of paying \$2.80 for each trip.

1. Click on Setup Auto Top-Ups.
2. Select how much money to deposit when the account balance gets low.
3. Select which payment to use to pay for the auto top-ups.
4. Click save.

Auto Top-Ups ✕

Complete all fields below to setup your Top-Ups.

Deposit *	Threshold *
\$ 28	\$ 20

Your balance will be automatically topped up by **\$28.00** when it is below **\$20.00**.

Payment Profiles

	Card Number	Payment Type	Expiration Date
<input type="radio"/>	*****1156-121000358	E-Check	
<input checked="" type="radio"/>	XXXXXXXXXX8936	Credit card	Jan 2023

REMOVE CANCEL SAVE

Booking Trips by Phone

Passengers can continue to book trips through the telephone call center by calling 860-724-5340 extension 1 daily from 8 a.m. until 5 p.m. Trips booked through the call center can use EZ-Wallet funds to pay for the trip. Inform the reservationist during the call that EZ-Wallet funds should be used to pay for the trips scheduled.





Viewing and Updating My Profile

PASS-WEB allows users to view and change the information in their customer profile. The “My profile” tab shows users’ ID number, name, EZ-Wallet balance, current mobility aids, and contact information. Users can change their email address and phone number in this area. To change an address, select the “Feedback” tab.

- i If you would like to change your registered addresses, please use the [Feedback form](#) to send us the details of the change.

- i Any changes to the information can be made through one of our customer service.

Feedback- Reach out to the District!

Users can provide feedback directly to the District by clicking on the Feedback tab. Users can either submit complaints, suggestions, and commendations or provide address change information.

1. Click on Feedback.
2. Select which type of feedback to provide.
3. Type comments in the box below. Afterwards click Submit.

Comments and Feedback



Please use this form to file **Address change, complaints, suggestions and commendation** to Trapeze. This form is not intended for trip planning purposes.

- Complaints, suggestions and commendations
- Address change

Add your comments here *

Type your feedback in this box that will be sent directly to our team!

SUBMIT