

Download the RTD Van Go! app

Find and open the **App Store** or **Google Play** on your smartphone



Type RTD Van Go! into the search bar



Select the **RTD Van Go!** app



App store:

Tap **GET**

Google Play:

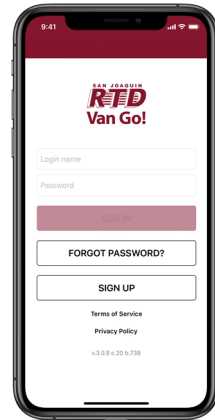
Tap **Install**

To book a trip using the app, you must create an account with a valid email address.

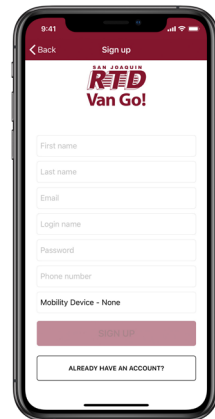


Create an account

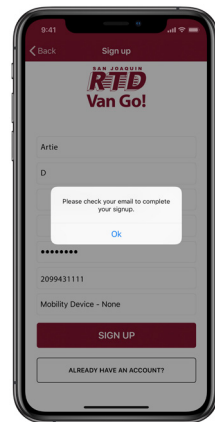
A valid email address is required



- 1 Open the app**
Tap **SIGN UP** from the app home screen



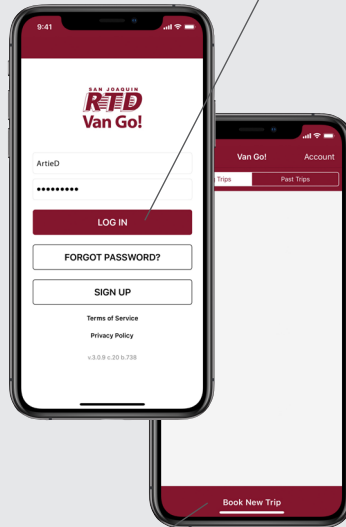
- 2 Fill in all the fields**
Enter your name
Provide a valid email address (Example@email.com)
Create a login name and password
Tap **SIGN UP** to receive the confirmation email



- 3 Check your email**
Find the email from **DO_NOT_REPLY@ecolane.com**
Click the link in the email to complete your sign up

Log in

Enter your login name and password then tap **LOG IN**



Tap **Book New Trip** at the bottom of the screen

Book a new trip

Reserve a trip up to 48 hours in advance

Choose to **Leave At** or **Arrive By** a certain time

Select a **Date** and **Time** during service hours
See front cover

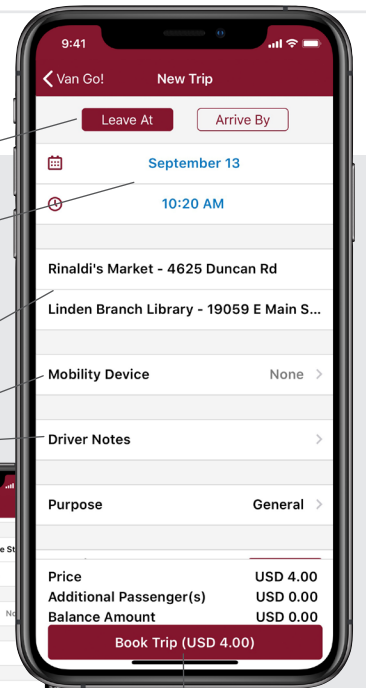
Enter **Pick-Up** and **Drop-Off Locations**

Add a **Mobility Device** or **Driver Notes** (optional)

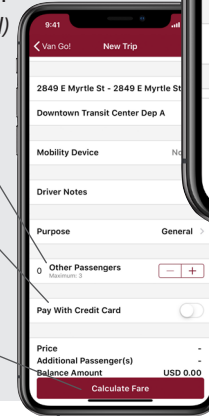
Scroll down to add **Other Passengers**

Choose to **Pay With Credit Card** or pay with cash or present a pass to the driver at pick up

Tap **Calculate Fare** to view trip price



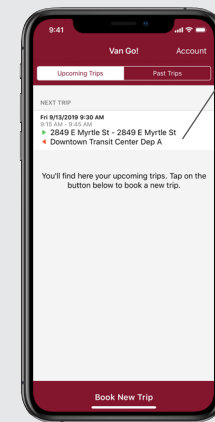
Tap **Book Trip** to confirm and receive a pick-up window
The estimated time you receive is based on availability



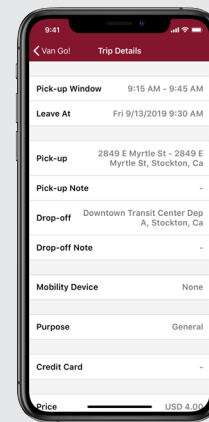
View trip details

Check the app for changes to your pick-up window

Find upcoming trip(s) on the app home screen



Tap a trip to view your **Trip Details**

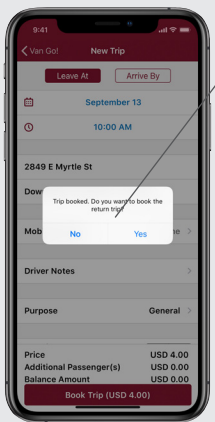


Please note: pick-up windows may change depending on traffic conditions and availability

A rideshare service means sometimes others will get on and off while your trip is still in session

Book a return trip

Answer the pop-up after booking a new trip



Tap **Yes** or **No** to book a return trip as needed