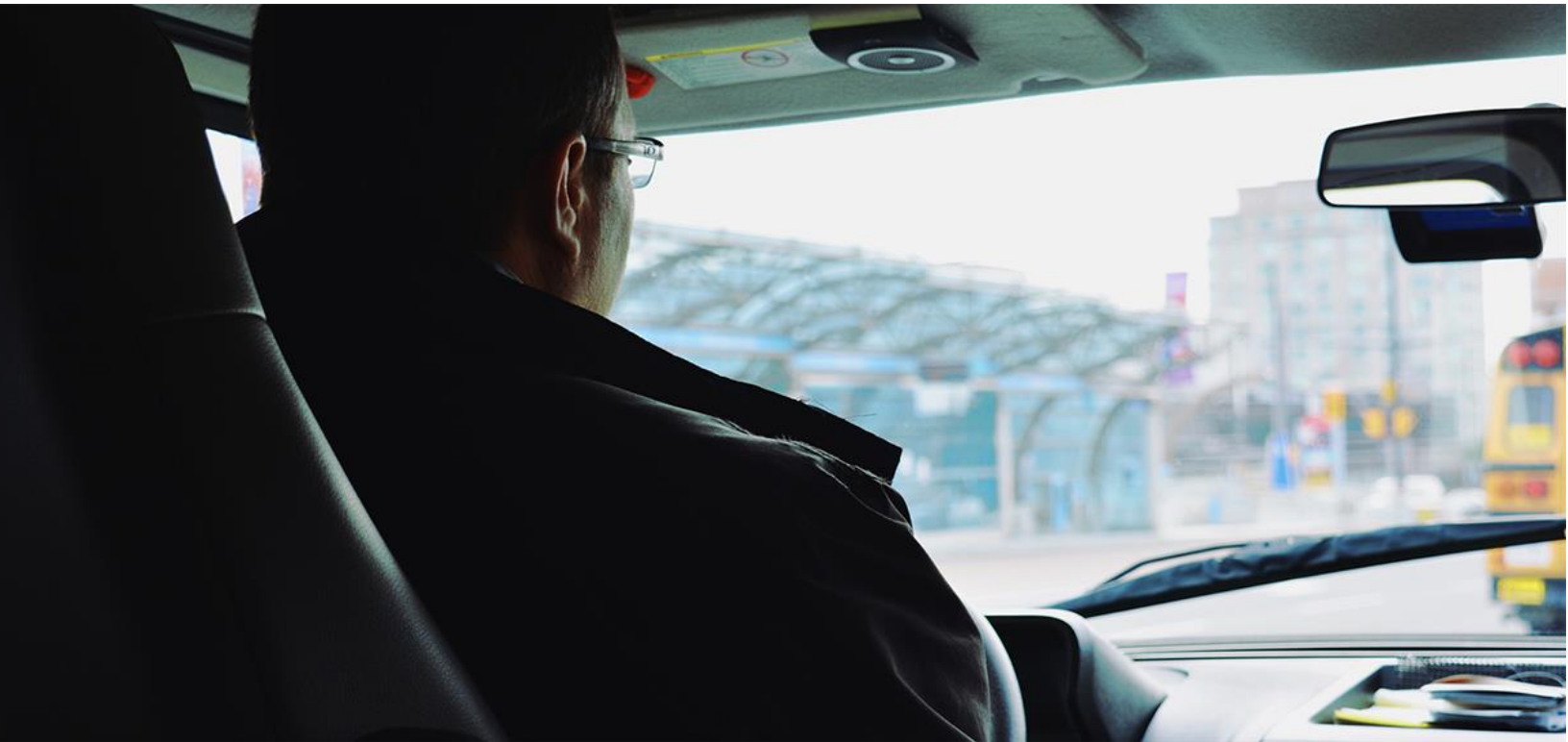


Routematch



Amble/Rider Portal Guide

RFT QR GUIDES



VERSION 1.0



routematch.com

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1. Before You Begin

- a. You will need a user id from Envida. Please call 719-633-4677 to request this number.
- b. Use of the mobile app requires an email account, and you will receive an email that requires confirmation. Be sure you have access to your email during signup.
- c. First-time users will need to choose an agency. Be sure to choose Envida. After completing this step, future app or web portal access will take you directly to the login screen.

2. How to Download the Mobile App

- a. Open '**Google Play**' store application on android phone
- b. Search for '**AMBLE**'
- c. Click on '**AMBLE**' and download



- a. Open '**App Store**' application on iOS phone
- b. Search for '**Amble App**'
- c. Click on the '**Amble App**' and download

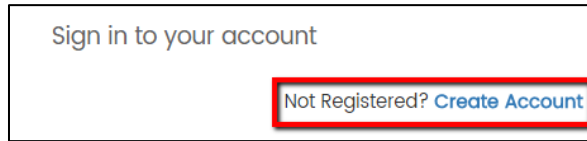


3. How to Access the Web Portal

- a. Open an internet browser
- b. Type in https://amble.routematch.com/login?a=co_envida in the web address bar

4. How to Create a Rider Account

- a. In the Web Portal or App, click on **'Create Account'**



- b. Fill out the below information fields

Create Account Already Registered? [Login](#)

Email

PASSWORD

CONFIRM PASSWORD

CUSTOMER INTERNAL ID

YEAR OF BIRTH

By clicking 'Create' I agree to our [Terms of Service](#)

Create
Need Help? [Contact Support](#)

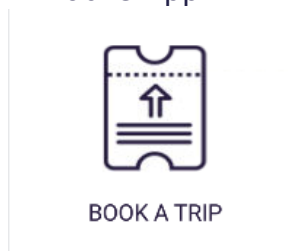
Note: Customer Internal ID is given to you by your agency. Password must maintain at least 1 capital and 1 lowercase letter, along with 1 non-alphabetic character such as a number or symbol.

- c. Click **'Create'**
- d. Access email and confirm email address

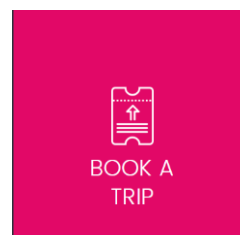
5. How to Book a Trip

- a. Open Mobile App or Web Portal
- b. Log into account with your email and password
- c. Click **'Book a Trip'**

Mobile App



Web Portal



- d. Select the following trip information from the drop-down menus
 - i. **Day of Departure** (Cannot book more than 4 weeks in the future)
 - ii. **Time Is Chosen For** (To initiate a trip, choose drop-off time. For return trips, use pick-up time.)
 - iii. **Select Time (Select in 15-minute increments)**
 - iv. **Departing From** (drop down list includes home address and favorite addresses; call you agency to add a new address)
 - v. **Going To** (drop down list includes home address and favorite addresses; call you agency to add a new address)

Web Portal

SELECT TRIP INFORMATION:

DAY OF DEPARTURE

SELECT DATE

TIME IS CHOSEN FOR

PICK UP TIME

SELECT TIME

2:15PM

DEPARTING FROM

Select From Your Locations

GOING TO

Select From Your Locations

Next Step

Android

The screenshot shows the 'Step 1 Trip Info' screen on an Android device. It features a list of options with icons and right-pointing arrows: 'Trip Date', 'Time', 'Time Chosen for', 'Depart From', and 'Travelling To'. At the bottom, there are two buttons: a blue 'NEXT STEP' button and a white 'CANCEL TRIP' button.

iOS

The screenshot shows the 'Trip Info' screen on an iOS device. It features a list of options with icons and right-pointing arrows: 'Trip Date', 'Time', 'Time Chosen is for', 'Depart From', and 'Traveling To'. At the bottom, there are two buttons: a blue 'Next' button and a white 'Cancel' button.

Note: If you want a roundtrip ride, DO NOT forget to book an additional trip back

- e. Click **'Next Step'** or **'Next'**
- f. Add any Attendants or Guests traveling with you during your trip

Web Portal

DEVICES TRAVELING

MY Mobility Type: ♿ Ambulatory

ADDITIONAL COMPANIONS TRAVELING

ATTENDANT: - 0 + ♿ ATTENDANT MOBILITY TYPE
Ambulatory

GUESTS: - 0 + ♿ GUEST MOBILITY TYPE
Ambulatory

BACK
Next Step

Android

iOS

- g. Click **'Next Step'** or **'Next'**
- h. Review your Trip Breakdown and Itinerary

Web Portal



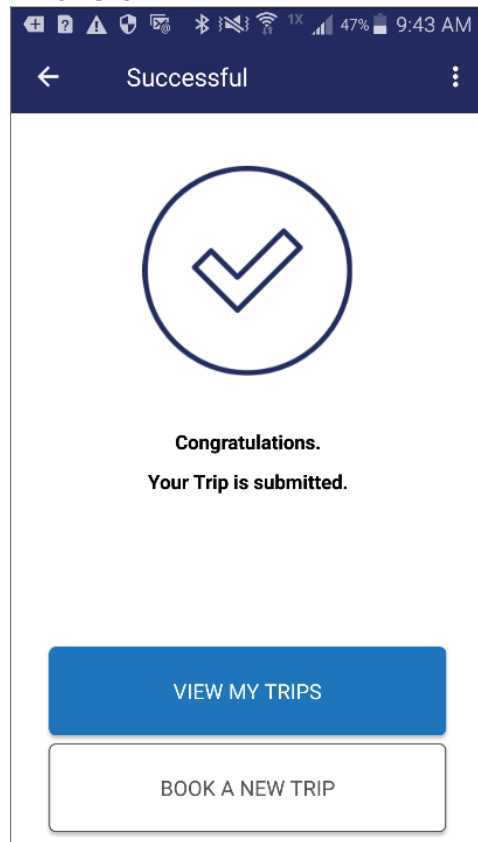
Congratulations, your trip has been submitted.

Reminders, pending or other terms and conditions.

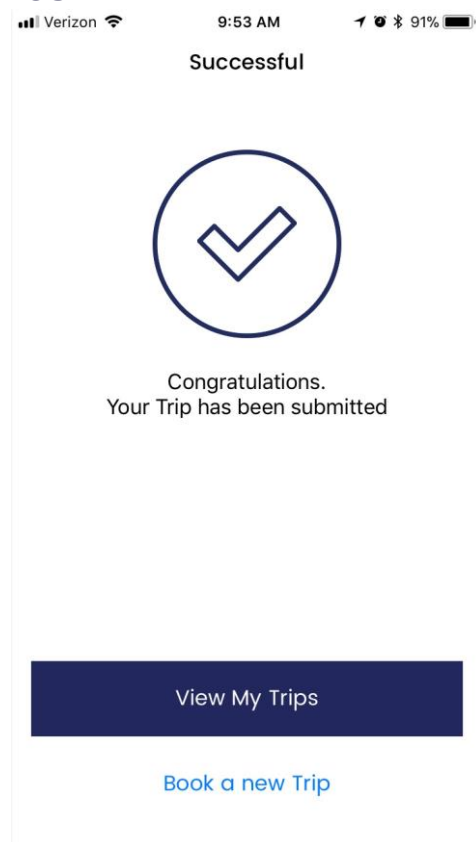
VIEW TRIPS

BOOK A NEW TRIP

Android



iOS



6. Confirming Your Rides

- To verify a trip has been confirmed, go to My Trips and click on Trip Details for each ride. You may also go to My Next Trip and verify that it no longer says "pending approval."
- If you do not see your trip under "Upcoming" in My Trips, go to "Cancelled" to see if the ride was denied.
- Please call 719-633-4677 if you have any questions.

