



Rider App Guide

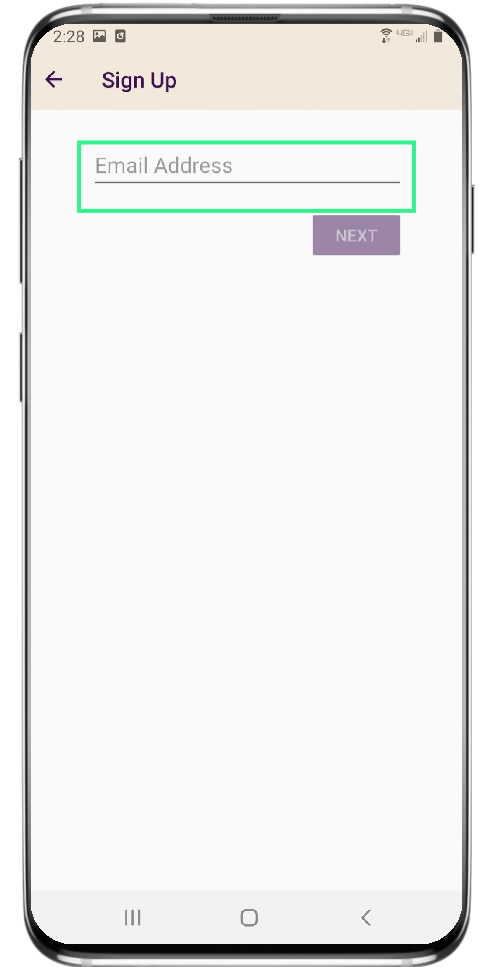
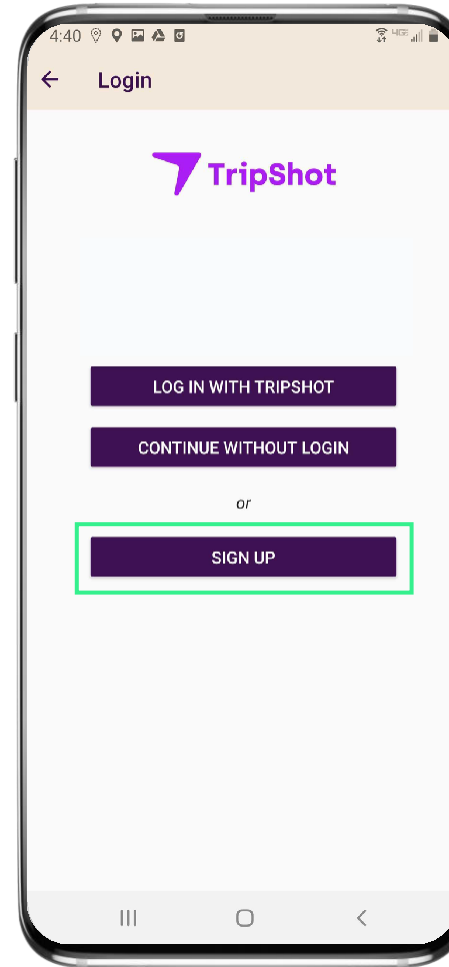
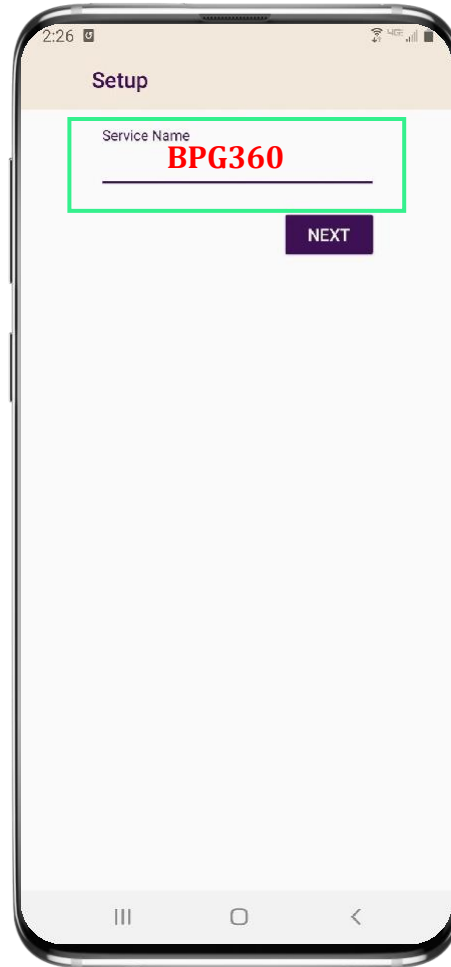
2022

First Time Rider Set-Up

Self Sign Up

1. Download the TripShot app from iOS or Android.
2. Enter your Service Name:
BPG360
3. Select **Sign Up** and **enter your email address.***
4. Click the link in your email to **set up your TripShot account.**

** Must be your work email address. Only verified tenant domains can create an account. Any issues please email bpgexpress@bpg360.com*



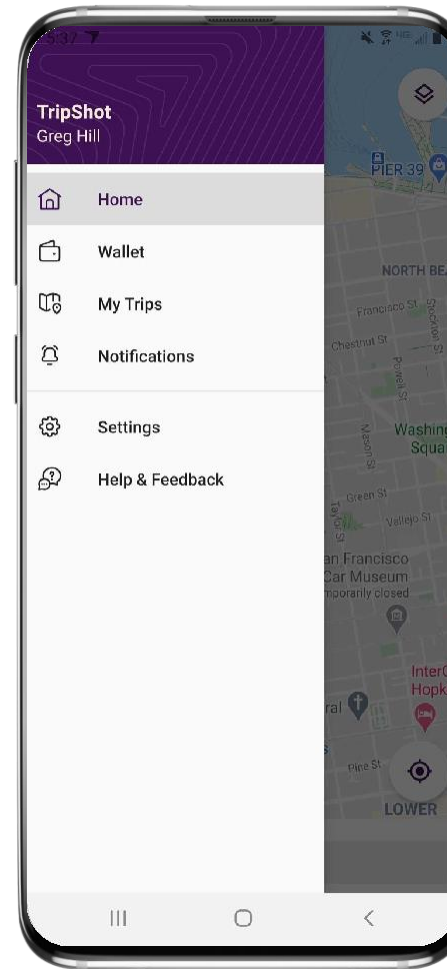
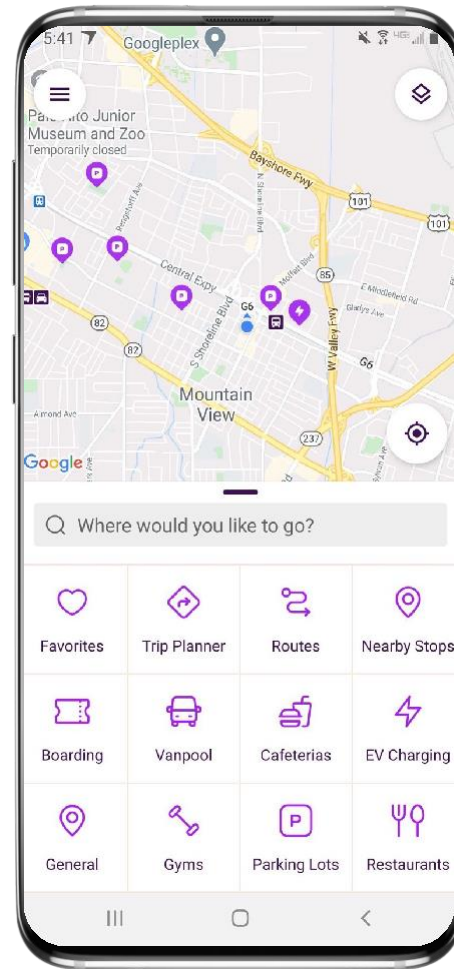
Home & Sidebar Menus

Home Menu

The Home screen displays TripShot's most used features such as Favorites, Trip Planner, Routes, Stops and Points of Interest (if applicable).

Sidebar Menu

TripShot's sidebar menu provides access to Wallet, My Trips, Notifications, Settings, and Help & Feedback.

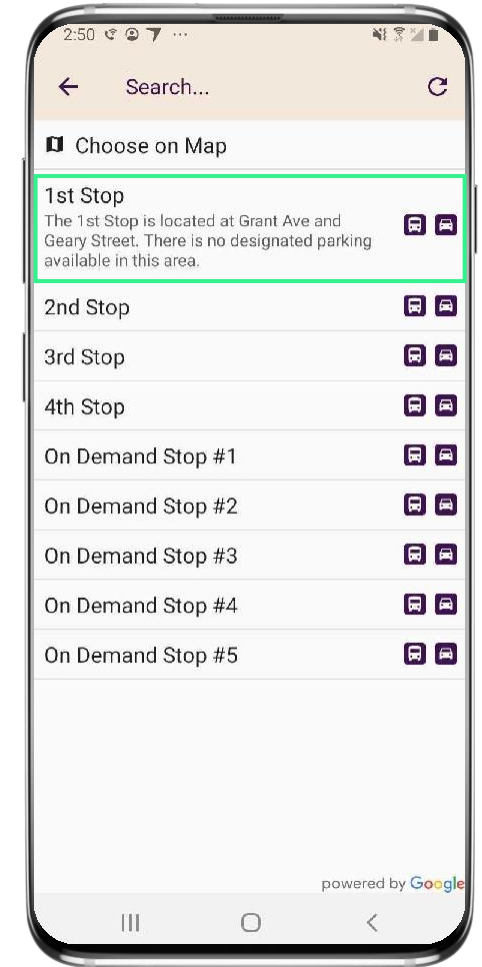
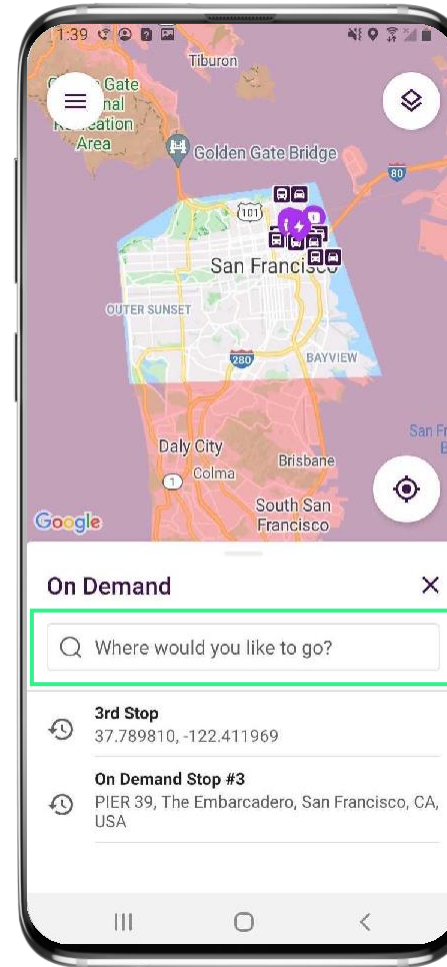
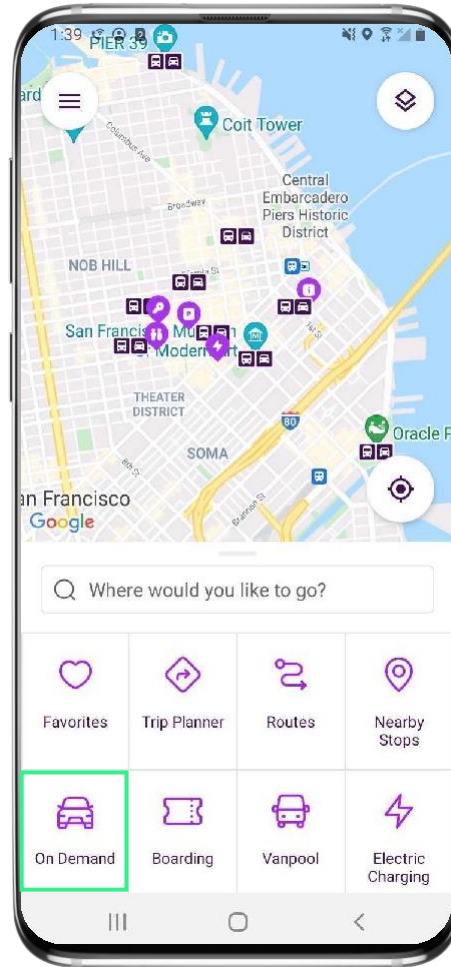


Book an On Demand Ride

Begin Your Request

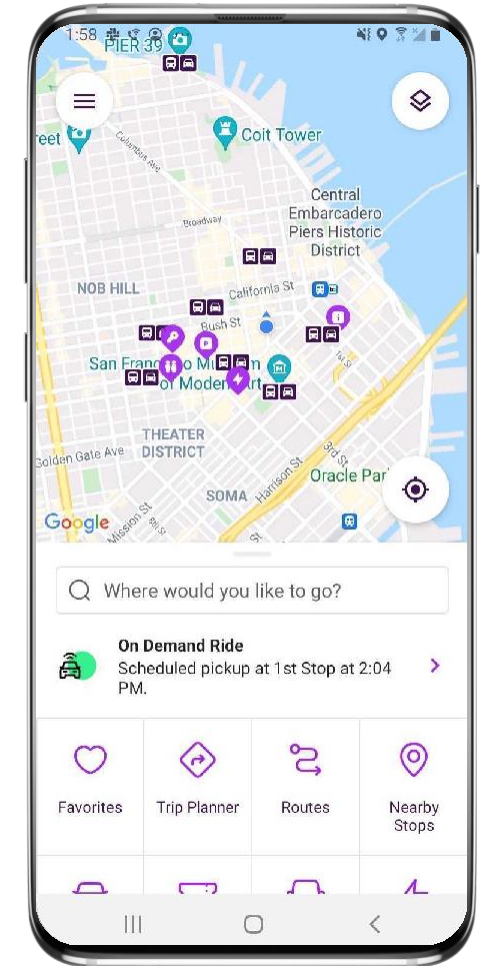
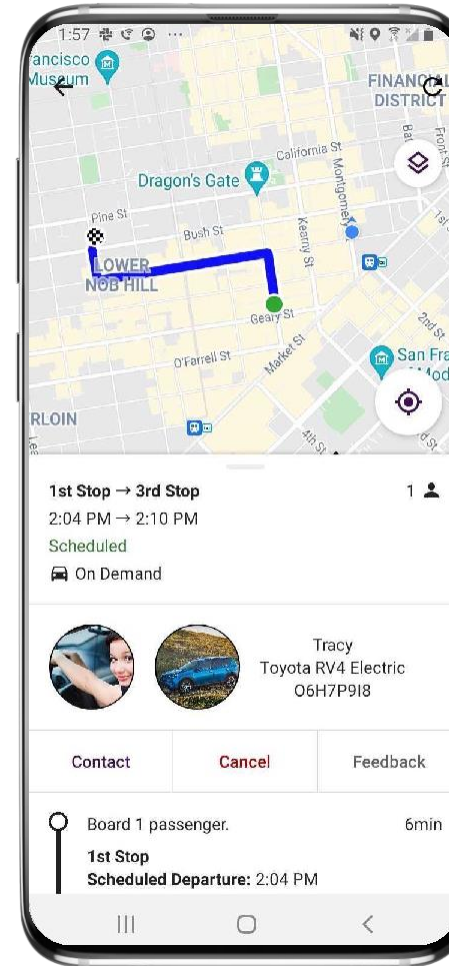
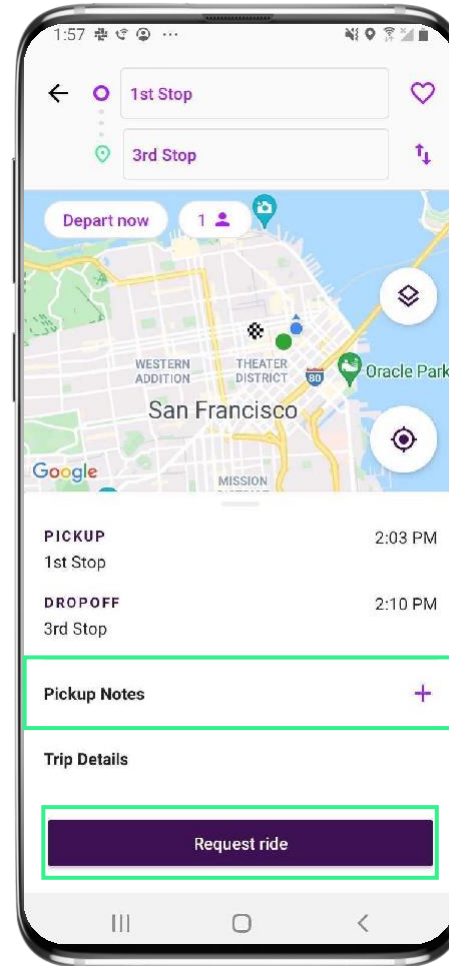
1. From the Home screen select **On Demand**.
2. Your service zone map will appear (if applicable).
3. Tap **Where would you like to go**, to see your options.
4. **Select your destination.**
5. **Review** your pickup location and the pickup/drop off times.

Note: On Demand options can be found under **Trip Planner** as well.



Confirm Your Trip

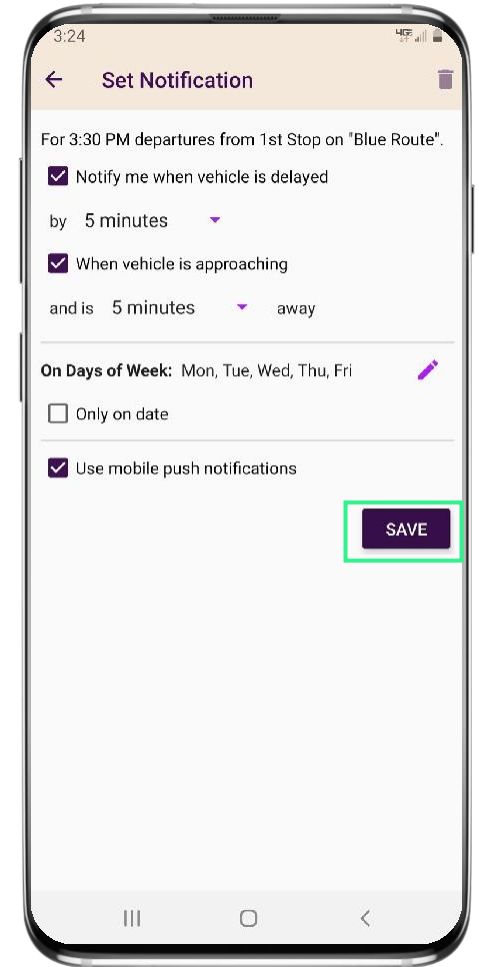
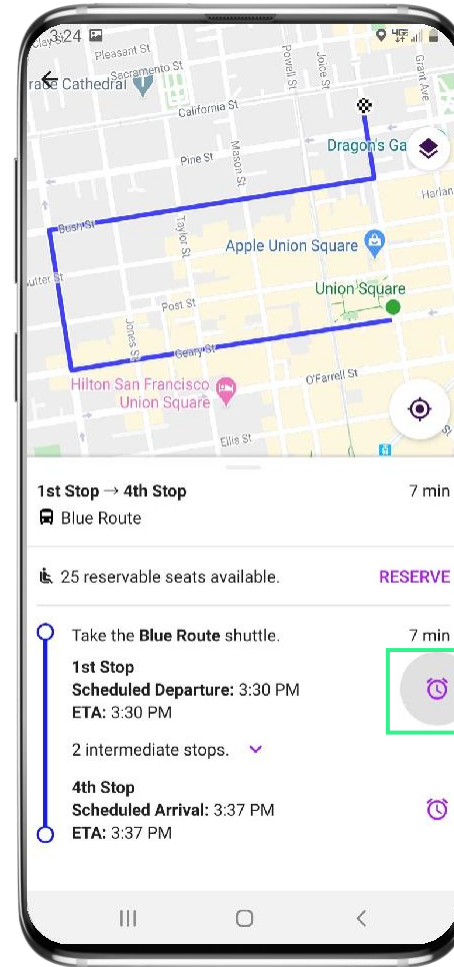
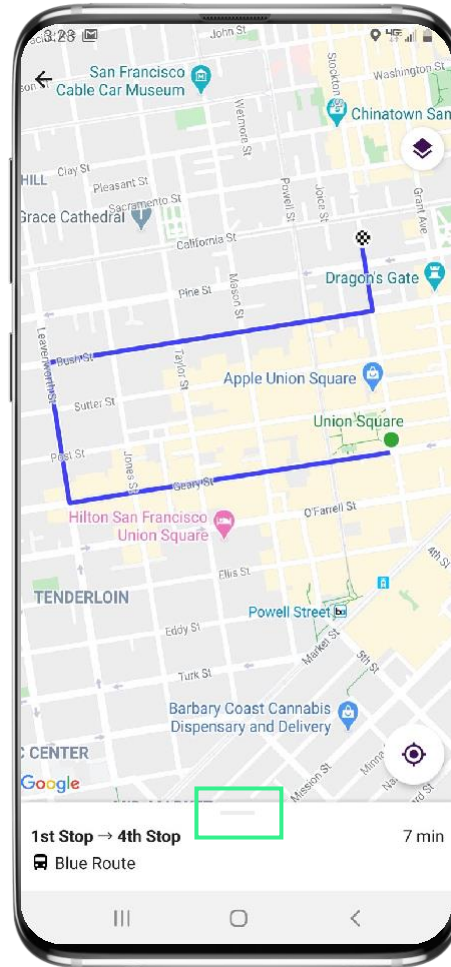
- For special request **add a Pickup Note**
- Click on **Request ride** to confirm your trip.
- You can now:
 - View real-time location and accurate ETAs of the vehicle.
 - View driver and vehicle details.
 - Cancel the trip if needed.
- Visit **My Trips** to see your on-demand ride



Set Up Notifications

True-Time® Notifications

1. Subscribe to receive True-Time® push location notifications about your shuttle.
2. On your route map **swipe from the bottom** to reveal the trip details.
3. Set a notification by choosing a departure time, then **tap the alarm icon**.
4. Edit your **notification settings and Save**.



TripShot FAQs

TripShot FAQs

How do I download TripShot?

The TripShot Rider App can be downloaded from your phone's app store – search for "TripShot".

Is the vehicle location accurate?

Yes, TripShot collects GPS data approximately every second from the shuttle.

How will TripShot help me plan my commute?

TripShot provides a Trip Planner to view route options, access to shuttle real-time location, and the ability to see notifications if a vehicle is arriving or delayed.

Are TripShot's notifications reliable?

Yes, TripShot notifications are reliable. TripShot utilizes Google Maps Traffic Data for stop ETA's and factors in traffic, accidents, and construction.

Is there a TripShot tutorial?

Yes, when you install TripShot for the first time basic tips will guide you through how to use the app.

What else can I do with TripShot?

With TripShot you can see the real-time location of the shuttles and get real-time ETA's to your device. You can set your favorite destinations. You can also set up alerts on when the shuttle is arriving or when the shuttle is delayed.

[TripShot Rider App Guide](#)



TripShot