

Sun Van App Tutorial

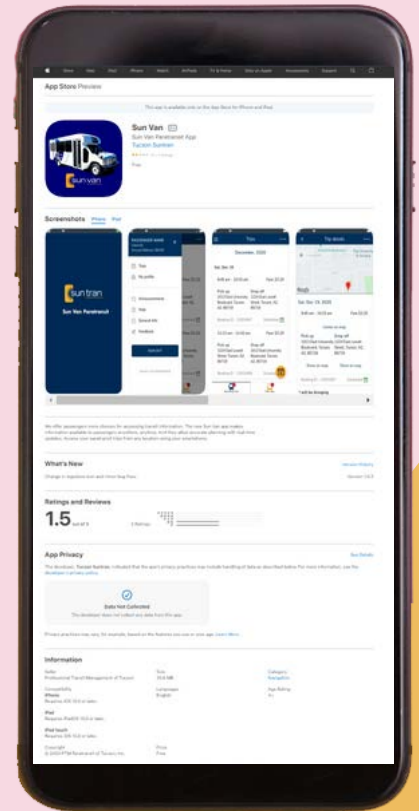
Ride booking and tracking technology



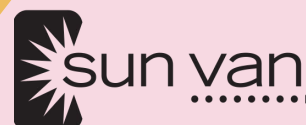
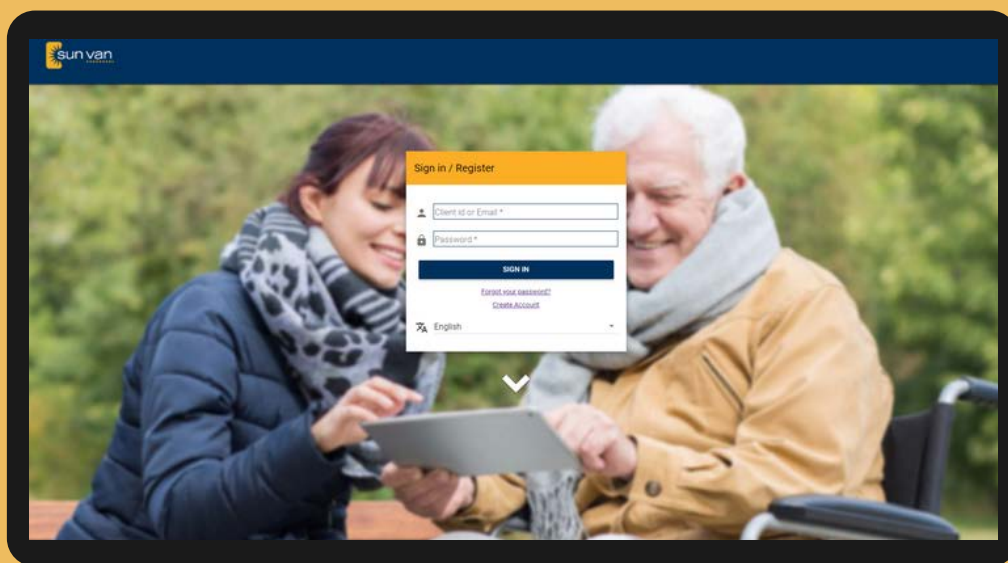
Get the App

To start using the Sun Van app, visit the App Store on an apple device, or the Google Play Store on an Android device.

Search for Sun Van or scan the QR code provided in app advertising materials. Download the free app.

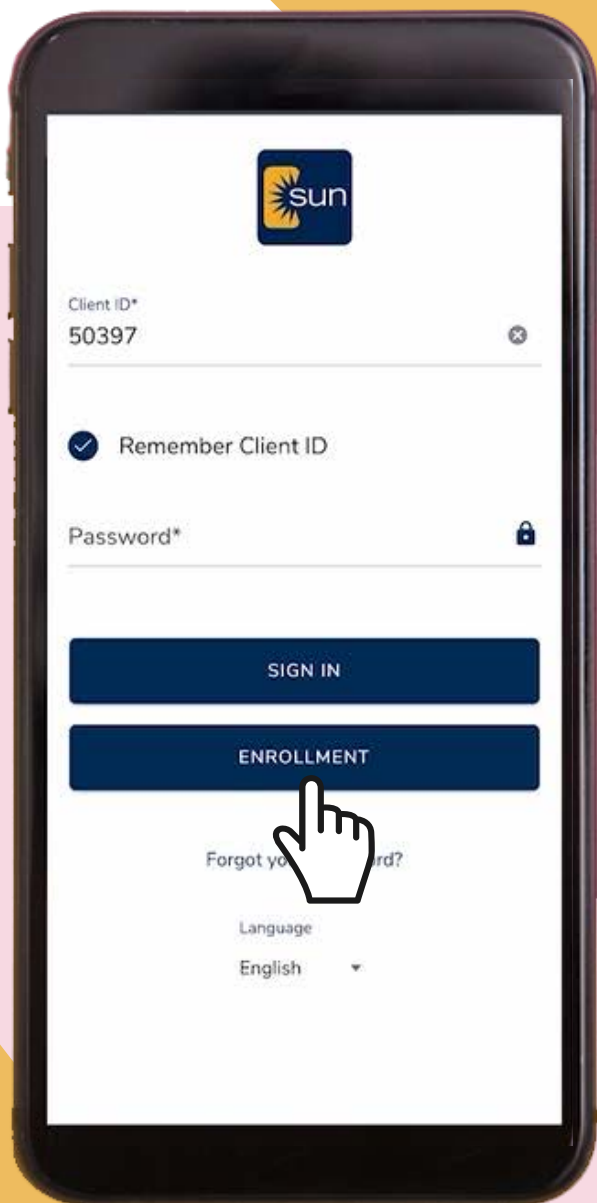


You can also use the software by accessing the app functions using a web browser on your home computer or other device. Just visit: [Trips.SunVan.com](https://trips.sunvan.com).



Enrollment

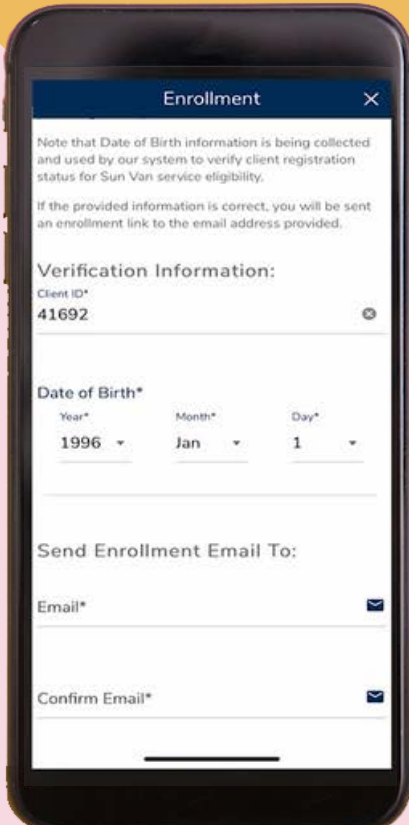
If you have not used the app before, you will need to enroll. Be sure to have your Client ID number. You can find this Client ID number on your ADA Eligibility letter or you can call and ask a Sun Van Reservationist for the number, which is listed on your Sun Van account.



Once you open the app, select the blue “Enrollment” bar near the bottom of the screen.

Type your Client ID number in the appropriate box. Be sure to fill out your date of birth and an email address you can access next.

Once you have filled out all of these fields, click Submit.

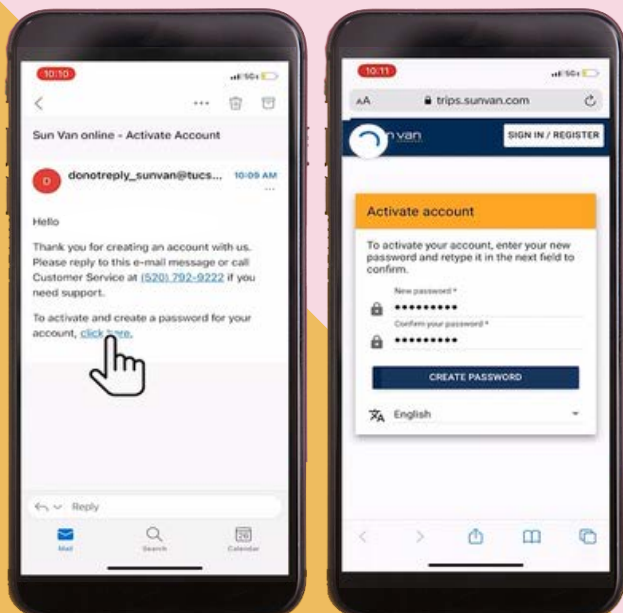


The image shows a smartphone screen with the "Enrollment" form. At the top, it says "Enrollment" with a close button. Below that is a note: "Note that Date of Birth information is being collected and used by our system to verify client registration status for Sun Van service eligibility. If the provided information is correct, you will be sent an enrollment link to the email address provided." The form has sections for "Verification Information:" with fields for "Client ID*" (41692), "Date of Birth*" (Year: 1996, Month: Jan, Day: 1), and "Send Enrollment Email To:" with fields for "Email*" and "Confirm Email*".

You will be prompted to check your email.

Open the Enrollment verification email and follow the instructions to create a password.

This password will be used to login to your account on the app or web browser.

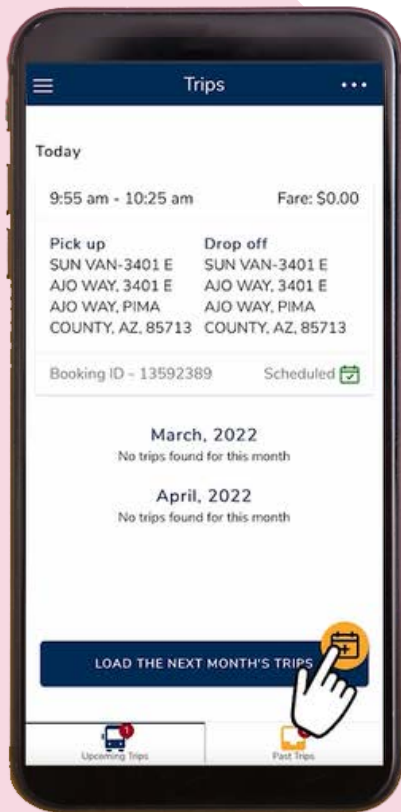


Once your password has been created, go back to the Sun Van app.

Log in using your Client ID and the password you just created.



App Home Screen

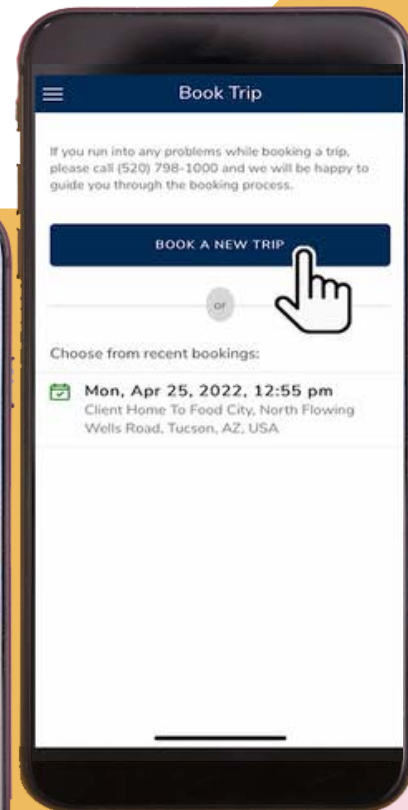
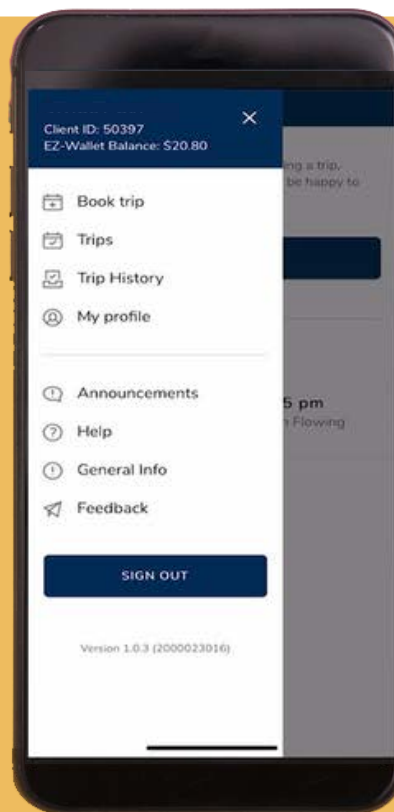


To book a trip, you can select the yellow button with a plus sign.

Or, you can click the three lines in the upper left corner to access the drop down menu.

Select “Book a Trip” from the menu.

Then select “Book a New Trip.”



6 Steps to Book a Trip

1

Pick Up
Details

2

Drop Off
Details

3

Date and
Time

4

Mobility
Aids

5

PCAs &
Companions

6

Review
Booking

1 Pick Up Details



Step 1 of 6: Pick up Details X

Enter your pick up details:

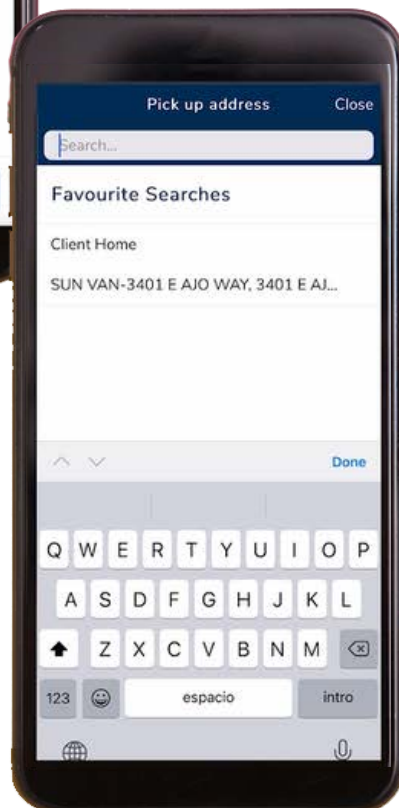
Pick up address *

Unit

Telephone number

BACK NEXT

Enter your desired pick up address. Include a unit number if necessary, and a phone number.



Pick up address Close

Search...

Favourite Searches

Client Home

SUN VAN-3401 E AJO WAY, 3401 E AJ...

Done

Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M ↵

123 😊 espacio intro

You can search for destinations by clicking on the pick up address field and typing in common locations. A list of favorite locations is also available to select.

Click Next.

2 Drop Off Details



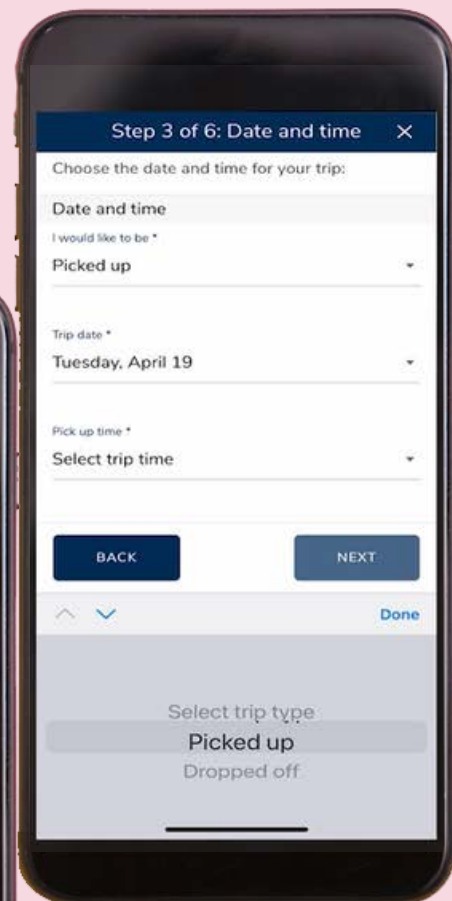
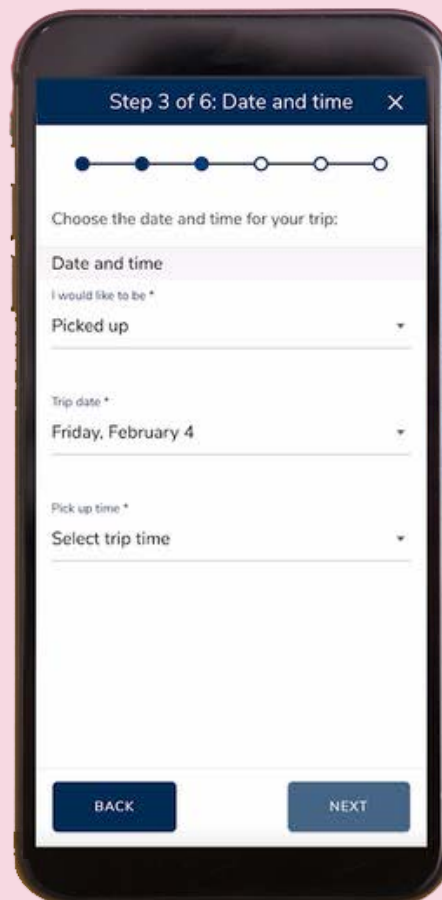
Enter your drop off details.
Click Next.

3 Date & Time

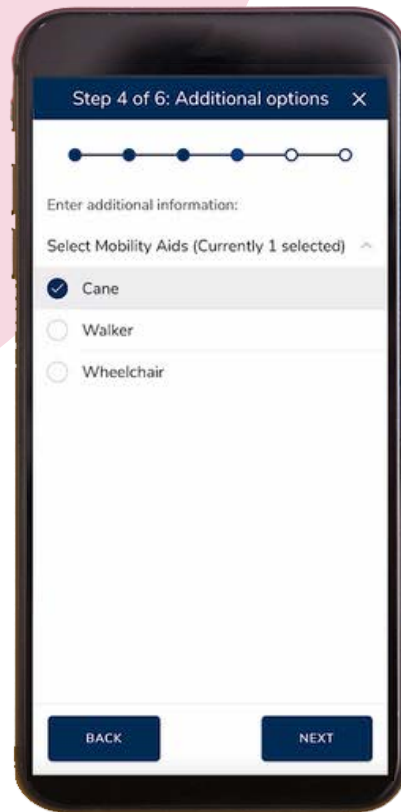
Enter the date and time of your trip.

Specify if the time is when you would like to be picked up.

Click Next.



4 Mobility Aids

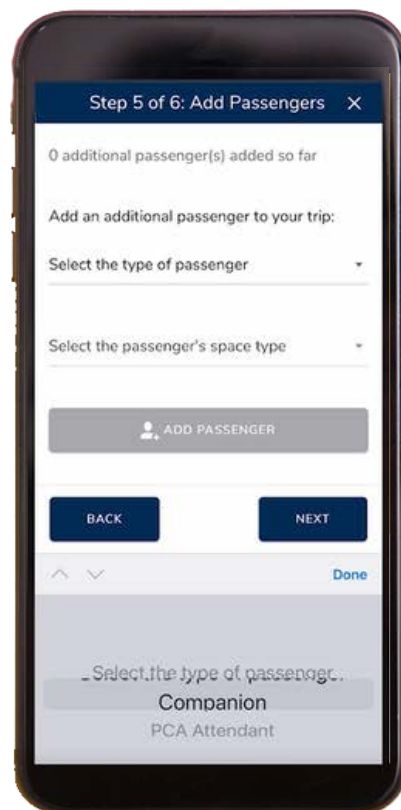


Indicate if you will have a mobility aid.

Click Next.

Indicate if you will have a PCA or a Companion riding with you.

Click Next.

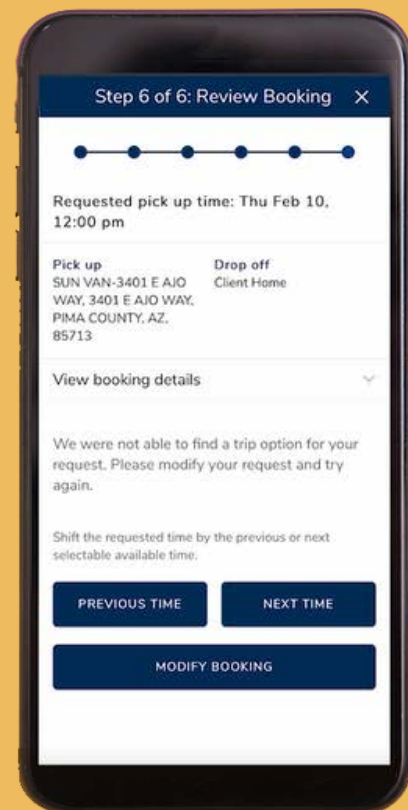
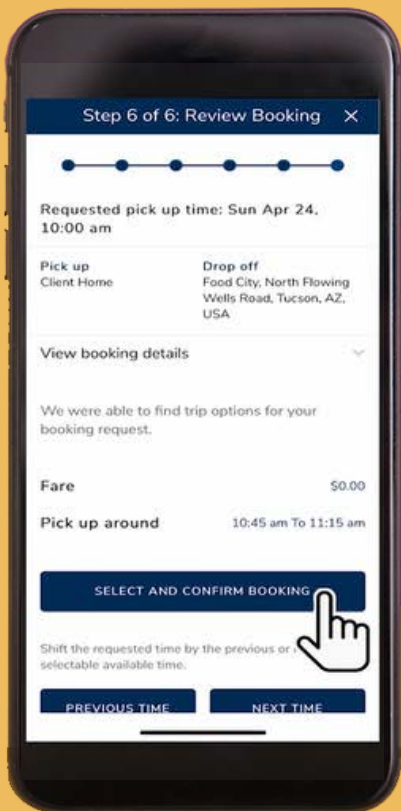


5 PCAs & Companions

6 Review Booking

Confirm your booking. Be sure to hit the blue bar that says “Select and Confirm Booking” to complete the process.

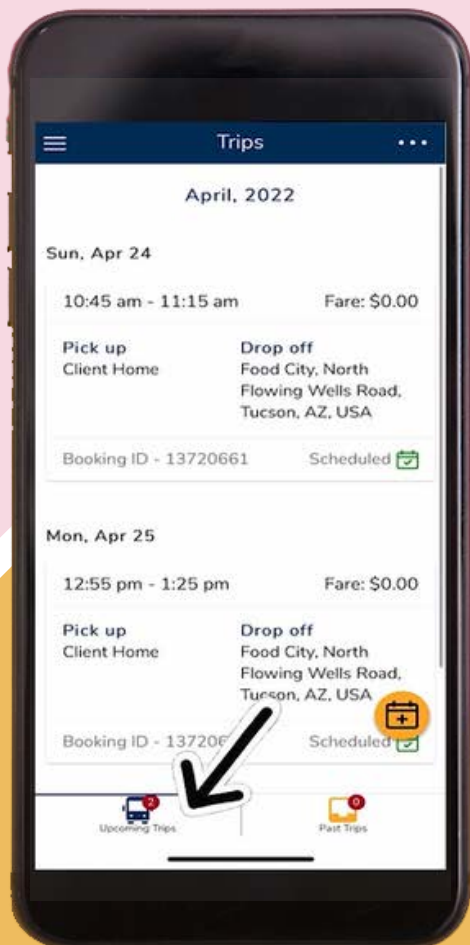
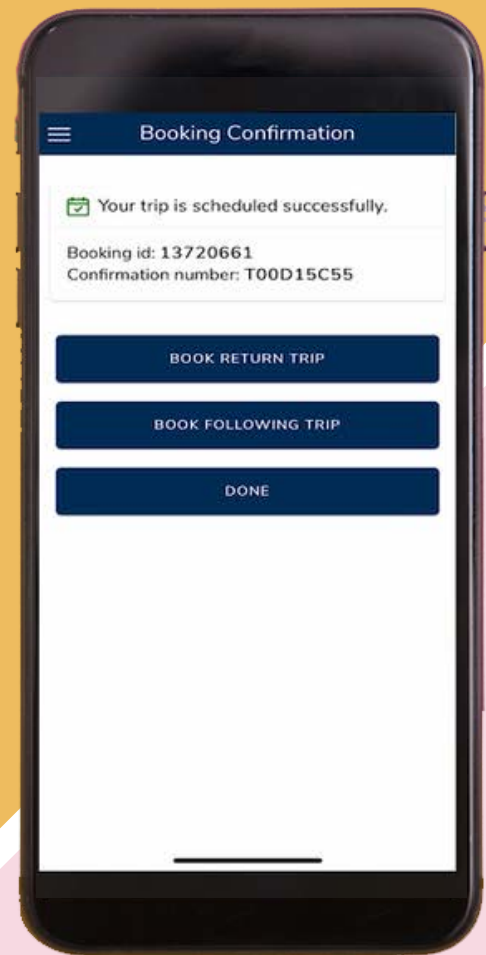
If this bar is not available, you will get a message directing you to modify your booking. Try a different pick up time and make sure addresses were entered correctly.



If you still cannot confirm the booking, please call Sun Van Reservations at: (520) 798-1000. Reservationists are available 7 a.m. – 4 p.m.

After Booking

Once the booking is completed successfully, you will see this screen where you can book a return trip if needed.

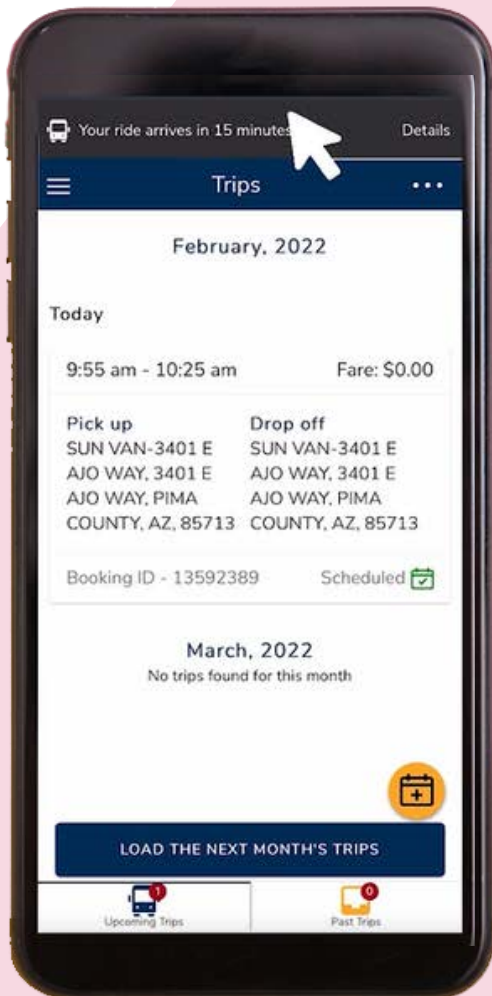


On the home screen, click "Upcoming Trips" to view the trips you have booked.

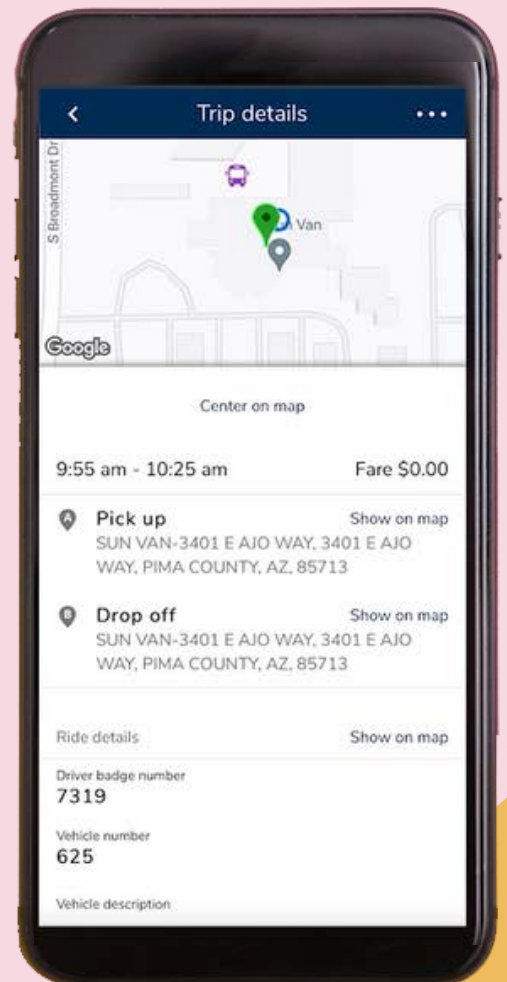
Vehicle Tracking

On the day of your trip, check the app for status updates.

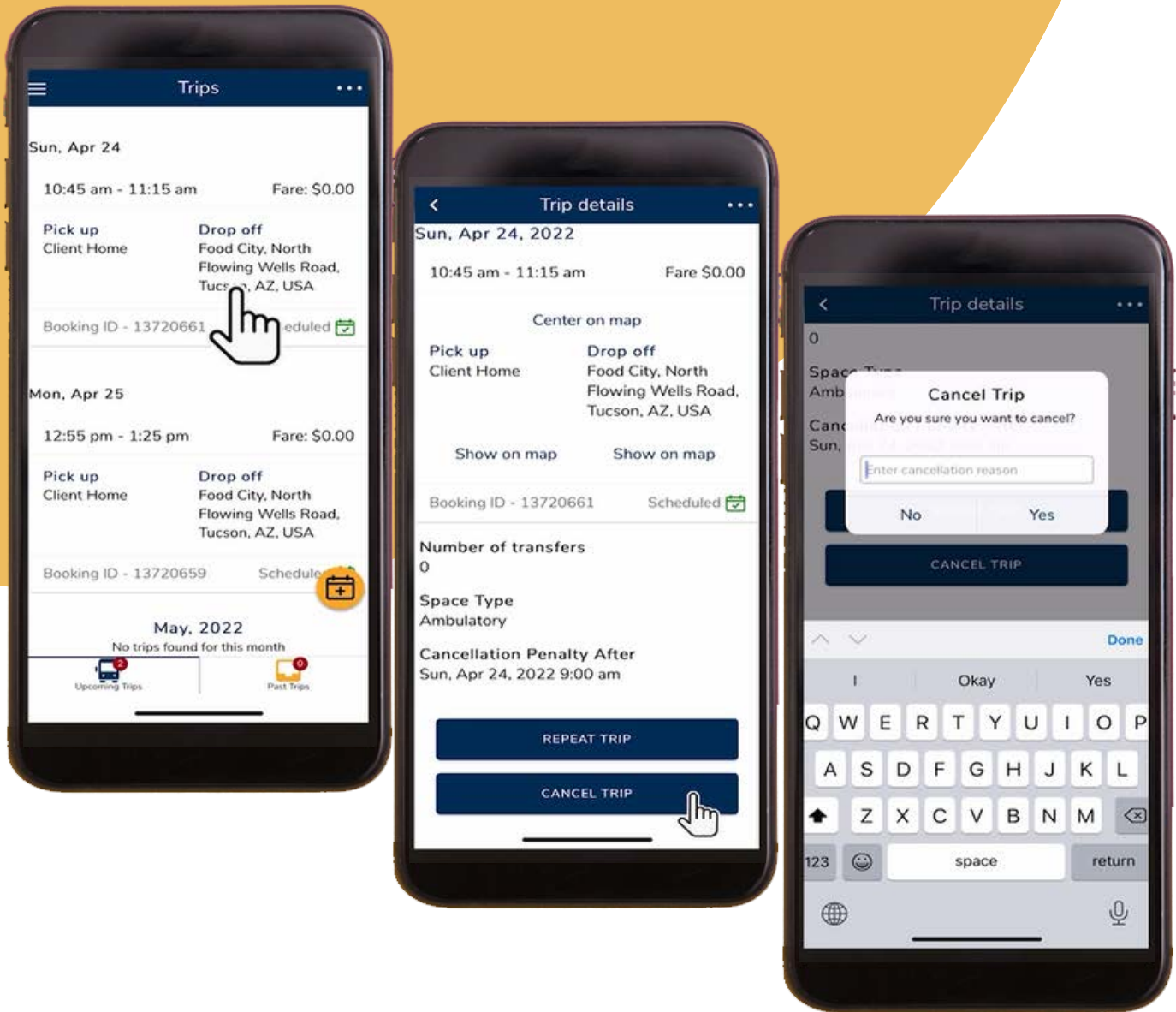
A bar will appear at the top of the screen to notify you when your vehicle is on the way.



You can also select the trip to view vehicle tracking on the map screen.



Canceling

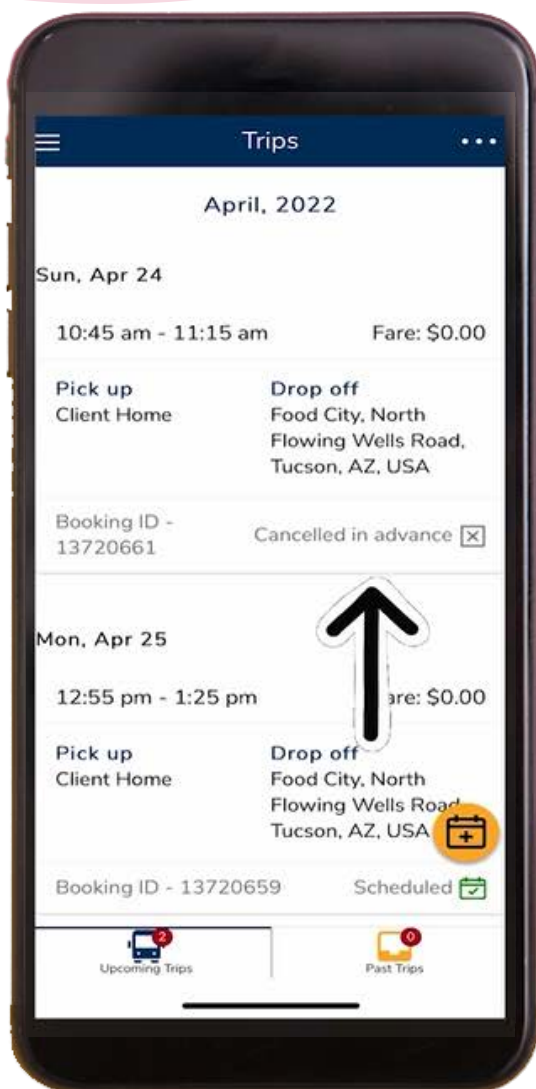
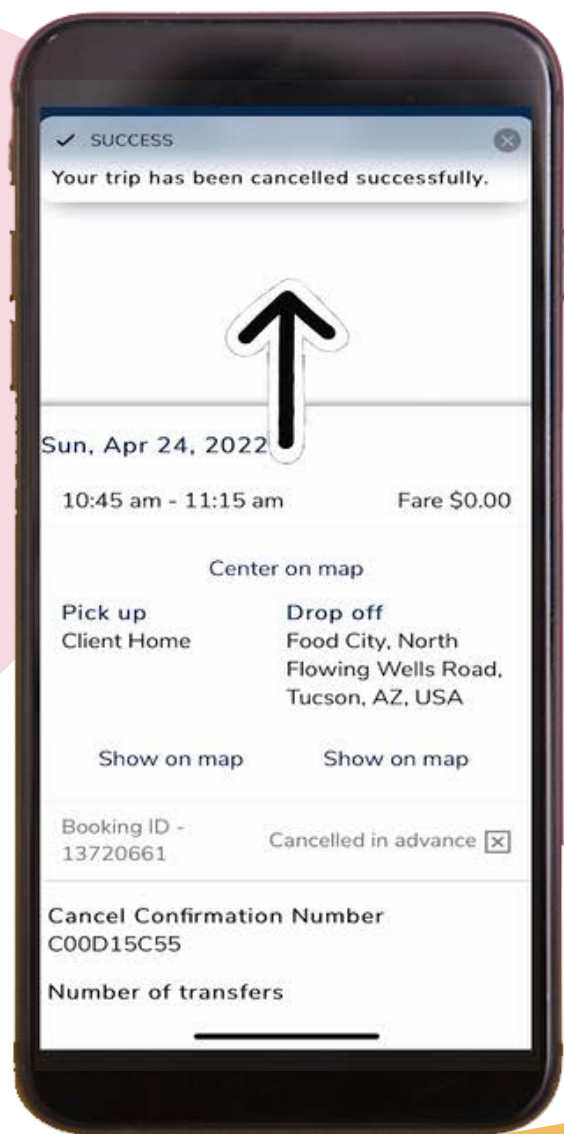


On the home screen, select the trip you'd like to cancel.

Scroll all the way down and click on "Cancel trip."

Confirm Yes.

Next you will see a message pop up saying you have successfully canceled the trip.



From here you can go back to your upcoming trips.

There you will see a note on the trip: "canceled in advance."