

Sun Van App Tutorial

Ride booking and tracking technology



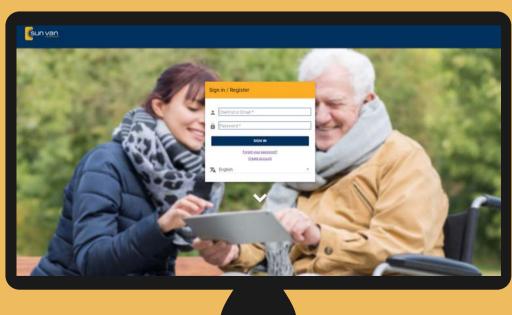
Get the App

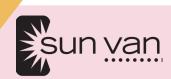
To start using the Sun Van app, visit the App Store on an apple device, or the Google Play Store on an Android device.

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

| | The second state of the second | to be but to then aid had | |
|--|--|---|--|
| | in Van 🗇 | | |
| 5.4 | v Ven Renetament Appr soon Summer | | |
| | | | |
| Gunyan | | | |
| | | | |
| Screenstots | | | |
| - | | a | a beam in |
| | - | Dates and | · |
| 1000 | | 6444-30546 Fec3126 | |
| | | Police Provide Michael Anne Michael Maked Laws West South Ki Al Michael Michael Ni | Nucleon Co. NOT |
| See You Restrand | - | 1 | New Yorks Parket |
| | | littler initial Particle | fater laged |
| | - | Annuel Constantion | Rolling Descal Without consents Without used Rolling Without Rolling Without 41,40100 Without Rolling |
| | | | Annual Annual |
| | | 2 2 | |
| | 100 | 2. 2 | Televises . |
| | 200 | A. 2 | ************************************** |
| | ninel streets. To real | | -utology . |
| We offer an energies state denses for an end the state models is concerning a solution, and the forces that and and the force of | alant director Journa Constanting and a | | |
| We discussion of the second se | | | |
| the effect assessment in the second s | | | |
| No office assumption over a determine the second second second second second second second second second What's News (Integra in tegrations and second second second second Realizings and Reviews | | to lar an odda | |
| the effect assumption to see a second | | | |
| the first sector of the sector | | to lar an odda | ana fan ana fil |
| No office assumption over a determine the second second second second second second second second second What's News (Integra in tegrations and second second second second Realizings and Reviews | | | |
| Subject means a set of the set of sector devices a set of the sector devices a set of the sector devices a set of the set | ¹⁴ 1] | | and the second s |
| Subject means a set of the set of sector devices a set of the sector devices a set of the sector devices a set of the set | ¹⁴ 1] | | and the second s |
| the day are used on the day of th | ¹⁴ 1] | | and the second s |
| by the summer was denote by equipation of the summer | ¹⁴ 1] | | and the second s |
| bible service is a | ¹⁴ 1] | | and the second s |
| | and a second sec | | in and a second |
| | nage ¹⁴ 111 De gent proces proches des me prints here film que | | in and a second |
| <text></text> | and a second sec | | in and a second |
| In this many exclusion is a read of the second seco | and a second sec | | in and a second |

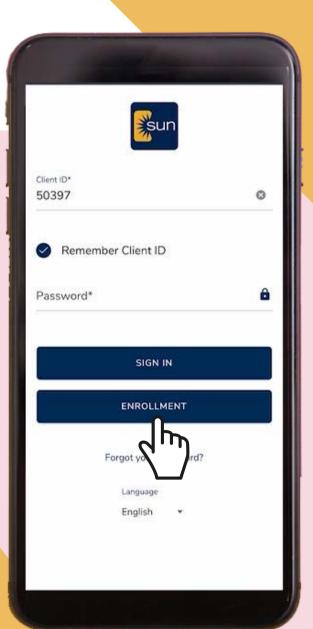
You can also use the software by accessing the app functions using a web browser on your home computer or other device. Just visit: Trips.SunVan.com.





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.

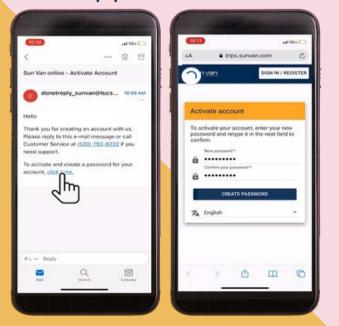
Once you have filled out all of these fields, click Submit.

| | Enroll | ment | | × |
|--|----------------------------|--------------------------|-------------|----------|
| Note that Date of and used by our s status for Sun Var | ystem to v 1 service el | erify clie igibility, | nt registra | tion |
| If the provided inf an enrollment link | | | | |
| Verification | Inform | ation | ii i | |
| Client ID* 41692 | | | | 0 |
| | | | | |
| Date of Birth* | | | | |
| Year* | Month* | | Day* | |
| 1996 * | Jan | • | 1 | <u>e</u> |
| Send Enroll | ment E | mail | To: | |
| | | | | |
| Email* | | | | ~ |
| | | | | |
| Confirm Email* | - | | | |
| | | | | |
| | _ | | - | |
| | | | | |

You will be prompted to check your email.

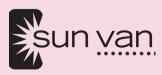
Open the Enrollment verification email and follow the instructions to create a password.

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.



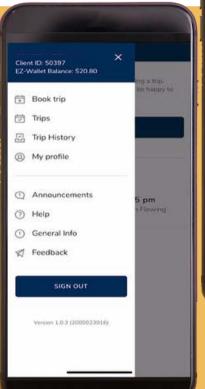
App Home Screen



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.

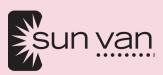
Select "Book a Trip" from the menu.



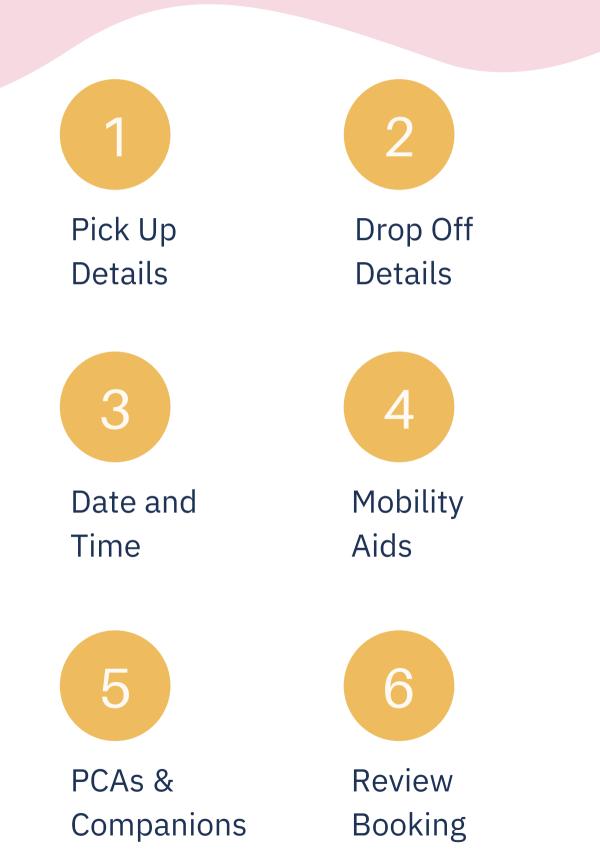


Book Trip

Then select "Book a New Trip."



6 Steps to Book a Trip





Pick Up Details



| | Pick u | ıp add | Ires | s | | Close |
|------------|------------|--------|-------|-----|--------|-------|
| Search | | | | | | |
| Favouri | ite Sear | ches | | | | |
| Client Hor | me | | | | | |
| SUN VAN | -3401 E A | JO WA | AY, 3 | 401 | E AJ | |
| ~ × | | | | | | Done |
| Q W | ER | τY | L | J | | |
| | E R T | | | | 0 | |
| A S | | G | н | J | K |) P |
| A S | D F X C | G | H | J | к М | D P |

and a phone number.

Pick up address
Close
Vou can search for
destinations by clicking

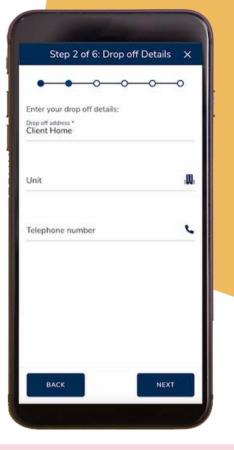
Enter your desired pick up address.

Include a unit number if necessary,

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.





Drop Off Details

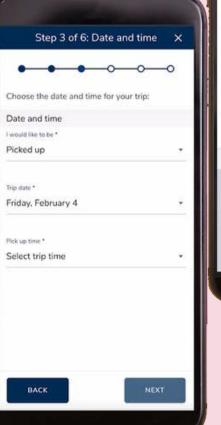
Enter your drop off details. Click Next.

Date & Time

Enter the date and time of your trip.

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

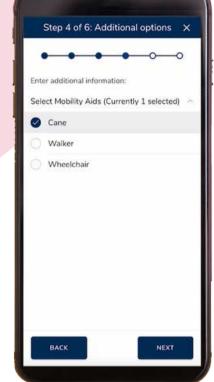
Click Next.



| would like to be * | |
|--|------|
| Date and time I would like to be * Picked up | |
| | |
| Picked up | |
| | • |
| Trip date * | |
| Tuesday, April 19 | ٠ |
| Pick up time * | |
| Select trip time | • |
| BACK | хт |
| ~ ~ | Done |
| Select trip type Picked up Dropped off | |



Mobility Aids

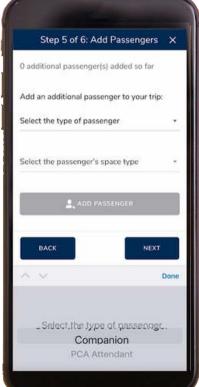


Indicate if you will have a mobility aid.

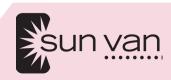
Click Next.

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

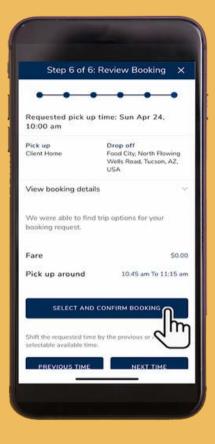
Click Next.



PCAs & O Companions

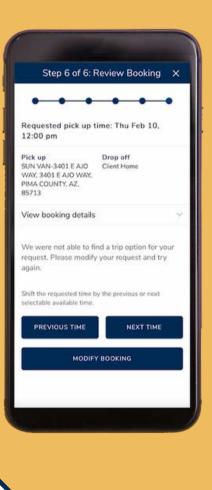


Review Booking

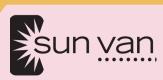


Confirm your booking. Be sure to hit the blue bar that says "Select and Confirm Booking" to complete the process.

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.

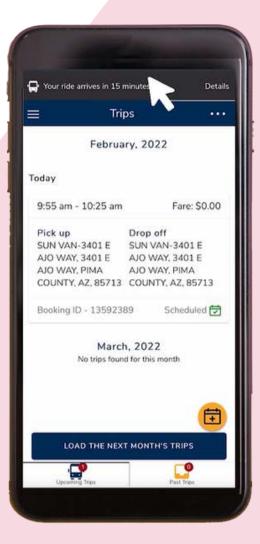
| Your trip is scheduled succes Booking id: 13720661 |
|--|
| |
| Confirmation number: T00D15C |
| BOOK RETURN TRIP |
| BOOK FOLLOWING TRIP |
| DONE |
| |
| |
| |
| |
| |

| ≣ Tr | ips | |
|------------------------|--------|--|
| April | . 202 | 2 |
| Sun, Apr 24 | | |
| 10:45 am - 11:15 an | • | Fare: \$0.00 |
| Pick up Client Home | Flowi | off City, North ng Wells Road, n, AZ, USA |
| Booking ID - 1372066 | 51 | Scheduled 🕁 |
| ion, Apr 25 | | |
| 12:55 pm - 1:25 pm | | Fare: \$0.00 |
| Pick up Client Home | Flowin | City, North ng Wells Road, n, AZ, USA |
| Booking ID - 137206 | 2 | Scheduled 🛃 |

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



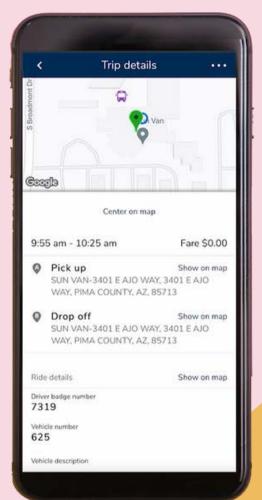
Vehicle Tracking



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

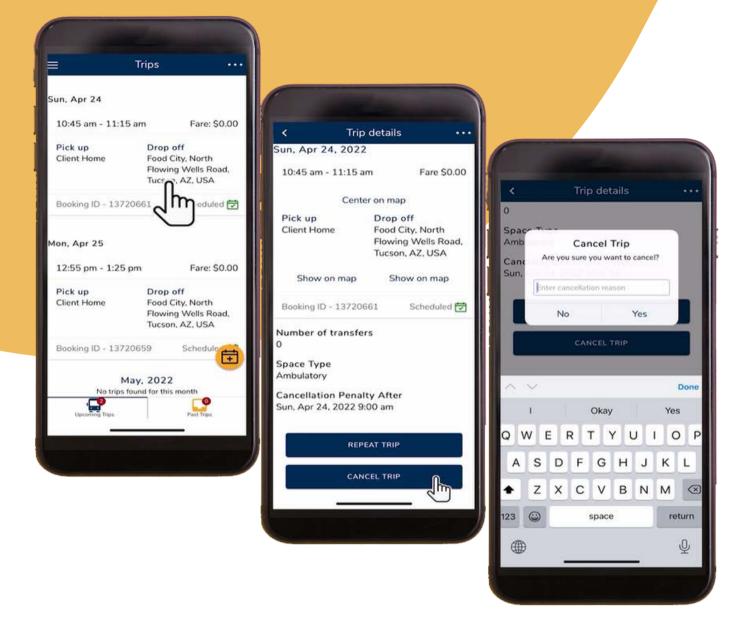
A bar will appear at the top of the screen to notify you when your vehicle is on the way.

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





Canceling



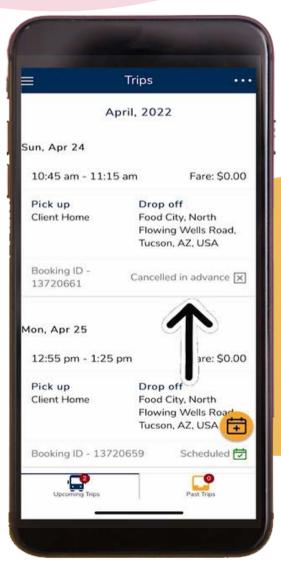
On the home screen, select the trip you'd like to cancel.

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.



| Your trip has been o | cancelled successfully. |
|--|--|
| un, Apr 24, 2023 10:45 am - 11:15 a | <u> </u> |
| Cent | er on map |
| Pick up Client Home | Drop off Food City, North Flowing Wells Road, Tucson, AZ, USA |
| Show on map | Show on map |
| Booking ID - 13720661 | Cancelled in advance 🗙 |
| Cancel Confirmation | on Number |
| | rs |

From here you can go back to your upcoming trips.

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

