App Walkthrough

Table of Contents

Signing Up

Step 1:

Download the app from the iOS or Google Play store

Step 2:

Open the app and click "Get Started."

Signing Up

Step 3:

Enter your mobile phone number.

Step 4:

When prompted, type in the 6 digit code that is sent to your phone. No need to remember a password!

9:25

Personal details

< Next

First Name
Jane

Last Name
Doe

Email
janedoe@email.com

☑ I agree to receive promotional and marketing communications by text/SMS and telephone from Ride the Rio consistent with the Terms of Use and Privacy Policy below. Message frequency may vary. Message and data rates may apply. To unsubscribe, reply "STOP".

I already have an account

By pressing "Next" you agree to Ride the Rio's:

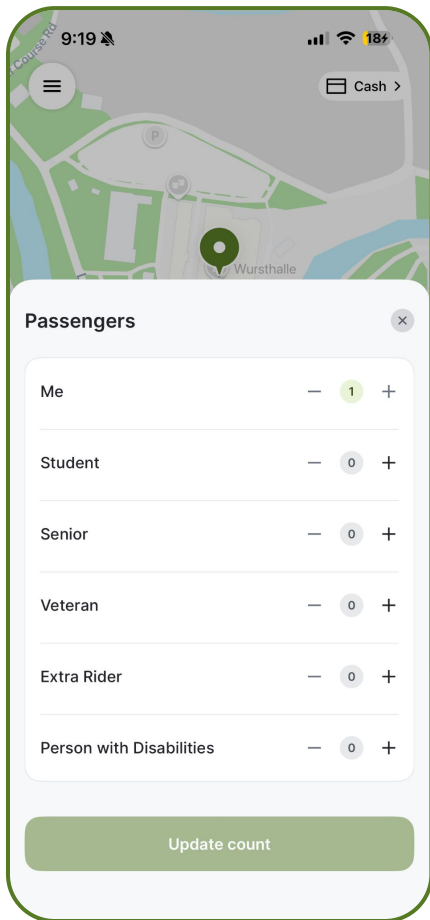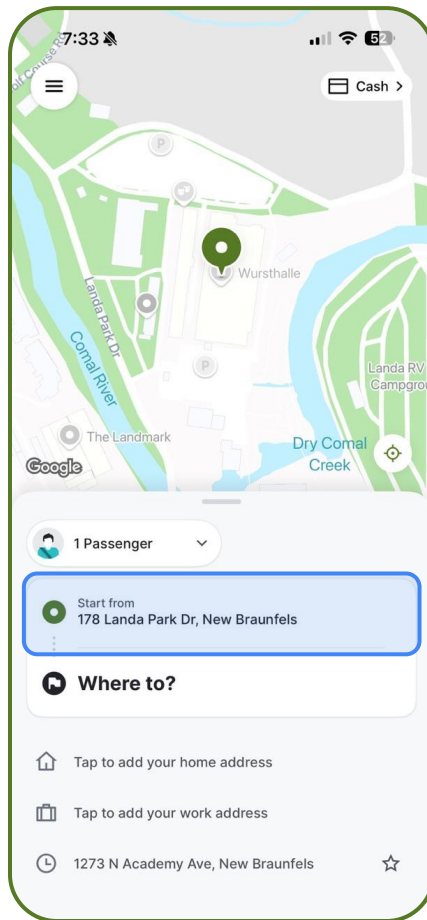**Terms of Use**

Privacy Policy

Step 5:

Enter your first and last name and your email address. Your email is where ride receipts will be sent. You can also add a profile photo at the top right corner.
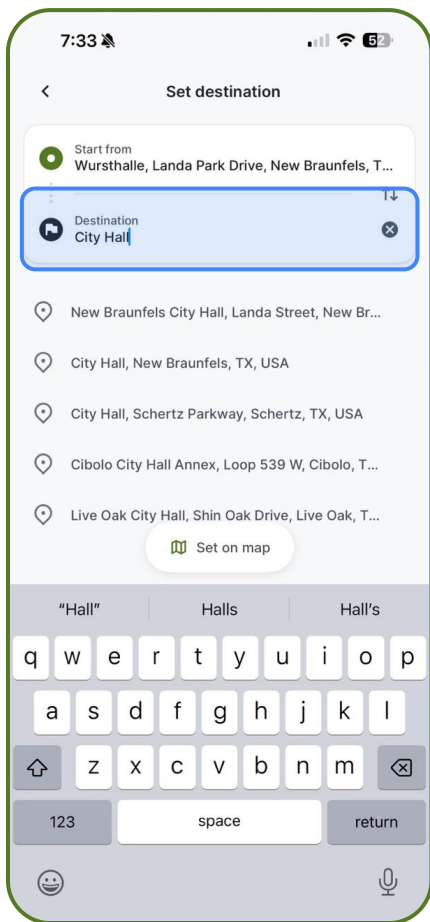
Requesting a Ride

Step 1:

Click the passenger icon to add extra riders and/or indicate if you are a university student, senior, veteran, or person with a disability.
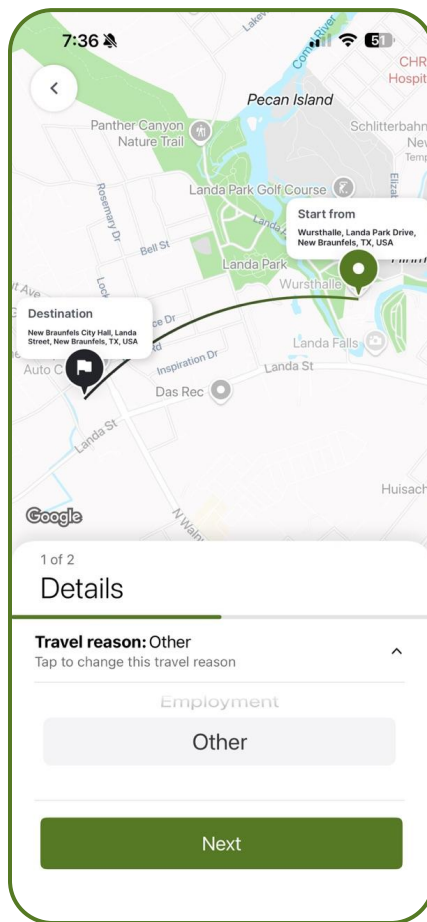
Step 2:

Choose your pickup location by typing an address, choosing a suggested location, or dragging the pin on the map.
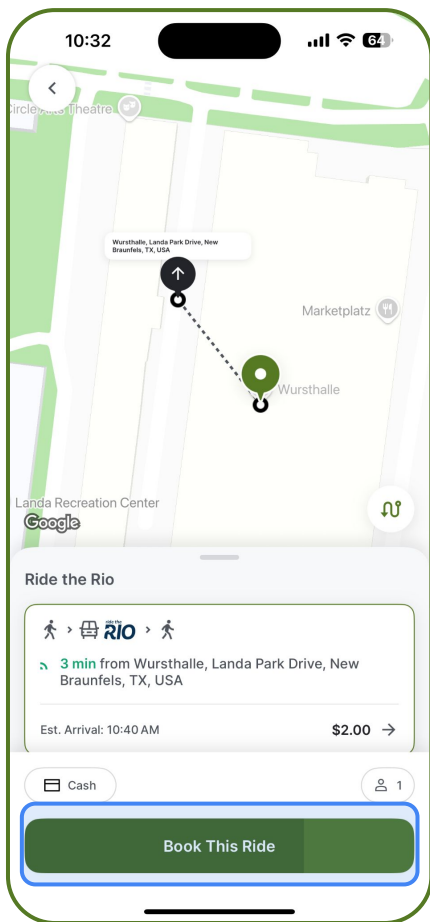
Requesting a Ride

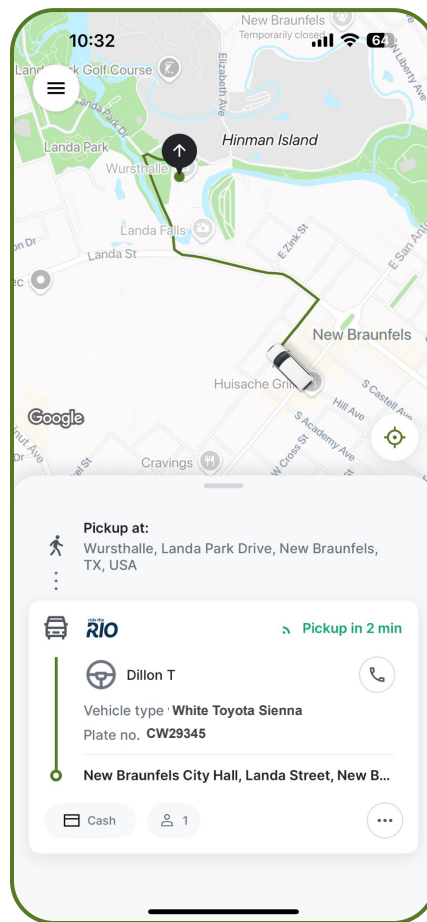**Step 3:**

Choose your drop-off location.

Step 4:

Once you set your pickup and drop-off locations, you'll be prompted to choose a travel reason. Select medical, employment, or other.
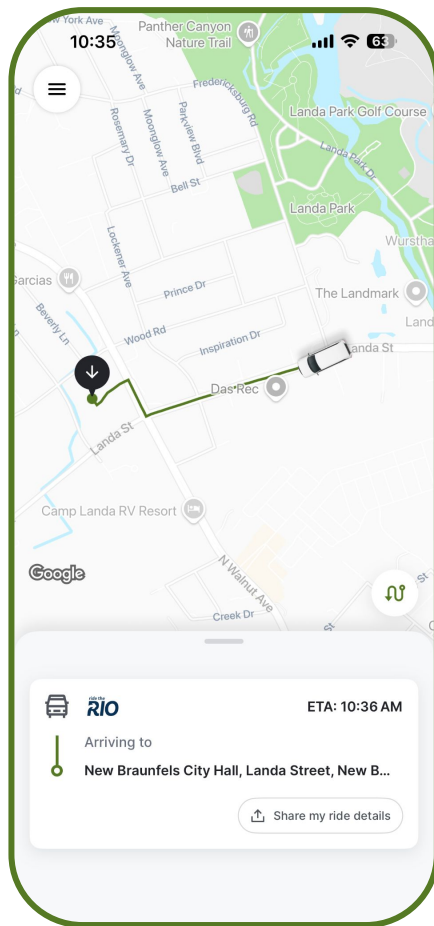
Requesting a Ride

Step 5:

Select "Book This Ride" to confirm your booking. You can see the driver's estimated arrival time before you book.

Step 6:

Track the vehicle as it makes its way to your pickup location.
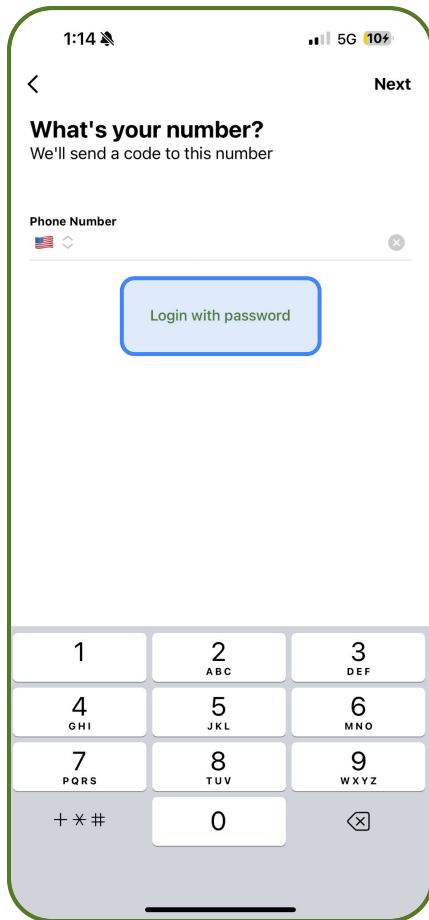
Step 6:

Once your driver picks you up, you can monitor your route all the way to your drop-off location.

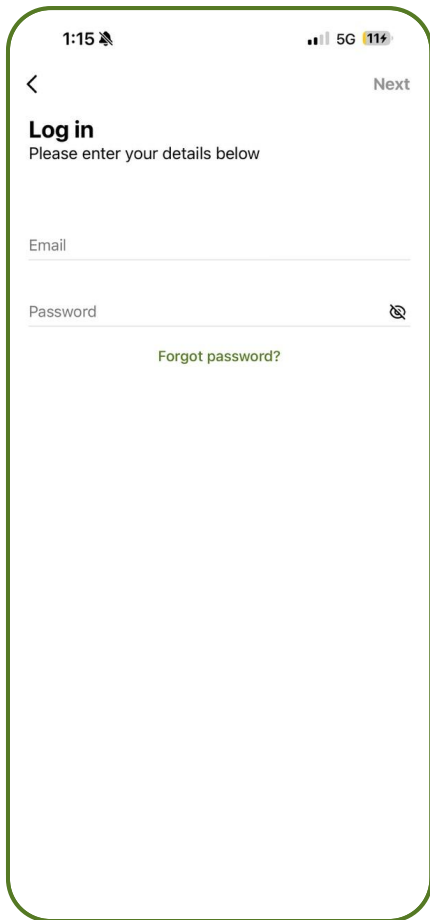# Signing Up with an Email and Password

Step 1:

If you do not have a phone number, you can signup and login using an email and password. To start, call the support line (**+1 (830) 282-3413**) and ask them for a temporary password.

Step 2:

Complete steps 1 and 2 of "Signing Up." Select "Login with password."

Signing Up with an Email and Password

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‹   **Next**
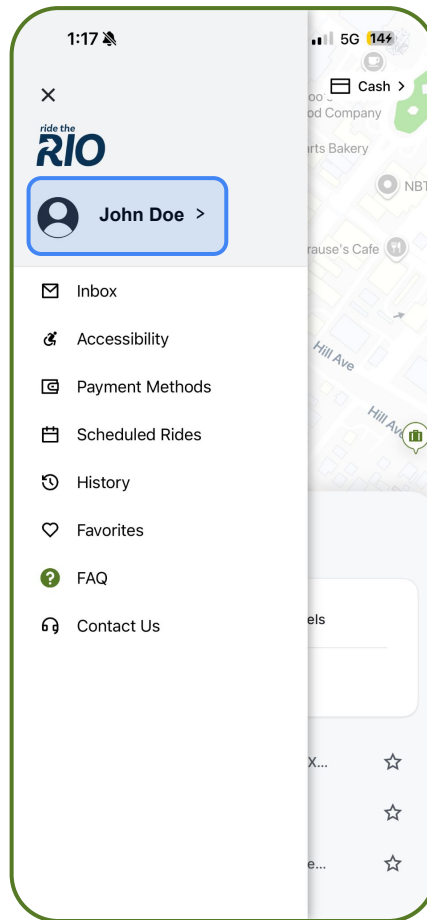
Log in
Please enter your details below

Email
_____

Password   🚫👁
_____

Forgot password?

Step 3:

Enter your email address and password.

1:17 📵   📶 5G 14⚡

✕   💳 Cash ›

ride the
RIO

👤   **John Doe**   ›

✉   Inbox

♿   Accessibility

💳   Payment Methods

📅   Scheduled Rides

🕐   History

♡   Favorites

❓   FAQ
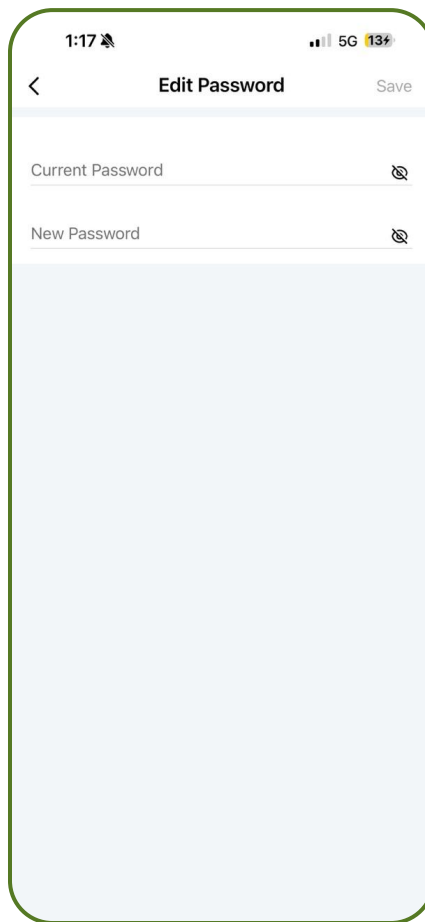
🎧   Contact Us

☆

☆

☆

Step 4:

After signing in, select your profile in the side menu.

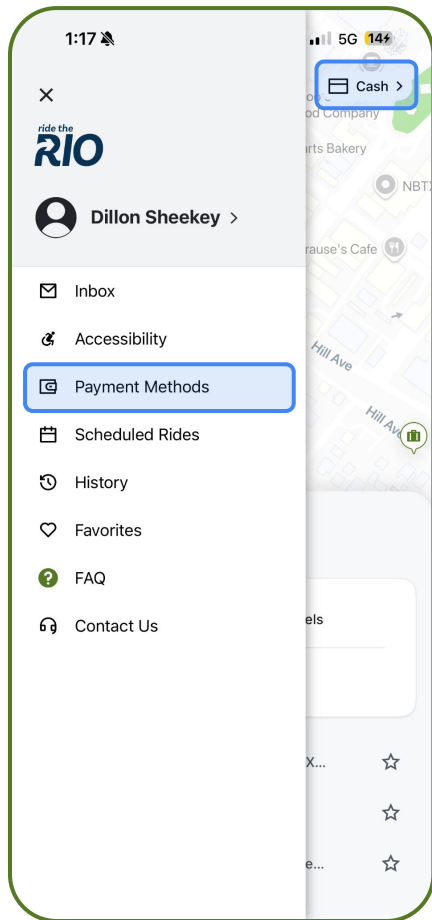# Signing Up with an Email and Password
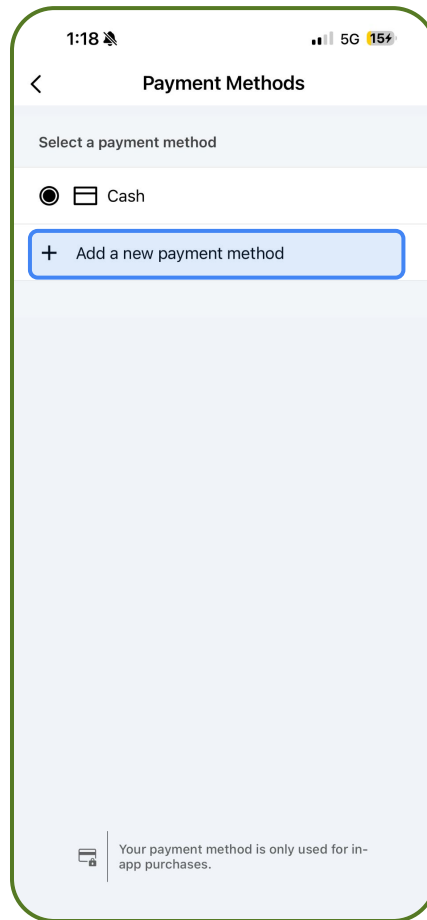

Step 5:

Select "Password."

Step 6:

Insert the temporary password you were given by the support agent and a new password of your choosing.
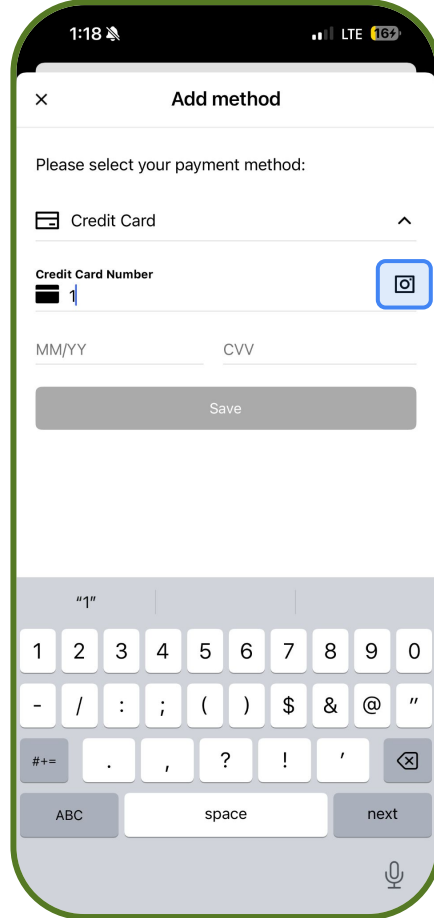
Adding a Payment Method

Step 1:

Select "Payment Methods" in the side menu or the payment icon in the top right corner of your screen.

Step 2:

Select "Add a new payment method."

Side menu (Step 1 screen)

1:17

Cash >

ride the
RIO

👤 **Dillon Sheekey** >

✉️ Inbox

♿ Accessibility

💳 **Payment Methods**

📅 Scheduled Rides

🕘 History

❤️ Favorites

❓ FAQ

🎧 Contact Us

Payment Methods (Step 2 screen)

1:18

Payment Methods

Select a payment method

⦿ 💳 Cash

＋ Add a new payment method

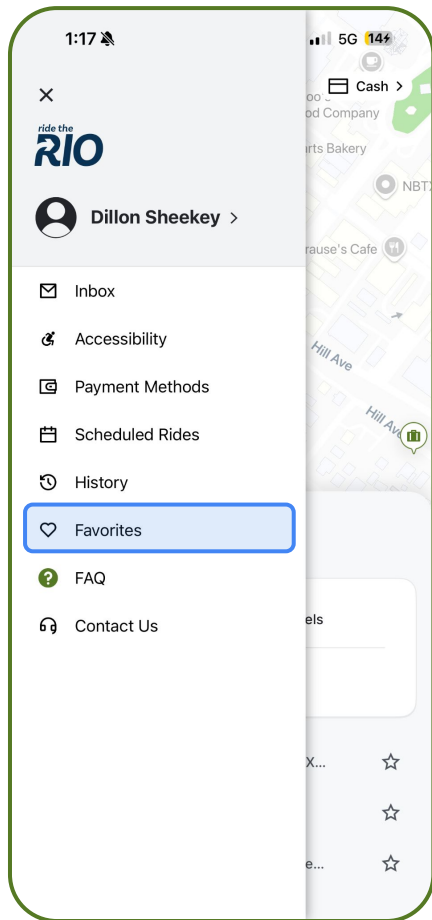💳 Your payment method is only used for in-app purchases.
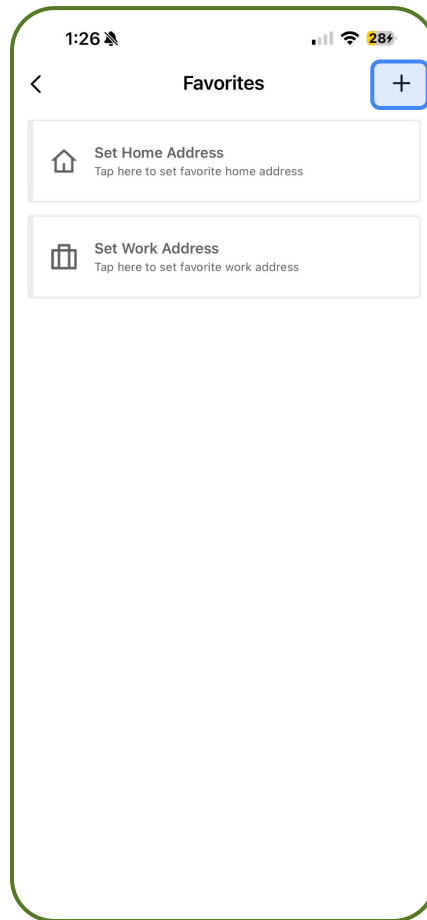
Adding a Payment Method

Step 3:

Insert your card details or scan your card by selecting the camera icon. Finally, click "Save."
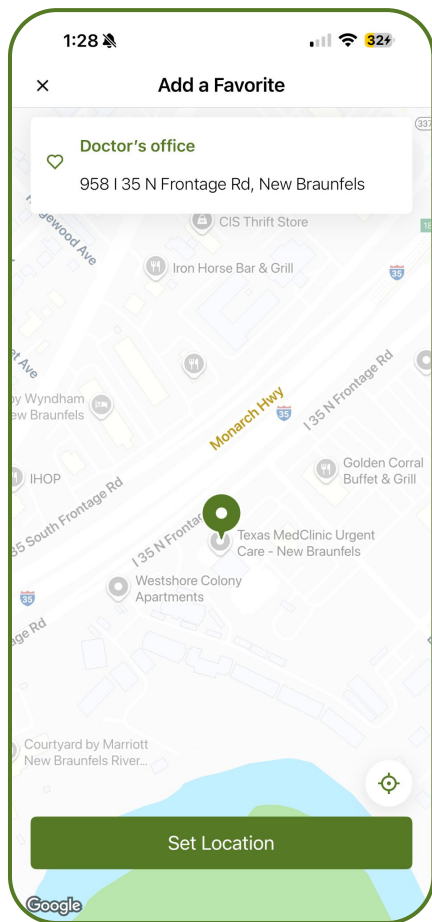
Adding Favorite Locations

Step 1:

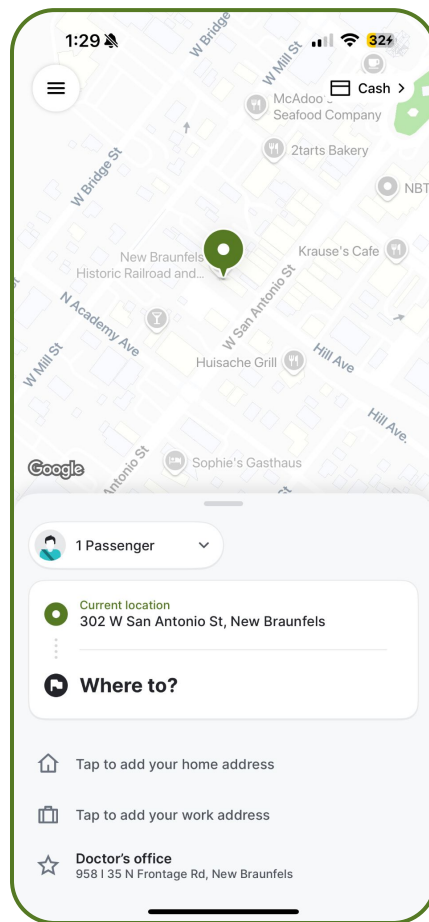Select "Favorites" in the side menu.

Step 2:

Select "Set Home Address" or "Set Work Address" if you want to designate either as a favorite location. To favorite a location that is not home or work, click the "+" icon in the top right corner of your screen.

Adding Favorite Locations

Step 3:

Insert a location by typing an address or dragging the pin on the map. If the location is not home or work, enter a name in the field that says "Name it." Finally, click "Set Location."

Step 4:

Your favorited location will appear when you book a ride. No need to manually type it out now!