

ihail User Guide – Metro Mobility On Demand

Registering and Logging In

Metro Mobility users register and login using their Client ID in order to book rides through Metro Mobility On Demand. Users Client ID for ihail will have a leading 8 and 7 digits total. For example, 8001234. Click on the Register button from the login page to register.

Navigation Bar in the upper right-hand corner of the Login screen allows you to Retrieve your password once you have registered. Enter in all default booking information including any notes for the driver. Optionally add a credit card in order to pay for the passenger's portion of the fare in the app.

Registering and Logging In - Accessible Tool Notes

Client ID and Passwords are not able to be dictated. The login number field is called Client ID or Phone number. Metro Mobility users always login with their Client ID that begins with an 8 and is 7 digits total. On the login screen, the first field is Client ID number, the second is Password, the third is a Keep me logged in checkbox. There are two buttons below the 3 fields which the first is Login and the Second is register.

The Navigation Bar in the upper right-hand corner is titled toggle navigation. The options on the Navigation Bar once the button is expanded are Log in, Retrieve Password, Register, and Contact Us. With accessible tools, numeric and password fields may not allow the contents to be dictated so you may have to manually complete these.

Book From Here

If you have registered correctly, the Payment Option on the top of the screen defaults to Metro Mobility – On Demand. ihail uses your current location for the pickup address or you can tap on the Circle X button to clear your current location and enter in your pickup address. Tap on the location icon to go back to your device's current location. Enter in your Destination Address to get your trip's route and pricing/payment split. Tap Next to proceed with a new booking. Tap on the Navigation Bar and click on New Booking to start over.

Book From Here - Accessible Tool Notes

The first field on the screen is Payment Option, the second is the Pickup Address or Place, the Third is Destination Address or Place.

The Pickup Address or Place field is a text box with three fields. The second field is the location icon which when selected, will reinitiate your current location. The third

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field is a delete icon that will delete whatever address is in the pickup address or place field so that you can manually enter it in or refresh it by pressing the location icon. Voiceover users should swipe right once to get to the location icon, twice to get to the delete icon and then double tap to activate them.

The Destination Address or place field is a text box with two fields. The second field is a delete button/icon that will delete whatever address was manually entered. Voiceover users should swipe right once to get to the delete icon and then double tap to activate it.

Booking Details

Select your time option. If you choose Book for Later, then enter in your pickup time in hours/minutes and the date of your pickup. If you are unsure of the pickup time, then select Activate booking when ready to make it a Will Call booking. If a you need to book a round trip, then select Return Ride Needed. Select Will Call Return to activate your ride when you are ready. Select Scheduled Return to enter in a pickup time and date. Will Call's show a pickup time of 11:59PM and expire on the date selected.

Select to be notified when the vehicle is approaching by text, call, or email. Multiple selections are allowed. If you have a specific vehicle type request, then select from the drop-down list:

- Any
- Minivan
- Sedan
- Wheelchair Accessible

Enter in any booking notes for the driver. These notes default from your user profile and can be changed by tapping on the Navigation Bar and then Change Details.

Passenger Name and Phone number default from your user profile. Payment Option defaults to Metro Mobility – On Demand from the first screen. Select Payment Type from the drop-down list:

- In-App Credit Card
- In Vehicle (Cash or Credit Card)

Tap on Review Booking Details to review the booking prior to submitting. Tap Change Pickup/Destination to go back to the Book from Here screen and start over. Tap Book Ride to submit the booking. Your Booking Details include:

- Pmt = Payment Type Account Number
- PU = Pickup Address
- Dest = Destination Address

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PU Time = Pickup Time and Date

VT = Selected Vehicle Type if any

Price Info = Passenger Amount and Account Amount

Booking Details - Accessible Tool Notes

When the Booking Details screen loads, the cursor starts at the Ready Now radio button. The Time field is two separate fields with the first one being the hour of the day and the second one being the minutes. The minutes field is incremented every 5 minutes so to book a pickup time of 3:15PM you would select 3 PM from the hour field and 15 from the minutes field. Both fields are popups which you have to double tap to open then swipe up or down to select your desired hour and minutes. When done, swipe left once and double tap.

The Date field format is MM/DD/YYYY and can be entered manually or dictated versus choosing from the calendar.

If you check the Return Ride Needed box, then two more radio buttons appear. The first radio button is Will Call Return so if you want the return ride to be a Will Call. The second radio button is Scheduled Return so if you want a fixed pickup time on the return ride date.

The vehicle type field is a combo box. The first selection is the default and is a label that reads Select the Vehicle Type. The second selection is Any which indicates you don't have a vehicle type preference. This option is best as it doesn't limit the type of vehicle in our fleet to service your ride. The third selection is Minivan. The fourth selection is Sedan. The fifth selection is Wheelchair Accessible. The combo box selection is only needed if you have a specific vehicle type need. Otherwise, you can leave it at the default.

The payment type field is a combo box. The first selection is the default and is a label that reads Select Payment Type. The second row is In-App Credit Card and should be selected if you want to pay with the credit card that you have saved in the app at registration. The third row is In-Vehicle (Cash or Credit Card) and should be selected if you want to pay at the end of the trip in the vehicle.

After you select Review Booking Details, a popup appears with the list of fields noted earlier in this section. Select the OK button in the lower right-hand corner to close the Review Booking Details popup and return to the first Booking Details screen. Voiceover users, swipe left once and double tap to close.

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Booking Confirmation

Reference Number received once ride is booked. Confirmation Screen includes the pickup address, destination suburb, approximate distance, estimated time and a map of the route. Tap the View button to review details. Tap the Cancel button to cancel the booking. You are not able to modify a confirmed booking so will need to Cancel and then go the Navigate Bar and tap on New Booking. Tap on the Favorites button to save the booking as a favorite to be used in the future.

Booking Confirmation – Accessible Tool Notes

Booking Confirmations Screen has View, Cancel, and Favorite buttons at the bottom of the screen. Voiceover users should double tap to select any of these buttons or make the current field you are focused on as active. Voiceover will announce “updating” every 15 seconds and the cursor will return and announce your previous location if you had double tapped it prior to the update.

Booking Dispatched

When the booking has been dispatched to a vehicle, the tracking screen will show the Car Number and approximate mileage and time to pickup. The View, Cancel, and Favorite buttons are available when on the tracking screen.

Booking Dispatched - Accessible Tool Notes

Booking Dispatched Screen has View, Cancel, and Favorite buttons at the bottom of the screen. Voiceover users should double tap to select any of these buttons or make the current field you are focused on as active. Voiceover will announce “updating” every 15 seconds and the cursor will return and announce your previous location if you double tapped it prior to the update.

Navigation

Once logged in, Navigation Bar in the upper right-hand corner allows you to navigate throughout the app. Options are New Booking, My Bookings, Favorites, Change Details, and Contact Us. Select Change Details to update your name, phone number, password, email address, default notes for driver, and to add or update credit card information. If you don't need to add or update the credit card details, then check the Skip check box and hit save.

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Navigation – Accessible Tool Notes

At the bottom of the screen there is an Add/Update Credit Card Details and Save Details Button. If no changes are needed to the credit card details, then check the Skip checkbox to proceed.

My Bookings

From the Navigation Bar, select My Bookings to see all bookings made with your Client ID. Filter searches for historical, current and future bookings. The buttons below each scheduled booking are View, Favorite, and Cancel. The buttons below bookings that need to be activated (Will Calls) are View, Cancel, and Activate.

Select Activate to make the Will Call booking dispatch when you are ready. Select Yes or No when the Activate confirmation popup appears. Select Cancel to make cancel the booking. Select Yes or No when the Cancel confirmation popup appears.

From the My Bookings screen, active rides will show a Track button in addition to View, Favorite, and Cancel. Select Track to view a map of the booking including the dispatched vehicle number, location and distance/estimated minutes to pickup.

My Bookings – Accessible Tool Notes

The Booking Filter dropdown at the top of the screen is used to select the date parameter that you want to search by. The choices are Today and Later which is the default, Today, Tomorrow, After Tomorrow, Yesterday, Last 30 Days, and Select a Date. Once you select the date parameter, then there is a search button to execute the search.

The Cancel button is a popup dialog box. The message “Are you sure you want to cancel the booking” appears when you land inside the popup. The next field is Yes and then No. Select Yes to confirm the cancelation, No to close the popup. Voiceover users, swipe left once and double tap to close.

The Activate button is a popup dialog box. The message “Are you sure you want to activate the booking” appears when you land inside the popup. The next field is Yes and then No. Select Yes to confirm the activation, No to close the popup. Voiceover users, swipe left once and double tap to close.

The other information shown on the My Bookings list is the pickup Date and Time, Trip Status, Vehicle number once dispatched, Passenger Name, Pickup Address, Destination City Only and Reference Number. At the top of the Tracking Screen, it also shows the Reference Number, Pickup Address, and Destination City Only.

The various statuses included Scheduled, Need to Activate, Dispatching, On the Way, Picked Up, Completed, Canceled, and No Show.

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Favorites

The Favorite button will appear when a booking is first confirmed as well as on Active, Canceled, Scheduled, and Completed Bookings. Select Favorite to save the listed booking to your Favorites. Enter in a name for the favorite and tap on Save Favorite.

Go to the Navigation Bar and select Favorites to review your saved Favorites and to create a new booking by selecting the New Booking button.

Favorites – Accessible Tool Notes

You can add a default vehicle type to the favorite to each favorite. You can add default driver notes which are labeled as Booking information to each favorite. The Favorites filter at the top of the page allows you to search for a favorite by the name you gave it. Enter in the name and then there is a search button to execute the search.

The Delete button is a popup dialog box. The message “Are you sure you want to delete the favorite” appears when you land inside the popup. The next field is Yes and then No. Select Yes to confirm the deletion, No to close the popup. Voiceover users, swipe right twice to select Yes and then double tap your selection to close the popup.

Contact Us

If you need to Contact Us, go to the Navigation Bar and select Contact Us. Fill out the Contact Us form including the booking number and booking date if applicable. Select the Click here button to email us your inquiry. You can also contact the Metro Mobility Service Center at:

- Monday-Friday, 7:30AM to 4PM
- Phone: 651-602-1111
- TTY: 651-221-9886

Contact Us – Accessible Tool Notes

The phone number and Booking number fields are not able to be dictated. The Booking Date field format is MM/DD/YYYY but is not necessary if you enter in a booking number field. The Booking Time is an hour field and then minutes field but is not necessary to complete if you enter in a booking number field.