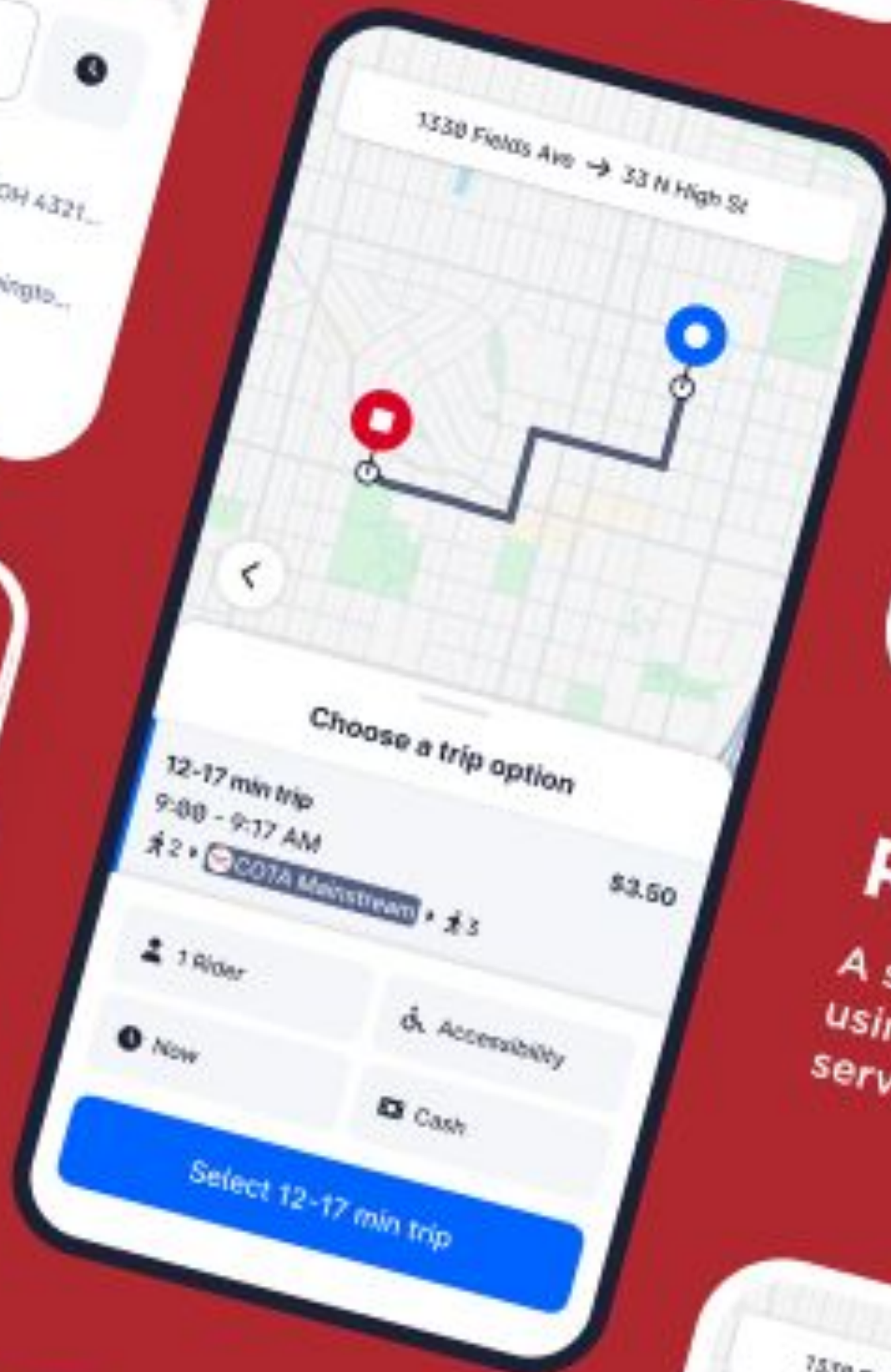
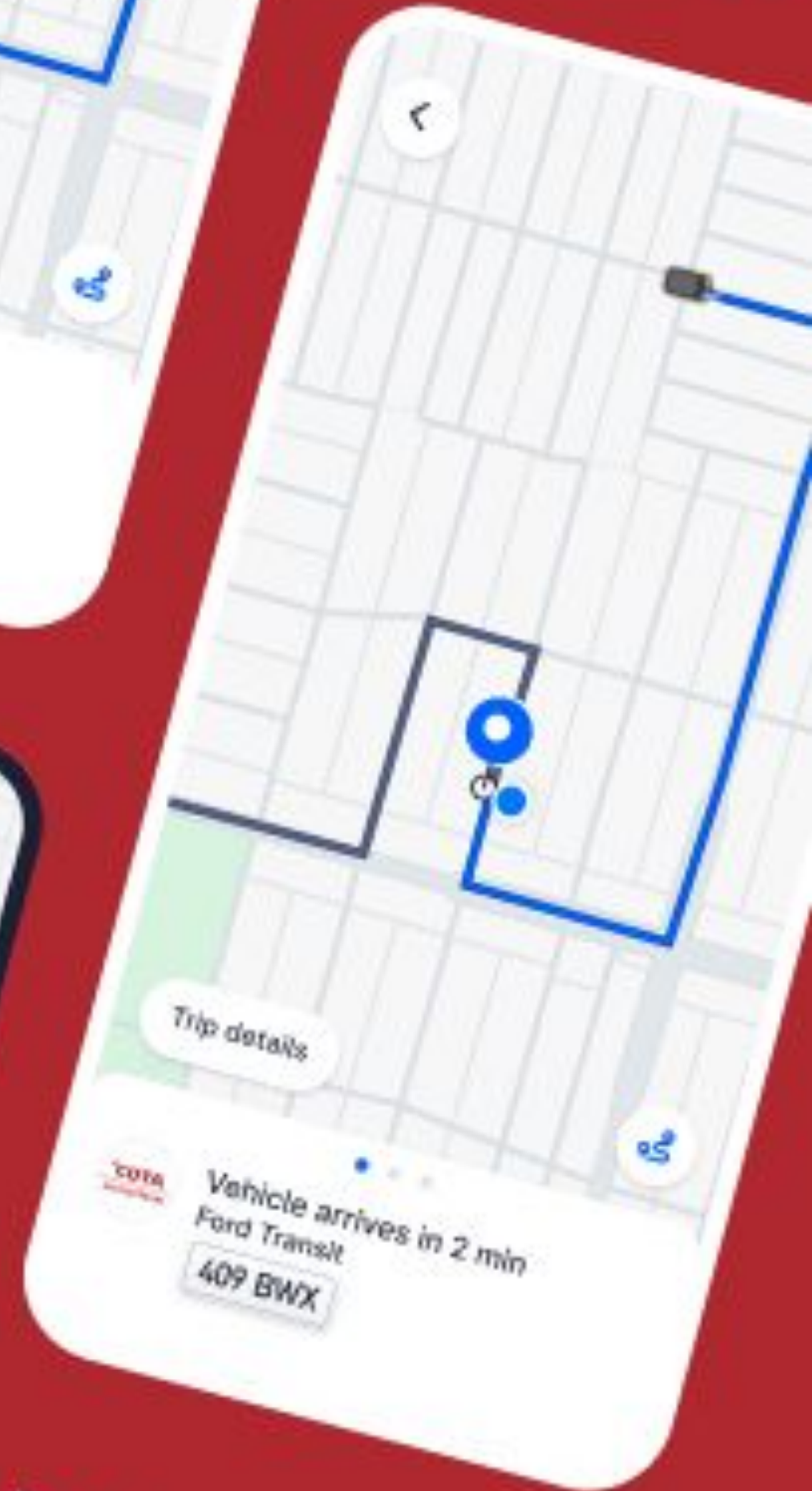
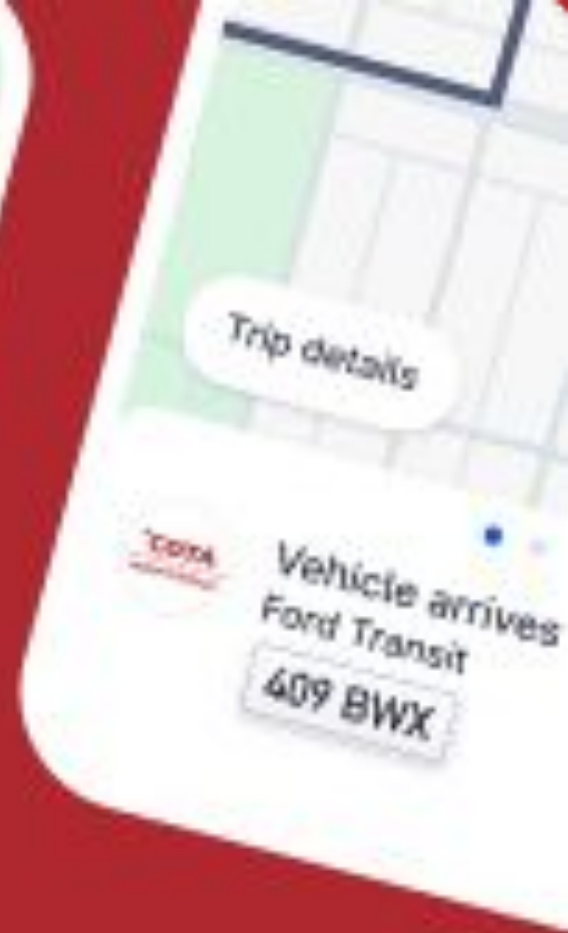
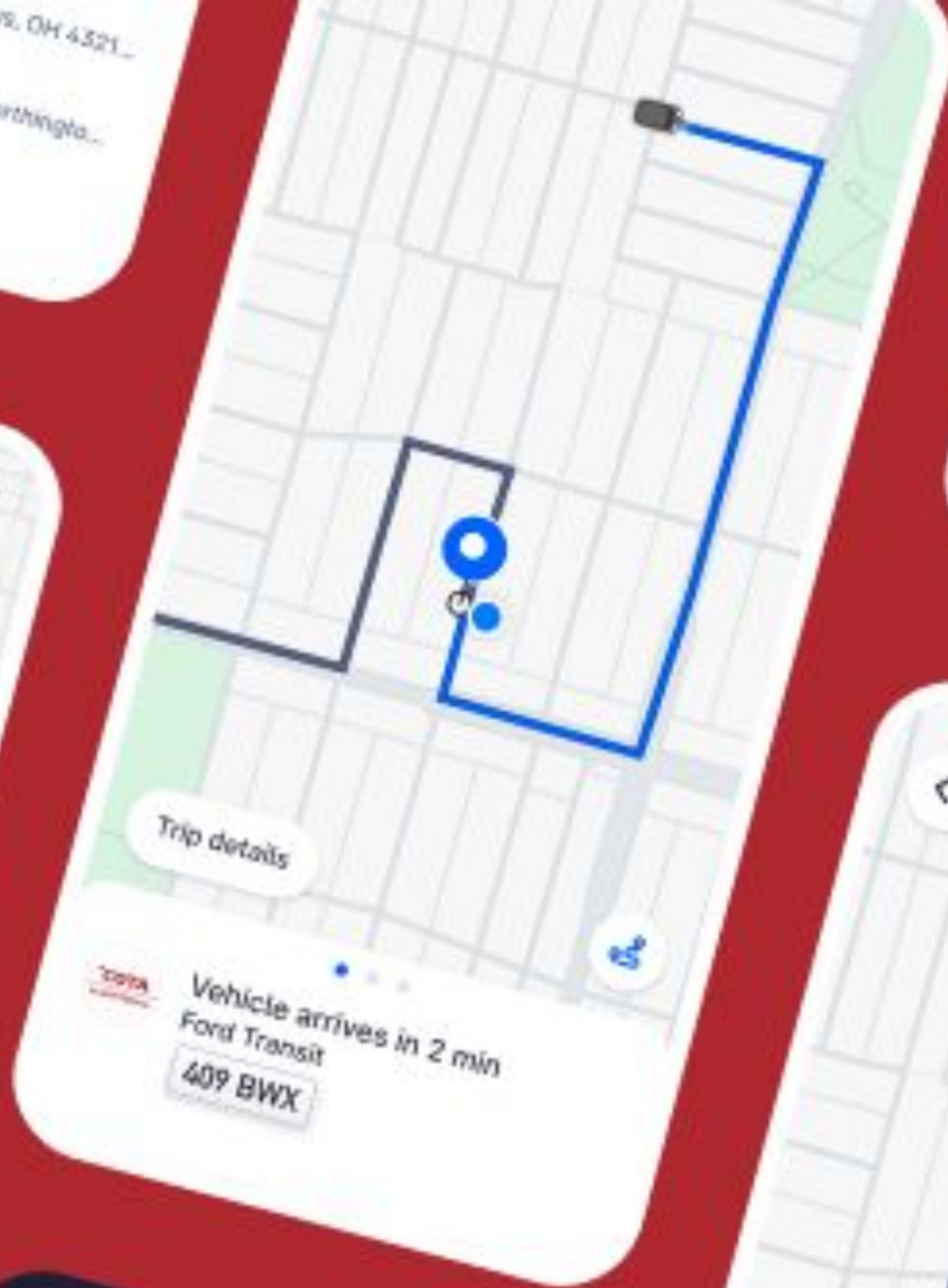
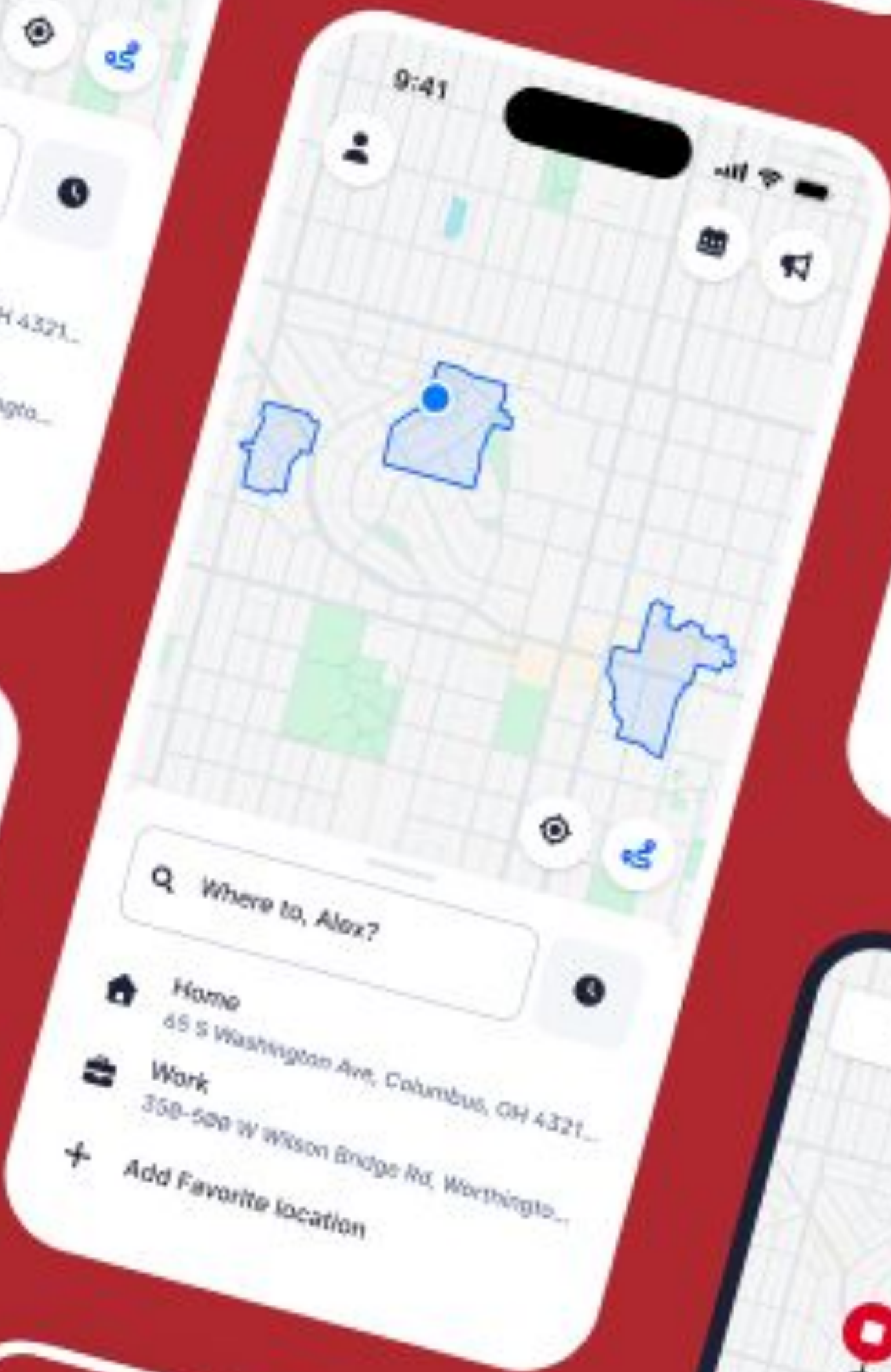


spare



Rider App Guide
A step-by-step guide to
using your paratransit
service, powered by Spare

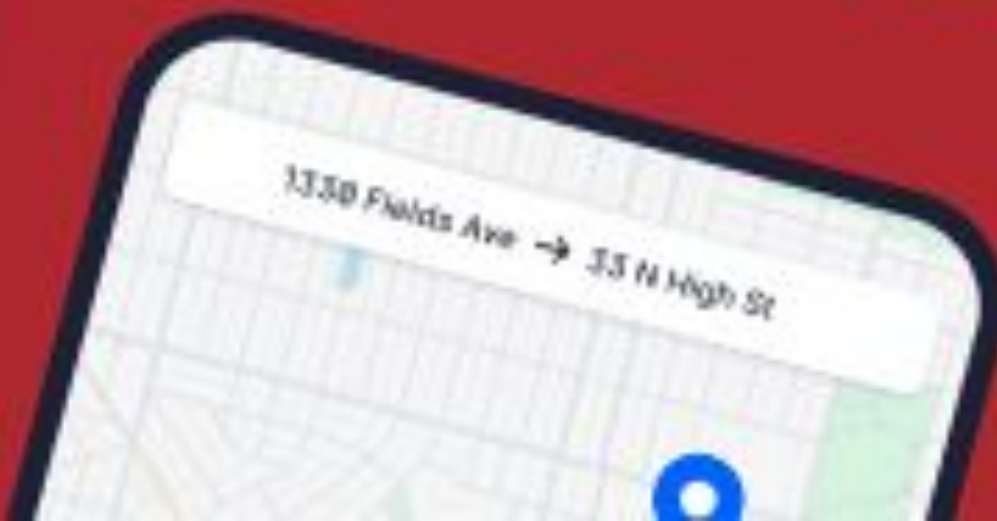


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GETTING STARTED

Download the App



Search "COTA Mainstream" in the Apple App Store or Google Play

- Tap **Get** or **Install**.

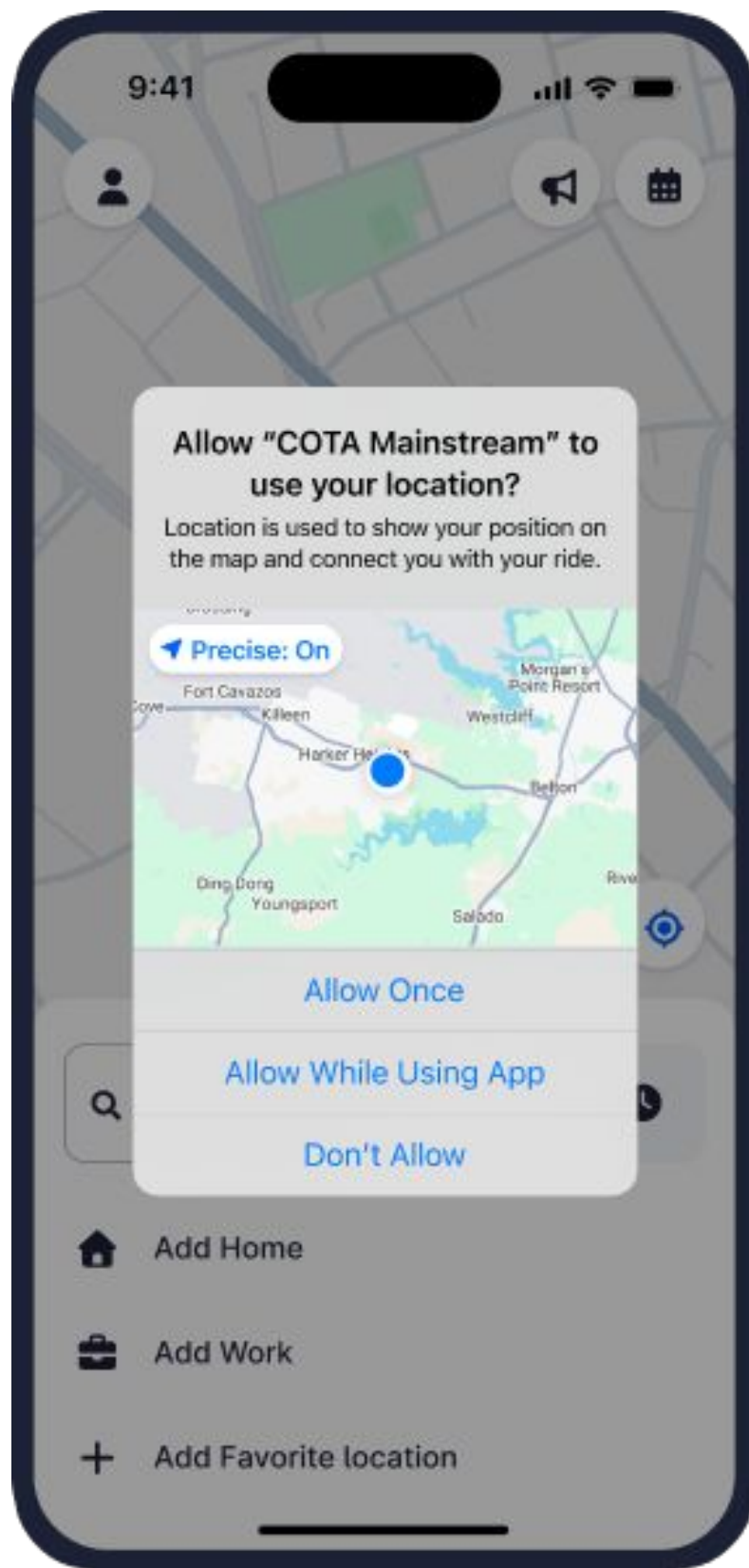


Open the app from your home screen

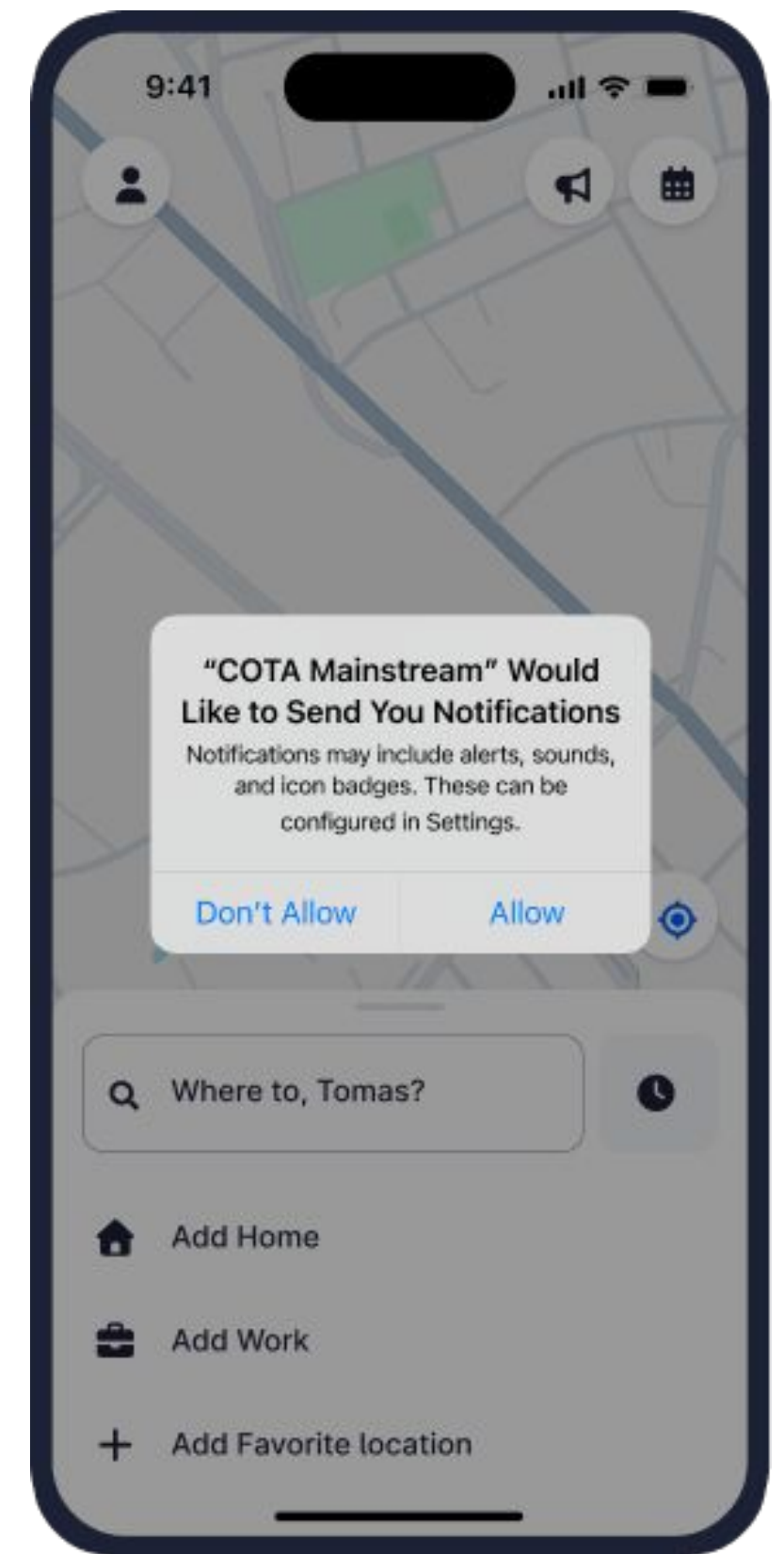


GETTING STARTED

Enable Permissions



Location: Set to *Always* for accurate pickup details



Notifications: To receive ride updates and arrival alerts

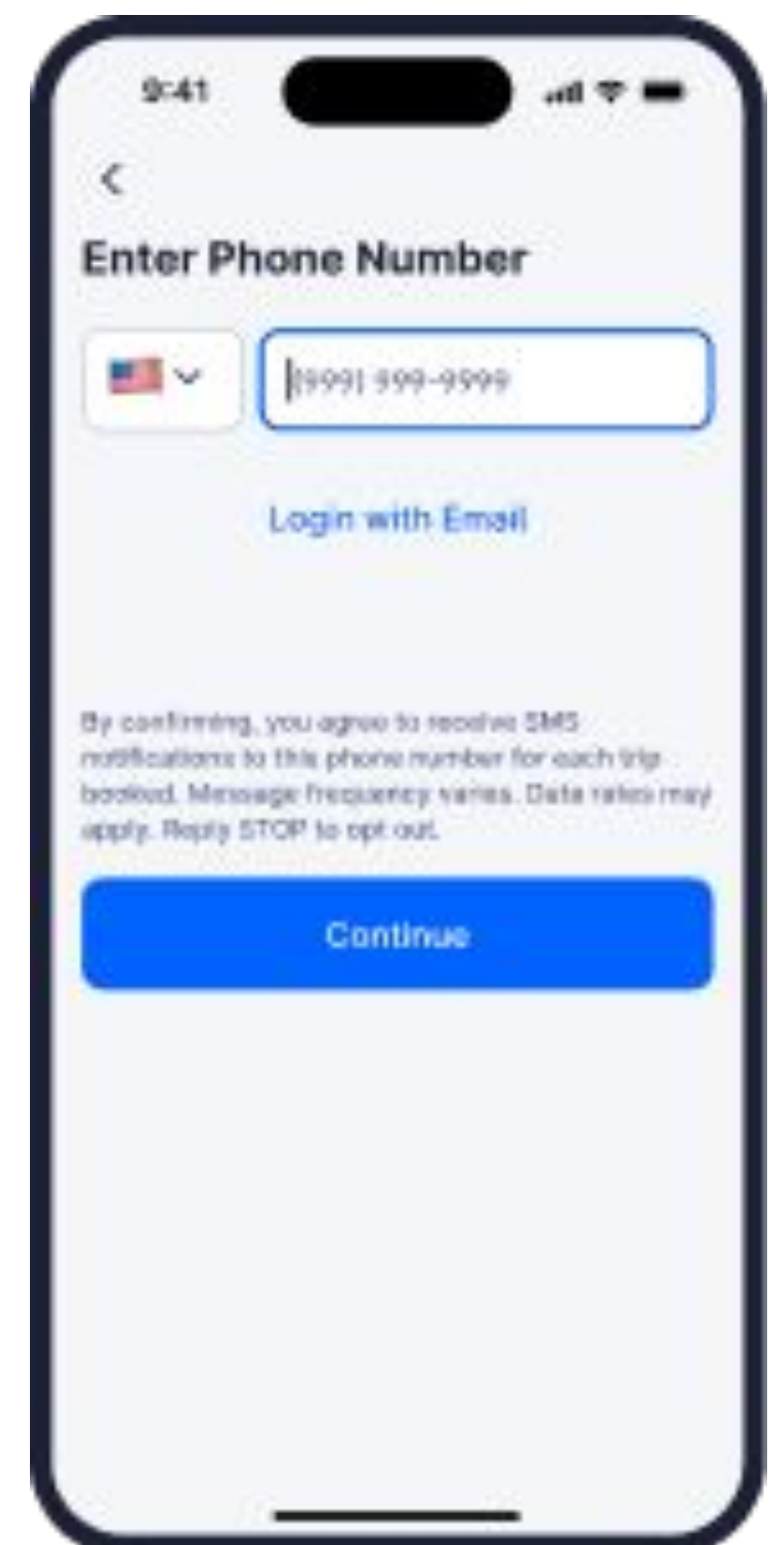


GETTING STARTED

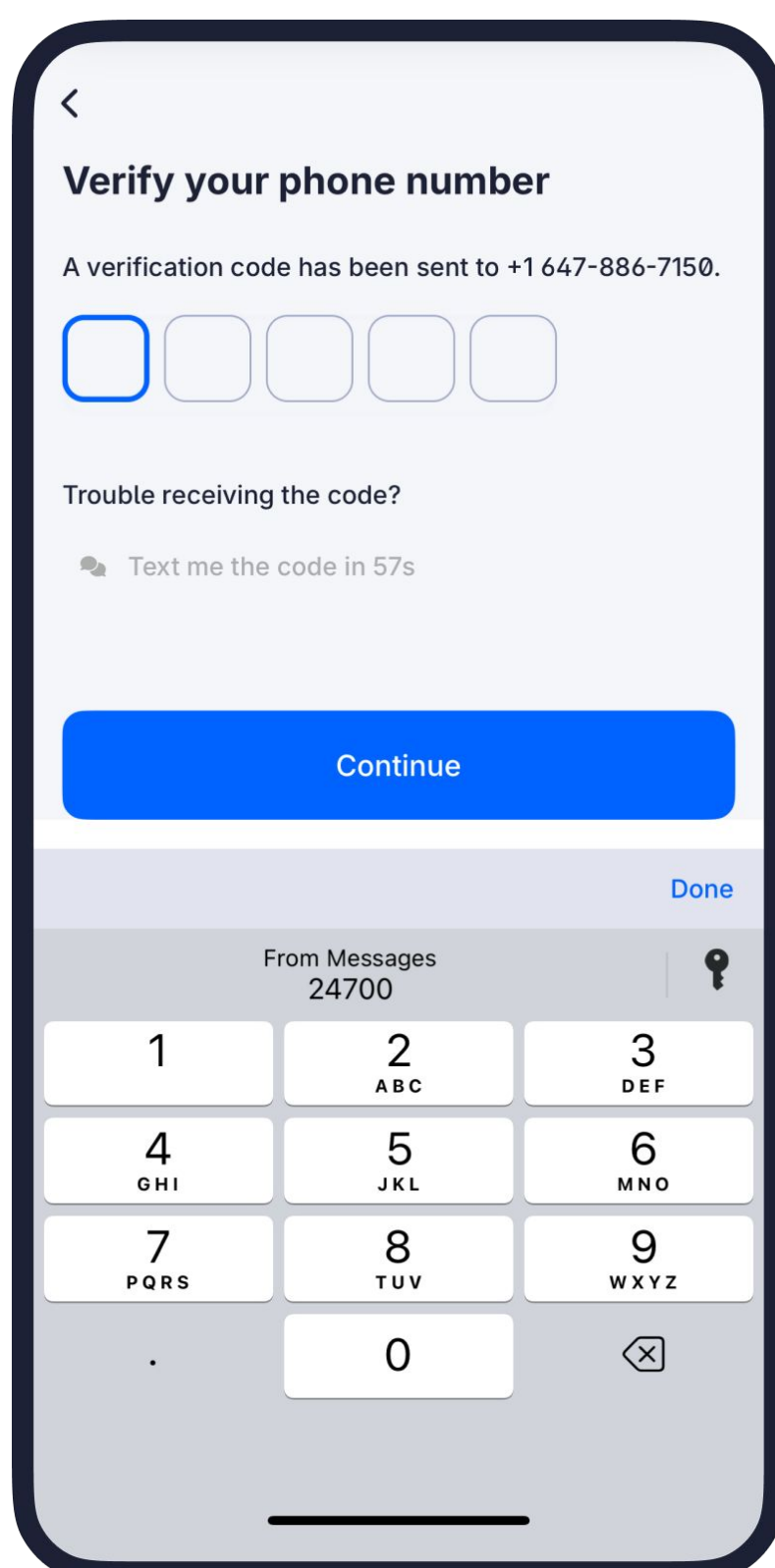
Login and account setup



Tap Log In



Enter your mobile phone number

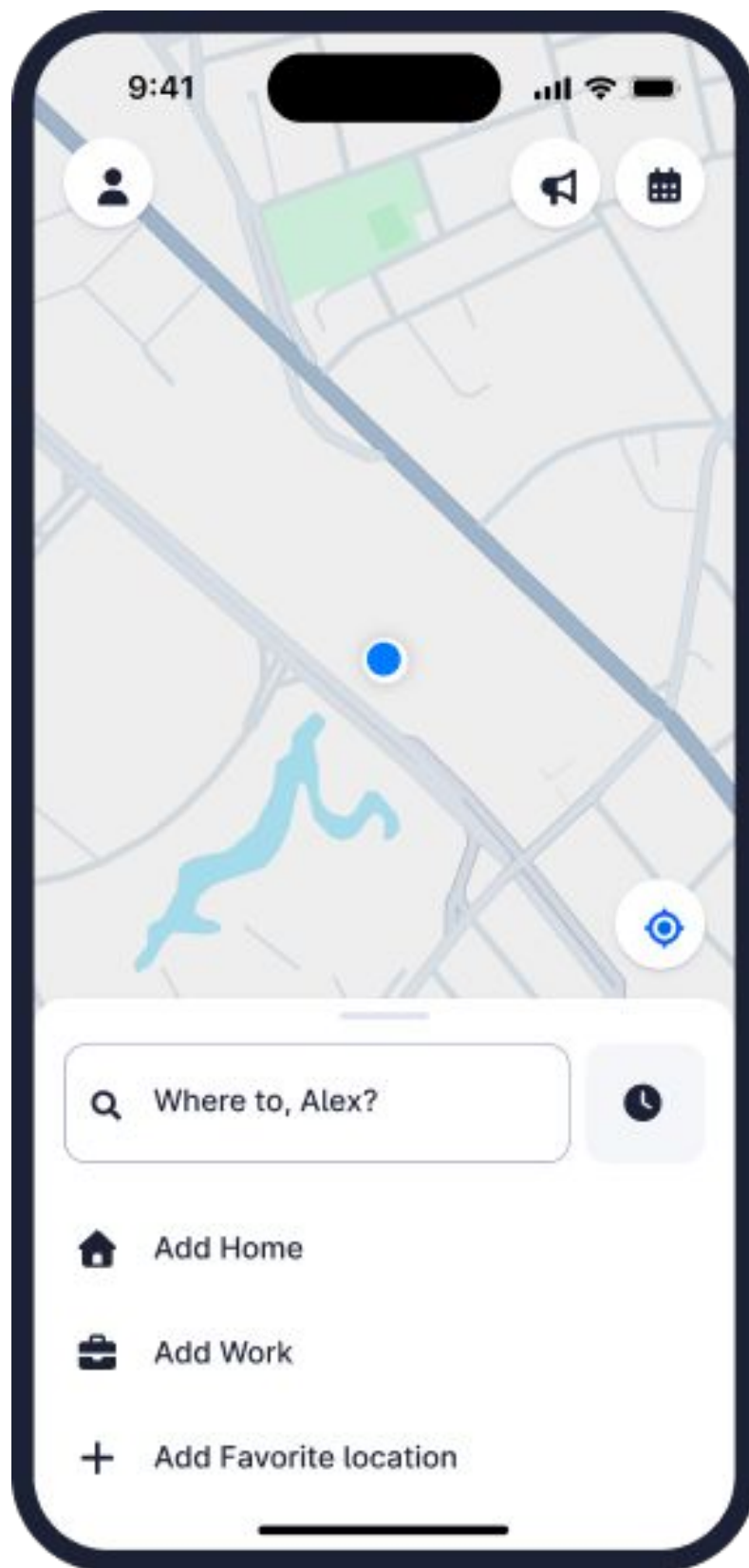


Enter the verification code sent by text or automated phone call

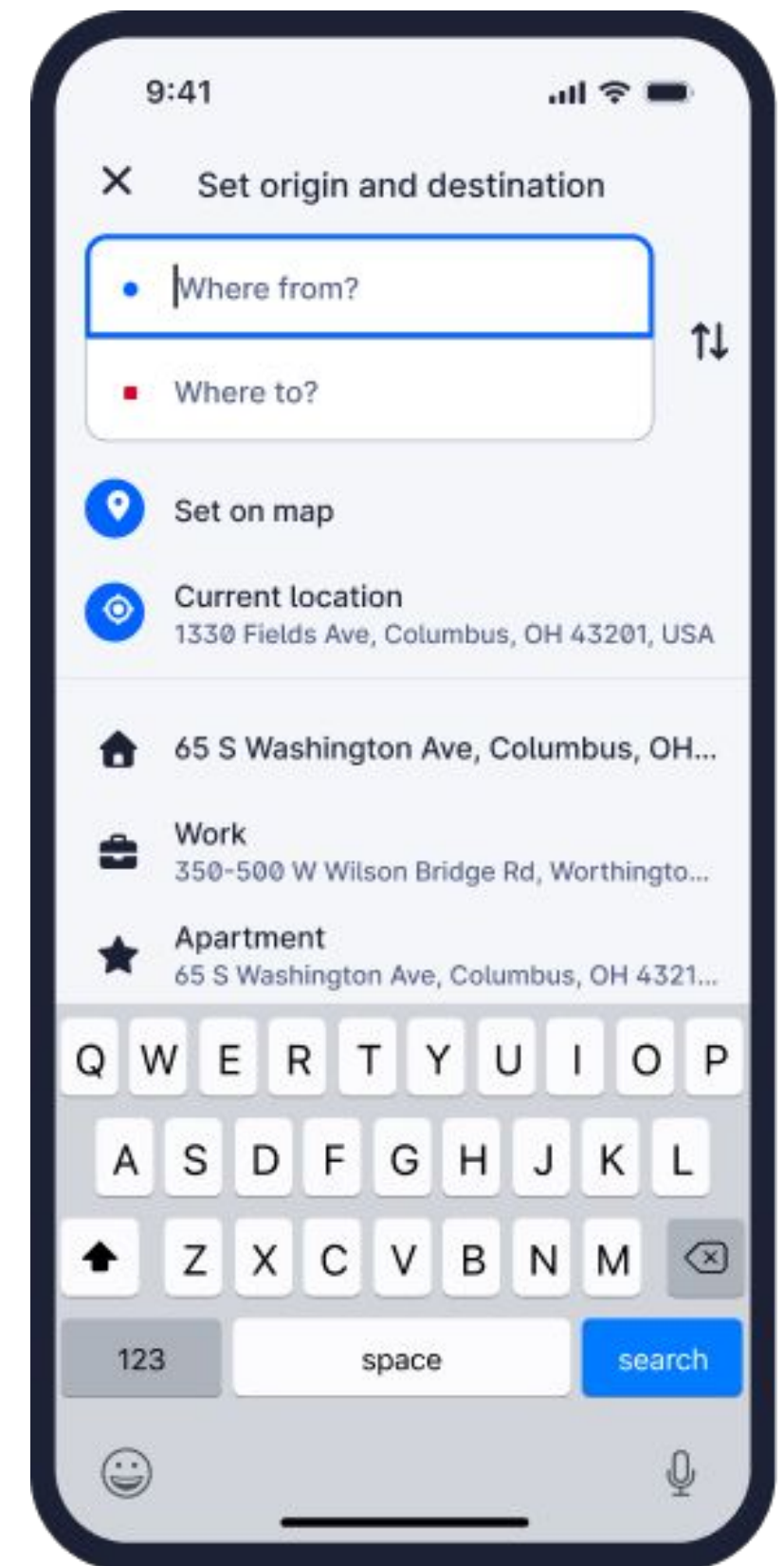


BOOKING A RIDE

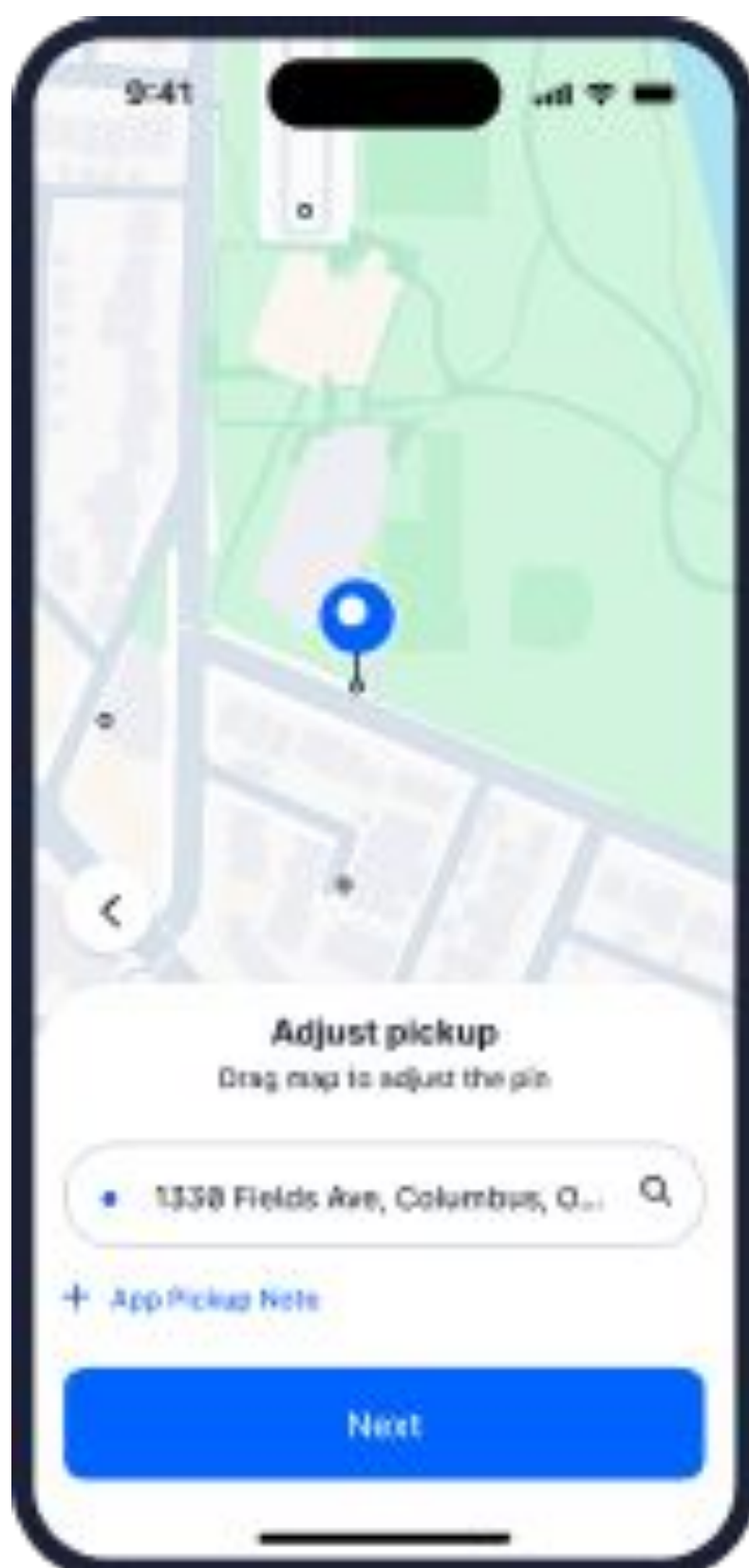
Set Pickup & Dropoff locations



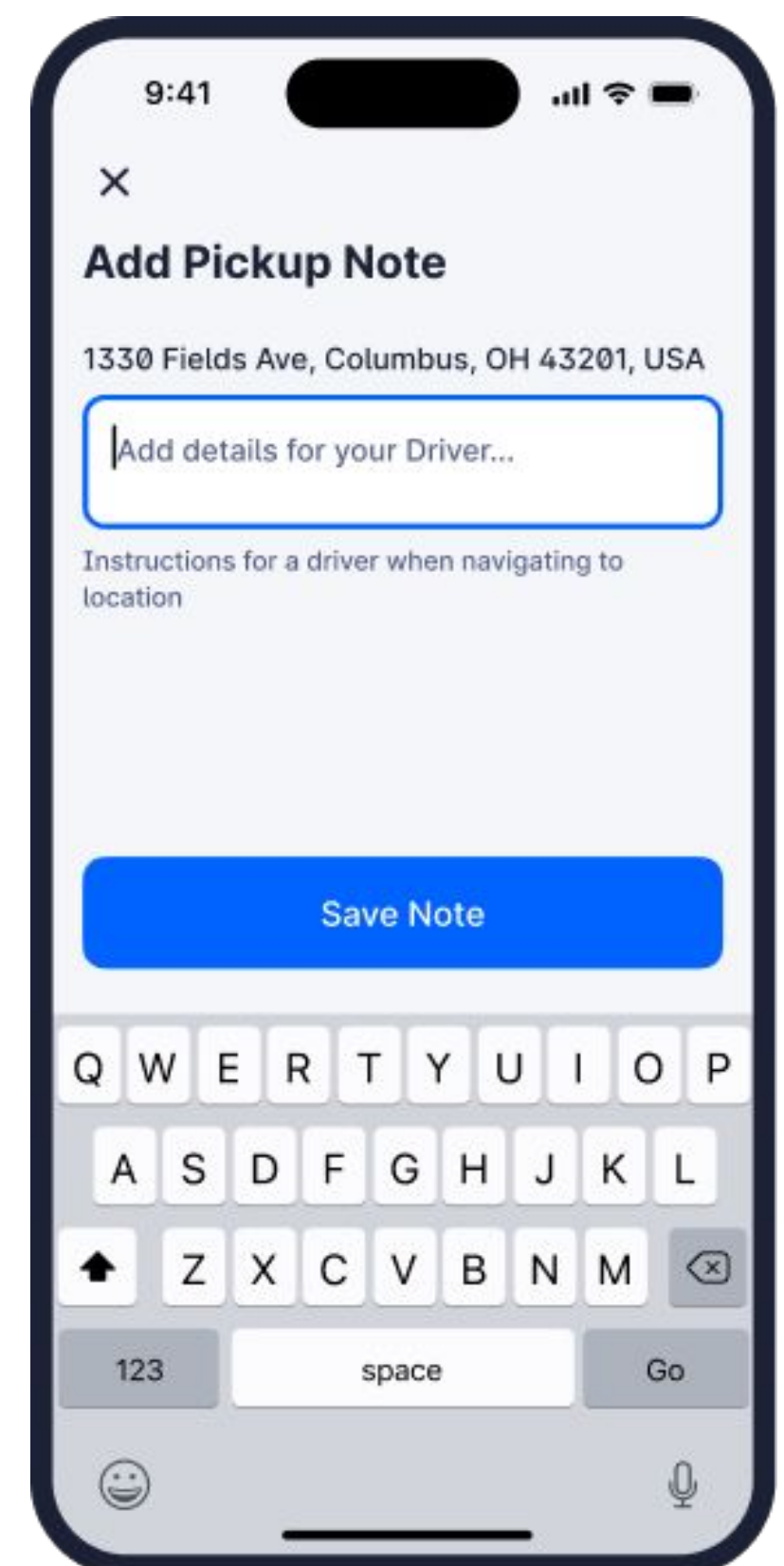
From the home screen,
tap Where to?



Enter pickup and dropoff locations



Adjust your pickup pin on the map
for precision

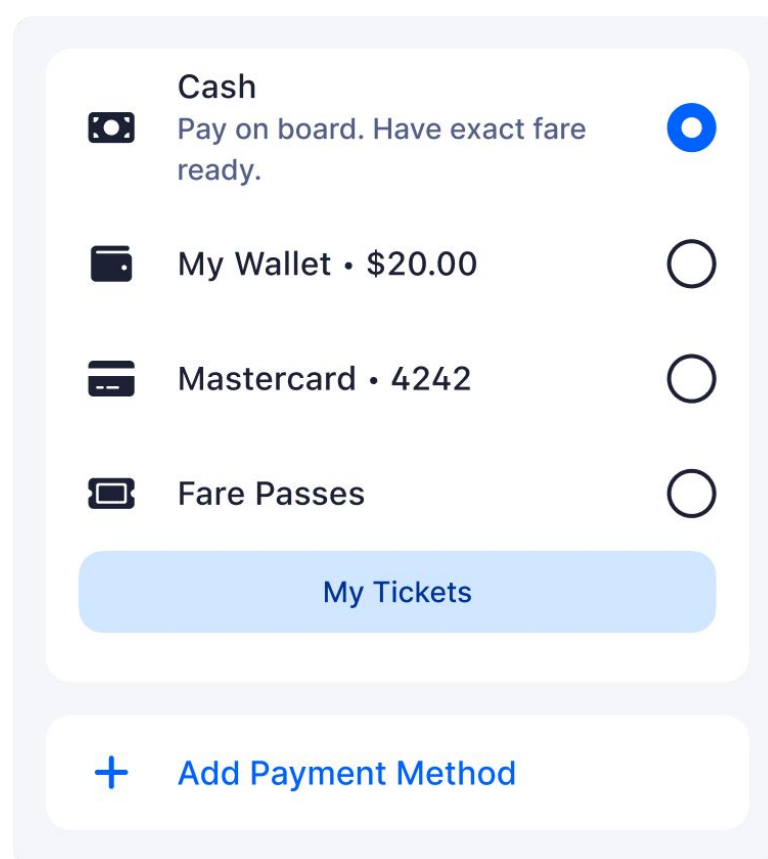
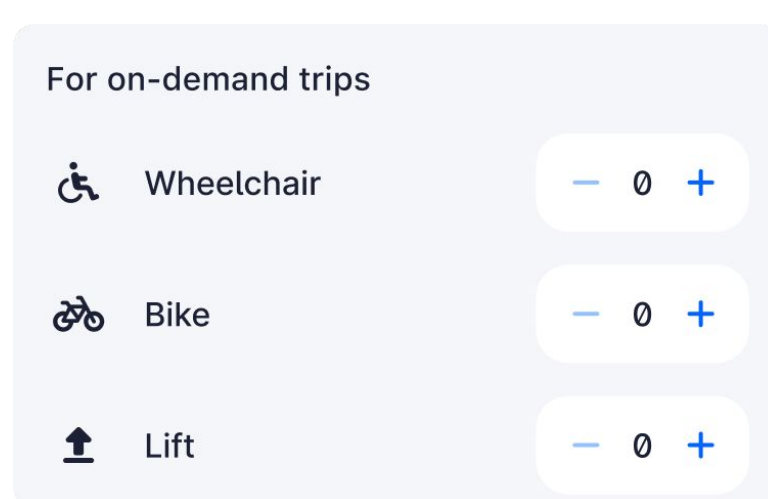
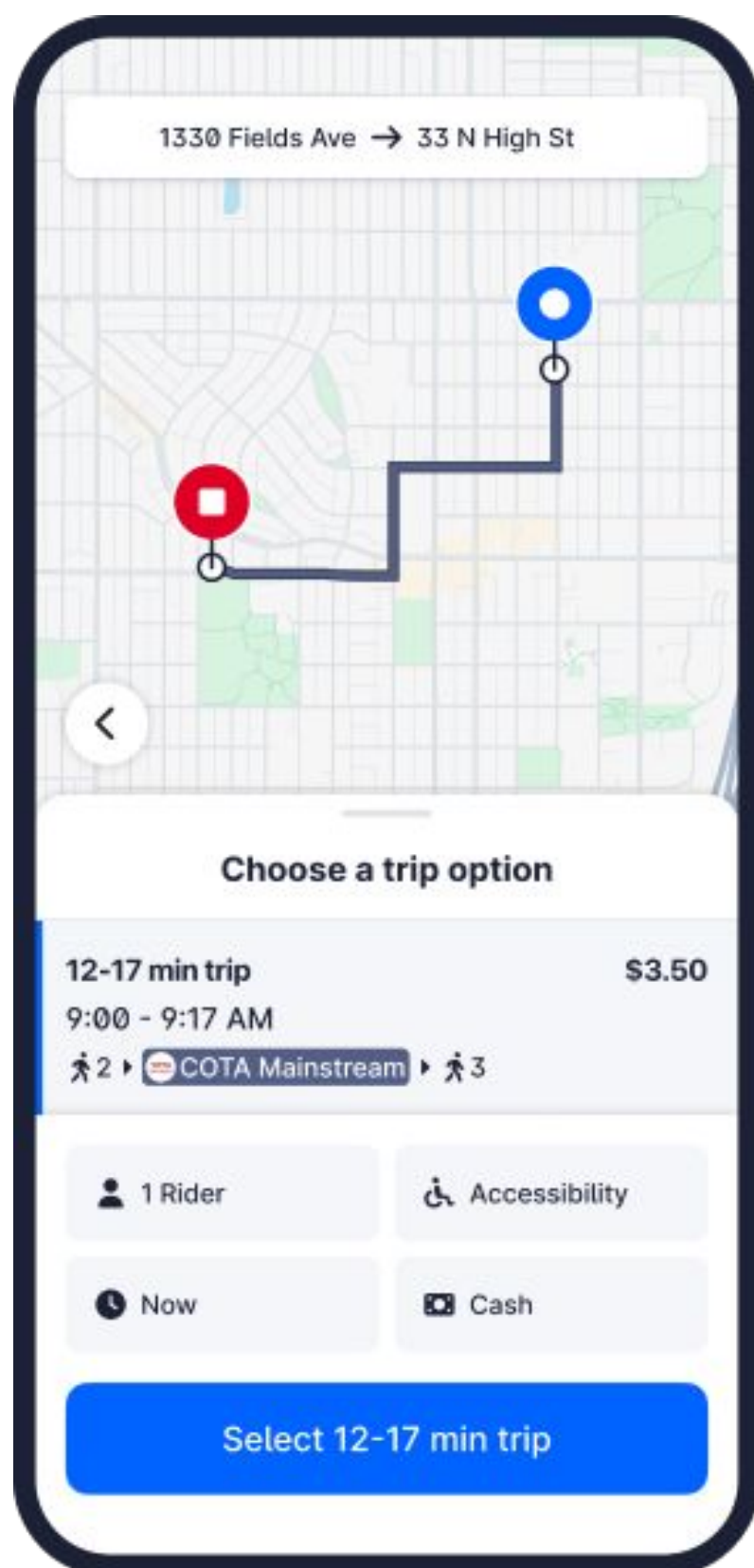


Add pickup notes if needed



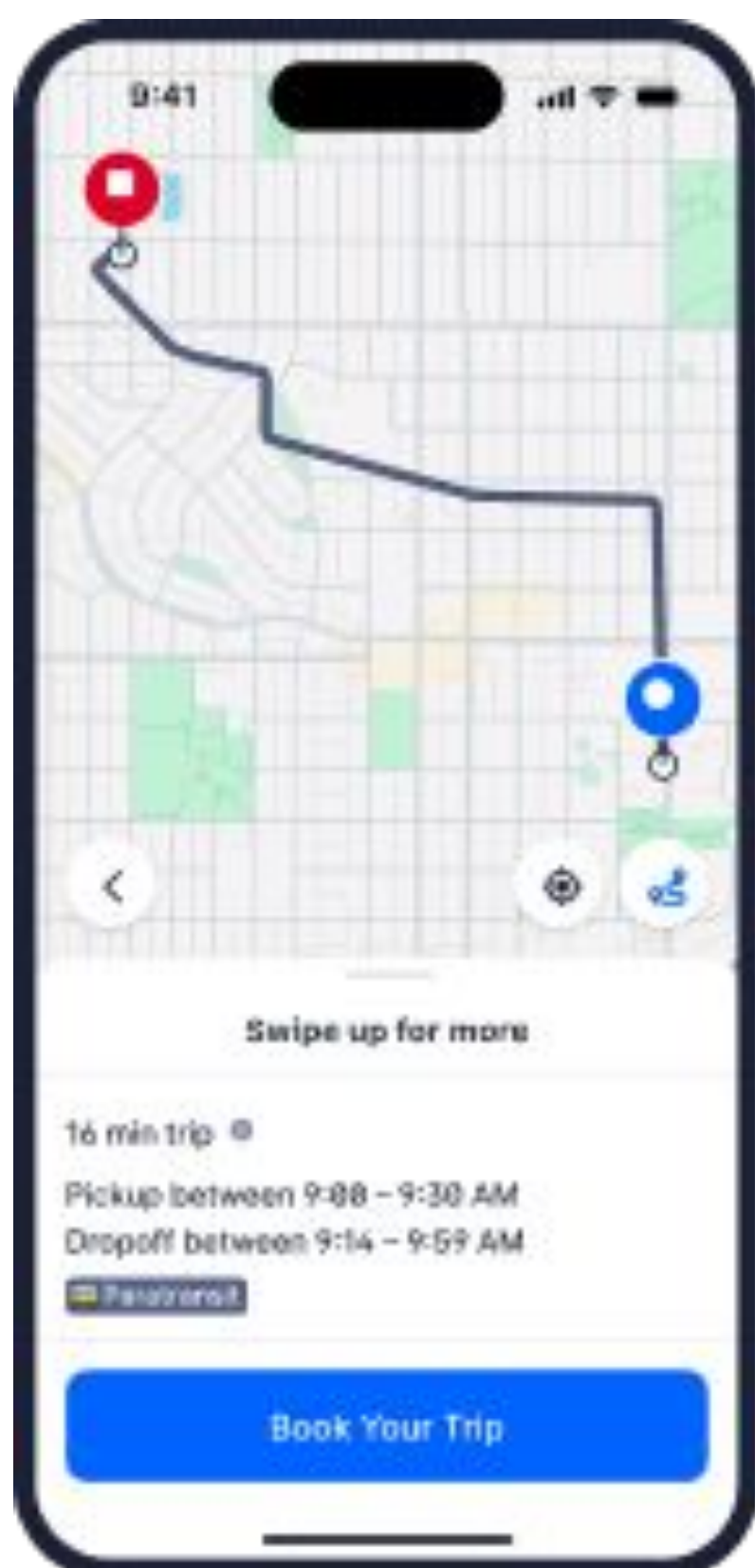
BOOKING A RIDE

Customize your trip



Choose Now, Leave At, or Arrive By

- Select number of riders.
- Add accessibility needs:
 - Mobility devices
 - Service animals
 - Medical equipment
- Choose how to pay (account balance, cash, ticket, or pass)

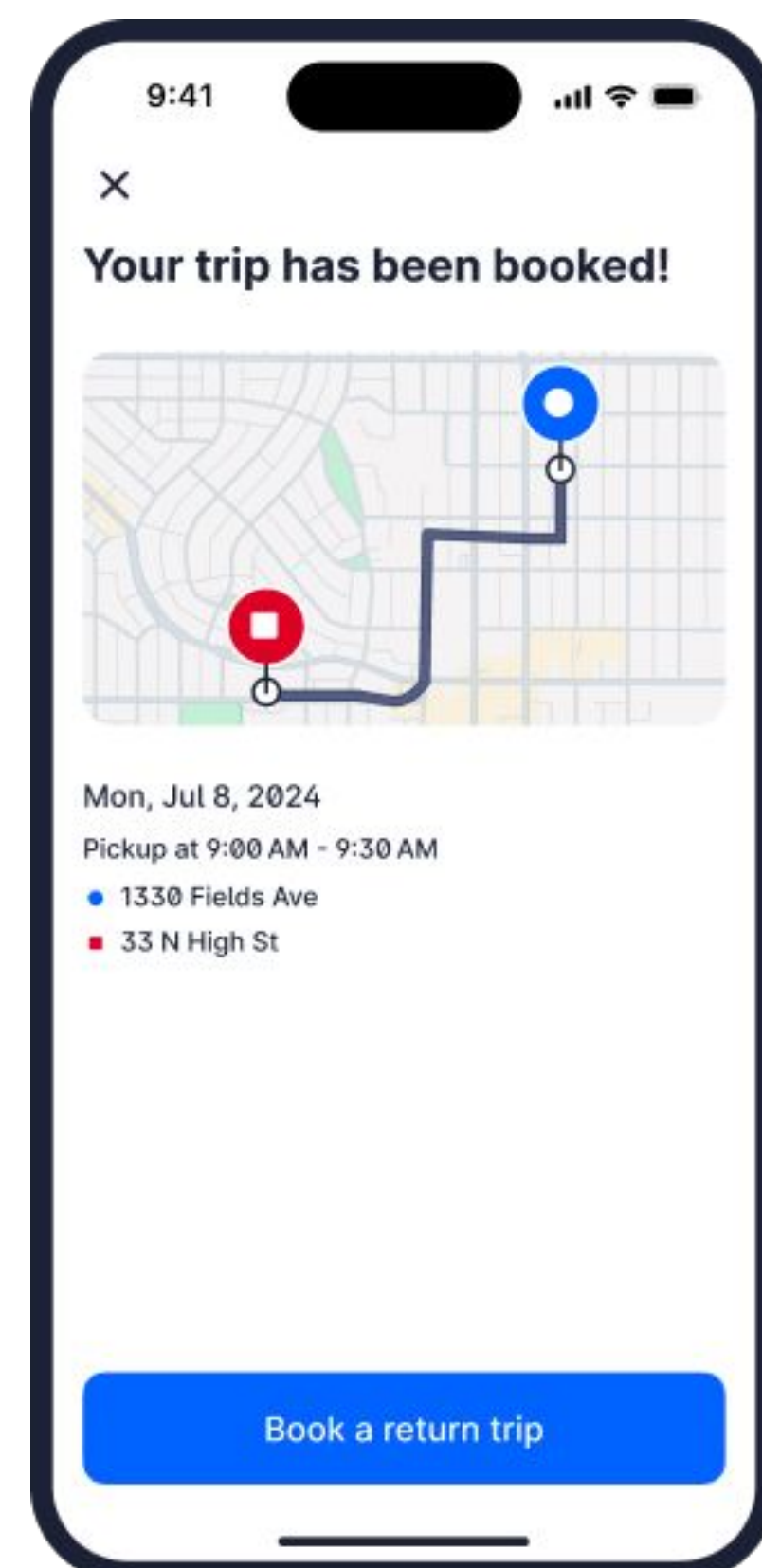


Book Your Ride

- Review available trip options
- Compare fare and trip duration
- Tap Book Your Trip

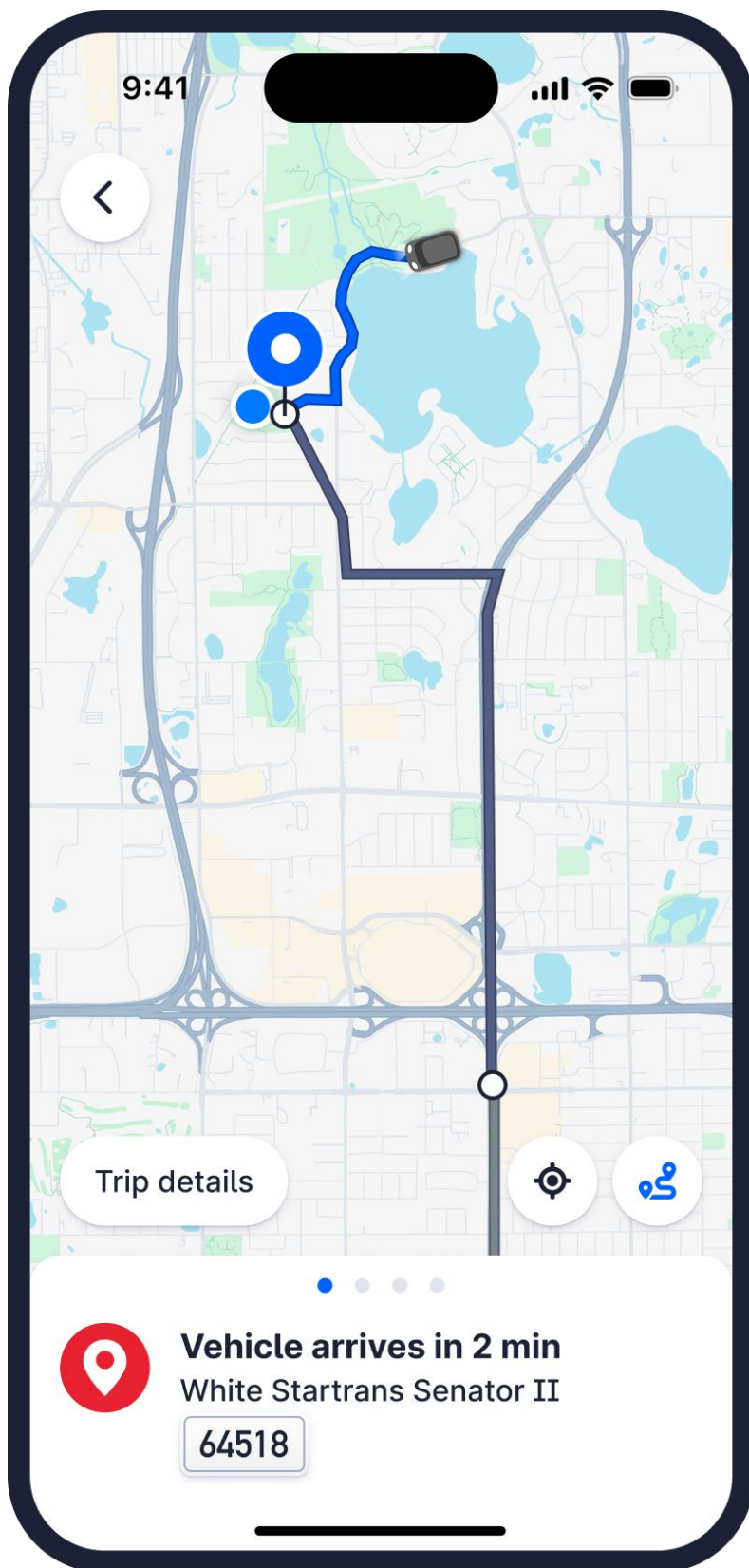


Review trip details and optionally book a return trip



BOOKING A RIDE

Tracking & Notifications



Track your vehicle in real time

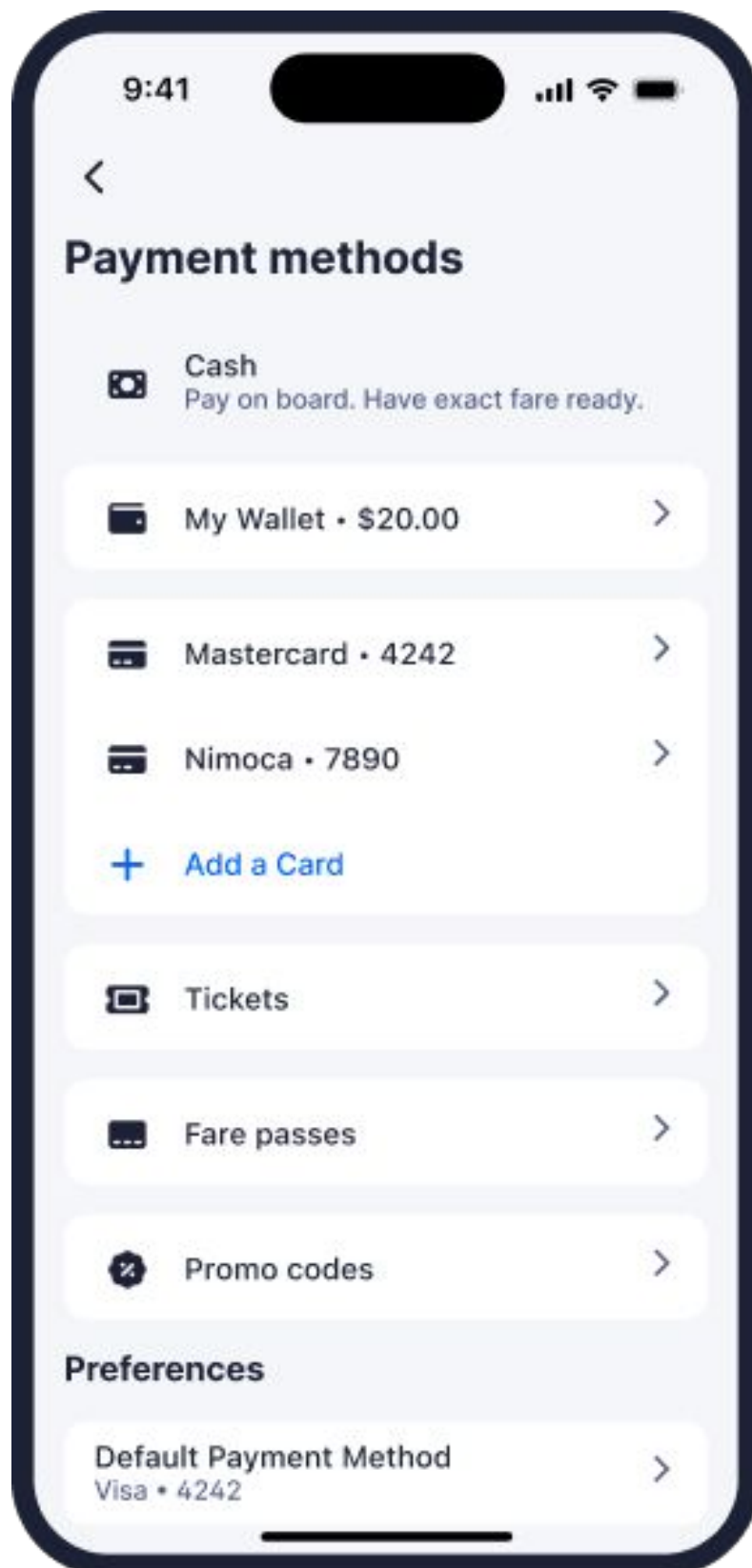


Receive alerts when
your ride is approaching



PAYMENT

Managing Payments



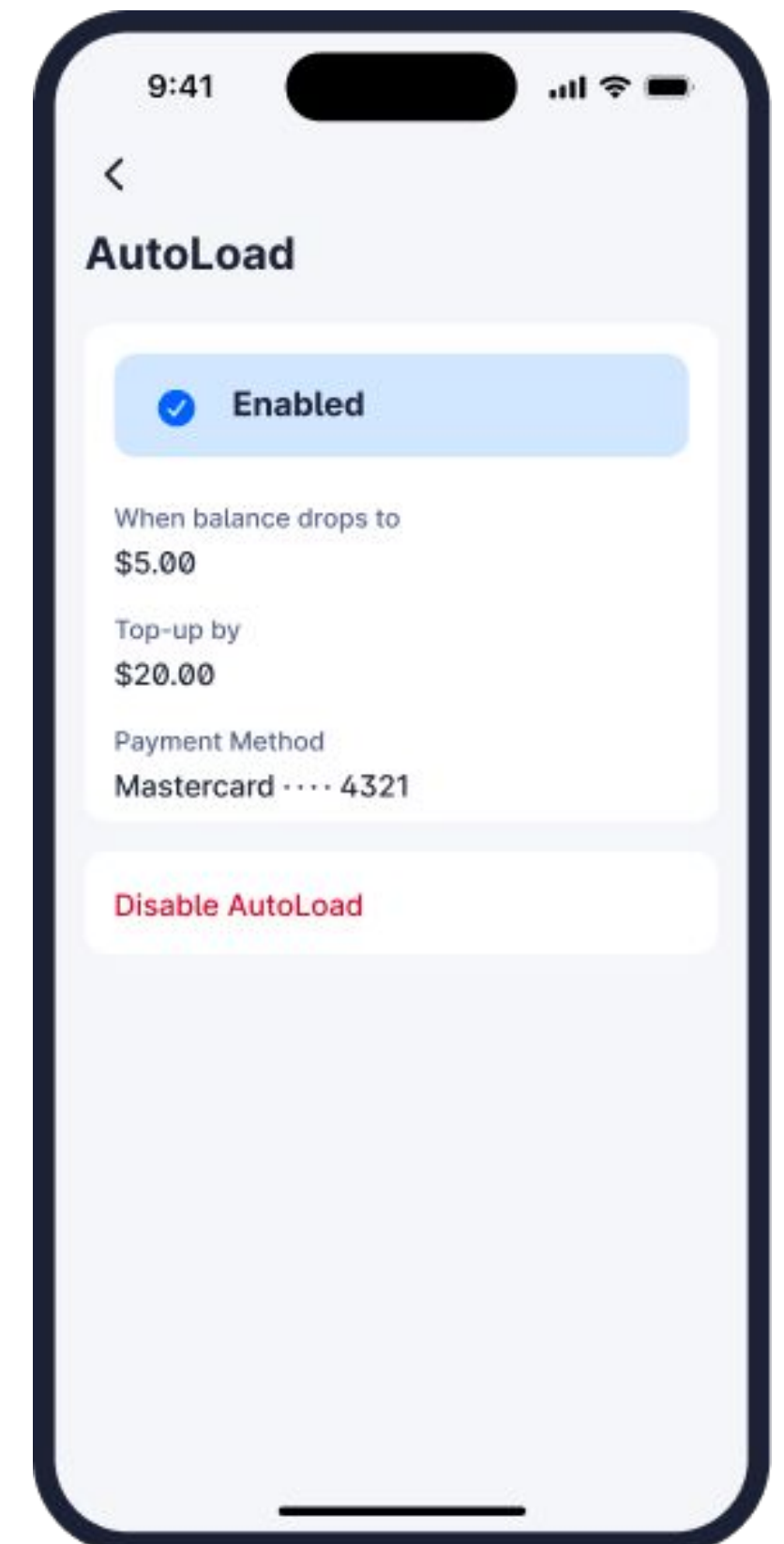
Account Balance

- View balance from **Profile → Payment Methods**
- Add funds at any time



Auto Load

- Automatically reload when balance drops below a set amount
- Choose reload amount and payment method.

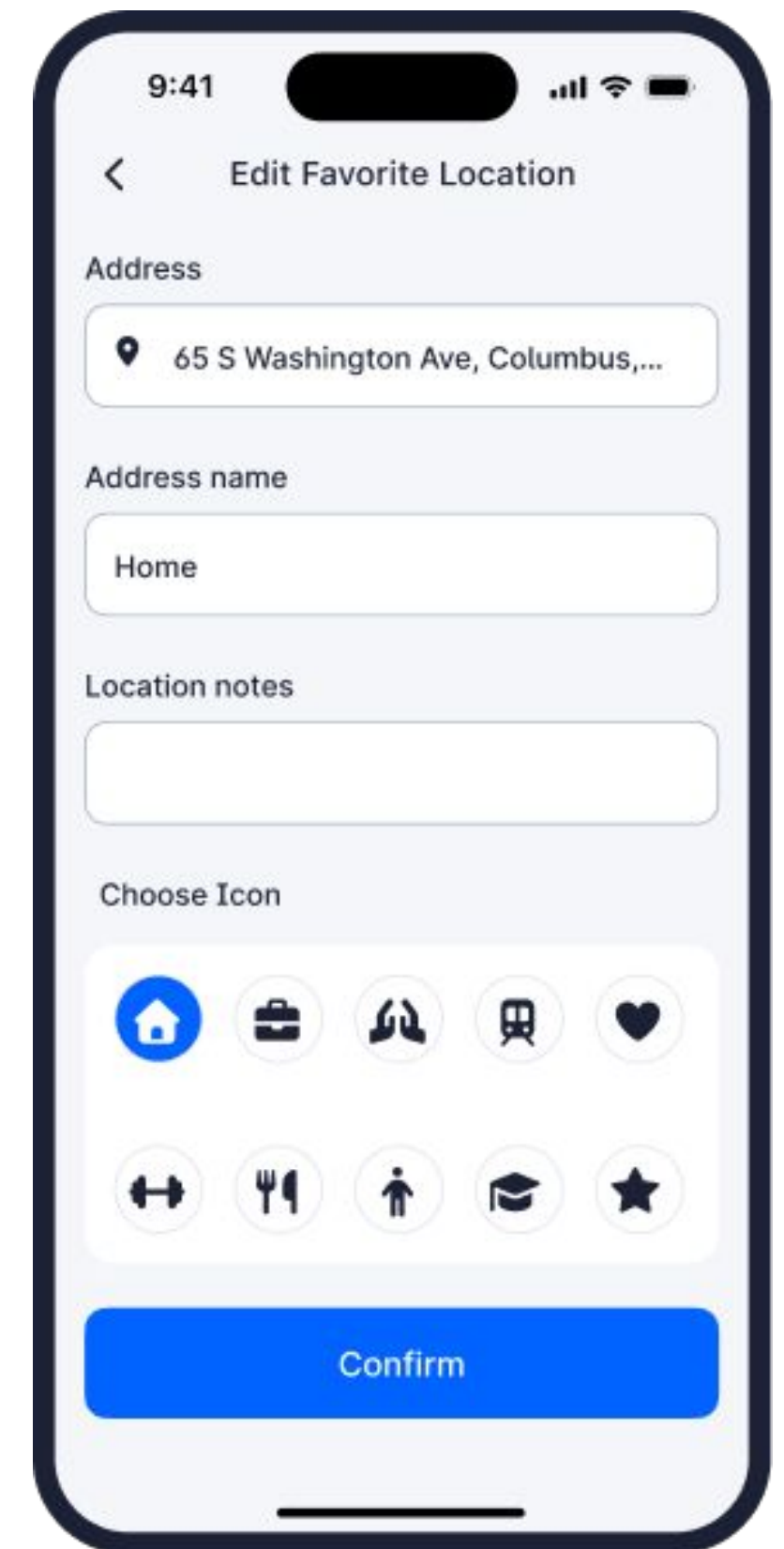


SETTING UP FAVORITE LOCATIONS

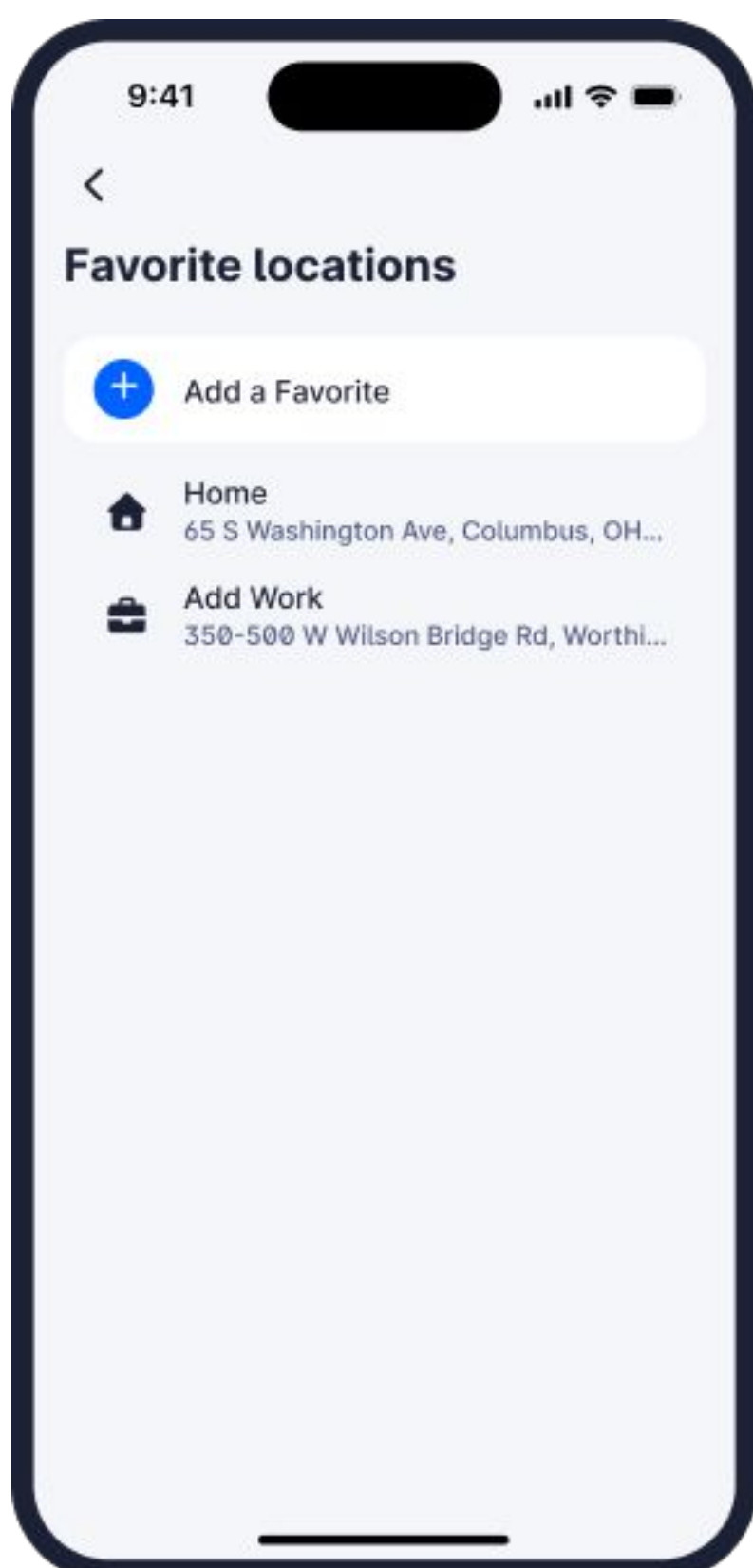
Favorite Locations



Save frequently used places like Home or Work



Assign icons for easy recognition

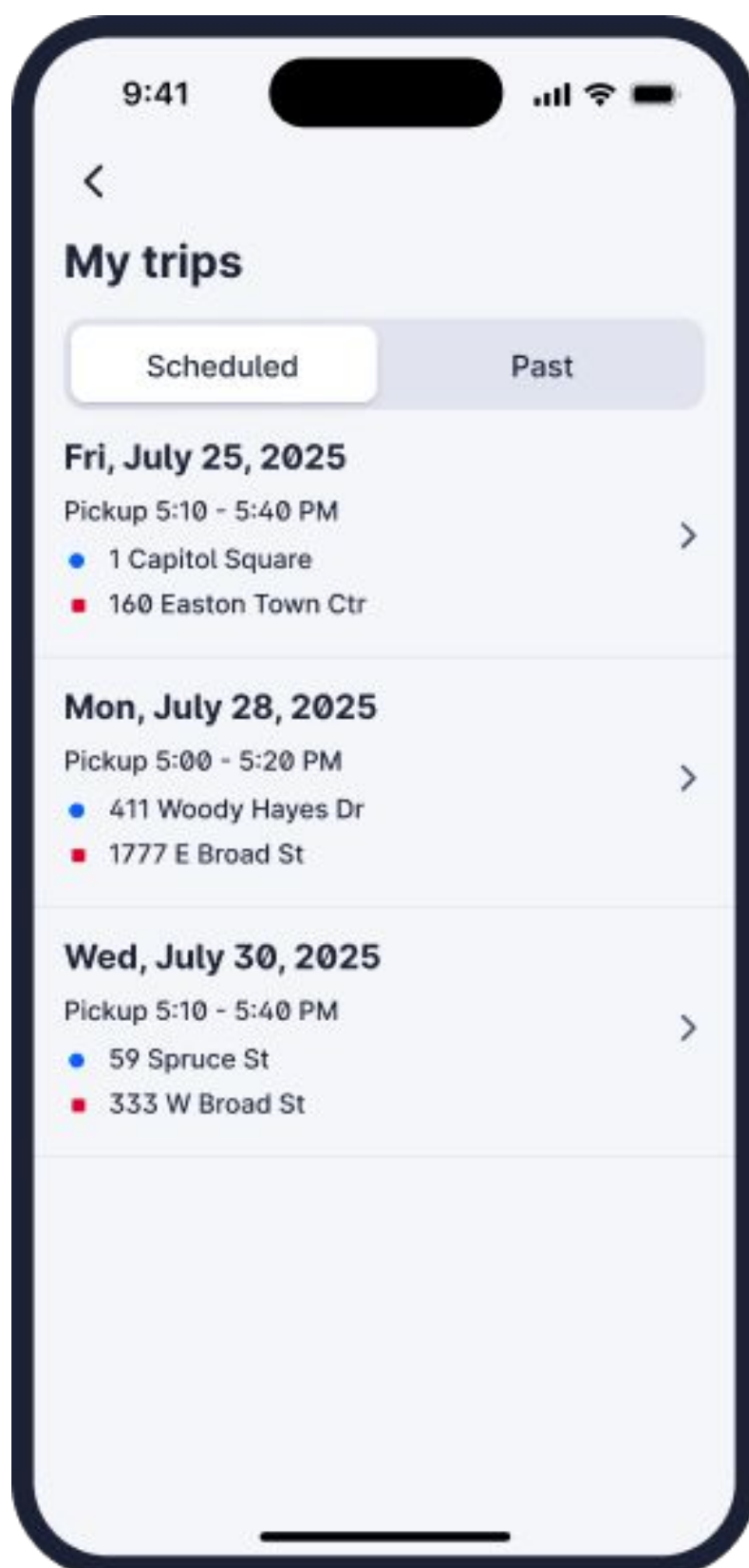


Access favorites from the home screen or profile settings



MANAGING SCHEDULED TRIPS

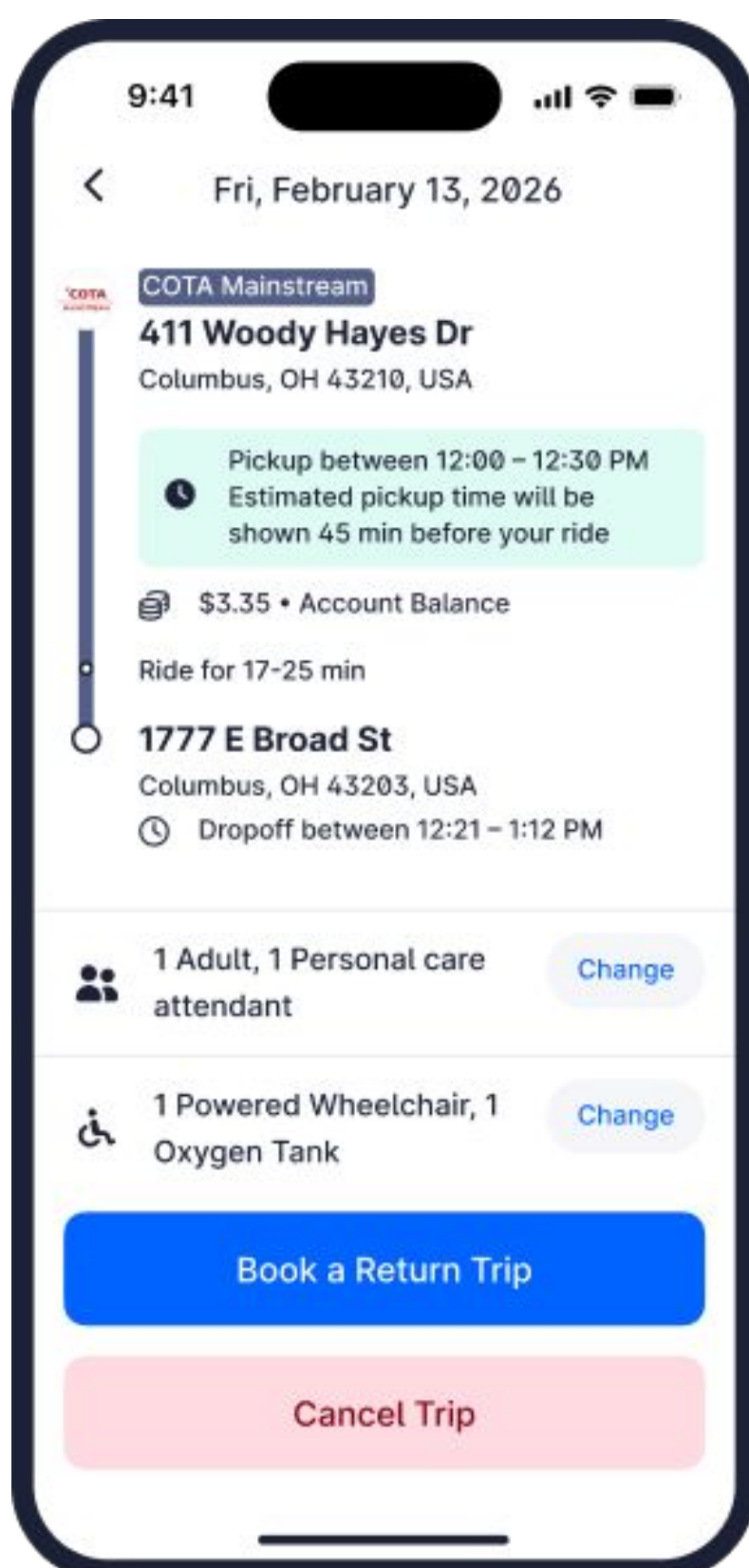
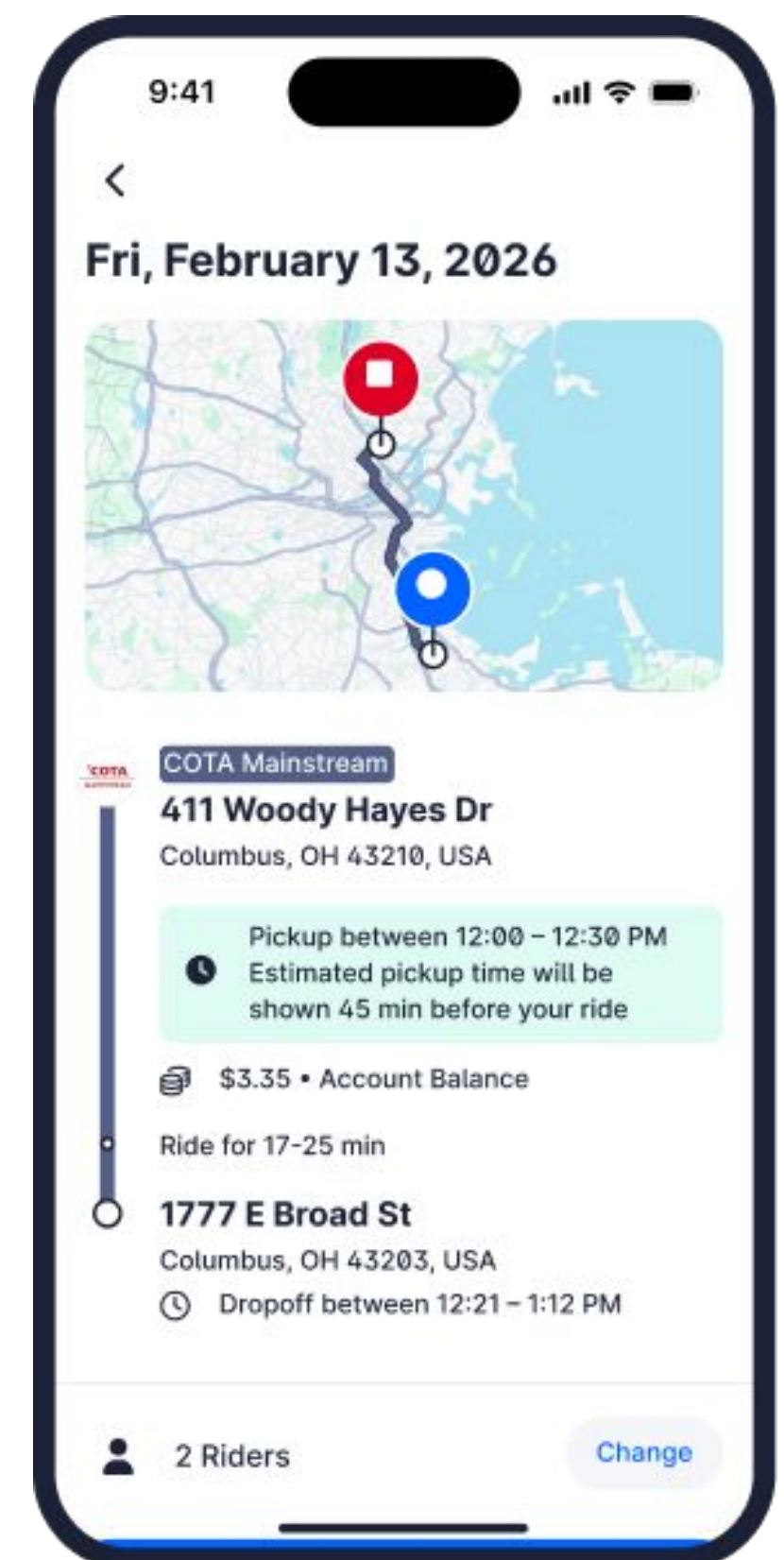
Managing Trips



View upcoming and past trips in My Trips



Open trip details for more information

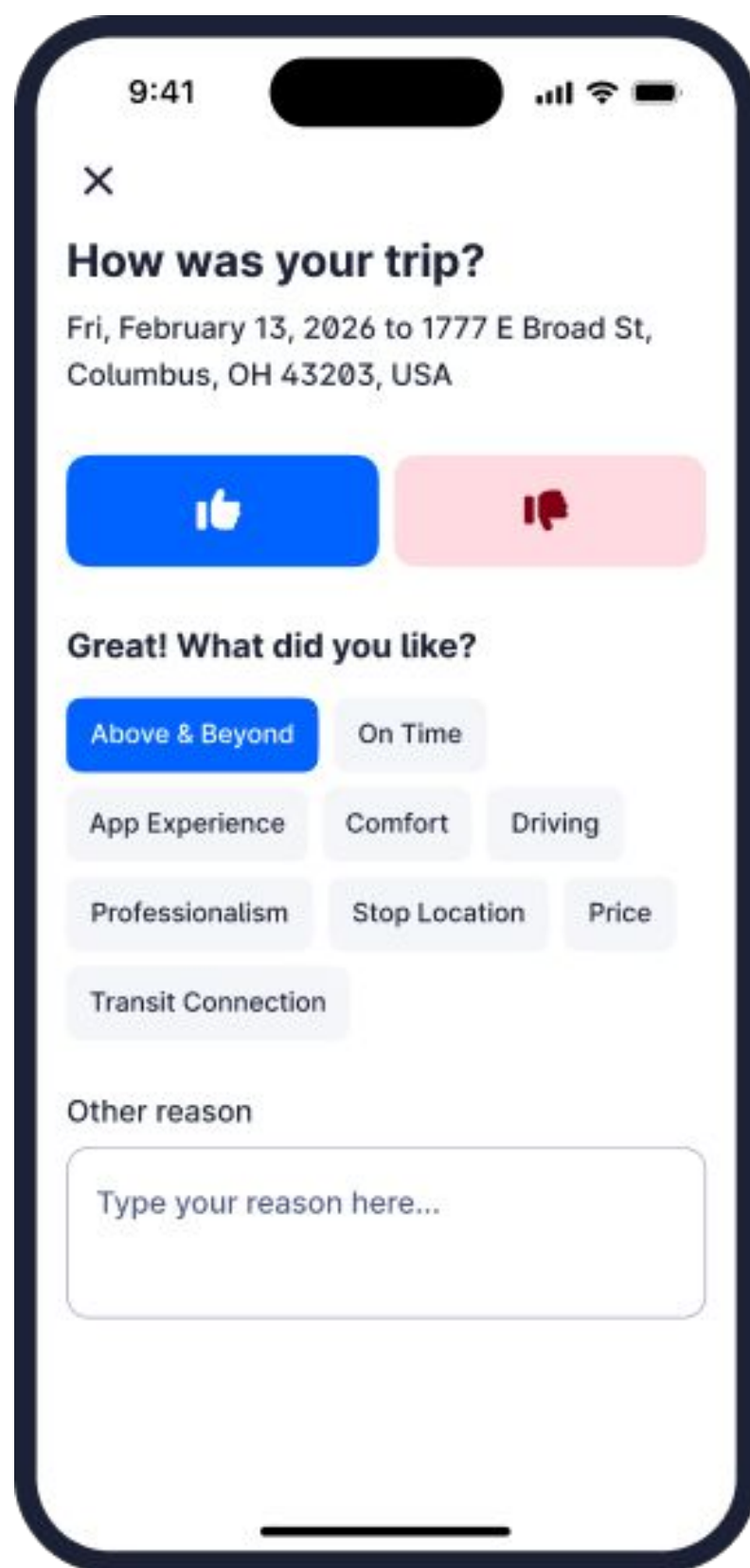


Cancel trip if plans change



REVIEWING A RIDE

Rate your ride



After each trip

- Give a thumbs up or down
- Select what went well or what could improve
- Add comments to help improve service

