



Get to know the new **Eligibility Portal** updates: Introducing **Online Rider Applications**

Managing eligibility is a critical part of running your service. With our updated Eligibility Portal, you can now create and manage applications in one place, accept applications from riders online, and have the rider data seamlessly flow into the Rider Management. This makes sure eligible riders receive the services they need, while reducing manual work for you and your team at every step.

What's Changed?

You can now accept eligibility applications from riders online! This will reduce time spent uploading or manually entering application data into the system, reduce the need for physical file storage, and provide an easier application process for your customers.

You can customize the application to fit your needs, accept applications online, and see those applications appear in your Eligibility Portal for efficient processing.

In addition to online rider applications, we've also made improvements to our Eligibility Portal including:

- All rider data gathered during the application process now flows seamlessly into Rider Management, reducing the need to re-enter data
- We've introduced a new "check" in the application flow to reduce duplicate account creation.

How to Accept Rider Applications Online:

In your Eligibility Portal, select "Manage Rider Online Applications".



DEVrideregibility | Eligibility Applications

Search...

Search VOC

8:53 AM

New Application

Manage Rider Online Application

Update Status

Courtney Jan23Test4:16pm

Pending

Service: TFL

Application received date: Jan 23rd, 2025

Information

First name: Courtney

Last name: Jan23Test4:16pm

Phone: +1 347-978-6415

Street Address:

Communication Preference: N/A

Email: courtney.brand+8@ridewithvia.com

Notes: N/A

Eligibility Information

Eligibility start date: N/A

Eligibility end date: N/A

Documents (2)

You can then decide if you want to allow riders (or their caregivers) to apply online or not. If yes, you can **customize the application** including: application intro text, file upload instructions, and the number of files to upload.

Rider Online Application

This is where you can decide if riders are able to submit applications online, and then customize the application experience.

TFL

Allow riders to apply for eligibility online for this sub service?

Determine if eligibility applications can be also submitted via the web app

☐ No, riders cannot apply online

☒ Yes, riders can apply online

Eligibility Application Customization

Customize the application experience by sharing service details and setting rider expectations. Changes will not be applied until you click Save or Publish.

Application Intro

Give riders info about your service and the application process.

Header

test-header test

Description

To submit an application for eligibility, please complete the next two pages. You will be asked to provide details about yourself as a rider and then to upload additional files relevant to your application.

206/15000

File upload management

Manage file upload settings, description, file names, quantity (up to 10), and required files.

Description

Cancel Publish



Rider Online Application

This is where you can decide if riders are able to submit applications online, and then customize the application experience.

To submit an application for eligibility, please complete the next two pages. You will be asked to provide details about yourself as a rider and then to upload additional files relevant to your application.

206/15000

File upload management
Manage the upload settings, description, file names, quantity (up to 10), and required files.

Description (1)

Please upload supporting documents in PDF, DOCX, DOC, JPG, PNG, GIF, or testing, JPEG formats.

94/100

This is where you can customize how many files riders can upload, what the file name is (or use the default text), and if the file is required or optional.

ID front	X	Required	
ID back	X	Required	
Doctor's note	X	Required	
optional extra file	X	Required	

+ Add File Field

Cancel Publish

Once you "Publish?" the form, riders will be able to apply for eligibility online! After logging in or signing up on the mobile or webapp, the rider will see your **application intro text**.

VIA

Paratransit Online Application

The Paratransit services are available to individuals who are proven to have needs that match the ADA's requirements.

To submit an application for eligibility, please complete the next two pages. You will be asked to provide details about yourself and then to upload additional files relevant to your application.

You can expect to hear back within **21 days** of submitting your application by physical mail.

Application process:

1. Complete the online application
2. Call us to schedule an appointment at an assessment center
3. Attend in-person appointment
4. Start riding!

Unsure if you're eligible? Check [here](#).

Start application



Riders will start the application process by entering their information. These are largely the same fields that appear when agents create a rider in the VOC, with some exceptions for internal fields, e.g., operator notes.

A screenshot of a mobile application form titled 'Application information' with the VIA logo at the top. The form contains several input fields with asterisks indicating they are required. The fields are: First Name (Courtney), Last Name (Brand), Email Address (courtney.brand@ridewithvia.com), Phone Number (+1 347-978-6415), Gender (Female), Date of Birth (1/15/1991), Wheelchair Required (No), and Region of Residence (Petah tikva). A blue button at the bottom says 'Update my profile & continue'. A note above the fields states: 'Please note: Your information will be updated for all services you have access to.'

The rider is then asked to upload additional information via the File Upload. These files may include custom documents or questions you require, or professional verification from doctors, etc.



< VIA

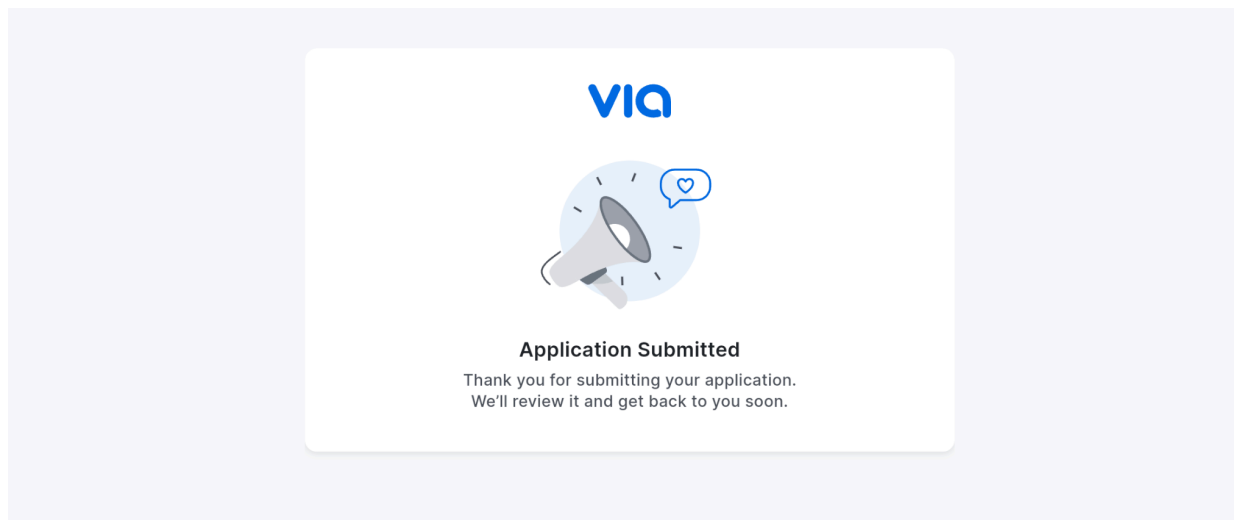
Please answer the additional questions in this [Supplementary Information form](#) and upload the file.

The following document formats are supported: PDF, DOCX, DOC, JPG, PNG, GIF, or JPEG formats.

	ID	Required
	Medical Verification	Required
	Supplementary Information Form	Required
	(Optional) Additional file upload	

Continue

The rider will then receive a message confirming that their application has been submitted successfully. At that point, the new application will appear in your Eligibility Portal with an icon indicating that it was submitted online by the rider.





Keep in mind:

1. As part of these improvements, we've also made a few changes to reporting. In the Rider Growth report, you'll see a new field (and filter) called "Creation Source" that specifies if the rider was created through an Eligibility Portal application. If the rider was created in other ways, such as the Create Rider flow in the VOC or by signing up to the Rider App, this field will be blank. **Please make sure any users you want to have access to this report have the role of "Analytics Admin" in their VOC user permissions.**
2. If you use the Via platform to power two separate services (e.g., paratransit and microtransit), riders who apply for paratransit eligibility will be automatically enrolled in the microtransit service. We recommend noting this in the introduction text.
3. We've also made several data enhancements to help you review eligibility information and further protect sensitive rider details. See below:

Rider Account Information

- Added new fields to reports (Data Generator, DDA, Data Hub):
 - Mailing address details (Street, City, Postal Code)
 - Additional phone number
 - Emergency contact information (First Name, Last Name, Phone)
 - Middle Name
 - Inactive Reason
 - Creation Source (DDA and Data Hub only)

Eligibility Information

- Added new certification fields:
 - Certification Mail Date
 - Certification Date
 - Certification Comments

Rider Creation Source

- Added "Rider Creation Source" filter to track rider origin in Rider Account Data Generator and Rider Growth VOC KPIs reports
 - Helps distinguish between eligibility portal-created riders (user and admin)

Security & Access

- Implemented PII restrictions for reports containing sensitive information: Eligibility Requests and Rider Eligibility reports in the Data Generator. ***Users must have PII access (VOC role includes "Analytics Admin") in order to review these reports.*** You can change the VOC



user permissions of your team's VOC accounts by going to the "Configurations" Menu item in the VOC and select "User Management". Not sure if you have access to this section of the VOC? Please submit a Zendesk ticket and our team is happy to help add the relevant VOC user permission to any of your team members!

Service Integration

- Enhanced eligibility requests to have service name alignment with rest of the VOC

Eligibility Application Question Management

- New questions added to partner applications will appear for existing riders (blank for previous submissions)
- Answer modifications (whether made in the Operator tool or Rider web app) will be reflected in Eligibility Requests report

Next Steps

To request an online portal for rider applications: please reach out to your Partner Success Manager to discuss pricing and learn more about this capability.

We will be rolling out updates to the Eligibility Portal over the next few weeks. We value your feedback as we work to build the best product for your needs, so feel free to share suggestions on how to improve this feature as your team starts using the feature!