



Get to know *the Caregiver App: real-time ride visibility for trusted caregivers.*

What's new?

Trusted caregivers can now track the rides of their care-recipients!

A new dedicated app portal gives trusted caretakers real-time visibility into riders' trips, providing ultimate peace of mind.

Whether we're talking about a relative providing 1:1 care, or a nursing home manager caring for dozens of residents, caregivers play a critical role in the paratransit ecosystem. And now, the Via system is introducing dedicated tools, just for them. The Caregiver app allows trusted caregivers to track rider's trips, leading to:

- **Increased peace of mind (and fewer "where's my ride" calls):** Caregivers know exactly where their riders are at all times, no need to call.
- **Smoother pickups and dropoffs:** Give Caregivers all the info they need to help riders and drivers find each other, faster.
- **Enhanced rider safety:** Make it easier for professional caregivers to manage multiple rides at once, so every rider gets the support they need.

Of course, agents have total control over which caregivers have the ability to track which riders' trips, keeping everyone's personal information safe.

How it works:

Assign, view and remove Caregiver relation can be done in the VOC.

Assign Caregiver + Rider Relationships in the VOC

- Both Caregiver and Care-recipient needs to have a "rider" account.
- To create a caregiver user (if not already a rider in the city), In the VOC go to "Riders" in the left hand menu and select "Create Rider"
- Go to the **care recipient** page in rider management. In the "Account" tab under "Connected riders" click the three dots menu at the top right of the page. Click "Add caregiver".



▼ Connected riders

Caregivers

Name

Services

Phone number

AT Adar Test

Microtransittwo

+972 54-312-3540

Add caregiver

Removing Caregiver + Rider Relationships

If you ever need to remove the relationship between a caregiver and a rider, you can do so by going to the care recipient page in rider management. In the "Account" tab under "Connected riders" find the caregiver you wish to remove, click the three dots menu in the relevant row. Click Remove caregiver.

▼ Connected riders

Caregivers

Name

Services

Phone number

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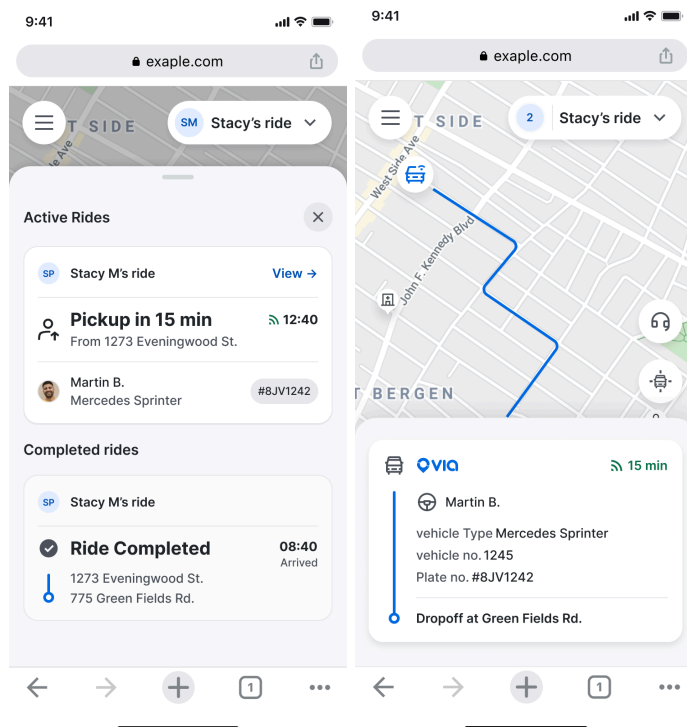
Remove caregiver

Encourage Caregivers to track riders via the App

Once assigned, Caregivers can track their riders' trips by logging into the Web App. If a Caregiver (at any service) would like to *ride with the service in the same app themselves* they will have to do so using the mobile app (*not* the Web App).

Here's what they'll see:

- **Active and upcoming rides**
 - View the location and ride details for active rides (pickup within 30 mins, or rider currently on board) and upcoming rides (ride schedule through the end of the day)
- **Multiple rider names**
 - Caregivers supporting more than one rider can easily identify which ride status belongs to which care recipient
- **Tapping the dropdown menu and selecting a ride will show the vehicle's location on a map for easy tracking**



Keep in mind:

- If you run multiple services from one VOC, any caregiver relationship established in one service will apply to *all* services.
- A user can only be logged in to one app at a time (if logged in to the web-app, she/he will be logged out of the Downloaded app and visa-versa).
- If a Caregiver wants to ride the service themselves, they must do so via the mobile app, *not* the Web App.

Next Steps

Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!