



Get to know *Eligibility Application Rider Comms*

What's new?

We're introducing **Eligibility Application Rider Comms**, a new feature designed to streamline the communication process between you and your riders. As you're processing applications, riders will receive real-time updates helping you keep everyone informed, automatically.

How it works:

This feature simplifies the way your staff communicates with riders about the status of their eligibility applications. When an Eligibility Manager updates an application's status from pending to missing information, approved, or denied, they now have the option to generate a letter from a template and send it to the rider immediately via email.

Update status

Approved
Please specify the approval reason.

0/1000

Generate a letter (Optional) ⓘ

Application Approval - Conditional Eligibility

▼

☒ Email to **lauren.vanoss+1@ridewithvia.com** and download a copy

☐ Email to **lauren.vanoss+1@ridewithvia.com**

☐ Download a copy only

Cancel

Update & generate

1. **Select a template:** Your team can choose from your library of custom letter templates.
2. **Choose a delivery method:** You can send the letter to the rider via email, download a copy for physical mail, or both.
3. **Send a notification:** When a letter is generated, an email is automatically sent to the rider, prompting them to log into your web app to view their letter.



4. **Track communication:** The system keeps a history of all emails sent for each application, and your team can resend the email if needed.

Lauren van Oss

Generate letter

Update s

Approved

Letter generated: Approved

Application Approval - Conditional Eligibility

Aug 29th 2025 2:25 PM | Lauren van Oss

Email sent to lauren.vanoss+1@ridewithvia.com

Letter generated: Missing information

Application Missing Information - Doctor's Note

Aug 29th 2025 2:20 PM | Lauren van Oss

Letter generated: Missing information

Application Missing Information - Doctor's Note

Aug 29th 2025 2:20 PM | Lauren van Oss

Email sent to lauren.vanoss+1@ridewithvia.com

How it works for riders:

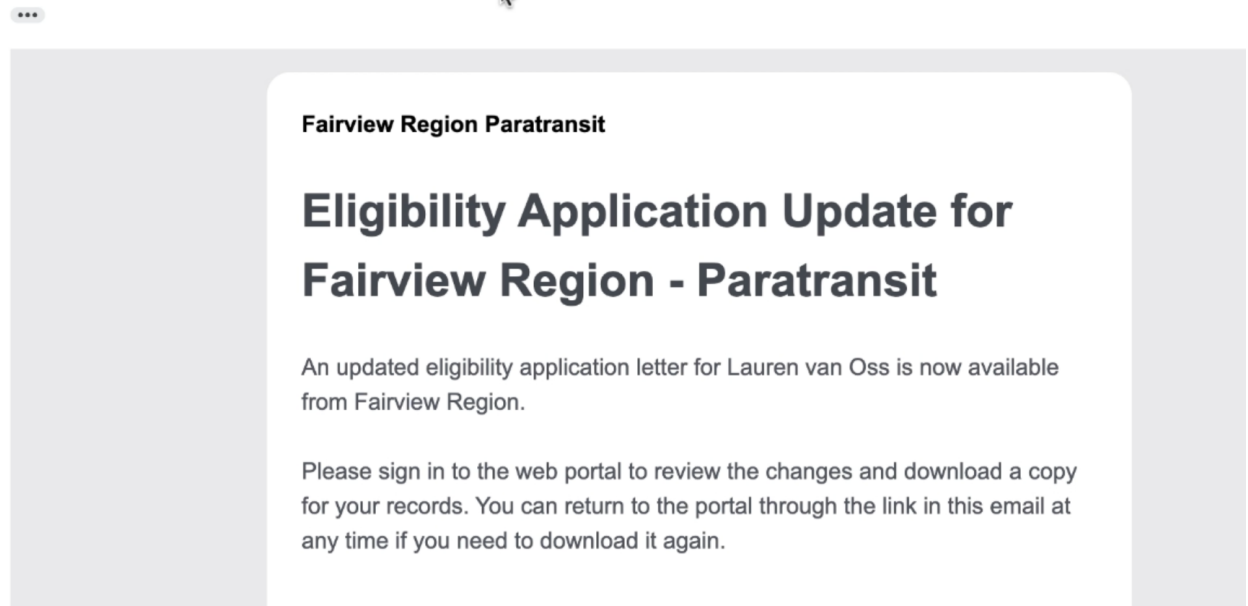
Riders get a simple, secure, and convenient way to stay on top of their application status.

- **Email Update:** Riders receive an email when their application status changes.



Fairview Region Transit paratransit@fairviewregiontransit.com via mandrillapp.com
to lauren.vanoss+1 ▾

2:25 PM (0 minutes ago)



- **Secure Web App Access:** Clicking the link in the email directs the rider to your secure web app login page. After logging in, they will be taken to a page where they can download the application status letter generated by your team.
- **View and Download Letters:** The web app page displays the current application status and an option to download the official letter. This letter provides all the details about the status change.



Application status: Approved ✓

Status as of: 8/29/2025

Service: Paratransit

[Download Status letter](#)

This letter is for your records and can be re-downloaded via the email link.

- **Permanent Access:** Riders can save a copy of the letter for their records, and can always access it again by clicking the link in the original email.

This new process is designed to improve the rider experience by providing timely, accessible, and secure communication about their paratransit application.

Keep in mind:

- Supported Languages: English
- The email template will dynamically populate the following fields set up during your VOC set up. If you have any questions about what values were defined for your agency, reach out to your Partner Success Manager.
 - Service Name
 - Partner Name
 - Rider Support Email
 - Send From Name
 - Send From Email Address



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!