



Get to know the *Via Help Center*.

What's new?

We've created a new Via Help Center that puts the answers you need right at your fingertips. This new Help Center is designed to help you find solutions quickly, without needing to wait for a response from our team. **The Help Center will be gradually rolled out to all Via Partners, and you have been selected as part of the first group!**

Here's what you can do in the Help Center:

- **Browse frequently asked questions** organized by product area.
- Submit support requests using an **improved, streamlined form**.
- Track the status of all your open support tickets in one place.
- Get instant answers using **AI-powered search** - just type your question and receive relevant information immediately.
- Follow specific sections that matter to you and **get notified when Via adds new helpful content**.

How it works:

Access the Help Center by logging into the VOC, then navigating to the Support button in the left sidebar menu.

Visit the [Via Help Center](#) whenever you need help or want to learn more about how the Via product works. Search for answers using the AI search feature, browse our knowledge base, or submit a ticket if you need personalized assistance. You can also subscribe to updates for topics most relevant to you and your team.

Next Steps

The Via Help Center launches on Wednesday, October 23, 2025. Our goal is to make finding answers faster and easier, so you can focus on what matters most: serving your riders.

We'll continue to add new articles and resources based on your most frequently asked questions and feedback. As you start using the Help Center, please let us know what's working well and what we can improve. We'd love to hear your thoughts!

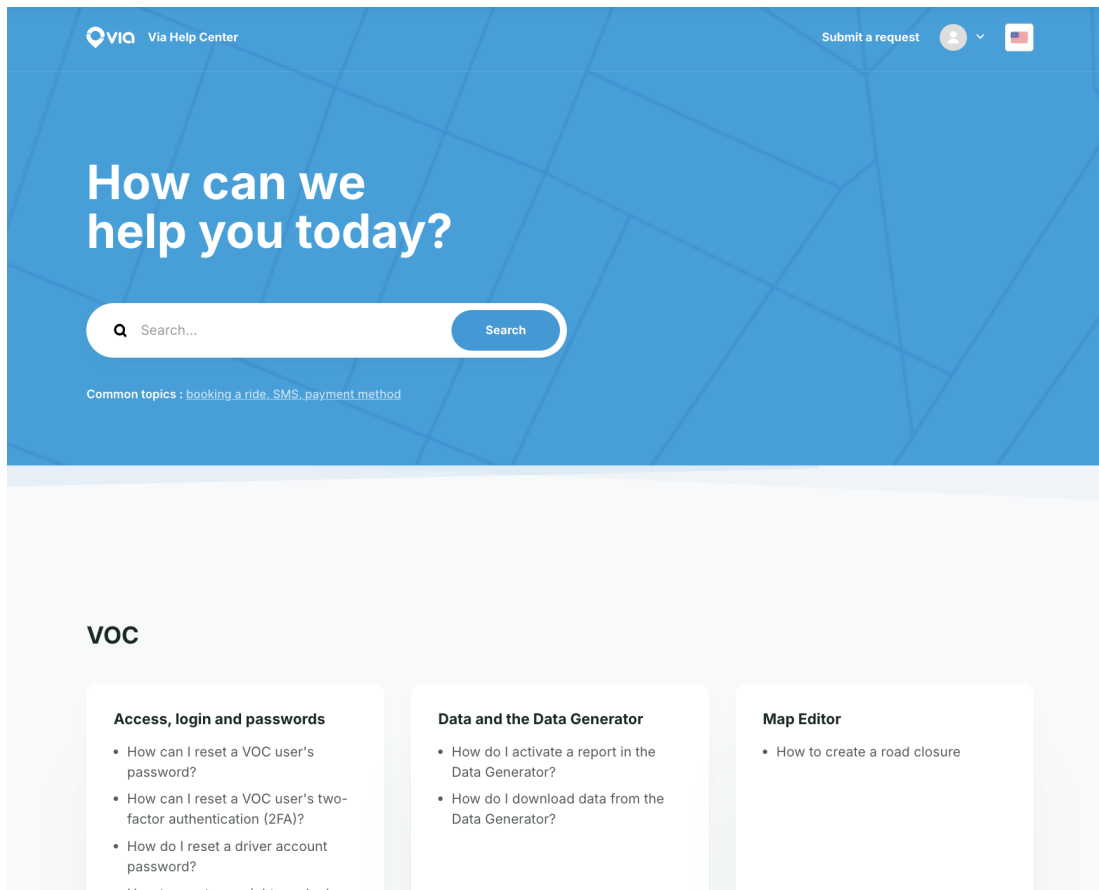
Note: articles will first be available in English, French, and German, but will expand to include Italian, Spanish, and other languages in the coming weeks.



Detailed Help Center instructions

Browse frequently asked questions organized by product area.

1. Browse to the Help Center through the VOC
2. Scroll down to immediately access all FAQs. Articles are categorized in different sections clearly linked to the Via Product (i.e. VOC, Rider App, etc.)
3. Select any of the product areas to dive deeper.
4. Select any article to read it.



New FAQ section showing different product areas



Submit support requests using an **improved, streamlined request form.**

1. Press submit a request at the top right of the page.
2. Select the Standard form.
3. Fill in the new Support Form.

Submit a request

 **Please note:** all fields are required unless marked optional.

Please include as much detail as possible to help resolve your request as quickly as possible.

CC (optional)

Add emails

What is the name of your service? (optional)

Where is your service located (city/state/country)?

Please define your request type

-

Please enter a detailed description:

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New FAQ section showing different product areas



Track the status of all your open tickets in one place.

1. Navigate your profile icon at the top right of the screen
2. Press "My activities"
3. You can now review all your submitted tickets and get an at-a-glance overview of their status.
 - a. You can also review all tickets you are cc'd on, and depending on your organization settings, all tickets submitted by your colleagues.

My activities

My requests

Requests I am CC'd on

Organizational requests

1 - 15 of 168 requests

Subject	ID	Created... ▾	Update... ▾	Status ▾	Type	Priority	Please de... ▾
Hi team, We updated the s...	#154248	Oct 2, 2025	Yesterday,...	Open	-	normal	I want to r...
Hi Timon, Could you plea...	#153919	Sep 30, 2...	Yesterday,...	Open	-	high	-
Hi, We run a localised qu...	#153027	Sep 22, 2...	Oct 5, 202...	Open	-	urgent	-
We have been testing sendin...	#154225	Oct 1, 2025	Oct 3, 202...	Solved	-	low	-
Have received the new updat...	#152353	Sep 17, 20...	Oct 4, 202...	Solved	-	normal	I want to r...
Hallo zusammen, die Nutz...	#152170	Sep 16, 20...	Sep 22, 2...	Solved	-	high	I want to r...
Interstitial image posts no...	#149216	Aug 21, 20...	Yesterday,...	Open	-	high	I want to r...

An overview of all tickets you are cc'd on.



Get instant answers using AI-powered search

1. Type your question in any of the search boxes on the Help Center and press enter.
2. Review the AI-generated answer to your question.
3. If you want you can select the article that the AI used to create your answer.

How can we help you today?

 How do I close a road?

Common topics : [booking a ride](#), [SMS](#), [payment method](#)

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 Quick answer

To close a road:

1. Open the Real Time Speeds (RTS) tool in the Via Operations Center.
2. Locate the road and use the polygon tool to select segments to close.
3. Adjust closure direction by clicking arrows.
4. Save and enter closure name, start, and end times.
5. For closures over one month, contact Via Support with the RTS ID for long-term application.

AI suggestion based on

 [How to create a road closure](#)

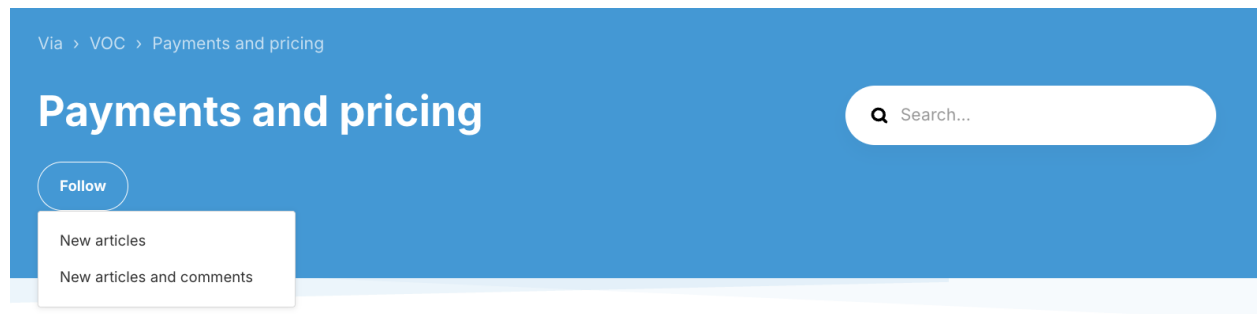
 

An AI-generated answer to a question, including a link to the relevant FAQ article.



Follow specific sections that matter to you and get notified when we add new helpful content.

1. Navigate to the main Help Center page
2. Select any of the product categories by scrolling down the list of articles
3. A follow button shows up under the category name.
4. Press that button and select "New articles". You will now be notified whenever a new article is created.



- How do I apply a Main Rider Concession?
- How to add a Payment Method to a Rider's account
- How to apply a Promo Code
- How to remove a payment method for a rider
- What are Main Rider Concessions, and what do they do?
- Why can't the Rider add a payment method to their account?
- Why did a Rider's payment method fail?
- Why does the Payment Method on a ride say N/A?
- Why is an old payment method being charged?

A Product category page on the Help Center with the Follow button pressed.