Welcome to MST RIDES online trip booking site!

This is a step-by-step tutorial on how to utilize this convenient and secure website to reserve, cancel, and modify your RIDES trips.
Logging in is simple – all you need is your RIDES ID number and your date of birth.

Don’t know your RIDES ID? No problem! *It’s located on your RIDES ID card* 
*OR*  
*Call MST at (831) 241-9028 to get it.*

Your RIDES ID (12345)  
Your Date of Birth (XX/XX/XXXX)
Click on the “Reserve a Trip” tab on the menu on the left side of your screen.

This link will take you to another page where you can fill out your trip request details in 7 easy steps.
This is the main trip-booking page. Every trip you request will start here.

By filling out these 7 steps, you will successfully request a RIDES trip.

To request a trip, you will need to know the following information:
• The Date
• The Time
• The Pick-up Location
• The Drop-off Location
• Whether or not you will have a mobility aid/device with you
• Whether or not you will have additional passengers with you

The following pages will go over each step, one at a time.
The earliest a trip can be requested is for the next day, and trips can be requested up to 7 days (1 week) in advance.

Click on the “Please Select a Date” drop-down menu to make your selection. The system will automatically provide you with the date options you have available on that day. **CLICK ON THE DATE YOU WANT.**
Specify either a *pick-up time* OR a *drop-off time*

Click on the “Please Select a Time” drop-down menu to make your selection.

The system will automatically provide you with the time options you have available on that day.

**CLICK ON THE TIME YOU WANT.**
Step 3: Select a Pick-up Location

Click on the “Frequently Used Addresses” drop-down menu to make your selection.

The places you most frequently go to will auto-populate here so that you don’t have to look up your destination every time you book a new trip.

Note: When selecting pick-up and drop-off locations, you can choose from “Frequently Used Addresses” OR “Landmarks”
Step 4: Select a Drop-off Location

Select Landmarks

Click on the “Landmark Categories” drop-down menu to make your selection.

The system will give you a list of options to choose from.

CLICK ON THE CATEGORY YOU WANT.

Note: When selecting pick-up and drop-off locations, you can choose from “Frequently Used Addresses” OR “Landmarks”
Once you have selected a category, pick a specific location within that category.
Once you have selected your drop-off location, you have the opportunity to provide drop-off instructions in the above box.

*For example, you can specify at which door you would like to be picked-up or dropped-off in this space.*

* MST RIDES will consider your request, but may not be able to meet it.
Step 5: Booking Purpose

Click on the “Please Select a Booking Purpose” drop-down menu to make your selection.

The system will give you a list of options to choose from.

CLICK ON THE APPROPRIATE BOOKING PURPOSE.
Step 6: Additional Passengers

If you will be travelling with a Companion or a Personal Care Attendant, you can add them here.

Click on the “Select Passenger Type” drop-down menu to make your selection.

Select the type of passenger that will be accompanying you on your trip.
Click on the “Select a Space Type” drop-down menu to make your selection.

Select the type of space the additional passenger requires.

CLICK ON ADD PASSENGER
Step 7: Request Your Ride

Click here to request your trip

REVIEW YOUR TRIP!

If everything looks good, click on the “Reserve Trip” button on the bottom left.
Congratulations! Your RIDES trip request was successfully processed!

Click here if you would like to book a return trip from this location.
Booking a return trip is simple!

Follow the same 7 steps as before.

Most of the information is already there, all you have to do is select a time and a drop-off location.

Click on “Request This Ride” to submit
Review Your Return Trip

You can see other trips for this day here.

Click on the “Reserve Trip” button
Congratulations! Your return trip request was successfully processed!

Reserve a Trip

Your trip has been submitted, but will be scheduled at a later time.

Your booking reference number is 1586076. Please write it down for future reference.

Date of Travel: 01-13-2017
Requested Time: 3:30p
Pick-up Location: SAFEWAY-CANYON DEL REY. 815 CANYON DEL REY
DEL REY OAKS  93940
Drop-off Location: (CLIENT HOME) 150 DEL MONTE AVE
MONTEREY, CA
93940

Clicking “I’m Done” will take you to a page where you can view and cancel your trips.
Click on the “View / Cancel Trips” tab on the menu on the left side of your screen.

This link will take you to another page where you can review your trip(s) in detail, choose to repeat your trip(s), and cancel your trip(s).
When reviewing your trips, you have two options:

**VIEW ALL TRIPS**

*OR*

**VIEW TRIPS ON A SELECTED DAY ONLY**
All of your trips for the next week will be displayed on the screen when you choose to view All Trips.

You will see trips that are:
Reserved
Scheduled
Cancelled

Trips are in date/time order – with your next trip at the top.

You can scroll down and see every trip you have booked for the next week so you can plan ahead.

You also have the opportunity to cancel any trips that you know you will not be able to take in advance.
Clicking on the Calendar icon will allow you to view trips on a specific day – in the past, present, or future.

You will see trips that are:

- Reserved
- Scheduled
- Cancelled
- Past/Previous
This is your opportunity to review the details of your trip(s). Take a moment to look at your pickup window, trip status, and fare.

Pay particular attention to this date/time in case you need to cancel a trip.

More trip details can be seen if you click on the “Detail” button.
Cancelling a trip is easy – simply click on the “Cancel” button on that specific trip.
Click on the “Please select a reason for cancellation” drop-down menu to make your selection.

Select the reason for cancellation.

CLICK ON “CANCEL TRIP”
Congratulations! You have successfully cancelled an MST RIDES trip!

Clicking “Return To Review or Cancel Trips” will take you back to where you can view and cancel your trips.
Cancelled Trips Look Like This:

Date: Sunday, 01-29-2017

Client Name: Erin Heatley
Booking Id: 1591543
Requested Pick-up Time: 1:15p
Pickup Window: 1:00p - 1:31p
Status: **Cancelled In Advance**
Pick-up: (CLIENT HOME) 150 DEL MONTE AVE, MONTEREY, CA 93940
Drop-off: AXIS PHYSICAL THERAPY (PG) - 610 FOREST AVE, PACIFIC GROVE 93950
Fare: $0.00

[Detail] [Cancelled] [Repeat]
Website:

If you have any questions about the website and how to use it, please call MST Customer Service at (831) 678-2871 or send an email to mobility@mst.org

Trip Booking:

If you have any questions about your trips, please call (831) 754-2804 OR (831) 373-1393