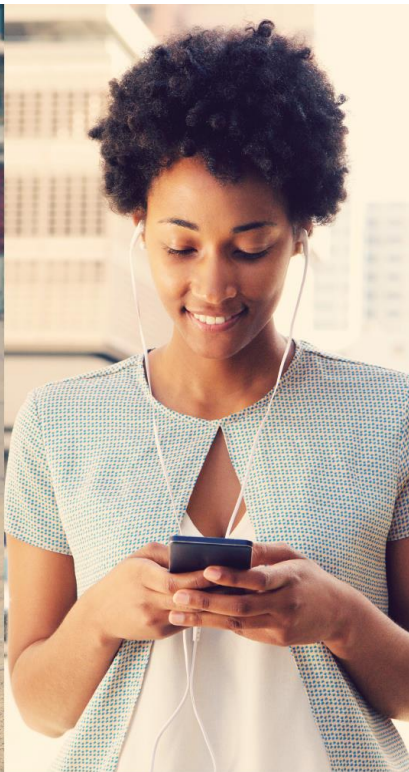


# Amble Rider Guide



## JOHNSON COUNTY SEATS

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## 1. How to Download the Mobile App

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- a. Open '**Google Play**' store application on Android phone
- b. Search for '**AMBLE**'
- c. Click on '**AMBLE**' and download



- a. Open '**App Store**' application on iOS phone
- b. Search for '**Amble App**'
- c. Click on the '**Amble App**' and download



## 2. How to Access the Web Portal

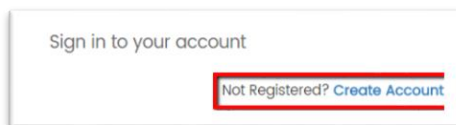
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- a. Open an internet browser
- b. Go to [https://amble.routematch.com/login?a=ia\\_johnson](https://amble.routematch.com/login?a=ia_johnson)

## 3. How to Create a Rider Account

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- a. In the Web Portal or App, click on 'Create Account'



- b. Fill out the information fields below

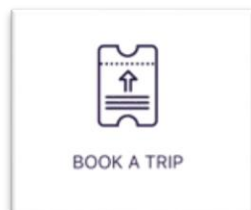
*Note: Customer Internal ID is given to you by your agency. Password must maintain at least 1 capital and 1 lowercase letter, along with 1 non-alphabetic character such as a number or symbol.*

- c. Click 'Create'

## 4. How to Book a Trip

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- a. Open Mobile App or Web Portal ([https://amble.routematch.com/login?a=ia\\_johnson](https://amble.routematch.com/login?a=ia_johnson))
- b. Click 'Book a Trip'



- c. Select the following trip information from the drop-down menus
- i. Day of Departure/Trip Date (Cannot book same-day trips or next-day trips after 4 pm)
  - ii. Time is Chosen for 'PICK UP TIME' (The time you select for your trip should be the time you want to be PICKED UP). Right now, you can not choose any other option, so **\*\*\*IF YOU ARE**

**REQUESTING A TRIP FOR AN APPOINTMENT, REQUEST A PICK UP ONE HOUR BEFORE YOUR APPOINTMENT TO ENSURE YOU MAKE IT ON TIME!!!**

- iii. Select Time you would like to be picked up
- iv. Departing From (drop down list includes home address and favorite addresses; call your agency to add a new address)

This is what the webpage looks like:

The screenshot shows a web form titled "SELECT TRIP INFORMATION:". It contains five input fields: "DAY OF DEPARTURE" (calendar icon, "SELECT DATE"), "TIME IS PICKUP" (clock icon, "DROP OFF TIME"), "SELECT TIME" (clock icon, "11:35 AM"), "DEPARTING FROM" (location pin icon, "Select From Your Location"), and "GOING TO" (location pin icon, "Select From Your Location"). At the bottom, there are "Cancel" and "Next Step" buttons.

This is what the app looks like:

The screenshot shows a mobile app screen titled "Trip Info". It features a list of settings: "Trip Date" (Date >), "Time" (Time >), "Time Chosen is for" (Pick Up >), "Depart From" (Select Location >), and "Traveling To" (Select Location >). At the bottom, there are "Next" and "Cancel" buttons.

- d. Click 'Next Step'

- e. Add any Guests traveling with you during your trip



- f. Click 'Next Step'
- g. Review your Trip Breakdown and Itinerary
- h. Click 'Next Step' (It may look like you have already submitted your request, but make sure to Click 'Next Step' one last time!)**
- i. Congratulations your trip has been submitted for **approval** by the agency

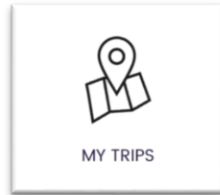
**\*\*Note: If you want a roundtrip ride, DO NOT forget to book an additional trip back**

\*Check back on the app or web portal periodically to confirm whether your agency has approved and/or scheduled your trip (Directions on next page)

**\* Your trip pickup window(s) will be emailed or phoned to you the night before your trip. It is important that you get this information because amble currently only tells you your ESTIMATED time, not your window time. You still need to be ready to go at the start of your window!**

## 5. How to Check your Trip Status

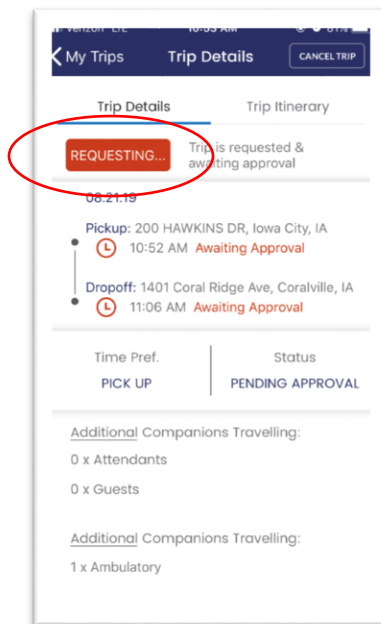
- a. Open Mobile App or Web Portal ([https://amble.routematch.com/login?a=ia\\_johnson](https://amble.routematch.com/login?a=ia_johnson))
- b. Click 'My Trips'



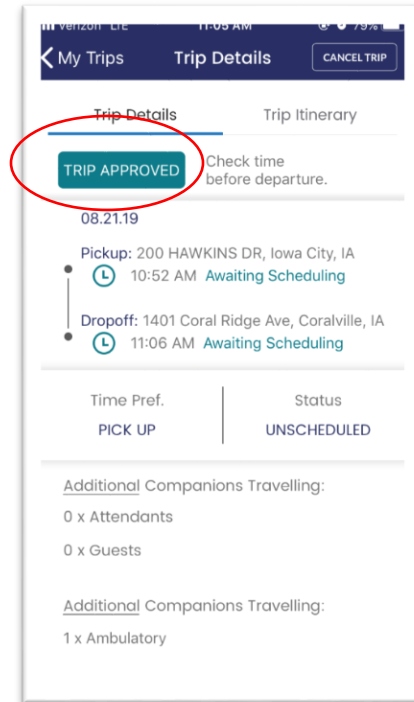
c. Select the trip you want information about from the list of requested trips.

d. **Your trip will have one of 3 statuses.**

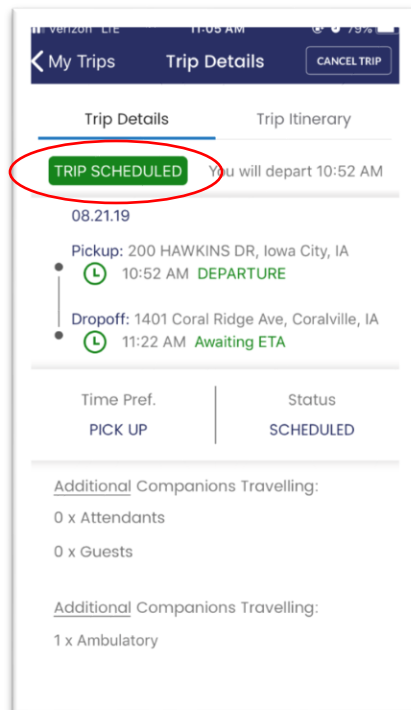
'Trip Requesting' (seen here in red) means you have requested a trip, but we haven't yet approved it.



'Trip Approved' (seen here in teal) means we have approved your trip, but it is not yet scheduled to a vehicle.



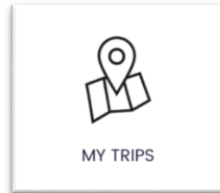
'Trip Scheduled' (seen here in green) means your trip has been scheduled to a vehicle.



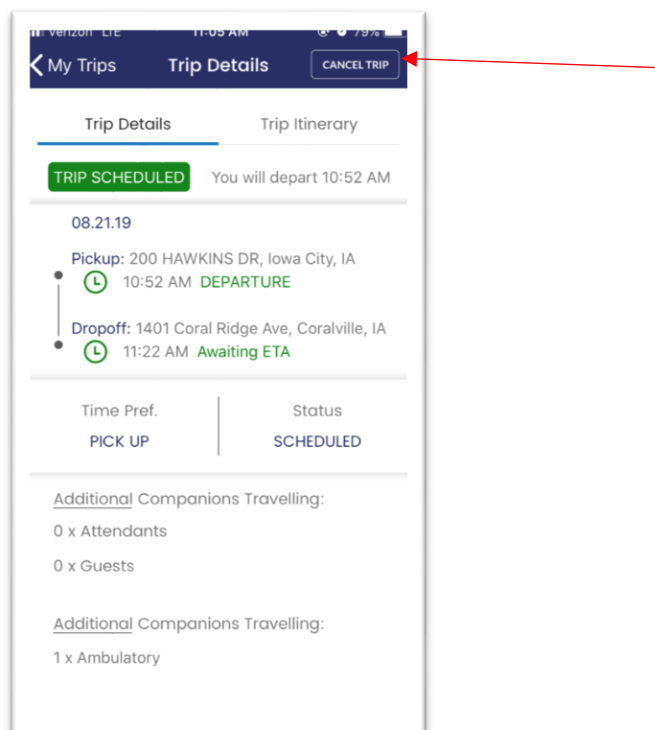


## 6. How to Cancel A Trip

- a. Open Mobile App or Web Portal ([https://amble.routematch.com/login?a=ia\\_johnson](https://amble.routematch.com/login?a=ia_johnson))
- b. Click 'My Trips'



- c. Select the trip you would like to cancel.
- d. Click 'Cancel Trip' in the upper right hand corner.



**\*\* Note: Trips can not be changed. You must cancel a trip and request a new trip if you want to alter ANYTHING about a trip.**

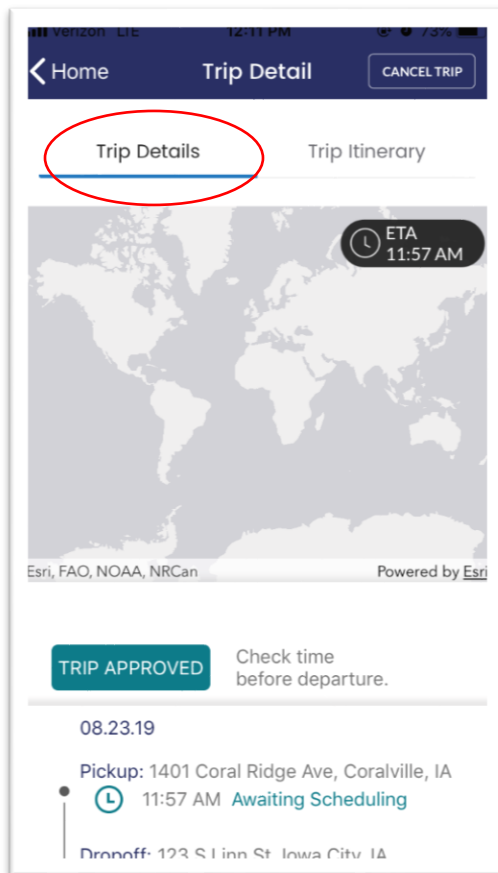
## 7. How to Locate Your Bus

- a. Open Mobile App or Web Portal ([https://amble.routematch.com/login?a=ia\\_johnson](https://amble.routematch.com/login?a=ia_johnson))
- b. Click 'Next Trip'

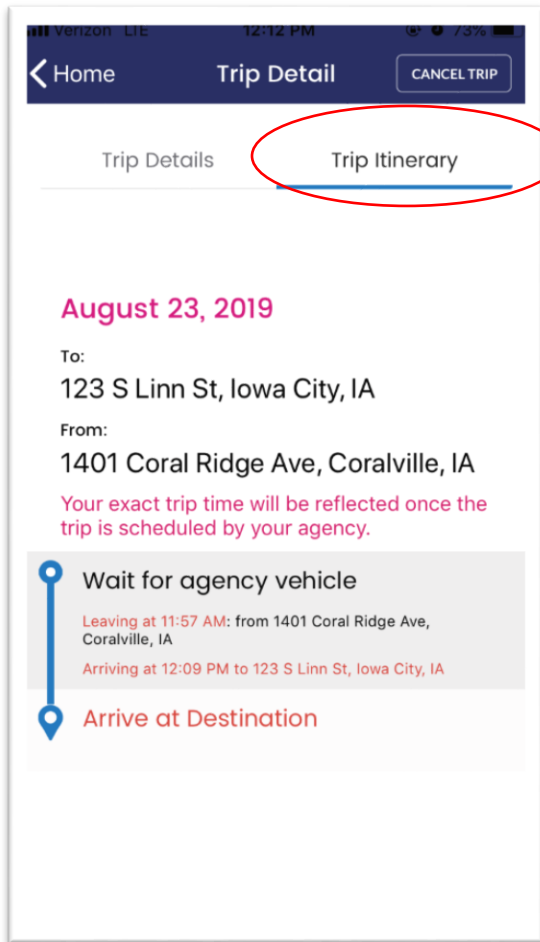


- c. You will see a map on the 'Trip Details' Screen, with your trip information at the bottom. Your buses location will show up 15 minutes prior to arrival.

**\*\*NOTE: Arrival times are subject to change. Bus delays, breakdowns, weather, and traffic mean we are constantly adjusting schedules. Make sure you check your notification all for your window!**



d. If you click 'Trip Itinerary' you will see full trip information for your next trip.



## 10. Tips

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- If you are requesting a trip for an appointment, request a pick up 1 HOUR before the appointment. Then we know your appointment time, and we can ensure you are there on time! Make sure to check back on amble and make sure your estimated drop off time is before your appointment
- If you want a round trip ride, DO NOT forget to request your return trip! You will need to enter it as a whole new trip.

- Your trip pick up windows will be emailed/phoned out to you the night before your trip using our Notifications system. Amble only shows your estimated pick up/drop off time, and that could be anytime within your 30 minute window, so make sure you know your window!!
- Trips CAN NOT be changed. If you need to “change” a trip, you need to cancel the trip you are wanting to change and request a new one.
- Arrival times are subject to change. Amble shows you the estimated time of arrival for your bus, but that could change at any moment due to: weather, breakdowns, traffic delays, or other issues on a bus. The most important time to know is your window!
- All SEATS policies and service days and times remain the same. You can not use Amble for same day requests, or to request trips after 4 pm the day before the trip. If your trip is showing up as cancelled, this means that your trip was outside of the parameters of our service. If you contact the office we can let you know what the issue is and get your request put in for you. (The only time this will really apply is for rural riders who request a trip on a day we do not service their area.)
- Amble can not be used to request subscription trips. Those MUST be called into the office.

**\*\*If you have any issues, please contact the SEATS office or email [seatsinfo@co.johnson.ia.us](mailto:seatsinfo@co.johnson.ia.us)!**