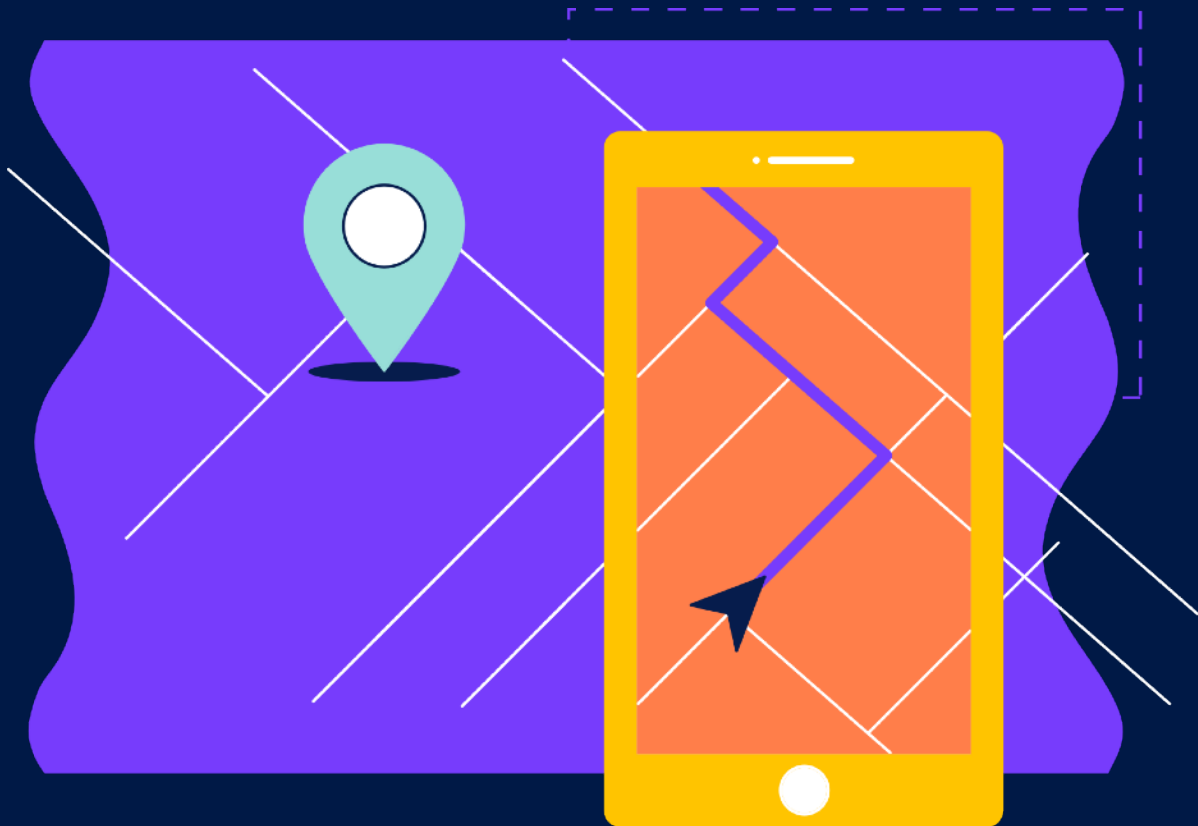




On-Demand User Guide



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USER REGISTRATION



App Download

Download the flexigo app on the App Store or Google Play.

You can scan the QR codes or click the store names below to download it.

App Store

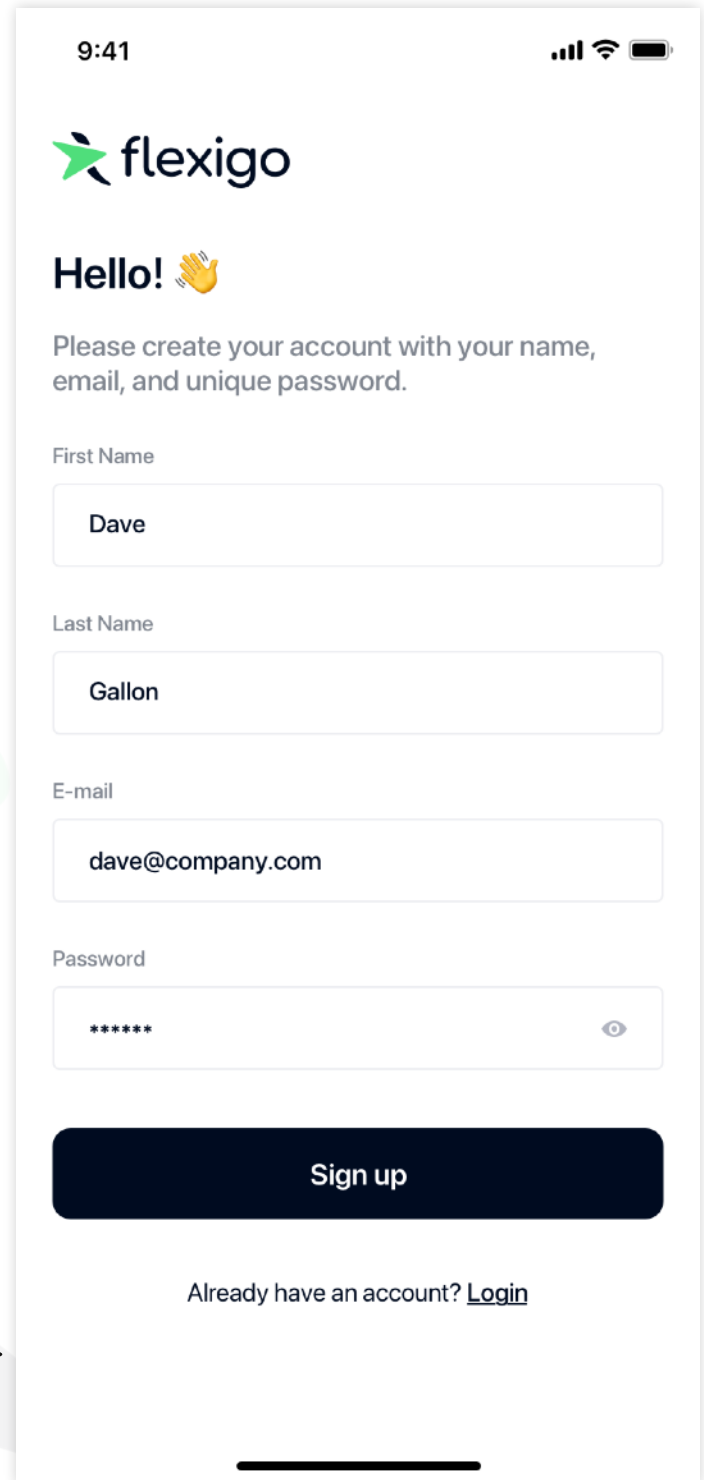


Google Play



Sign Up Form

Download the flexigo app, tap Sign Up, fill the form and tap Sign Up button.

The image shows the sign-up form in the Flexigo app. At the top, the status bar displays the time 9:41, signal strength, Wi-Fi, and battery icons. The Flexigo logo is centered at the top. Below it, the text "Hello! 🙌" is displayed. The instructions "Please create your account with your name, email, and unique password." are shown. The form consists of four input fields: "First Name" (containing "Dave"), "Last Name" (containing "Gallon"), "E-mail" (containing "dave@company.com"), and "Password" (containing "*****"). A "Sign up" button is located below the fields. At the bottom, there is a link "Already have an account? [Login](#)".

Organization Code

Enter the organization code provided to you by your organization and tap Continue.

9:41



Hello! 🙌

Please create your account with your name, email, and unique password.

First Name

Last Name

E-mail

Password



Sign up

Already have an account? [Login](#)

9:41



Organization Code

Please enter the code provided by your organisation.

4 5 3 4



You can also add the code by scanning a QR code, if provided.



Continue

Email Verification

Enter the code sent to your e-mail, and tap Submit.

9:41





Organization Code

Please enter the code provided by your organisation.

4 5 3 4



You can also add the code by scanning a QR code, if provided.



Continue



9:41





E-Mail Code

Please enter the verification code sent to the email address below:

john.doe@gilead.com [Wrong email?](#)

4 5 3 4

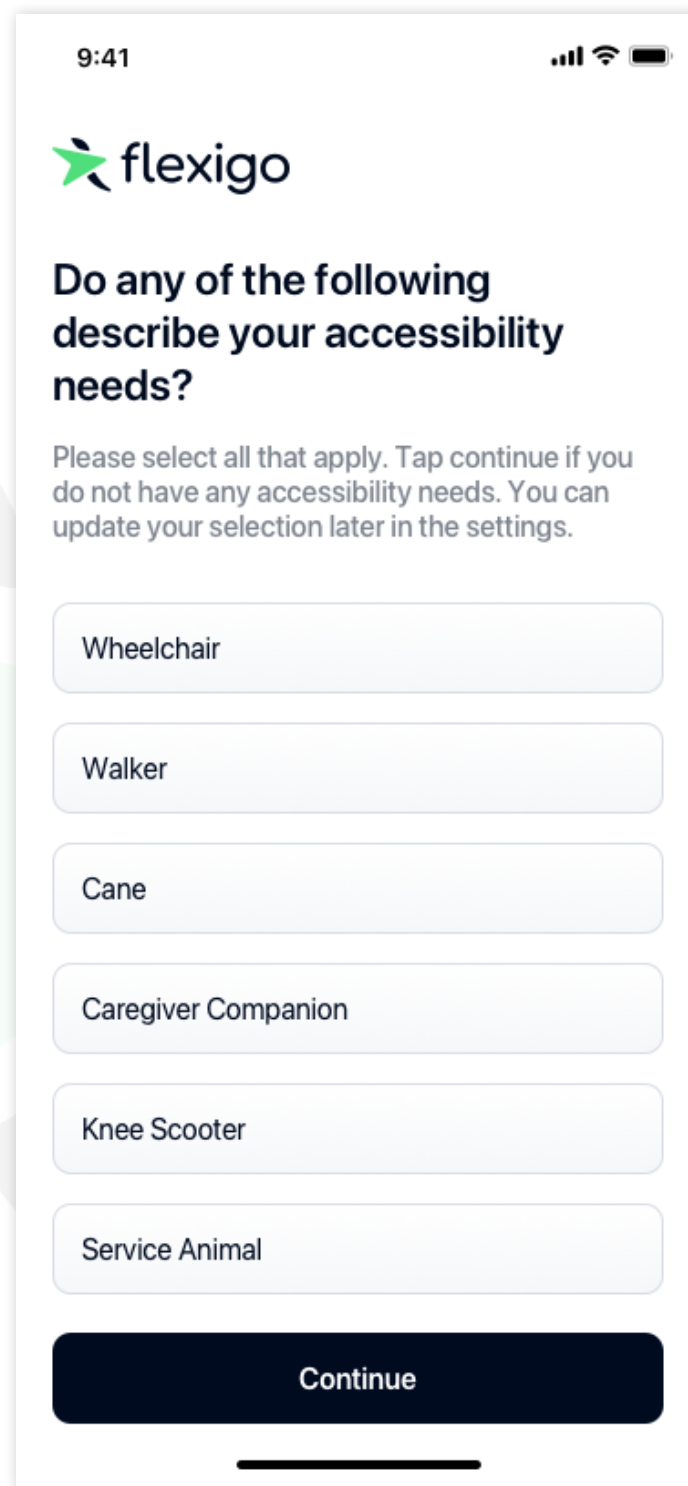
Submit

01:30

Didn't receive the code?
[Send again](#)

Accessibility Needs

If you have any accessibility needs, please let us know so that the service can be customized to meet your needs.



9:41

 flexigo

Do any of the following describe your accessibility needs?

Please select all that apply. Tap continue if you do not have any accessibility needs. You can update your selection later in the settings.

Wheelchair

Walker

Cane

Caregiver Companion

Knee Scooter

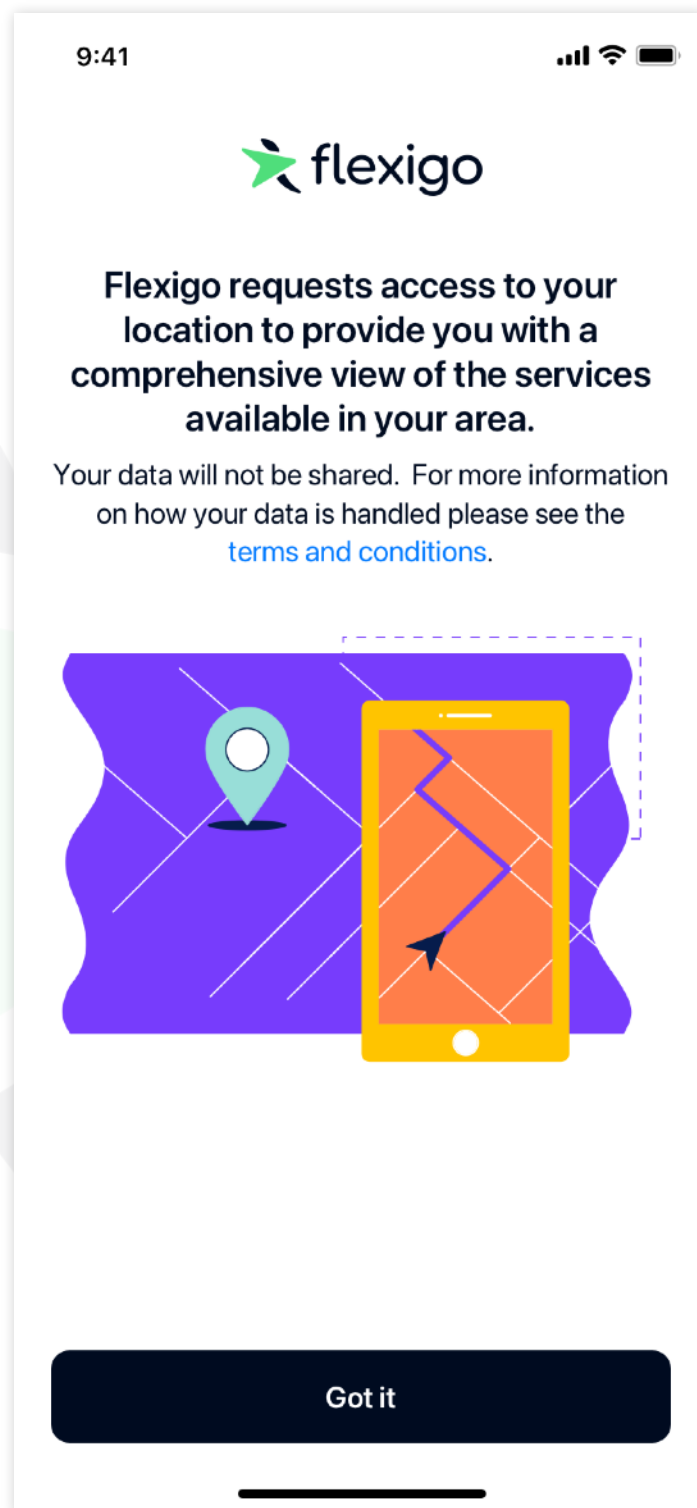
Service Animal

Continue

Location Access Permission

Location Access Permission

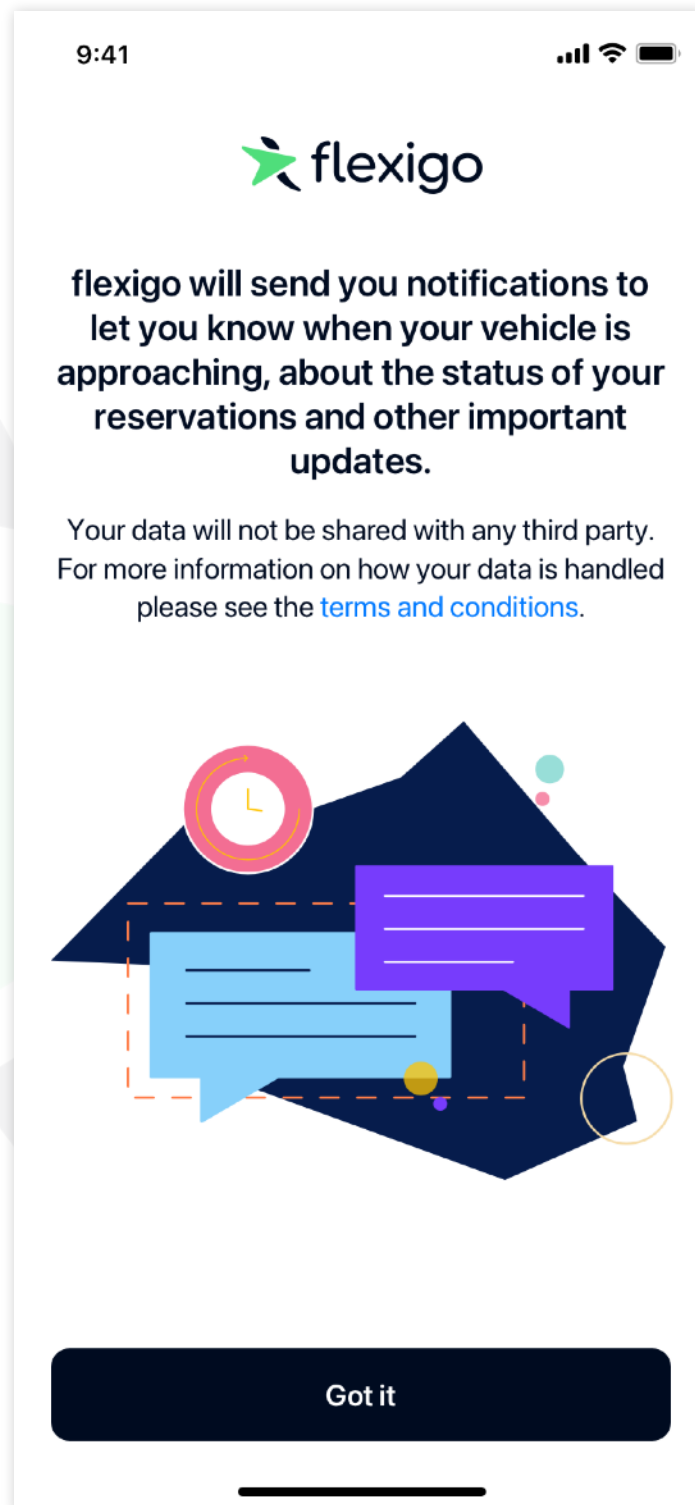
Location access will be requested to ensure all services are delivered accurately to your phone, such as correctly locating you on the maps within the app and helping you locate nearby stops.



Notification Permission

Notification Permission

To ensure you receive up-to-date information, you'll be asked to accept notifications from the flexigo app. These include shuttle approaching and arrival notifications.

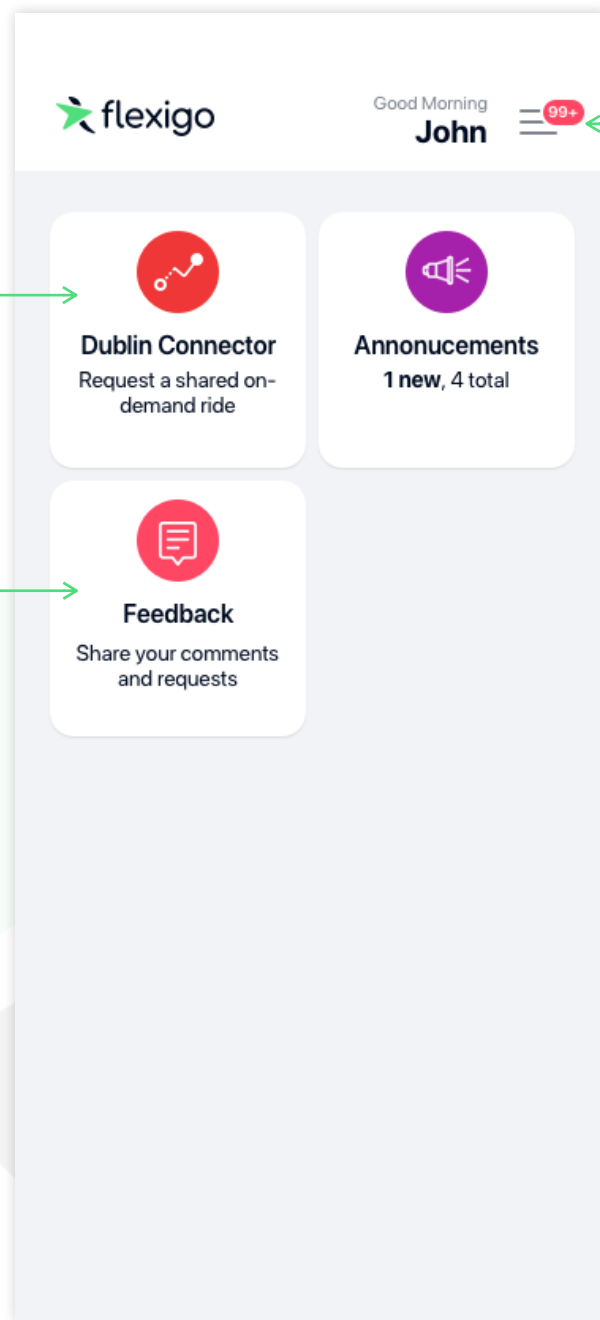


Home Screen

Different services and features of the platform can be accessed from the home screen. Only those services to which you have access will be displayed on your home screen.

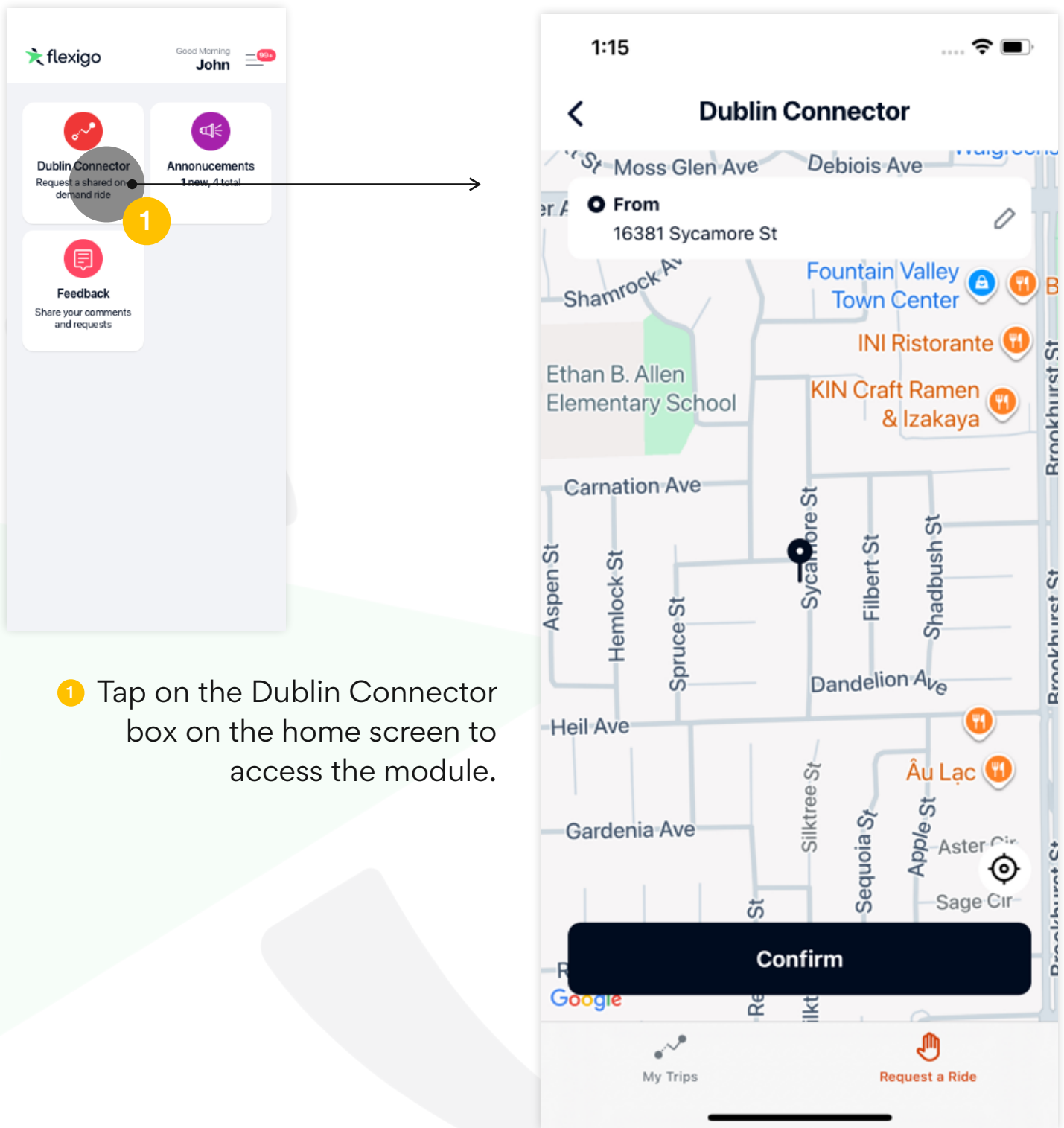
Access the Safe Ride service where you can make ride reservations and track your trips.

You can use this feature to share feedback in order to improve your experience.



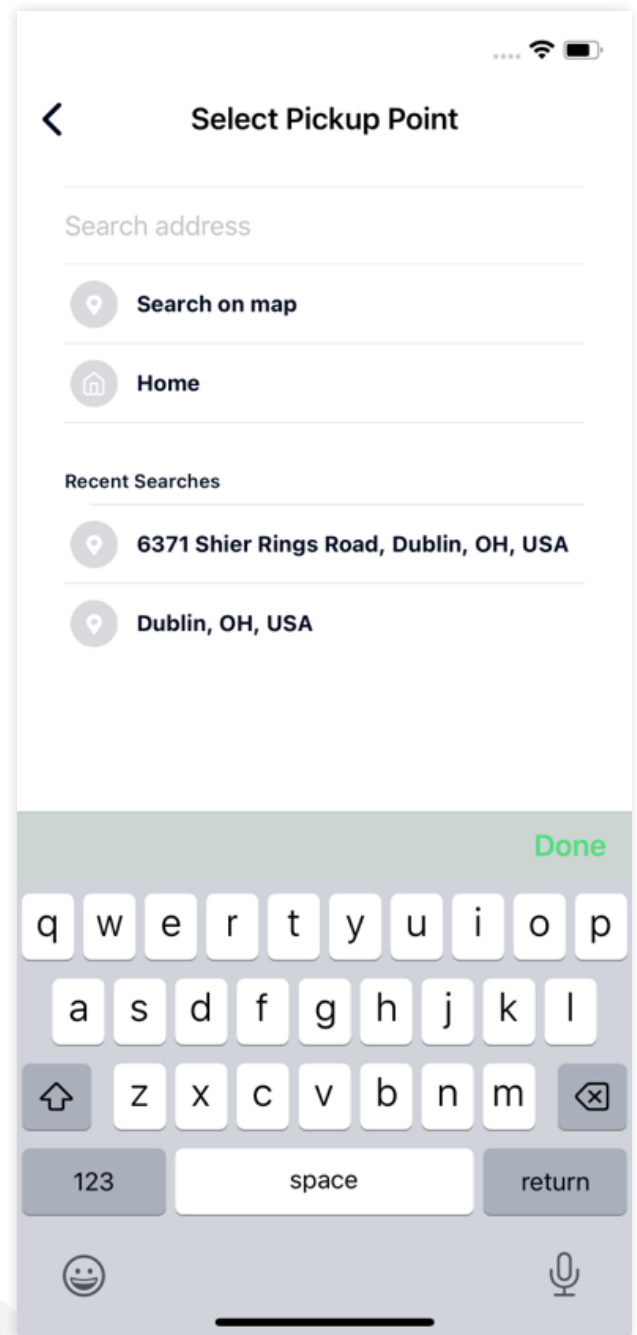
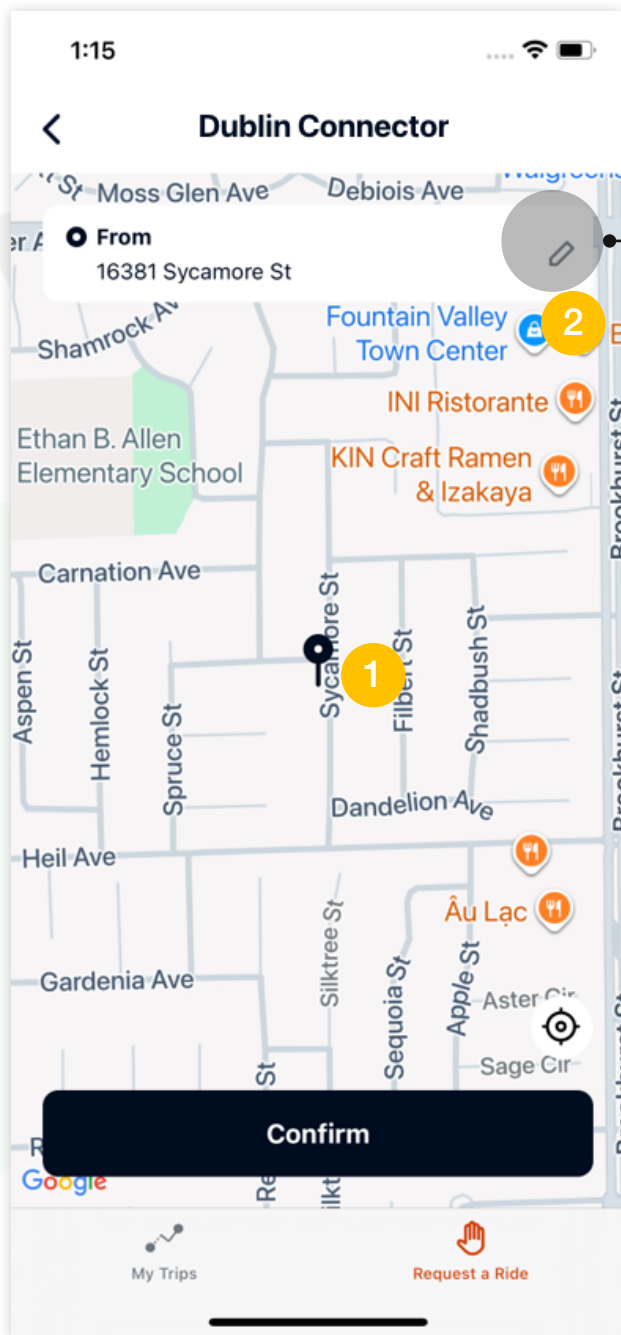
Access to your profile menu, notifications and settings.

Making an On-Demand Request



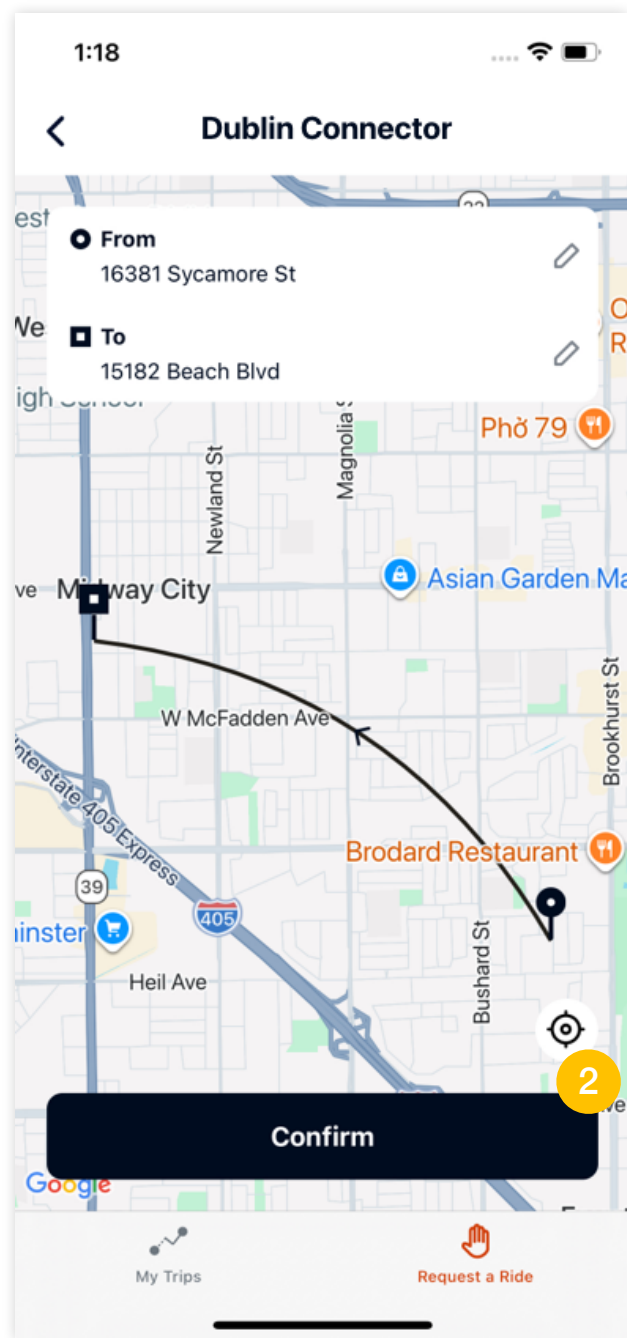
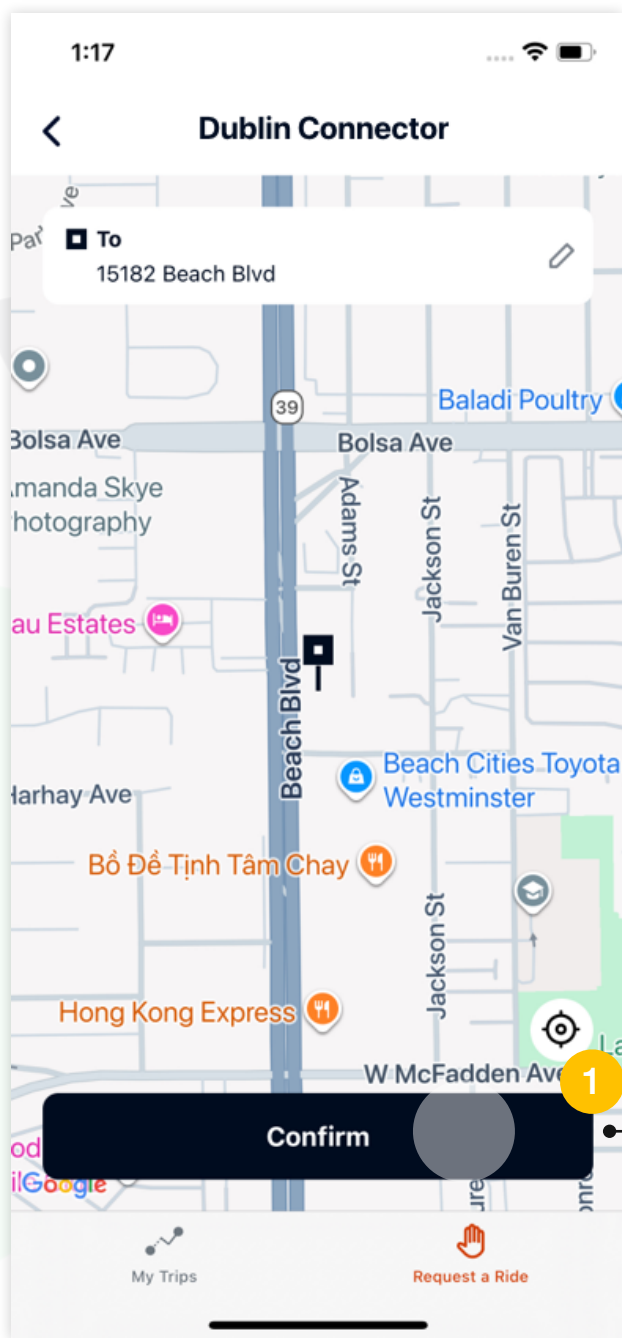
Making an On-Demand Request

Pan the map to move the pin to your preferred pick-up location. **1**
Alternatively tap the pencil icon next to the address bar and type an address for your pick-up. **2**



Making an On-Demand Request

After you confirm the pick-up point, select the drop-off point ① and confirm both locations. ②



Making an On-Demand Request

Once you confirm the locations, you will be asked to input a few more ride details.

Set a pick-up time selecting from the available service hours. **1**

If you'd like to be notified about the trip status via text message, open the switch and enter a phone number. **2**

Set the number of riders. **3**

Turn the switch on if you need an ADA vehicle. **4**

Tap **Request** to submit your request. **5**

1:18

New Request

Westminster
15182 Beach Blvd
Midway City
Interstate 405 Express
RIVER WE!

Want to make a recurring reservation? ☐

Date Jul 1, 2026 **1**

Time 8:00 AM

Add your phone number if you'd like to be notified about your trip status via text message. ☒ **2**

Country code
+1

Phone Number
(XXX) XXX-XXXX **3**

Riders 1 **4**

Check if you need a wheelchair accessible vehicle ☐ **4**

Notes
Notes for the driver. (Optional, max. 100 char)

5
Request

If you want to make a recurring request, turn the switch on. 1

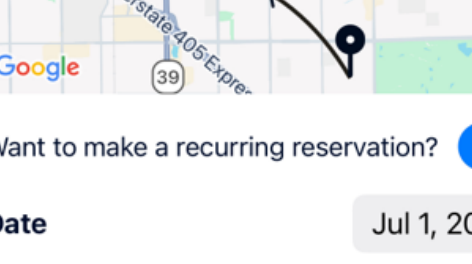
Select the days on which you would like to use the service. **2**

1:18

****  



New Request



Want to make a recurring reservation?

 1

Date

Jul 1, 2026

Time

8:00 AM

On the following days

2

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Add your phone number if you'd like to be notified about your trip status via text message.



Country code

+1

Phone Number

(XXX) XXX-XXXX

 Riders

 1 

 Check if you need a wheelchair accessible vehicle



Notes

Notes for the driver. (Optional, max. 100 char)

Request

Approving the Request

Approve Your Request

Hurray! We have availability.
Here are your trip details on Jul 1, 2026.
You may find the details for the other days on My Trips screen once you approve your request.

PICK-UP
8:05 AM - 8:10 AM


16381 Sycamora St

DROP-OFF
8:32 AM - 8:37 AM


15182 Beach Blvd

Please confirm if this works for you.

9 sec

Decline

Accept



The system will provide estimated pick-up and drop-off time intervals for your request. You'll need to approve the request if the offer meets your needs.



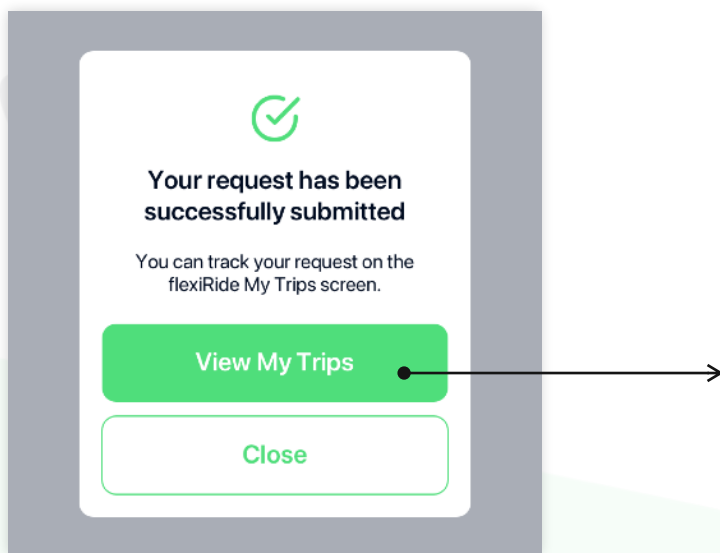
Your reservation has been made
You can track your reservation on the flexiRide My Trips screen.

View My Trips

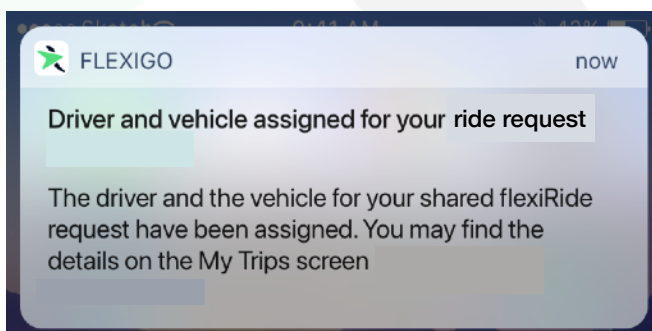
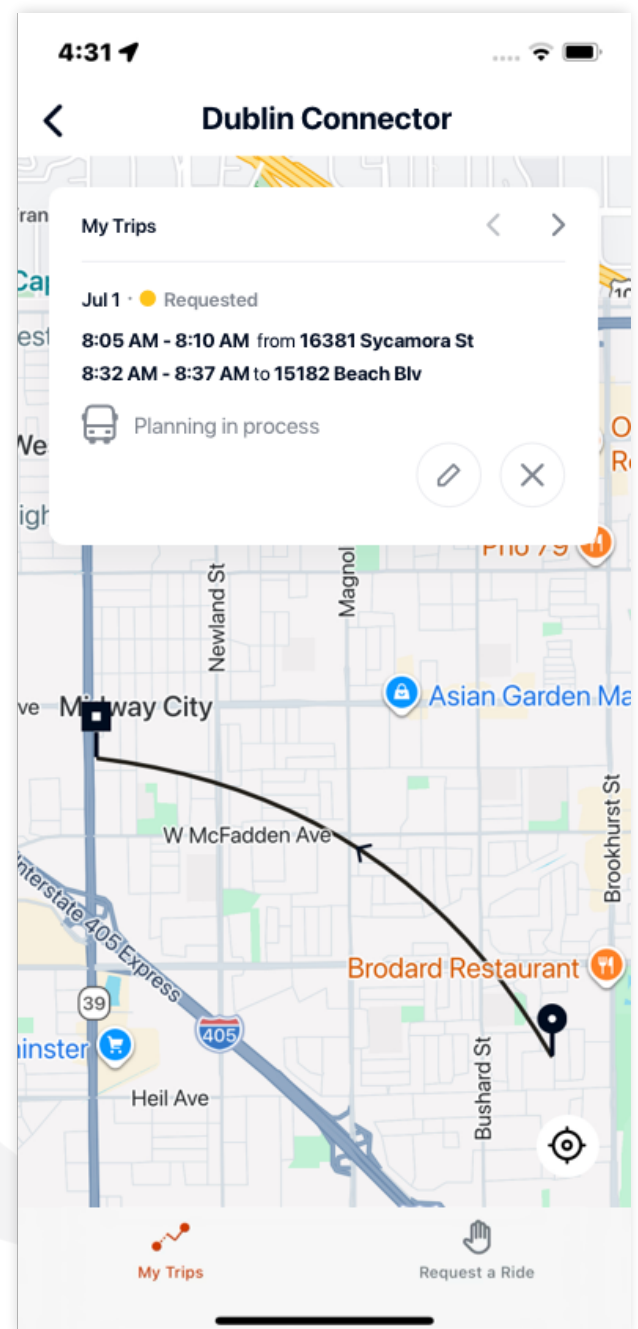
Close

Tracking Request Status

The status of your ride requests can be tracked from the My Trips card on the Dublin Connector screen. My Trips cards provide information about the status, the time, the driver and the vehicle (after they are assigned), while the map view shows the pick-up point and the drop-off location. If you have more than one active request, you can navigate between the cards tapping the next/previous arrows.

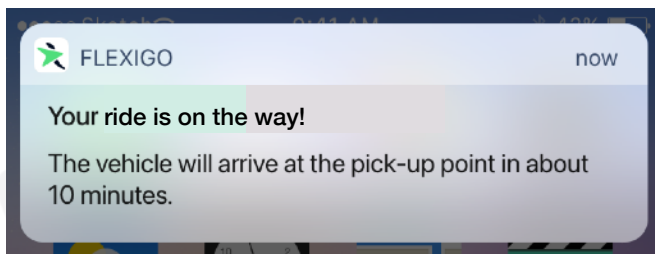


You will be notified when the driver and the vehicle of your ride are assigned. The trip status will turn from 'Requested' to 'Reserved'



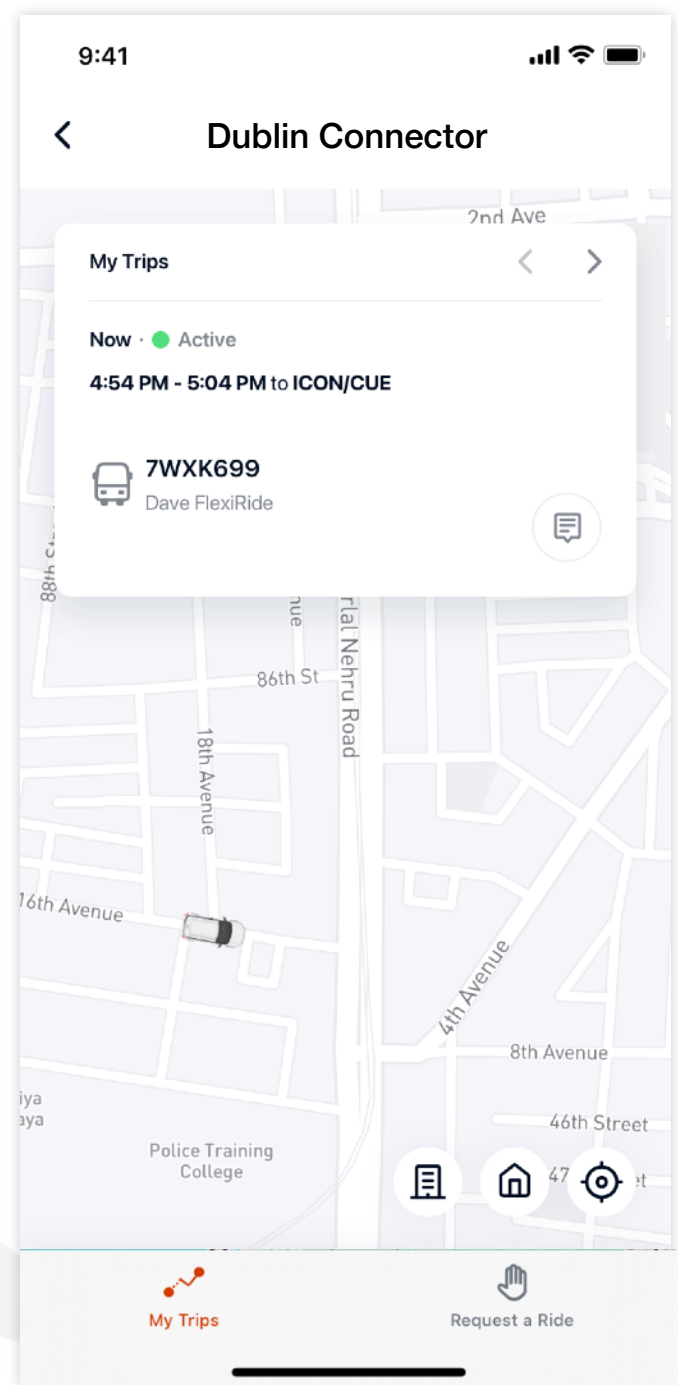
Tracking Your Ride

On the day of your trip, you will receive a notification as your assigned vehicle approaches your stop.



If you have requested to receive a text message, upon confirmation of the ride, you will receive a text message that includes a link which will take you to a website with the ride information and a map showing the route.

You can track the location of your vehicle in real time within the Dublin Connector section of the app.

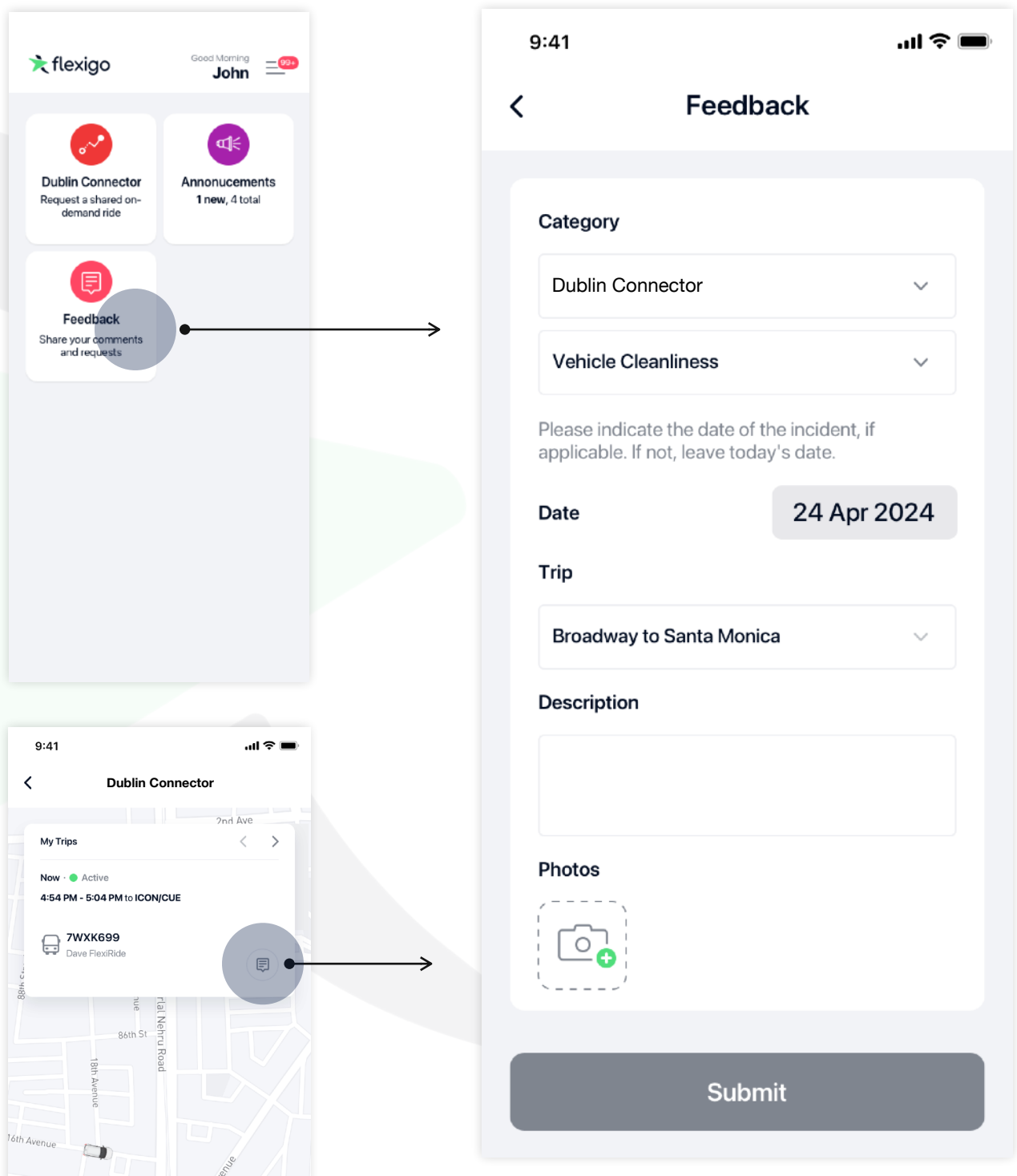


FEEDBACK



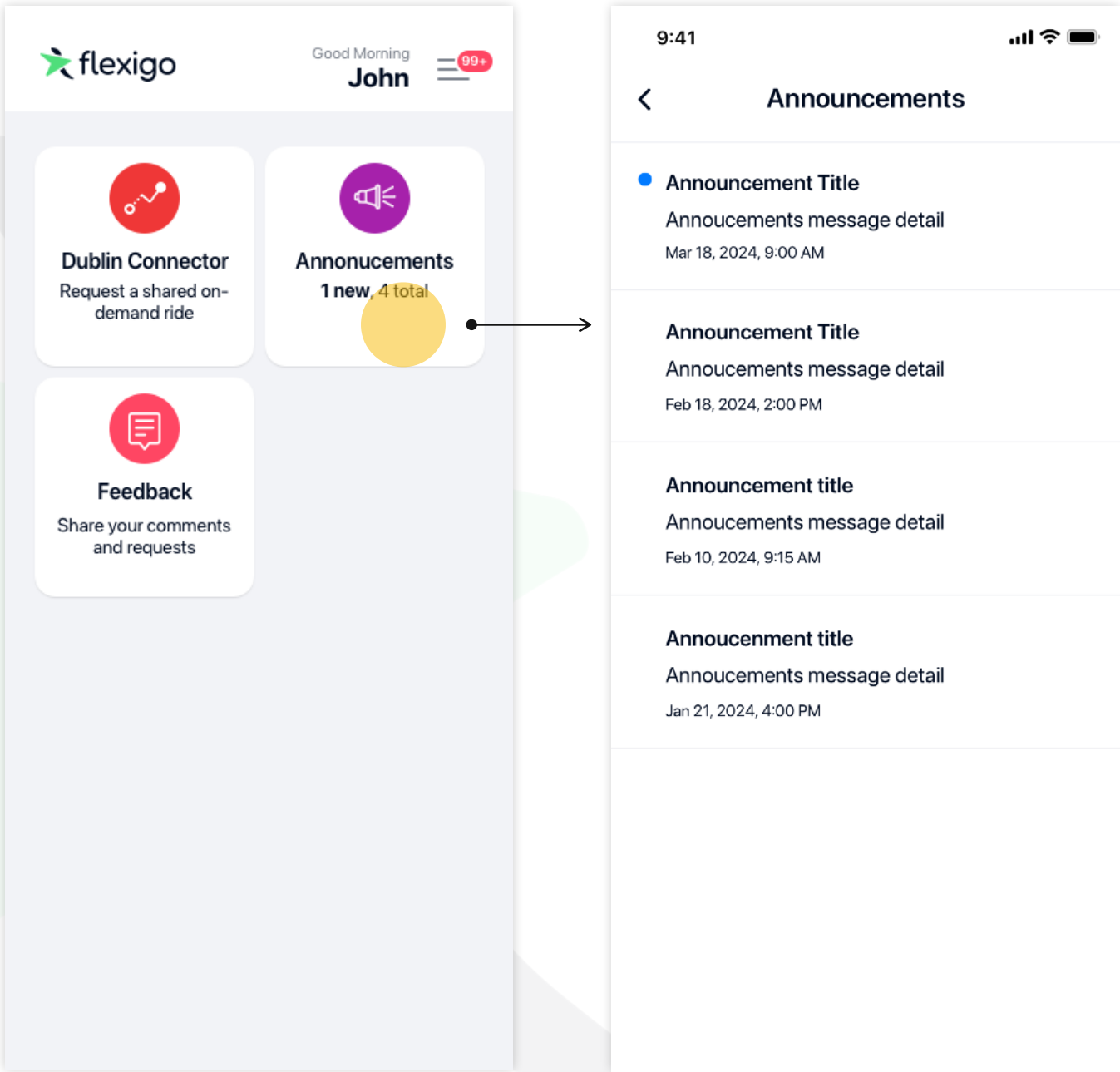
Sharing Feedback

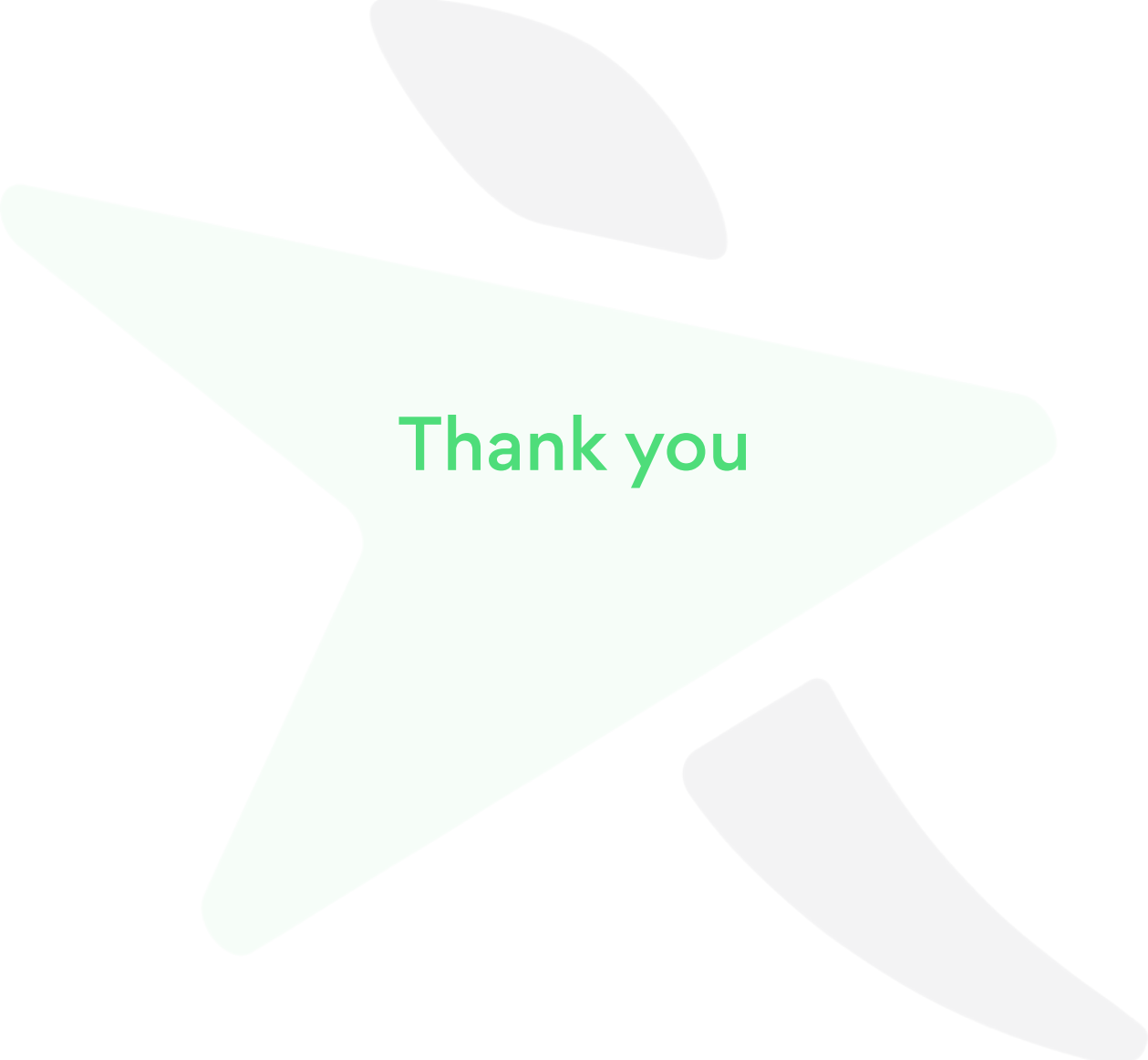
You can share feedback about your trips and the platform, in general. While on a trip, you can access the feedback form directly from the My Trips card. When the feedback you send is replied to by an administrator, you will receive a notification.



Announcements

Notifications will be sent to your phone about the latest announcements. You can also view them under the announcements menu as long as they are valid.



A large, light green star is centered on the page. It has five points, with the top point being the largest. Two grey, curved swooshes are positioned around the star: one above the top point and one below the bottom-right point.

Thank you