Rider App Walkthrough

A step-by-step guide to using your service's dedicated rider app

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How to download the Spare Rider App from the App Store (iOS Users)

Locate the App Store
Locate and tap the App Store Icon on your IOS Device
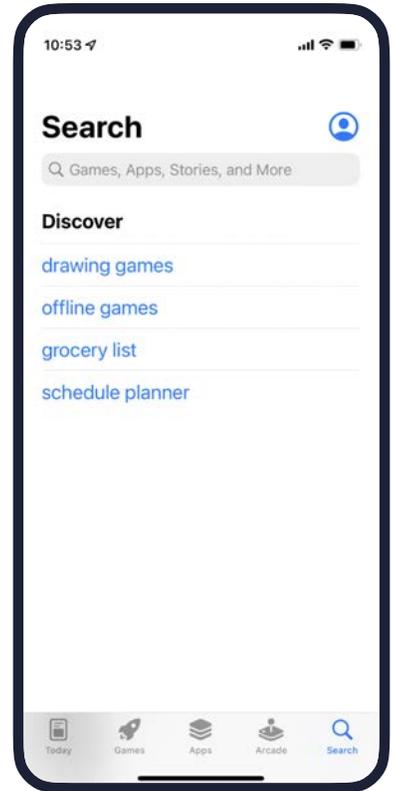
Search for the app
Tap on the search bar at the top of the screen.

Then type in a search for the 'Spare Rider app'
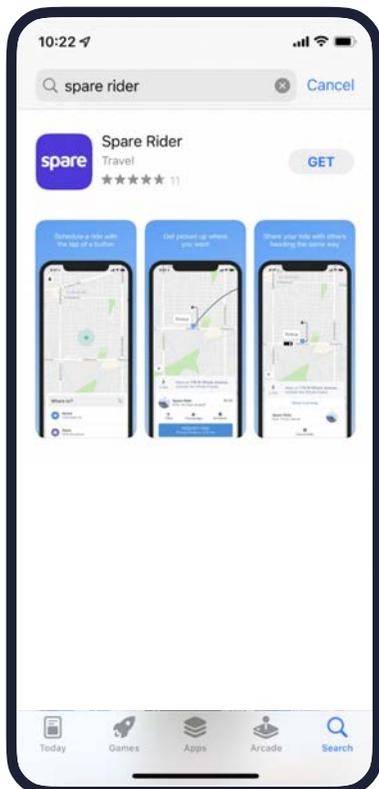
Select the app
Tap on the Spare icon which will appear in your search results. This will then take you to a page to begin downloading the app.
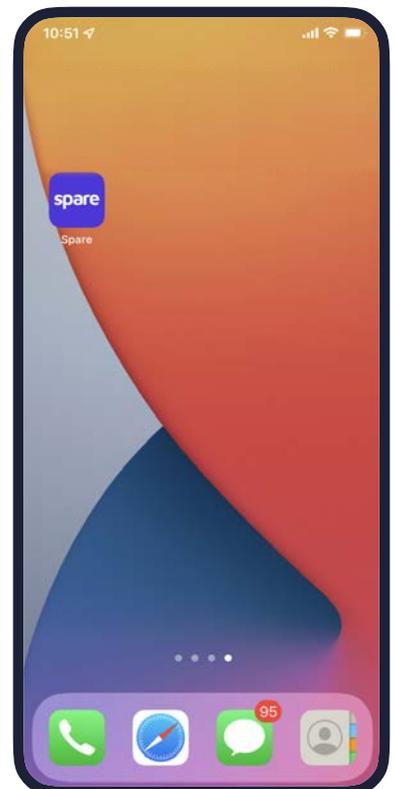
Download the app
Download the app to your device by clicking the "Get" button.

You may need to type in your Apple ID login and password to start downloading.

Once the app is installed, you will be able to use the app by tapping on the apps icon which is now installed on your devices main screen.

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How to download the Spare Rider App from Google Play Store (Android Users)

Locate the Play Store

Locate and tap the Play Store Icon on your Android Device

Search for the app

Tap on the search bar at the top of the screen.

Then type in a search for the 'Spare Rider app'
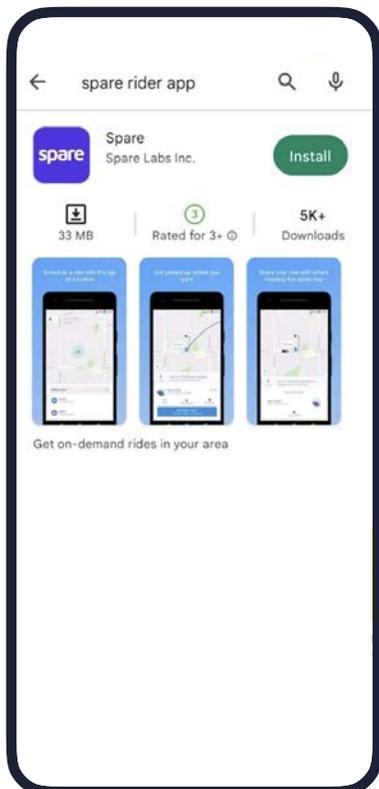
Select the app

Tap on the Spare icon which will appear in your search results. This will then take you to a page to begin downloading the app.

Download the app

Download the app to your device by clicking the Green **Install** button.

Once the app is installed, you will be able to use the app by tapping on the apps icon which is now installed on your devices main screen.

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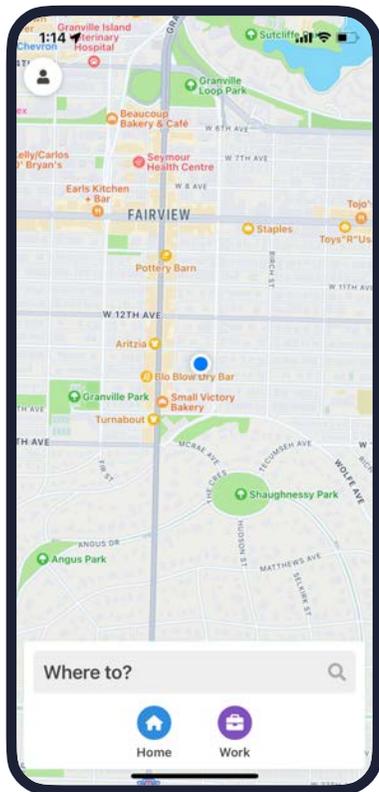
Homescreen

Riders start booking a trip by tapping "Where to?"

Riders can also set favorite locations that let them start a booking from the homescreen with one tap.
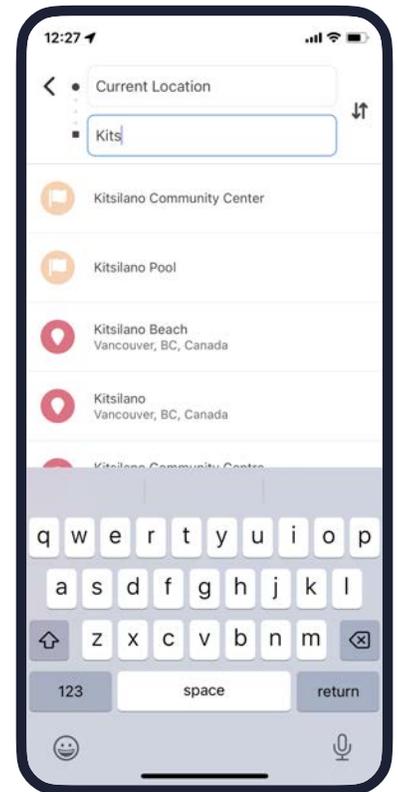
Set locations

Enter the desired pickup & dropoff locations.

Select a stop (orange flag) or point of interest (red pin) from the list.
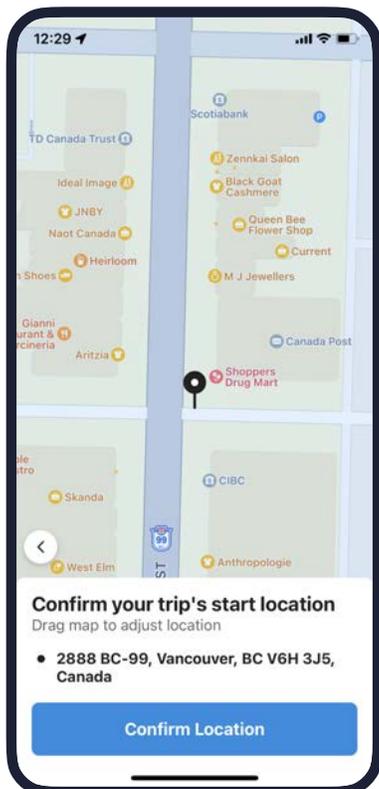
Confirm pickup location

Confirm the trip's start location by moving the pin to the desired pickup spot on the map.
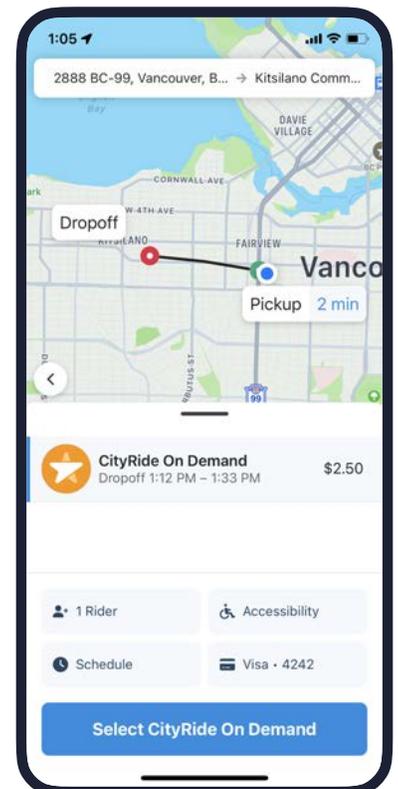
See ride options

Riders can see the fare and estimated dropoff time of any available on-demand services.

If multimodal is enabled, fixed-route transit options will also be listed here.

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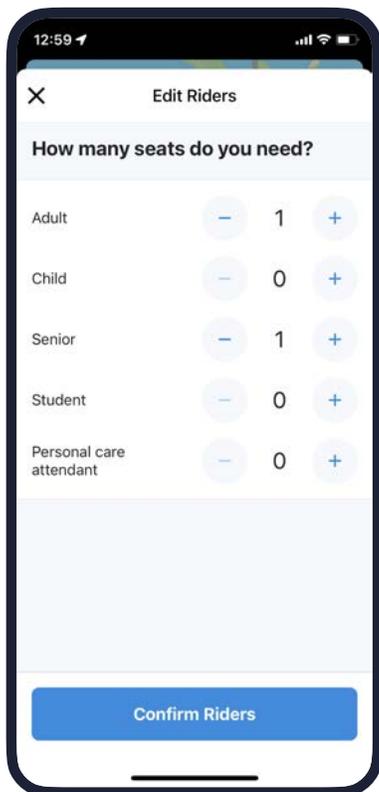
Add riders

Reserve extra seats for everyone who's traveling.

You can choose which rider types you want to support on your services. Fares can be set independently for each rider type.
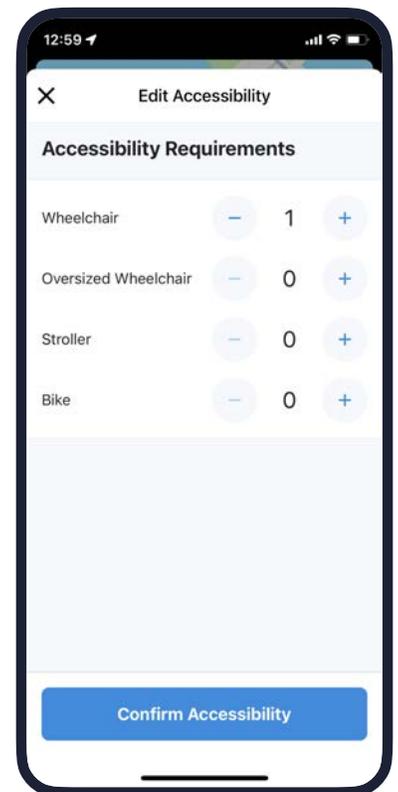
Add accessibility features

Add any accessibility requirements.

Riders will only be matched to vehicles that can support their needs.
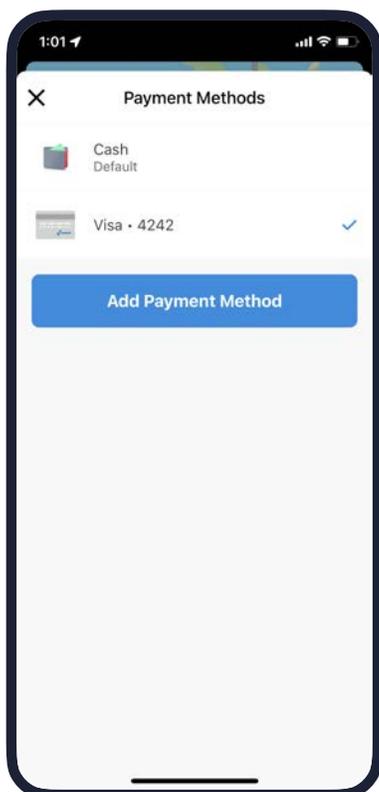
Choose payment

Choose a payment method such as credit card, debit card, transit pass, or cash.

Credit and debit payments are processed instantly and securely.

Fare Passes can be configured as stored value or time-based passes and sold in-app.

Promos can be linked to transit agency promotions, special events, student or senior discounts, employer-subsidized commuter rides, and more.

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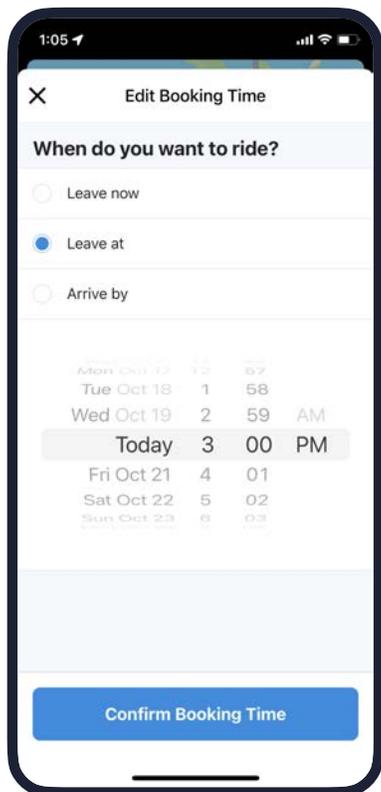
Schedule for later

If scheduling a trip for the future, riders can specify the time they'd like to leave at or arrive by.

View scheduled trips

Upcoming scheduled trips can be viewed from the menu.
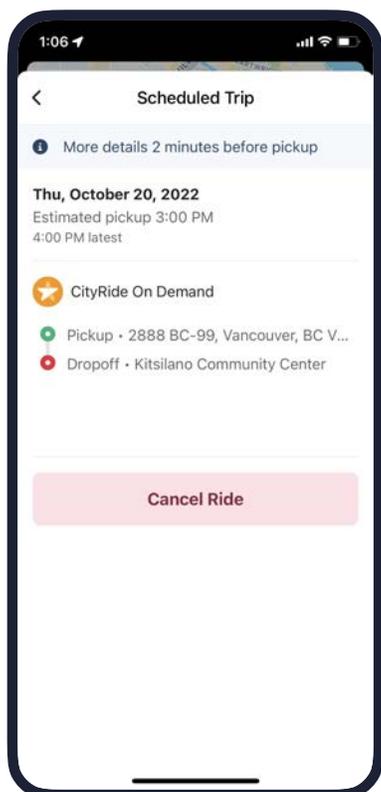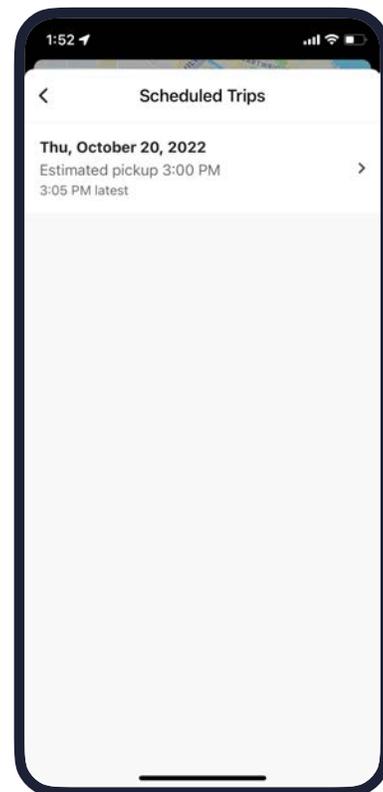
Preview your trip

Details about the trip are added as the pickup time approaches.

Riders can also cancel from here if they don't need the trip anymore.

Get reminded

Before pickup time, riders receive reminder notifications.

A banner on the homescreen provides a shortcut to view the trip.
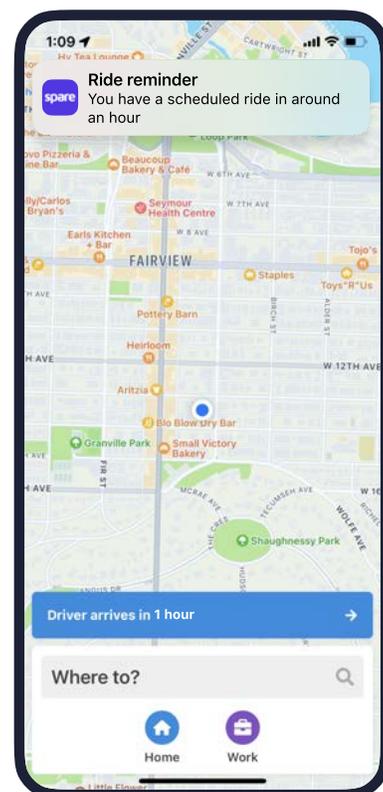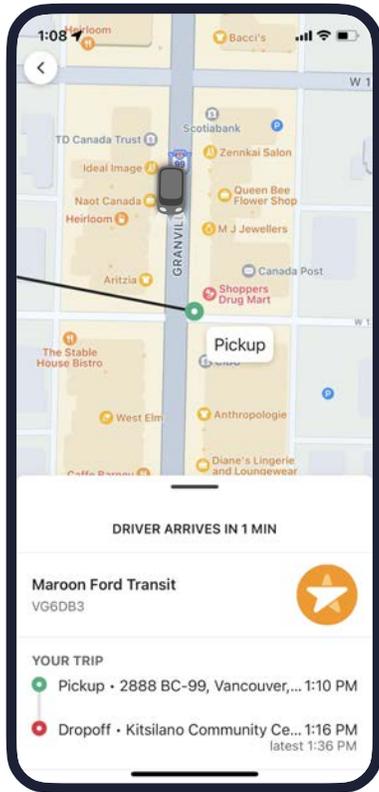
At pickup time

When it's pickup time, riders can see where the vehicle is, where & when they'll be picked up and dropped off, and which vehicle to look for.

In stop-based services, riders will see walking directions to their stop.
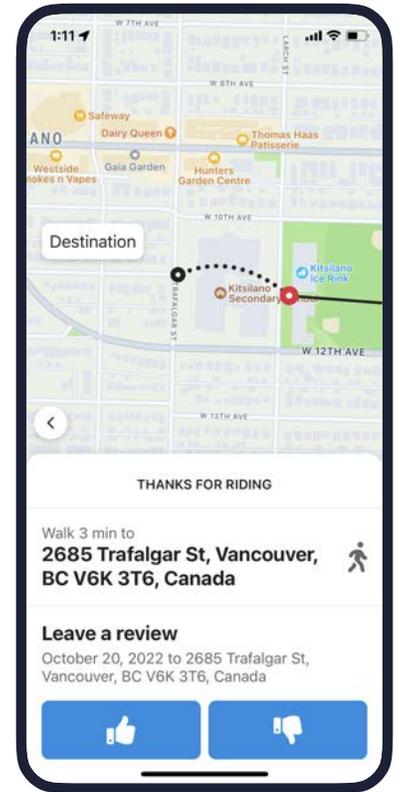
After dropoff

After the ride, riders can see walking directions to their destination.
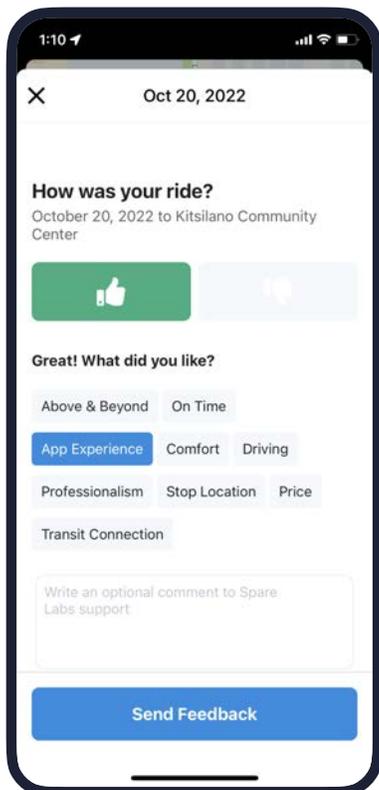
Review

Riders can leave a review to let you know what their ride was like.

Book on the web, too!

In addition to mobile apps for Android and iOS, Spare Rider is also available as a website on desktop and mobile.

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