Connecting to ITNRides

ITNRides on the Salesforce Platform

ITNRides 2.0 is built on the web-based Salesforce platform, the world leader in Customer Relationship Management software. The Salesforce software does a lot of what we need ITNRides to do- it tracks customers and volunteers, tracks payments due and made, and helps with marketing and fundraising. To create ITNRides 2.0, we combined this functionality with a custom-made application that provides state-of-the-art algorithms for rides coordination.

When using ITNRides 2.0 you will be using both the functionality that is a part of “native” Salesforce (functionality that is built in to the original Salesforce software), and the functionality that is part of the custom app we built. The screens will look different depending on which part you are in. Most of your time when coordinating rides will be spent in the custom screens, while working with donors and community outreach will primarily be done in native salesforce screens.

Password Requirements

Your password will need to- have at least 8 characters, use 1 letter and 1 number, have 1 special character (something like a question mark or exclamation point).

User Portals

The user portals are how staff, riders, drivers and others connect to ITNRides. Each type of user has a Portal, and users can access different functionality depending on their role.

Here are the links for the portal login pages:

* Staff: <https://itnrides.force.com/sitestaff/s/login/>
* Riders: <https://itnrides.force.com/rider/s/login/>
* Drivers: <https://itnrides.force.com/driver/s/login/>

Staff Portal

The staff portal is how most users at sites will access ITNRides 2.0. Using the staff portal you can:

* Accept or decline rider applications
* Accept or decline driver applications
* Edit rider or driver information
* Book rides or accept request rides
* Manage/Edit rides
* View Daily Rides List
* Assign rides to drivers
* Send drivers ride information
* Check rider and driver balances
* Process rider payments
* Accept donations
* Track community outreach activities

Rider Portal

The rider portal is designed to give riders (or their designated representative) access to their accounts. They can:

* edit some of their personal information (some must be changed by staff)
* View scheduled rides
* request rides
* view their account balance
* make payments or donations

Business Portal

The Business Portal allows community organizations, businesses, and healthcare providers who are supporting your service to access their accounts and make payments online.

Driver Portal

The driver portal is designed to give drivers easy access to their account, and to make communication with the rides coordination office easier.

In the driver portal they can:

* View their rides
* Update their availability
* Edit some of their personal information
* Make choices about their volunteer credits (if applicable)
* Make donations
* Select rides they would like to volunteer for (if site has this feature selected)