ITNRides 2.0

Tips and Reminders

- Ride Sponsor Accounts (Ride Services, Healthy Miles and Ride&Shop) should be named with the organization name, followed by a three letter abbreviation that you use for your site. For example, the Regeneron Ride Services Account for ITNPortland is names Regeneron Eye Care RSA- PWM.

- **All Accounts must have a primary contact and affiliation. You can use a staff person from your organization if you do not have another one.**

- The only way to enter a new driver or rider into the system is through the application. The application is designed to make sure all the pertinent information is entered into the correct fields, and this is the only way new riders and drivers should be entered.

- When setting up a new driver, it is critical that every driver has a vehicle and locations. And pay attention to Service Needs as they match up to vehicles. If a rider can't get in a high vehicle, and a driver has a high vehicle, the ride will not get assigned. And you can't force it in the new system. The system MUST accept every ride assignment.

- Also, driver availability is critical. A driver must have availability for a ride to be assigned to them.

- "Payment on account - thank you!" automatically prints on the statements for riders, it DOES NOT have to be added when entering checks. The comments field should be used for adjustments.

- When putting in cases, please be sure to include the following info when applicable: date of ride or transaction, rider name, driver name, ride id, transaction id, what you want to accomplish, and what is going wrong. Screenshots are always helpful.

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