ITNRides 2.0
Updates and Improvements

How to Get Help

If you have an issue or need help with something in ITNRides 2.0, **please submit a case rather than emailing a specific staff person**. To submit a case, just click on the Submit Case button at the top right hand corner of the homepage of the staff portal, and complete the form. This is very important over the coming weeks, as we have staff that will be out of the office and your message may fall through the cracks if you do not submit it as a case. Cases are seen by 5 different staff people, so submitting in this way ensures you get prompt assistance.

Load Time and Wait Time

The system allows you to add load time or wait time to a ride or rider, and these should be adjusted as needed. When you adjust these, please don't leave the box blank. If you would like to have 0 as the load or wait time, enter 0 into the box. The system cannot process a blank box, but will accept 0 with no problem.

Recent Fixes

- The monthly statements now include riders who have a payment required, even if they have had no activity in the month. The statements will include all accounts that have a balance below the minimum amount, or have had any activity in the month (including credits or debits to their account).
- Recurring ride bug using the pick-up time adjustment has been fixed.

iTNAmerica®
Dignified transportation for seniors

August 26th, 2022

Recent Fixes
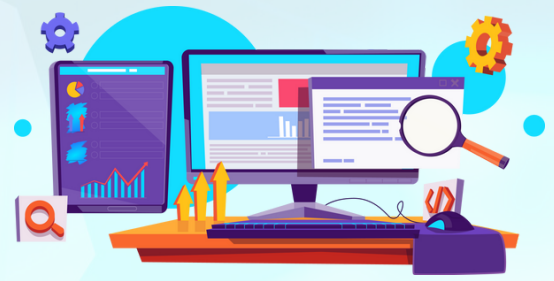
The ITNRides 2.0 Manual

The manual will be available sometime next week! You will be able to access it by clicking on Help Articles on the Home Page of the Staff Portal. This will take you to the Online Learning Center, where you can view or download the entire manual or the categorized individual task instructions. The entire manual is a pdf document, and the individual task articles will be Word documents in case you want to add your own notes there.

The manual will be updated on a regular basis, as things are added or changed in the software. The following topics will be added in the coming weeks:

- Setting Up HealthyMiles and Ride&Shop Accounts
- Driver Selected Rides
- Entering Grants
- Setting Up Campaigns

Training Coming Soon

Watch for an email from Morgan, announcing additional ITNRides training for September. We will be offering the following trainings:

- Entering Riders and Drivers
- Booking Rides
- Assigning Drivers and Generating Routes
- Finance Training
  - Entering Payments and Donations
  - End of the month - Statements and Posting Report
  - Account Adjustments
- Training on the User Portals

New Reports

- Rides with Ride Purpose

- Regeneron Rides by Timeframe

Both of these reports can be found in the Ride Management folder.