

**Learn how to manage and  
book your RTA Connect  
paratransit trips online!**



**Visit  
[iriderta.org/ConnectOnline](http://iriderta.org/ConnectOnline)**



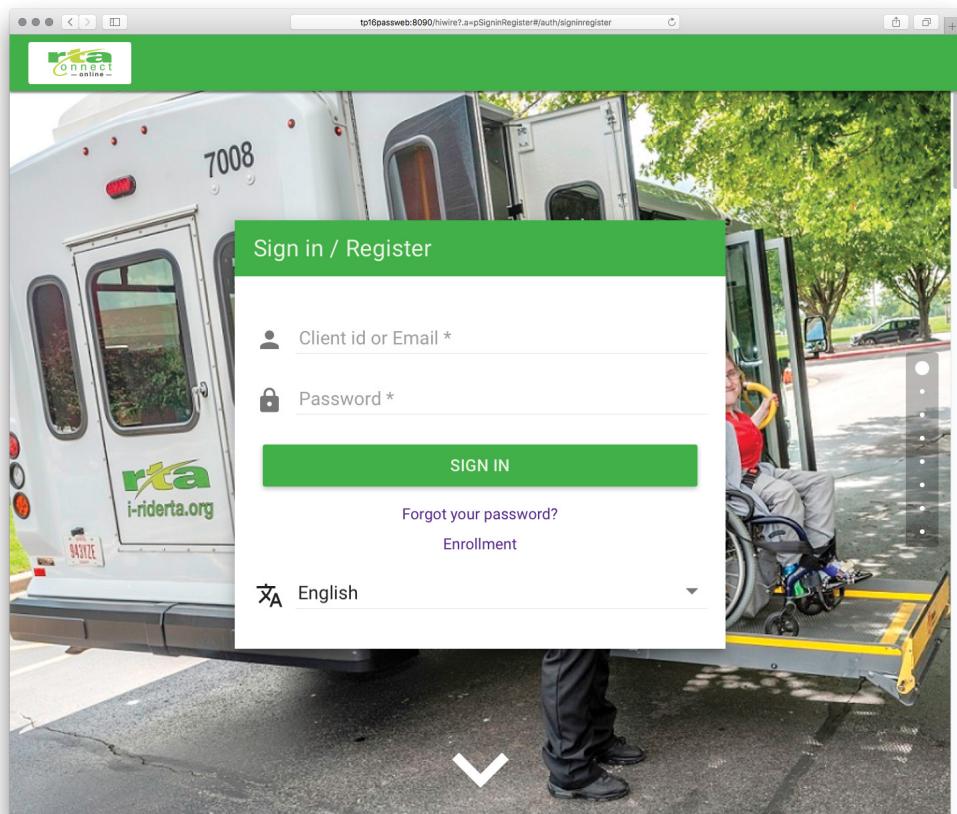
## What is Connect Online?

Connect Online allows you to manage your trips online! You can book, cancel, or edit your upcoming trips.

## How do you start?

Go to [iriderta.org/ConnectOnline](http://iriderta.org/ConnectOnline) and then navigate to Connect Online, or go directly to [ConnectOnline.greaterdaytonrtा.org](http://ConnectOnline.greaterdaytonrtा.org) and login using your existing client ID. If you are not enrolled, click “Enrollment” on the login screen. Type in your client ID and your email address and date of birth to enroll.

If you have questions or need help enrolling, call RTA Customer Service at 937-425-8300 for help.



# Trips

Once you login, you will automatically be on the “Trips” page. This page shows an overview of your schedule. From here you can select any bookings that you have in order to edit or cancel them.

The screenshot shows the RTA Connect online interface. On the left is a sidebar with various menu items: My profile, Sign out, Trips (which is selected), Book trip, Recurring trips, Announcements, General info, Feedback, Help, Language selection (set to English), and a sign-off message. The main area is a calendar for June 2019. The days are numbered from 26 to 30, followed by 1 through 15. The day '4' is highlighted with a green background. In the bottom-right corner of the calendar grid, there is a green circular button with a white '+' sign. This button is circled in red in the screenshot.

You can click the “+” in the bottom-right corner, or select “Book Trip” to begin booking your trip. Fill out the form and then hit the “Book Trip” button at the bottom of the page.

The screenshot shows the 'Book trip' form. The sidebar on the left remains the same as the previous screenshot. The main area is the 'Book trip' form. It has several sections: 'Pickup details' (Pickup Address, Unit, Pickup callback number), 'Dropoff details' (Dropoff Address, Unit, Dropoff callback number), 'Date and time' (Trip date set to Wed, Jun 5, Trip type set to 'Pick me up at'), and 'Additional Options'. The 'Additional Options' section is expanded, showing checkboxes for 'I will be bringing': Braces, Oxygen, Service animal, and Walker. Below this is another 'Additional Options' section with the same checkboxes. At the bottom of the form are two buttons: 'RESET FORM' and a large green 'BOOK TRIP' button. The 'BOOK TRIP' button is circled in red in the screenshot.

Review the trip information and either modify or confirm your booking.

The screenshot shows the RTA Connect online booking confirmation interface. On the left, a sidebar lists navigation options: CONNECT RIDER (Client id: 24554), My profile, Sign out, Trips, Book trip, Recurring trips, Announcements, General info, Feedback, Help, and Language selection (English). The main content area is titled "Confirm booking". It displays trip details: Date (Sun, Jun 9), Requested pickup time (5:15 AM), and items being brought (1. Braces, 2. Oxygen, 3. Service animal, 4. Walker). Below this, pickup and dropoff details are shown, both indicating "No phone number or comments provided". A note states: "We are able to schedule your trip with time options below. For assistance call RTA customer Support at 937-425-8300." Time options include "LEAVE EARLIER" and "LEAVE LATER". At the bottom are "MODIFY BOOKING" and "CONFIRM BOOKING" buttons.

Once you've confirmed your booking, it will appear in your calendar on the "Trips" page. Select your booking to view details, cancel, or repeat a trip.

The screenshot shows the RTA Connect online trips page. The sidebar includes: CONNECT RIDER (Client id: 24554), My profile, Sign out, Trips, Book trip, Recurring trips, Announcements, General info, Feedback, Help, and Language selection (English). The main area is titled "Trips" and shows a map of Dayton, Ohio, with a red marker indicating the pickup location. A "Trip details" overlay is open, showing a summary of the trip: Date (Fri, Jun 7), Status (Scheduled), Total Fare (\$3.50), and items being brought (1. Braces, 2. Oxygen, 3. Service animal, 4. Walker). Below this, pickup and dropoff details are shown, along with a booking ID (5478765) and estimated times. The right side of the screen shows a calendar for June 2019, with the 7th highlighted in green.

# Other Features

You can view your profile information and change your password in the “My Profile” window. Click “Update” to save changes.

A screenshot of the RTA Connect online application interface. On the left is a sidebar with various menu items: CONNECT RIDER (Client id - 24554), My profile (highlighted with a red circle), Sign out, Trips, Book trip, Recurring trips, Announcements, General info, Feedback, Help, and Language selection (English). The main area shows a calendar for June 2019. A green dialog box titled "My profile" is overlaid on the calendar. The dialog contains sections for "My details" (Client id: 24554, Client name: CONNECT RIDER, Mobility aids: Braces, Oxygen, Service animal, Walker, Email address: customerservice@greaterdaytonrtta.org) and "CLIENT HOME" (Address: 4 S MAIN ST, DAYTON, OH 45402, Phone number: \*Please enter a valid phone number). At the bottom right of the dialog is a green "UPDATE" button. A red arrow points from the "My profile" menu item in the sidebar to the "My profile" dialog box.

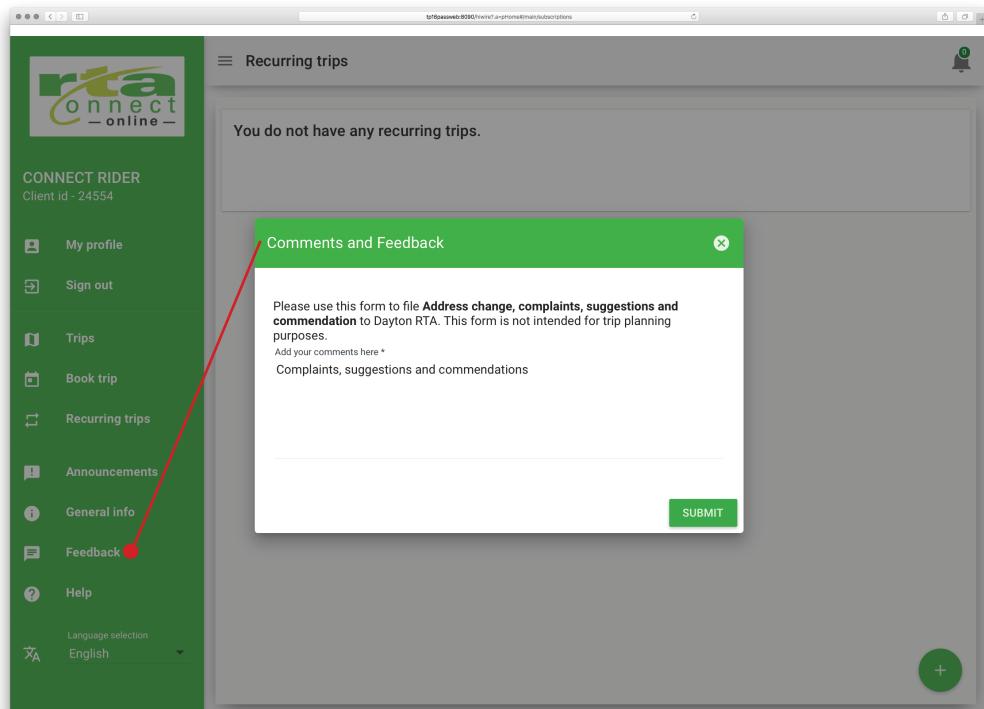
Any system-wide announcements can be viewed either by hitting the bell icon in the upper-right corner, or the “Announcements” button in the menu.



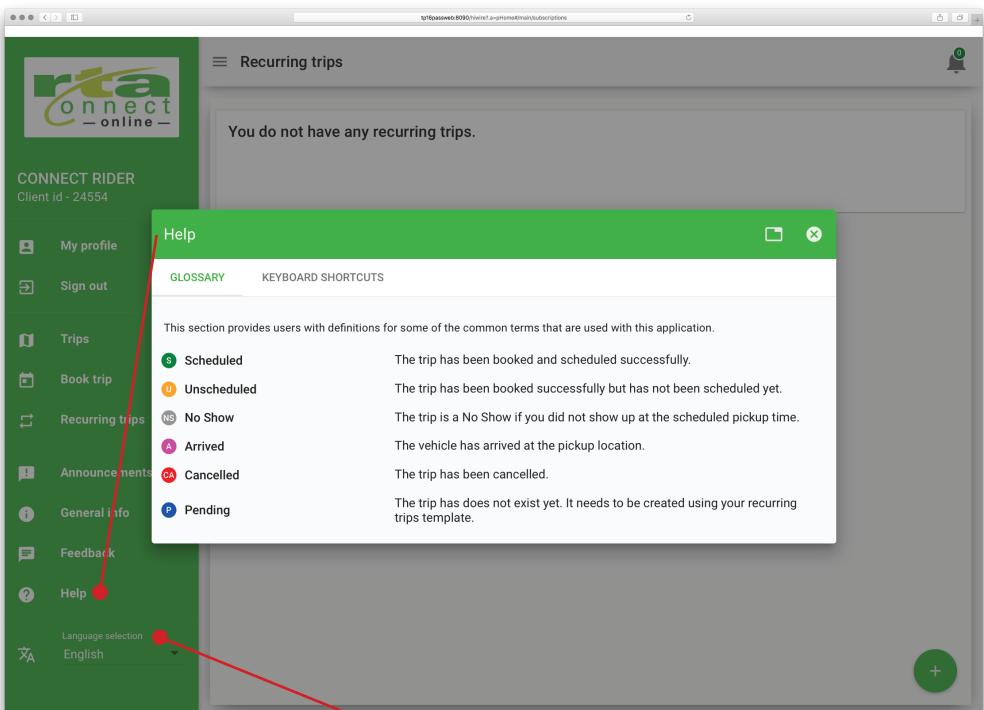
A screenshot of the RTA Connect online application interface. On the left is a sidebar with various menu items: CONNECT RIDER (Client id - 24554), My profile, Sign out, Trips, Book trip, Recurring trips, Announcements (highlighted with a red circle), General info, Feedback, Help, and Language selection (English). The main area shows a window titled "General information" with the heading "RTA Connect Paratransit General Information". It contains sections for "Contact Us" (Welcome to the Greater Dayton RTA, Contact us at: 1-937-425-8300, customerservice@greaterdaytonrtta.org) and "RTA Connect Paratransit Reservations" (Operating hours: 8 AM - 5:00 PM Monday - Friday, 8 AM - 4:30 PM Saturday - Sunday, 8 AM - 4:30 PM Holidays). It also lists "Holidays" for 2019 and "Reasonable Modifications and Requests". A red arrow points from the "Announcements" menu item in the sidebar to the "Announcements" section in the main window. In the top right corner of the main window, there is a green circular icon with a white bell symbol and a red circle containing the number "0", which is highlighted with a red circle and a red arrow.

The “General Info” window contains basic information to help you understand the service. You can also find the customer service contact information in this window.

If you need to change your address or you have comments or suggestions, click the “Feedback button” to pull up the “Comments and Feedback” window.



The “Help” window provides you with definitions for some of the common terms used in Connect Online.



Look for this symbol if you need to change the language of the website from English to Español or vice-versa.

