Using the TransLoc App

THE TRANSLOC APP
Use our bus navigation tool to access routes and stops with real-time tracking or request a ride on-demand all in one app

- HIDE VISIBILITY OF OTHER AGENCIES
- FIND A BUS ROUTE’S ETAs OR SCHEDULED TIMES
- FAVORITE A STOP
- SET UP ARRIVAL NOTIFICATIONS
- NAVIGATE TO A SPECIFIC ADDRESS
- FIND NEARBY ROUTES
- BOOK A RIDE ON-DEMAND
- HOW TO PAY FOR A RIDE
- HOW TO CANCEL A RIDE
- WHAT’S AVAILABLE IN THE “ME TAB?”
- WHAT’S AVAILABLE IN THE “SETTINGS TAB?”
How to Hide Visibility of Other Agencies

1. Tap on **Settings**
2. Select **Agency Preferences**
3. Select the appropriate agency
4. Tap the **Visible** toggle
**Find Bus ETAs or Scheduled Times**  (Option 1 of 2)

1. Tap on the **Routes** tab
2. Select a **route**
3. The app finds the stop closest to you

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Find Bus ETAs or Scheduled Times (Option 2 of 2)

1. Tap on the Routes tab

2. Using your fingers, zoom in on the map

3. Tap on a stop

4. ETAs (blue) and scheduled times (black)
How to Favorite a Stop

1. Select a route, the app finds the stop closest to you

2. Using your fingers, zoom in on the map

3. Tap on a stop

OR

4. Tap the heart icon to favorite the stop
How to Set Up Arrival Notifications

1. Select a route, the app finds the stop closest to you

2. Using your fingers, zoom in on the map

3. Tap on a stop

Or

Tap the bell icon to set up a notification 5-30 mins before vehicle arrival
How to Navigate to a Specific Address

1. Tap on the Search tab
2. Enter in your desired address
3. If necessary, change current location and departure time
4. Select an option for directions

Using the TransLoc App
How to Find Nearby Routes

1. Select the Search tab
2. Toggle to Routes

OR

1. Tap on the Routes tab
2. Tap the compass icon to find routes in your area
How to Book a Ride On-Demand (Part 1 of 2)

1. Select the OnDemand tab
2. Use the arrows to scroll through service offerings
3. Enter in dropoff address and then click Request Ride

CONTINUE TO STEPS 4-7
**How to Book a Ride On-Demand**  
(Part 2 of 2)

1. **If requested, login or create a new account**
2. **If creating a new account, complete your profile, then tap Create Account**
3. **You will be assigned a ride with a pickup ETA**
4. **Once in the vehicle, you will get a dropoff ETA, with the ability to book a return ride or rebook a ride**
How to Pay for a Ride

1. Choose a payment option
2. If paying on vehicle, select Pay on Vehicle
3. If paying in advance, select Pay Now with Credit Card

OR

If needed, iPhone users can save or add more than one card.
How to Cancel a Ride

1. Tap the **Options** button at the top left corner
2. Select **Cancel Ride Request**

OR

1. Find the ride card in the **Me** tab
2. Tap the three-dot menu button on the ride card, and select **Cancel Ride Request**
USING THE TRANSLOC APP

What’s Available in the Me Tab?

The ability to view your favorited stops or unfavoriate a stop

Agency Alerts with the ability to change visibility

View OnDemand trip history and rebook a trip or a return trip*

The ability to send feedback

*Available with participating agencies
Using the TransLoc App

What’s Available in the Settings Tab?

Send feedback

Ability to change Agency Preferences (visibility and alerts)

Login or logout

OnDemand ride history*

*Available with participating agencies