

# Your ACS Road to Recovery Rider Guide

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**American  
Cancer  
Society®**

Road to  
Recovery®

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# Introduction

## Road To Recovery

Every day, thousands of cancer patients need a ride to treatment, but some may not have a way to get there. The American Cancer Society's Road To Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.

Depending on your individual needs and what is available in your area, we may be able to coordinate a ride with an American Cancer Society volunteer driver to get you to a cancer-related medical appointment.

## What is Roundtrip?

The American Cancer Society is proud to partner with Roundtrip, a mobile-friendly digital platform, to support our Road To Recovery program and streamline the patient-driver matching process. Roundtrip quickly and easily connects volunteer drivers to requested rides in their area. Volunteer drivers can accept ride requests in real-time, and if you match with an available driver, you will receive a notification that your ride to treatment has been confirmed.



# Introduction

## Types of rides

### **One-way Rides**

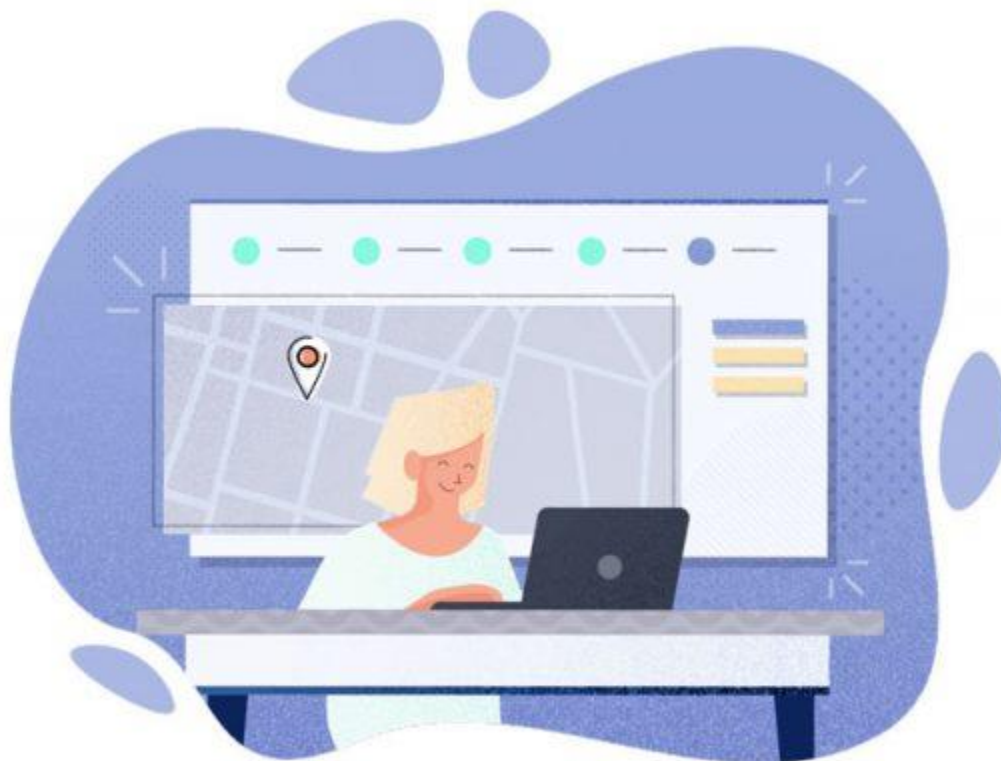
One-way rides are available in Roundtrip for trips that are only needed to or from the appointment.

### **Round-trip Rides**

Round-trip rides are available in Roundtrip when a ride is needed to and from the appointment.

### **Repeat Trips**

Roundtrip offers the option to schedule a repeating ride. This is helpful if you have recurring appointments. You can choose how often that trip should occur and when the series should end.



## Register

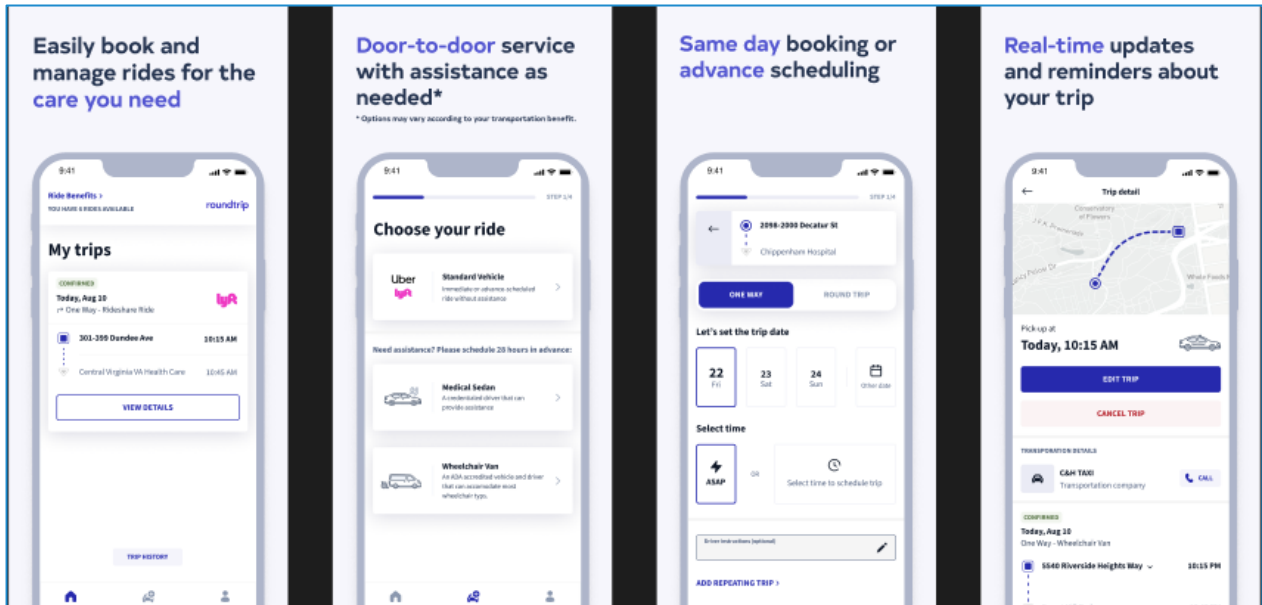
1. Visit [www.roundtriphealth.com/acs](http://www.roundtriphealth.com/acs) to **see an overview of the Road to Recovery program.**

The screenshot shows the Roundtrip website interface. At the top, there are logos for the American Cancer Society and Roundtrip, along with navigation links: 'More About Road To Recovery', 'About The American Cancer Society', and a phone number '1-888-227-6333'. The main heading is 'Road to Recovery', followed by a sub-heading: 'The American Cancer Society's Road To Recovery program, powered by Roundtrip, connects you to trained volunteer drivers who may be able to assist with free rides to cancer-related medical appointments.' Below this is a 'Get Started' section with the text: 'You can sign up and book rides via the mobile app on your smartphone or the Roundtrip online portal on your computer, laptop, or tablet.' Three numbered steps are listed: 1. Download the app on your smartphone or go to the Roundtrip online portal. 2. Register with your first name, last name, and ID number provided to you by ACS. 3. Book your first trip! You can book trips using the mobile app or online portal. A button labeled 'Go to Roundtrip's Online Portal' is provided. Below the steps is a section titled 'Download the Mobile App' with buttons for 'GET IT ON Google Play' and 'Download on the App Store'. At the bottom, there is a section titled 'A Partnership Built with You in Mind:' with a list of benefits: Direct access to request your own rides to cancer-related medical appointments; Ability to change or cancel your ride requests; Ability to see the status of all your ride requests; Automatic notifications when a trained ACS volunteer accepts your ride; and Curb-to-curb service. To the right of this list is an illustration of a blue van with the American Cancer Society logo. At the bottom of this section are two buttons: 'Quick Start Guide' and 'Frequently Asked Questions'.

2. You will register directly within the Rider App. You have two ways to access the rider app:
  - Online - Roundtrip can be accessed from any web browser and any web-enabled device, but we recommend Google Chrome. You can also bookmark/favorite this site for easy access.
  - Mobile – Download the Roundtrip app (instructions below)
  - Note: For registration, please have handy with you the email sent by the American Cancer Society which includes information you must use to register (First Name, Last Name, and American Cancer Society Member ID)

3. Download the Mobile App

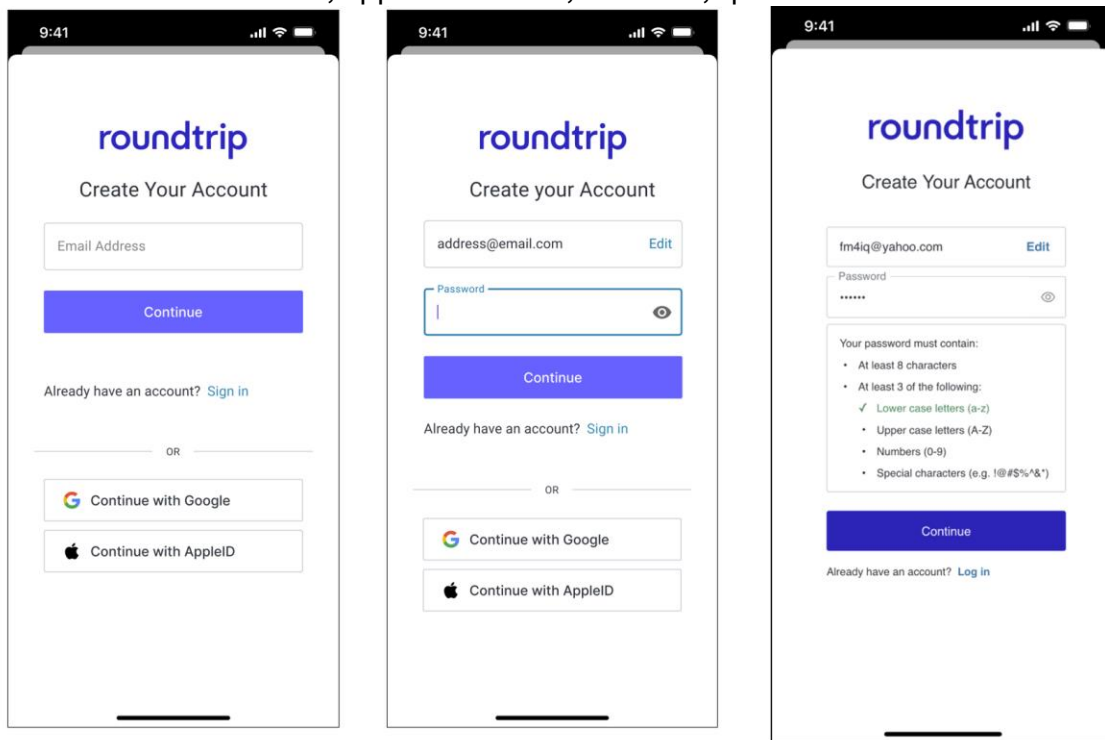
- You also have the option to **download the Roundtrip mobile app**. Similar to Roundtrip online, you can request rides in this mobile app as well. Start by **going to the App Store**.
- **Search for Roundtrip Health** and download the app with the blue cross icon.



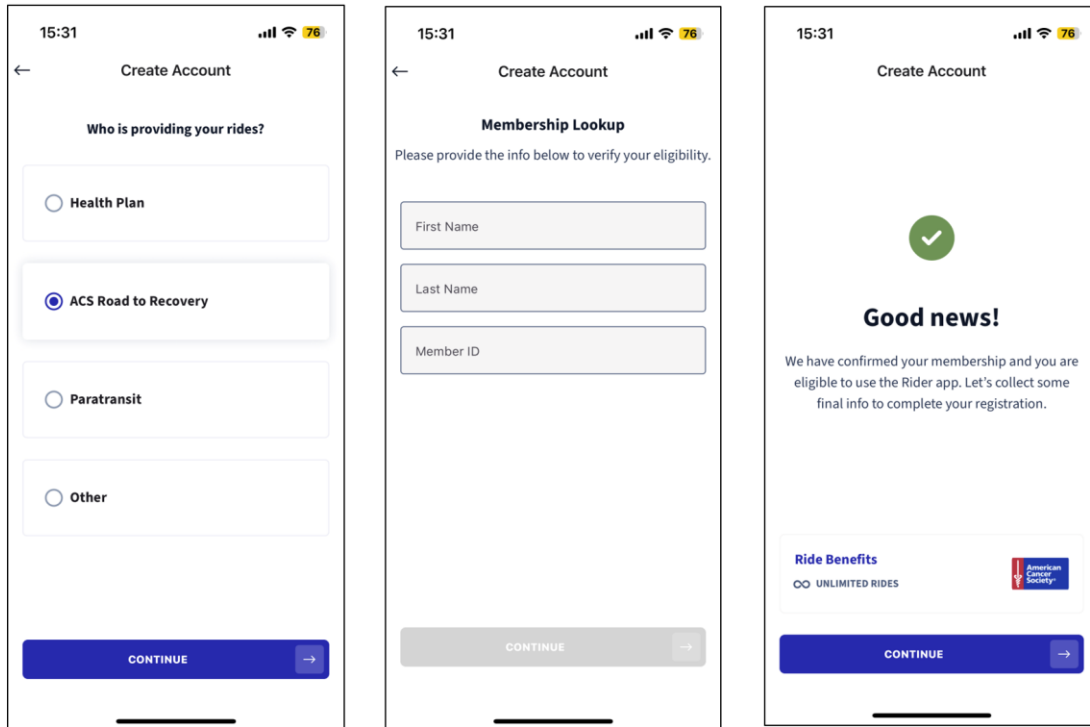
- **Click 'GET' or 'Install'** to install the app. Once it is installed, click on the icon to open Roundtrip and log in.

## Register with Roundtrip

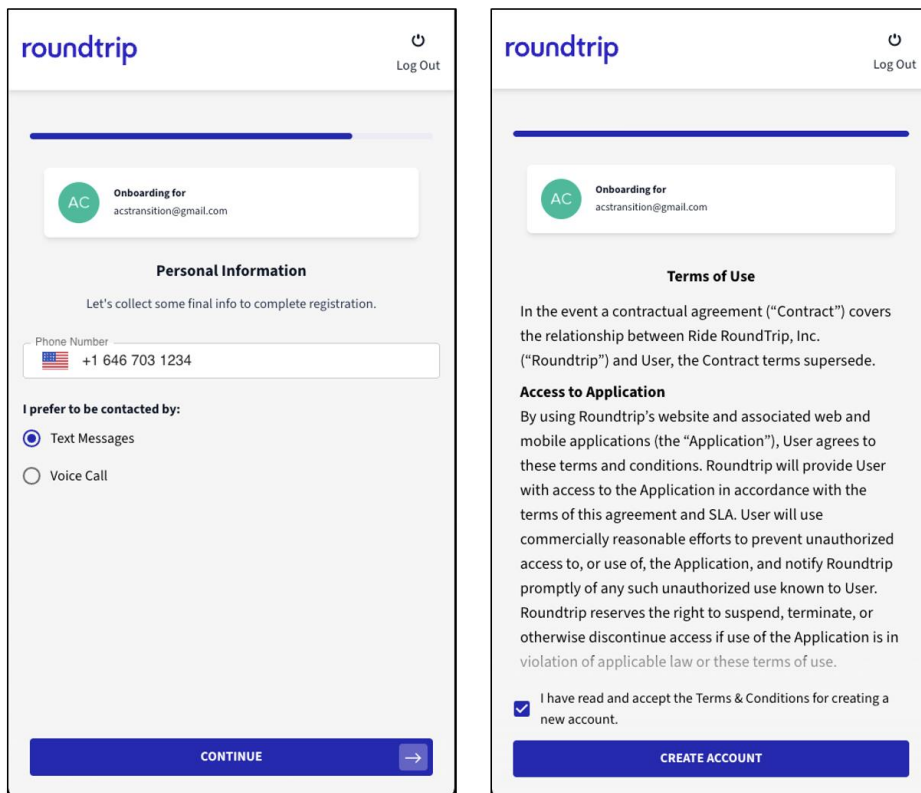
1. Download the mobile app or visit the online portal.
2. Create an account with your preferred email address and password.
  - a. Make sure your password has at least 8 characters and at least 3 of the following: lower case letter, upper case letter, numbers, special characters.



3. Next, select “ACS Road to Recovery” then enter your first and last name and Member ID provided to you by ACS.



4. Complete your registration by entering your phone number and date of birth, then accepting the Terms of Use and Privacy Policy.

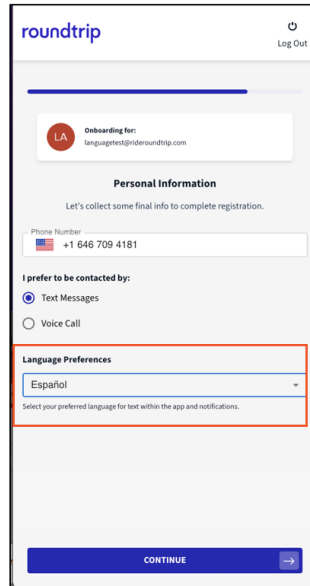




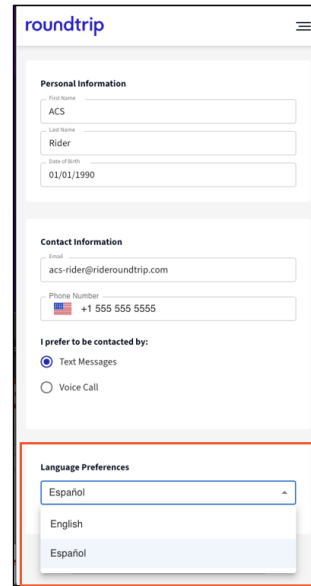
5. The app is also available in Spanish. You can select and/or edit your language preference at the log-in screen, during registration, or within the app under My Account>Edit Profile.



At Log-In Screen

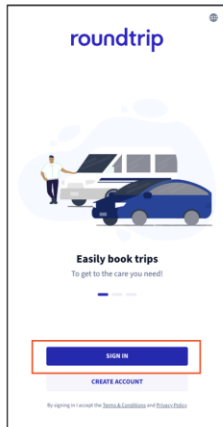


During Registration

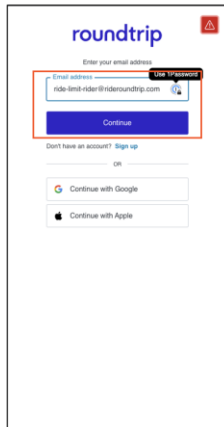


Within Rider App

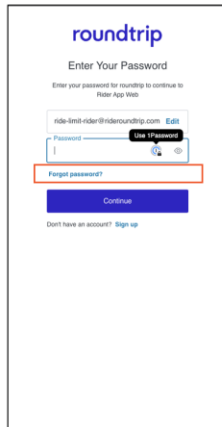
6. For future logins and forgotten passwords:



To Login in future, click "Sign In"



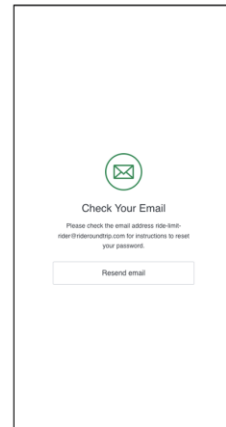
Enter email you registered with and "Continue"



Enter your password and "Continue" OR "Forgot Password"



If password forgotten, rider enters email they registered with and "Continue"



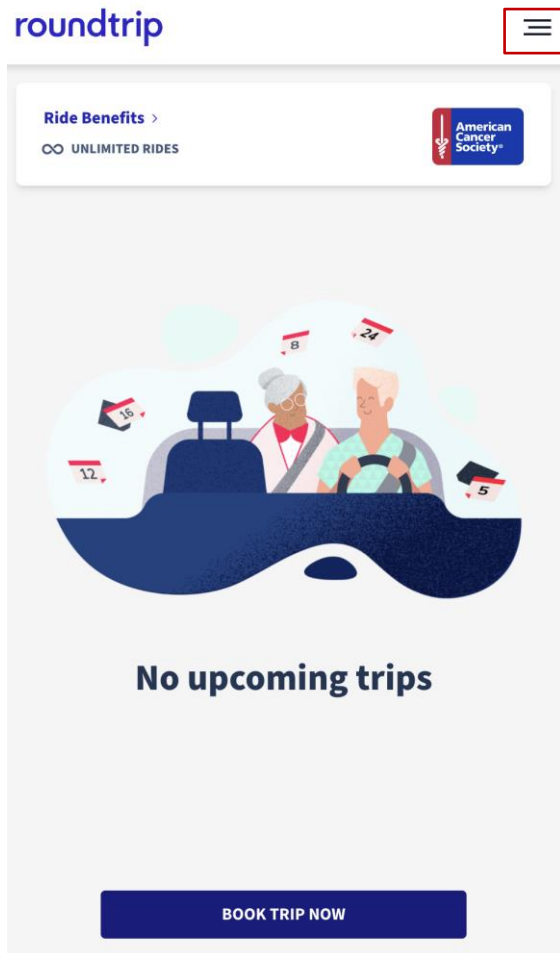
Rider should then follow instructions provided via email

If you have trouble verifying your account, please call ACS for assistance at 1-888-227-6333.

# Get Started

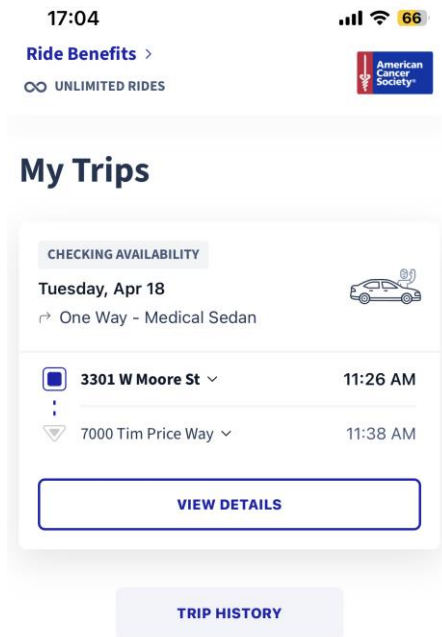
## Navigation

1. You can access the Roundtrip app via online web portal or mobile app. The experience on both is very similar, and the primary difference is the placement of the main navigation.



**Online on a browser,  
the main navigation is  
collapsed under the  
menu with the three**

a.



**In the mobile app, the main navigation is at the foot of the page.**

b.



## My Account

1. You can find and edit your account information and settings by going to the main navigation under “My Account”.
  - Your **mobile number** is important to receive important notifications (via text or voice call) about the ride, and your **time zone** is crucial to request trips at the appropriate time.
  - Note: ACS has pre-filled your date of birth with 9/ 09/1999 to protect your privacy. Please **do not update the date of the birth field** with your actual birth date as this information is not needed to provide transportation services.

**roundtrip**

**Personal Information**

First Name  
ACS

Last Name  
Rider

Date of Birth  
01/01/1990

**Contact Information**

Email  
acs-rider@rideroundtrip.com

Phone Number  
+1 555 555 5555

**I prefer to be contacted by:**

Text Messages

Voice Call

**Language Preferences**

Español

English

Español

**Profile** Password Locations

**Your name**

Laura Kreiser

**Date of birth**

09/09/1999

**Primary**

(555) 555-1234

Standard text messaging rates may apply.

**Time zone**

(GMT-05:00) Eastern Time (US & Cana

**Save**

2. Under “My Account”, you can also view detailed trip history, benefits, and help and support.

9:41

**Trip History**

**One Way • Mar 26 • 6:09 PM**  
Chippenham Hospital  
2098-2000 Decatur St  
COMPLETED

**One Way • Mar 26 • 6:09 PM**  
3200 Kenyon Ave  
2098-2000 Decatur St  
CANCELED

**Round-trip • Mar 26 • 6:09 PM**  
3200 Kenyon Ave  
2098-2000 Decatur St  
COMPLETED

**Round-trip • Mar 26 • 6:09 PM**  
3200 Kenyon Ave  
2098-2000 Decatur St  
COMPLETED

**One Way • Mar 26 • 6:09 PM**  
3200 Kenyon Ave  
2098-2000 Decatur St  
COMPLETED

Trip History

17:30

**Benefits**

**Ride Benefits**  
UNLIMITED RIDES

ride or are unable to drive yourself.

You must be traveling to a destination or appointment that is allowed by American Cancer Society.

Other eligibility requirements may apply. For example, a caregiver may need to accompany a patient who cannot walk without help, or is under age 18.

To learn more, please see benefit information provided to you by American Cancer Society.

Need help? Please use the click-to-call button below to reach a representative at American Cancer Society

**Call: +1-888-227-6333**

My Trips Book Trip My Account

Benefits

17:31

**Help & Support**

**Help & Support**

Quick Start Guide

Frequently Asked Questions

**Call: +1-888-227-6333**

My Trips Book Trip My Account

Help and Support

## Eligibility Criteria

The American Cancer Society Road To Recovery program helps people with cancer get to their treatment-related appointments. When you receive a ride, we want it to be a safe, positive experience for you and the volunteer driver. For that reason, we ask all riders to adhere to the following program and safety guidelines.

### Program guidelines

We ask that you request rides at least 25 hours in advance and that requests only be made for rides to treatment-related appointments.

- **Advanced notice:** You should request a ride at least 25 hours in advance. For example, if you need to be picked up at 10:00am, you should request the ride by 9:00am the day before. By requesting a ride this far in advance, you increase the chances that a volunteer will accept your request.
- **Appointment type:** You must have a cancer diagnosis and need a ride to a cancer-related medical appointment. Road To Recovery drivers will not provide transportation to COVID testing or vaccine appointments, so please do not request a ride for this purpose.

### Safety guidelines

We ask that all riders be ambulatory; at least 18 years of age; not emitting radiation; and not under anesthesia/sedation. These guidelines are designed to keep you and the volunteer driver safe.

- **Must be ambulatory:** This means that you must be able to get in and out of a car without help. If you use a walker, wheelchair, or cane, or if you travel with any medical equipment (like an oxygen tank), you must be able to put it in the car without assistance. If you need help to do these things, you should have a caregiver travel with you. Volunteer drivers are not allowed to help with these tasks.
- **Must be 18 years of age or older to ride alone:** If you are 18 years of age or older, you can ride in the car with the volunteer driver by yourself. Patients who are minors (less than 18 years old) should have a parent or legal guardian ride with them.
- **Patients emitting radiation:** Some cancer treatments or tests may cause patients to emit radiation. For the safety of our volunteer drivers, these patients cannot get a Road To Recovery ride until they are no longer emitting radiation. If you are unsure whether your treatments or tests may cause you to emit radiation, please ask your healthcare team.
- **Anesthesia:** You should not be experiencing the effects of anesthesia or sedation when receiving a ride. If your treatment requires anesthesia or sedation, you must be accompanied by an adult who will be responsible for you. The Road To Recovery driver cannot be responsible for you, nor can they sign you out of a facility.

## Request a new trip

1. Click **'Book a Trip'** to begin booking a ride. Enter your destination then your pickup address
  - If you do not see the address already listed, click 'Add Location'. Search for the address or name of the location. In the 'Location Name' field, you can name the location to easily identify it for future rides.
  - You can also include additional comments, such as apartment or suite numbers in the 'Location Name'. Click 'Add Location' when finished.
2. Choose "Medical Sedan" as your vehicle of choice
3. Mark the **trip reason as 'Appointment'**.
4. Choose the date and time of your trip
  - Next, indicate if this is a **'One Way' or 'Round-trip'**.

STEP 4/4

test

test

ONE WAY ROUND TRIP

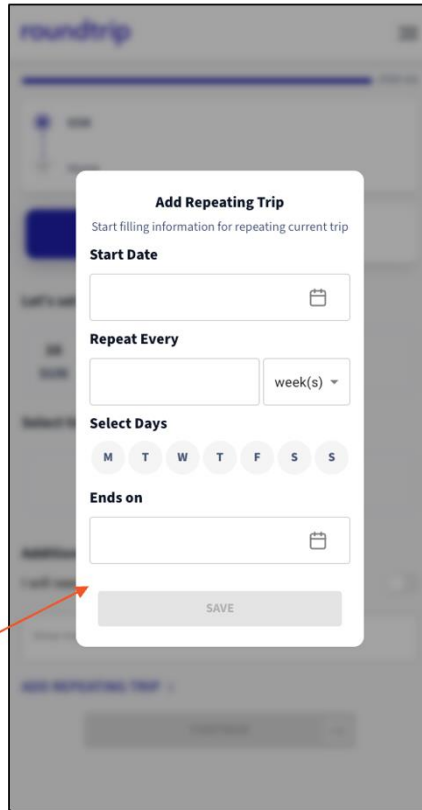
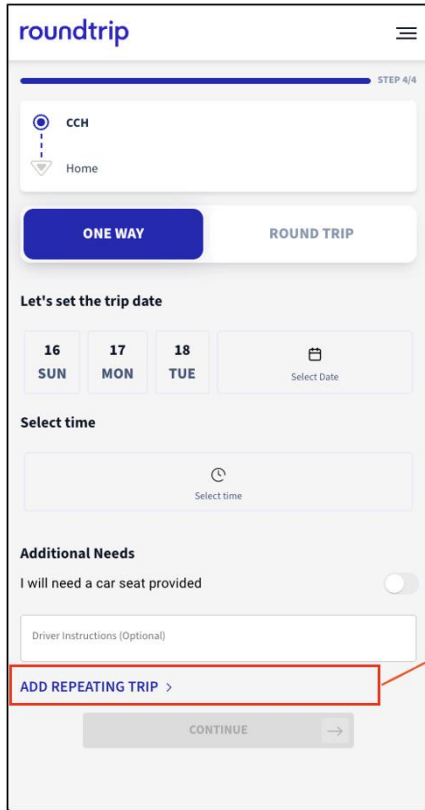
Let's set the trip date

19 WED 20 THU 21 FRI Select Date

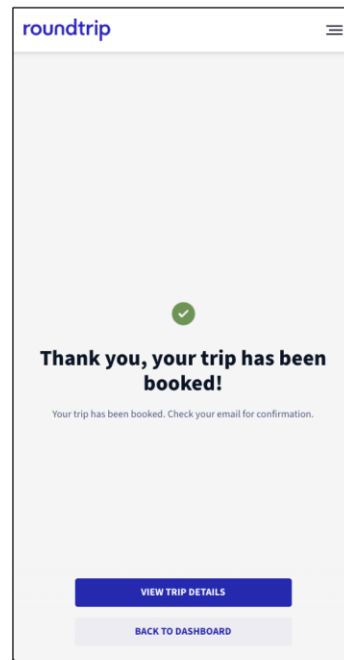
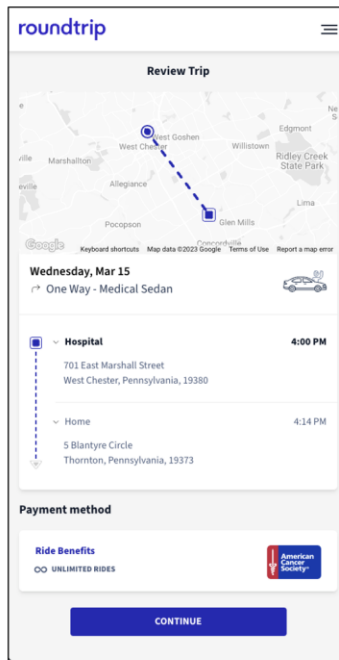
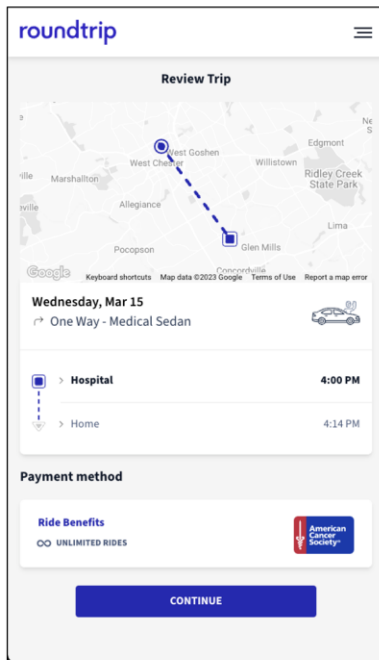
Select time

Select time

- a. Specify the date and time needed for the ride. Keep it set to **'Pickup Time'**- the time when the driver will arrive to you. Please make it early enough to get to your destination on time.
    - a. Roundtrip recommends a minimum amount of advance notice to give transportation companies enough time to accommodate the ride request. ACS requires you request a ride with 24 hours advance notice.
5. If you have regular appointments you need rides for, you can set up repeating trips by clicking "Add Repeating Trip" to create a series.



6. Review your trip and confirm

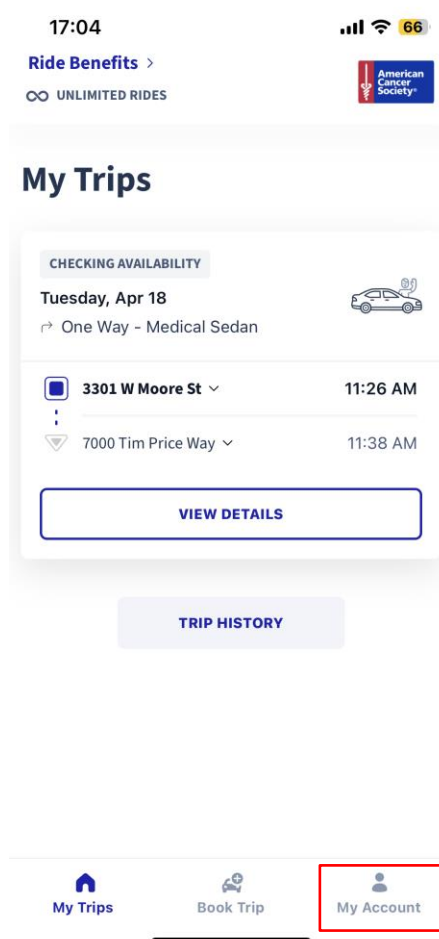






# Checking Status & Updating Rides

## My Trips

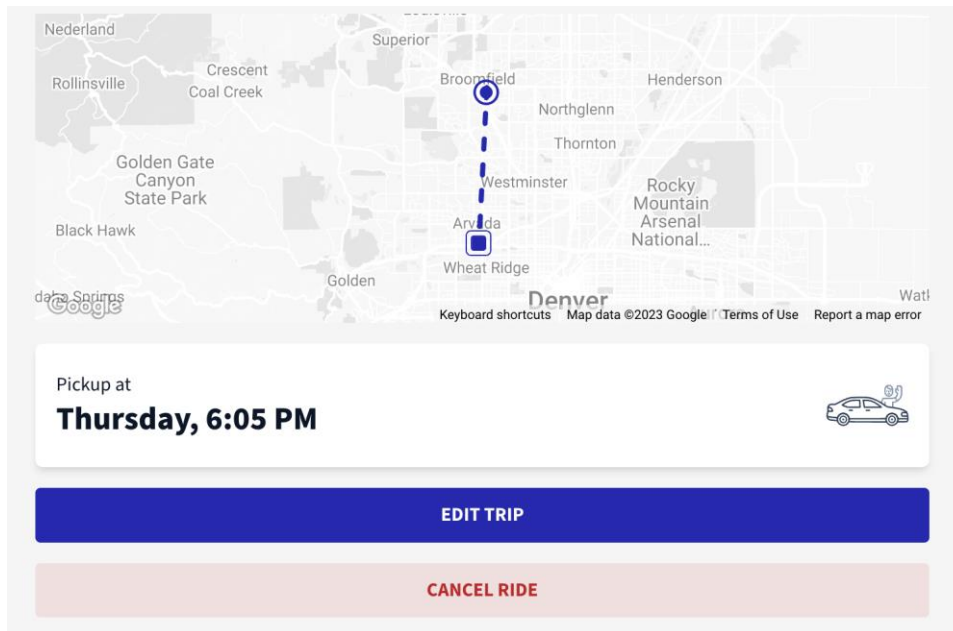


**You can access your currently scheduled trips under "My Trips." Here, you can see:**

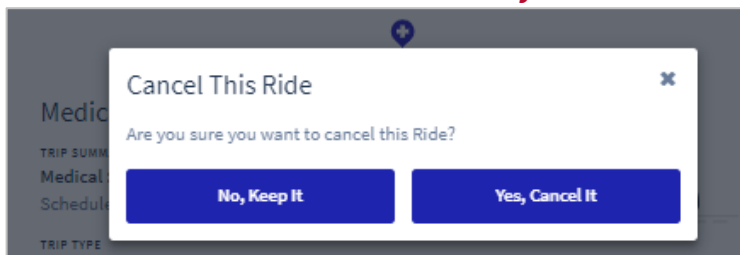
- The current status of a trip
- Scheduled trip date and estimated ETAs
- Pick up and drop off

## Edit / cancel trip

1. From your My Trips dashboard, click on the ride/trip you would like to update



2. If you need to edit a ride and the **pick-up time is less than 24 hours away, please call the volunteer who claimed your ride** to see if they can accommodate the change, instead of editing the ride in the Roundtrip Portal. The volunteer driver's contact number can be found in the notification you received when the ride was accepted by the volunteer and in the ride details page when you click into the ride.
3. If the ride is more than 24 hours away from your pick-up time, you can click the **'Edit Trip' Button**, which will take you back through the booking steps, so you can make your update.
  - If a volunteer driver had previously accepted the trip you edited, they will be notified of the change and will have an opportunity to accept the ride again. If the volunteer is not available based on the change, the trip request will be sent back out to all drivers to see if anyone else is available.
  - Note: If you edit the pickup or drop-off location for one leg of a roundtrip ride, then the locations for the other ride will be automatically updated as well.
  - Note: If an address change is only needed for one leg of a roundtrip ride, cancel the leg of the trip that needs to change and submit a new request with the updated address.
4. You can also click **'Cancel Ride'** if the trip is no longer needed. You will be prompted to confirm you want to cancel the ride.
  - Note: For a roundtrip ride, if neither ride is still needed, you must **cancel both the outbound and return ride individually**.



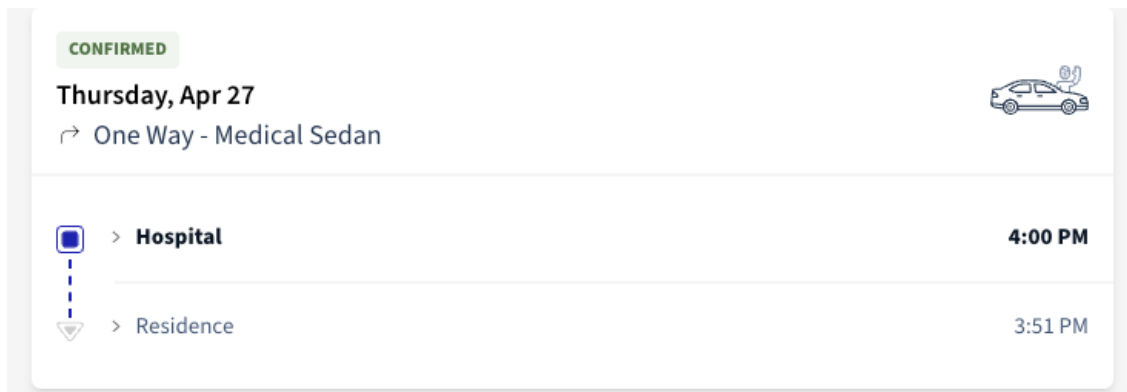
# Other Helpful Tips

## Ride statuses

1. After requesting a ride, you can see the status of the ride in the 'Scheduled' tab. The first status you will see is 'Checking Availability', which means the ride has been requested.




2. Once the ride is completed, you will see it in the 'Completed' tab and will have the option to give feedback on the ride.




3. If the ride is canceled, you will see it in the 'Canceled' tab along with the cancel reason (e.g. rider canceled or no drivers available).

**CANCELED**


**Thursday, Apr 27** 

➔ One Way - Medical Sedan

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 > **Residence** **5:45 PM**

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 > Hospital 1:52 PM

# Other Helpful Tips

## Ride notifications

Riders will receive notifications for each ride scheduled. If this is a round-trip, the rider will receive notifications for both rides individually. If a notification includes a fare, please disregard since all ACS Ride To Recovery rides are provided to riders at no cost. If you need to update your phone number to receive notifications for upcoming scheduled rides, please call ACS at 1-888-227-6333.

Types of ride notifications	Message
Ride is booked	<i>A ride has been requested for you at [pickup time] on [date]. We'll send you more information closer to the ride</i>
Ride time updated	<i>Your scheduled ride has been updated. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.</i>
Return ride scheduled	<i>You have a scheduled return ride. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.</i>
Return ride time updated	<i>Your scheduled return ride has been updated. It'll arrive around {pickup time} on {date}. We'll send you more info closer to the ride.</i>
Volunteer driver assigned	<i>The trip you booked for {date} to {drop-off location} is confirmed. {volunteer driver} is scheduled to pick you up at {start time}, and you can contact them directly at {driver phone number}.</i>
Day before ride reminder	<i>One way trip: Your ride will pick you up tomorrow at {ride start time}. Round-trip: Your ride will pick you up tomorrow at {ride start time}, returning at {return ride start time}.</i>
Ride canceled	<i>Your scheduled ride for {pickup time} on {date} was canceled because [the appointment was canceled or changed / of a booking error / it is no longer needed / the rider found alternative transportation / another ride was already scheduled for the rider / the transportation company was late].</i>
Rider cancels ride	<i>This is to confirm that you no longer need your scheduled ride for {pickup time} on {date}.</i>
Ride running late	<i>Your ride is running late by {time}.</i>

No volunteer driver available

*Please make other transportation arrangements as no volunteer driver is available for your requested ride on {date} at {pickup time}.*