



Rider App Registration Guide

What is the Rider App?

Roundtrip's Rider App makes managing your transportation needs simple and convenient. Book rides in minutes right from your web browser or mobile device — no phone calls required. You can also reschedule or edit rides, cancel rides that are no longer needed, and keep track of your upcoming trips, all in one easy-to-use platform.

Step 1: How to Get Started

- Have your Chesterfield Member ID Number handy.
- Go to book.rideroundtrip.com if you prefer to use the web version or download the Roundtrip Health: Rider App from the Apple or Google Play app store.
 - **Tip:** If using the web, bookmark book.rideroundtrip.com onto your mobile device or computer desktop for easy access.

Step 2: Completing Your Registration

- Click **Register Now** to create an account. Enter your email address and create a password.
 - **Tip:** If you use a Google Account or Apple ID, you have the option to register and sign in via those credentials.
- When asked “Who is providing your rides?”, please select **Paratransit**.
- Enter your First Name, Last Name and Chesterfield Member ID.
- You'll be asked to provide some additional details before accepting our Terms and Conditions to complete your registration.

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Step 3: Update Your Preferences

Navigate to **My Account** to view your Trip History (for past rides). You can also edit a variety of preferences:

- Under **Edit Profile**, you can update the following fields:
 - Name (if you are not signed in using a social account—Apple, Google)
 - Weight (if you are eligible to book wheelchair vans)
 - Phone Number and communication preferences
- Under **Saved Payment Cards**, you can add or remove saved payment methods.
 - **Tip:** This option will only appear if you are eligible to use a personal payment method for booking rides.

Finally, under **Help Center** you may access additional resources to help you as you navigate the Rider App.

Step 4: Booking a Ride

- Book a ride by clicking on the **Book Trip** tab or **Book Trip Now** button.
- Enter the pickup and drop-off addresses for your ride.
- Choose your preferred vehicle type based on your needs and select a trip reason.
 - **Tip:** Chesterfield County has restrictions based on the service area and trip reason selected. You will not be able to proceed with booking if the entered addresses and/or trip reason do not meet these requirements. For questions regarding service areas, please contact Mobility Services at [\(804\) 706-2796](tel:8047062796).

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Step 4: Booking a Ride (Continued)

- Set up the timing for your ride. Select one way or round trip, date, time, and driver instructions for your ride.
 - **Tip:** You can book rideshare immediately, but you may be required to book Wheelchair vans with advanced notice to ensure Roundtrip can find a driver. You will be unable to select a time that is too soon for the selected vehicle type.
 - **Tip:** Before continuing to payment, you may consider booking a recurring ride, often helpful if you have appointments on a regular (weekly or monthly) basis.

Step 5: Review Your Ride & Payment

- Review your ride information to ensure it is accurate.
- Select your payment method. How you pay for your ride will depend on how Chesterfield County has designed your transportation benefit.
 - **Subsidized Rides:** For Chesterfield Mobility Services members, you will see the subsidy you are receiving and be able to enter and save a credit card for the balance of your trip cost.
- Once done reviewing ride and payment details, click **Book Trip Now** or **Pay Now** to complete your booking.
 - **Tip:** When a ride is scheduled, a hold will be placed on your credit card. This hold will be replaced by a charge once the ride is completed or if a missed connection fee is assessed.

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Step 6: Review Your Scheduled Rides

- As rides are booked, they will appear on your **My Trips** tab until they are completed.
 - **Tip:** Once a ride is completed or canceled, check out **Trip History** under **My Profile** to see additional details.
- You'll see some status categories. Here's what they mean:
 - Requested - A rideshare ride that is requested
 - Checking Availability - A non-rideshare ride where we are looking for a driver
 - To Destination - A rideshare driver is on the way to pick you up
 - Claimed - A non-rideshare driver has confirmed they will provide the ride
 - Canceled - When a ride has been canceled
 - Completed - When a driver marks a ride completed
- Click **View Details** to see full ride information.
 - **Tip:** You will see driver location, driver and vehicle information for rideshare (Uber or Lyft) rides only.

Step 7: Manage Your Rides

- Under **My Trips**, click **View Details** to see full ride information and to edit or cancel your ride.
- From there, you may easily begin the cancellation process, either for one or both legs, by clicking **Cancel Ride** and providing a cancellation reason.
- You may also easily begin to edit one or more parts of your ride from this screen by clicking **Edit Trip**.

Have questions about the Rider App?

We're here to help!

Contact Roundtrip's 24/7 Navigation Center at **(804) 277-4866** for further assistance.