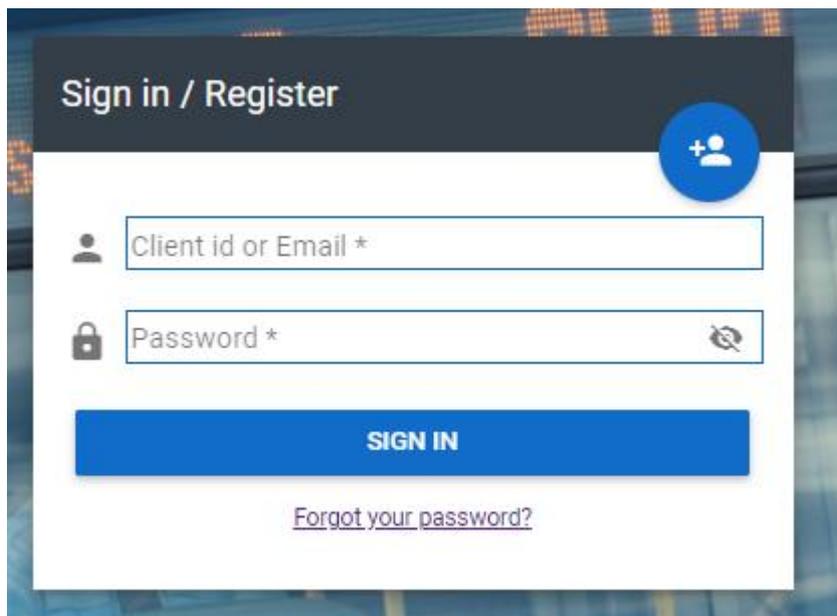


2021

PASSWEB USER GUIDE

USING THE BOOKING SYSTEM
TRAPEZE GROUP UK

Registry & signing in

A screenshot of a mobile application's sign-in and registration screen. The screen has a dark blue header with the text "Sign in / Register" in white. Below the header is a white card with a blue circular icon containing a white plus sign and a person silhouette. The card contains two input fields: the first is labeled "Client id or Email *" and the second is labeled "Password *" with a small eye icon to its right. Below the input fields is a large blue button with the text "SIGN IN" in white. At the bottom of the card is a link that says "Forgot your password?".

Sign in / Register

Client id or Email *

Password *

SIGN IN

[Forgot your password?](#)

Please enter your Client ID/Email address and password and then click 'SIGN IN'. If this is your first time using the system and you don't have an existing account, please tap the **Add** icon.

Upon the registration screen, you are required to enter your personal details as follows

- First & Last name
- Date of birth
- Email address
- Phone Number
- Home address

Booking a trip

Once logged in, booking a trip is done by simply selecting 'Request trip' from the side-menu on the left.

The screenshot displays a booking form with the following sections:

- Pickup and Dropoff address**: A header for the address section.
- Pickup details**: Includes a pickup address field (pre-filled with "Client Home"), a unit field, a pickup callback number field, and a field for pickup instructions.
- Dropoff details**: Includes a dropoff address field (pre-filled with "CITY BAKERIES, 279 CASTLEMILK ROAD, GLASGOW, G444LE"), a unit field, a dropoff callback number field, and a field for dropoff instructions.
- Date and time**: A section with a calendar icon, a "Recurring booking" checkbox, a "Pick a date" dropdown (pre-filled with "Mon, Nov 22"), and radio buttons for "I want to be picked up" and "I want to be dropped off".
- Booking purpose**: A dropdown menu with "Please select a trip type" as the prompt.
- Map**: A map of Glasgow showing the pickup and dropoff locations with pins.

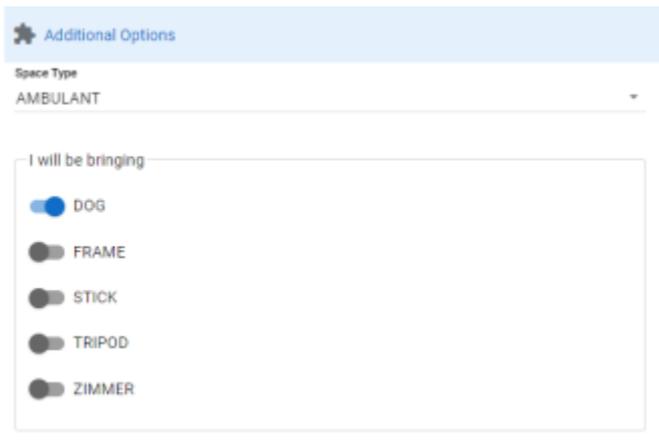
Requesting a trip is done by entering the following details

- **Pickup Address**
- **Dropoff Address**
- **Phone number**
- **Any pickup & drop off instructions** (e.g please park to the rear of the property)
- **Booking Purpose**
- **Date and time of trip**

Alternatively, if you have previously booked the same trip. You can select the trip from the drop-down list displayed under the **Book again** section.

Once complete and any additional options or passengers have been added, tap **REQUEST TRIP** to confirm the request.

Additional Options



Additional Options

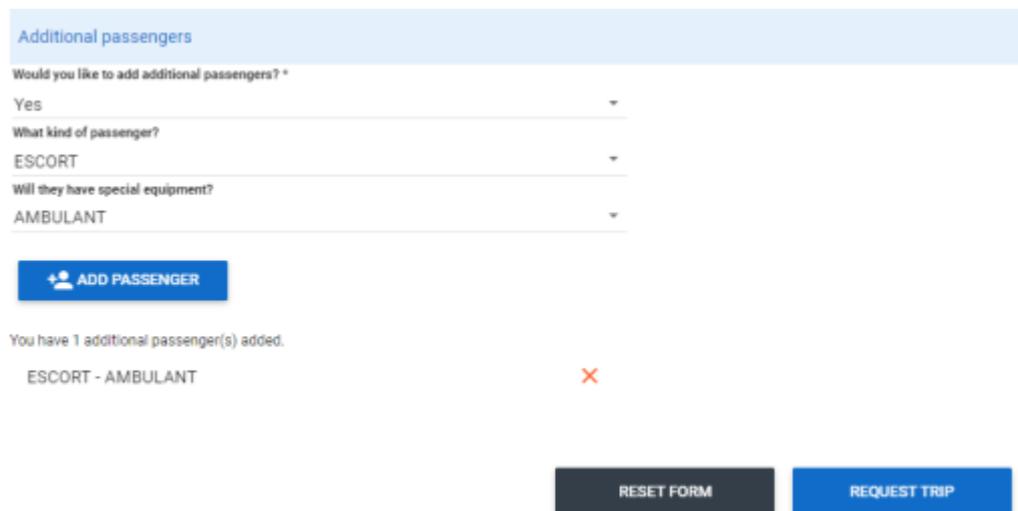
Space Type
AMBULANT

I will be bringing

- DOG
- FRAME
- STICK
- TRIPOD
- ZIMMER

Once you have entered the detail above, you have the option to specify the type of transit you require and any additional aids you will be bringing with you on the journey. It is possible to select more than one option from the list, simply tap on the options to confirm.

Additional Passengers



Additional passengers

Would you like to add additional passengers? *

Yes

What kind of passenger?

ESCORT

Will they have special equipment?

AMBULANT

ADD PASSENGER

You have 1 additional passenger(s) added.

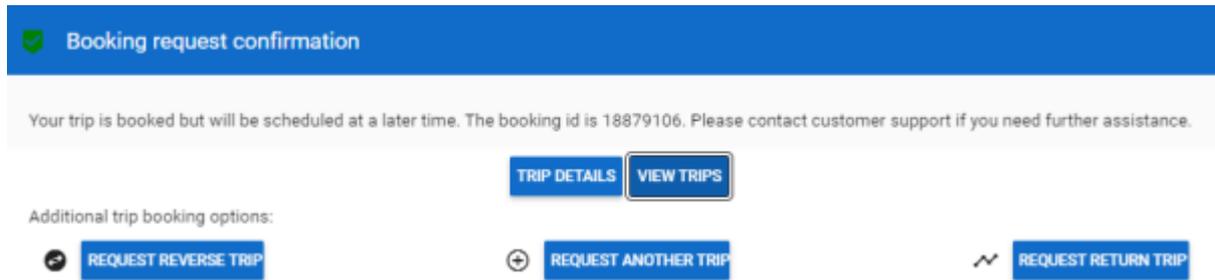
ESCORT - AMBULANT

RESET FORM **REQUEST TRIP**

If you wish to add additional passengers, this is done by selecting 'Yes' from the drop-down and then specifying the type of passenger and any equipment requirements. Once you are done, tap the **ADD PASSENGER** button. The passenger will then be displayed underneath, confirming that they have been added.

Once you have requested the trip, the trip details will be confirmed on the next screen and the cost of fare displayed. If you require to amend the request tap **MODIFY REQUEST** otherwise tap **CONFIRM REQUEST** to complete the booking request. This will then be sent to the SPT office, which will require their confirmation before the trip is booked successfully.

After selecting **CONFIRM REQUEST**, a 'Booking request confirmation' screen will pop up, as below -



Trip Details – See 'Viewing trip details' section below

View Trips – This takes you to the Trips section, where you can see all previous and upcoming requests.

Request Reverse Trip – This flips the booking request you have just made with a new pick up or drop off time.

Request Another Trip – This option allows you to create a new booking request with a different pickup and/or drop off point.

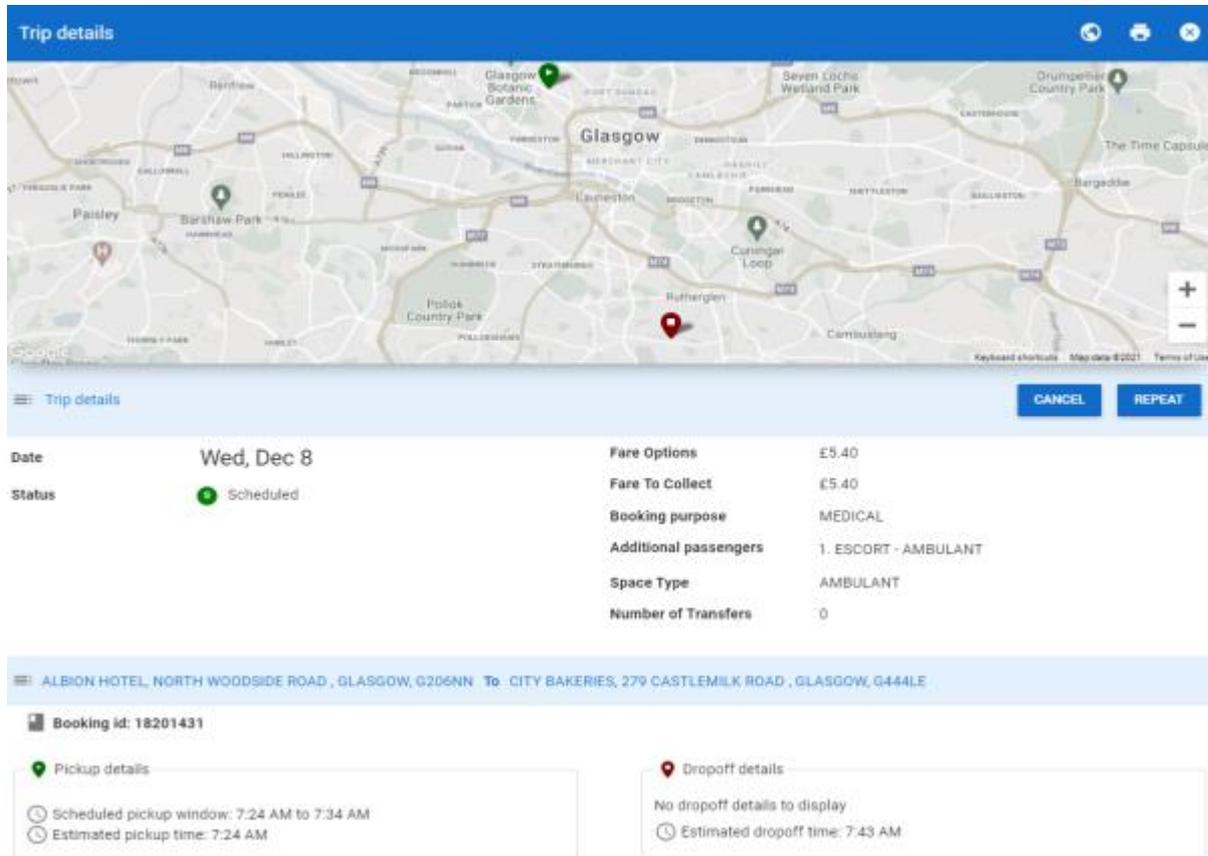
Request Return Trip – Like '**Request Reverse Trip**', This flips the booking request you have just made, but allows to select a new drop off location.

Viewing trip details

Once logged into Pass Web, the front screen will display all of your bookings. However, if you wish to



see this within a calendar format tap the Calendar icon.



From this screen, you can tap on a booking entry to expand the detail and check the status of the booking. It is also possible to cancel a trip, simply tap on the **CANCEL** button and tap **YES** on the following screen to confirm. The status of the booking will then be changed to **Cancelled in advance**.

An important feature within the details screen is the booking **Status**. This is described by the following matrix.

Status	Description
Scheduled	Trip has been booked and scheduled successfully.
Pending	Trip has not been created. The icon indicates that the trip has been submitted but still needs to be created. (It acts as a placeholder on the calendar.)
Unscheduled	Trip has been requested but has not been scheduled.
No Show	Trip is a No Show if you did not show up at the scheduled pick-up time.

Arrived	Vehicle has arrived at the pick-up location.
Cancelled	Trip has been cancelled.

My profile

The screenshot shows a mobile application interface for 'My profile'. At the top is a blue header with the text 'My profile' and a close icon. Below the header is a light blue section titled 'My details' containing a list of client information: Client id (584919), Client name (PASS WEB TEST), Mobility aids (DOG), and Preferred space type (AMBULANT). The next section is 'Contact and Notification Info', which includes a sub-section 'Contact Information' with an 'Email Address *' field containing 'Joe@Bloggs.com'. Below this is the 'Client Home' section with an 'Address' field containing '131 ST. VINCENT STREET, GLASGOW, G2 5JF' and a 'Phone number *' field containing '01234592839'. At the bottom of the form is a 'Modify password' option with an unchecked checkbox. A blue 'UPDATE' button is located at the bottom right of the form.

To view your profile, tap on 'My profile' from the left-side menu. This brings up your personal details which are amendable by clicking on the field and then tapping **UPDATE** once complete.

This screen also shows your client ID and any aid preferences.