

# Paratransit Rider's Manual to use the Passenger Portal

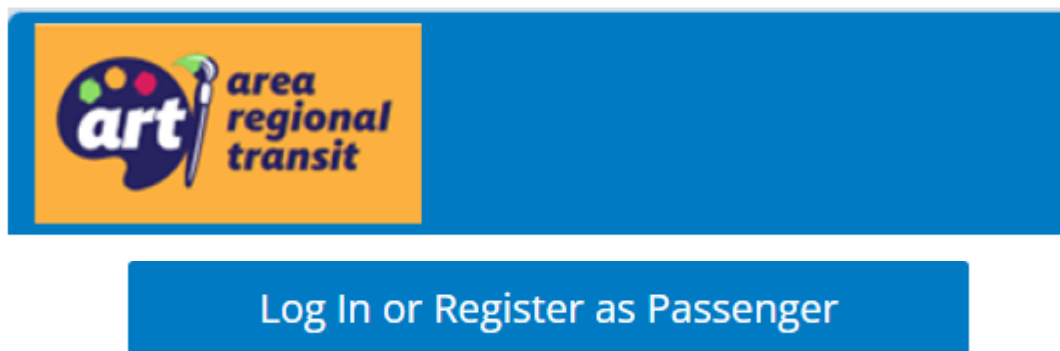


Connecting People, Places & Communities

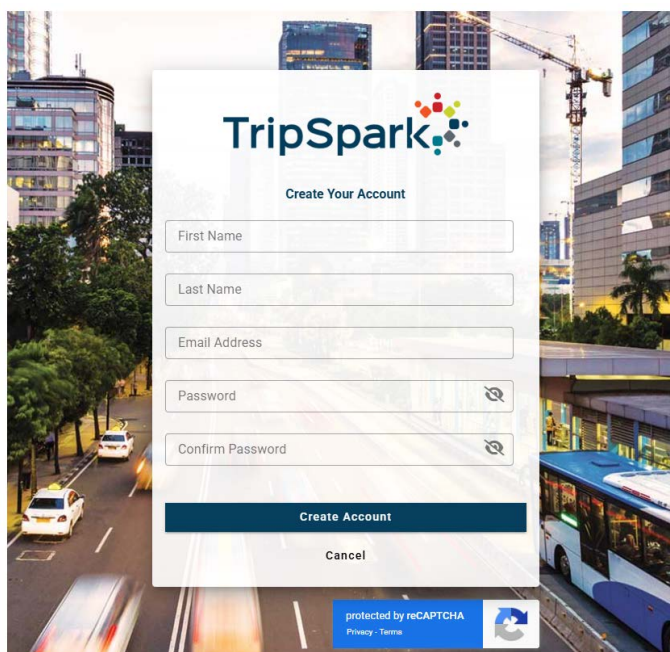
This guide provides assistance for booking paratransit appointments with Area Regional Transit (ART) without the need to call for reservations. We hope you find this information helpful for arranging your ride. However, if you prefer to make reservations by phone, you can still do that by calling (772) 462-1778, option #1, Monday through Friday from 8:00 AM to 4:45 PM.

To register for the Passenger Portal, please follow this link: <https://stlucieportal.tripsarkhost.com/Account/Login>

You will then see the image below:



Followed by this screen image:



Fill out the information asked and your account will be ready to use.

# Booking a Trip

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## Booking a trip

The following is an overview of the steps involved with booking a new trip.

### 1. Open the "Book a Trip" page.

You can open the page by clicking on "🚌 Book a Trip" using the navigation menu located on the left side of the screen.

### 2. Optionally select a trip to book again.

If you have recently booked or taken a similar trip as the one that you are trying to book, you can select your previous trip again using the "Select a Recent Booking" dropdown at the top of the page. This will populate the addresses, times and options of the trip into the itinerary form. Any changes that you make to the itinerary will not affect the original trip that you selected.

### 3. Enter your origin and destination.

The screenshot shows a form with two main columns: 'FROM' and 'TO'. The 'FROM' column has a location pin icon and contains two input fields: 'Origin Address' and 'Unit #'. Below these is a text area with the placeholder 'Enter any special pick up instructions here'. The 'TO' column contains two input fields: 'Destination Address' and 'Unit #'. Below these is a text area with the placeholder 'Enter any special drop off instructions here'.

Enter the location that you are starting your trip from in the "From" field, and the location that you are going to in the "To" field.

The following fields are available for each of the addresses:

**Address** The street address of the location. Clicking on the textbox will open a dropdown list of registered and recent addresses that you have visited before. Click on an address to select it. Alternatively, you may begin typing in the textbox to begin

searching for another address. As you select an address, the map on this page will automatically be updated with your selected location.

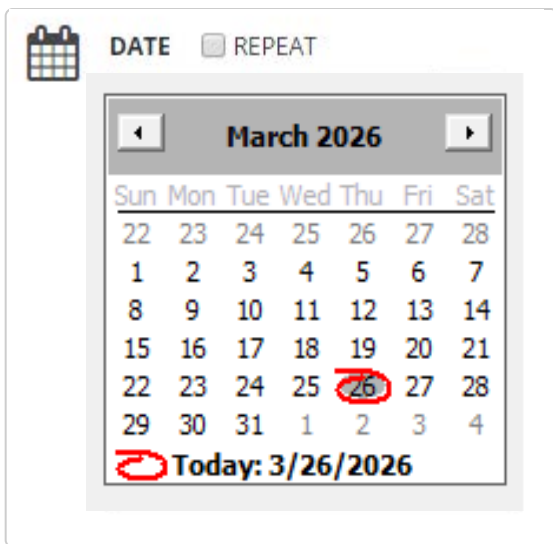
**Note**

You must click on a matched address from the list in order to select the location.

**Unit #** An optional field that allows you to specify a unit number for your address.

**Instructions** An optional comment field that allows you to specify any special instructions that your driver should be aware of.

4. **Select that date that you are travelling on.**



Click on the date text box or the s button to open a calendar where you can select the date that you would like to travel on. Note that you can only book trips up to 14 days in advance.

The days that you can book trips on are in a solid green box. If a day appears in red, that means that you are not eligible to book a trip on that day.

If the trip is a recurring trip that takes place at least twice a week (eg. every Monday & Wednesday), then you can click the "Repeat" checkbox to book a repeating trip instead. See [Booking a repeating trip](#) for more information.

5. **Select the time of your trip.**

There are two dropdown boxes whose selected values form a sentence that indicates the time requirements of your trip. You may book trips between the following hours:

**Sunday** Not Available

<b>Monday</b>	6:00 AM - 8:00 PM
<b>Tuesday</b>	6:00 AM - 8:00 PM
<b>Wednesday</b>	6:00 AM - 8:00 PM
<b>Thursday</b>	6:00 AM - 8:00 PM
<b>Friday</b>	6:00 AM - 8:00 PM
<b>Saturday</b>	8:00 AM - 4:00 PM

If you are interested in booking a return trip, you can specify the time requirements for your return trip as well. If you do not need to book a return trip, please check the "One-Way" checkbox. For more information please see [Booking a return trip](#).

## 6. Review or update additional options for your trip.

The option fields provide additional information about your trip for ART - Area Regional Transit. If you are also booking a return trip, by default your return trip will automatically use the same options as your outbound trip. However, you may also choose to uncheck the "Same as Outbound" checkbox in order to specify different options.

**Callback Number**                      The phone number that you can be contacted at, if **Area Regional** Transit needs to contact you.

**I am Bringing**                              The list of mobility aids that you will bring with your on your trip.

**Additional Passengers**              Any additional passengers that you are bringing with you, and the space type that they require. Only 1 PCA and 1 Please contact us for more information.

**Booking Purpose**                      The reason that you are booking this trip. Please note that you cannot change the booking purpose for your return trip.

## 7. Click "Book Trip" and review your trip details.

Click "Book Trip" at the bottom of the page. A new dialog will appear where you can confirm the details of your trip. If you have any trips already booked on that day, they will be displayed here so that you can avoid booking conflicting trips.

Your trip has not been booked yet at this point! If you need to make any changes, press the "Make Changes" button at the bottom of the dialog. Otherwise, press the "Confirm" button to continue. You will not be able to change your trip details through the website after this.

## 8. Finish.

You will get a final confirmation message about the result of your booking. Please do not hesitate to contact us at (772) 462-1778 option #1 if you have any questions about your booking or if you need to change your trip details.

## Booking a return trip

The screenshot shows a booking interface with two main sections: 'OUTBOUND TRIP' and 'RETURN TRIP'. The 'OUTBOUND TRIP' section has a dropdown for 'Drop me off at' and a time dropdown set to '10:00 am'. The 'RETURN TRIP' section is highlighted with a red border and includes a 'ONE-WAY' checkbox (which is unchecked), a dropdown for 'Pick me up at', and a time dropdown set to '11:00 am'.

When booking a new trip, you are given the option to book a return trip as well. The pick up and drop off locations of your return trip are the reversed locations of your outbound trip (eg. if you are going from your house to the doctor's, your return trip will be from your doctor's to your house). The return trip must be on the same day as the outbound trip.

To book your return trip, make sure that the "one-way" check box is not checked. Specify the time of your return trip by using the drop-down boxes to select the time that you need to be picked up or dropped off.

### Example

Suppose you are booking a trip for your doctor's appointment. Your appointment is at 10:00 am, and usually takes about an hour. After you visit the doctor's, you also need a ride back home.

- For the outbound trip, select "Drop me off at 10:00 am" to specify that you need to get there at 10:00.
- For the return trip, select "Pick me off at 11:00 am" to specify that you will be done your appointment and ready to go at 11:00.

### Note

If you require multiple destinations, please book separate one way trips instead, or contact us at (772) 462-1778 option #1 and we can book your trip for you.

By default, the options for your return trip are the same as your outbound trip. However, you may uncheck "Same as Outbound" if you need to specify a different set of options.

## Booking a repeating trip

The screenshot shows a 'DATE' section with a calendar icon and a checked 'REPEAT' checkbox. Below this, it says 'I am travelling every' followed by buttons for 'Mo', 'Tu', 'We', 'Th', 'Fr', and 'Sa'. There are 'Starting' and 'Ending' date fields, each with a calendar icon. The 'Starting' field contains '11/16/2026' and the 'Ending' field contains '12/16/2026'. There is also a 'NO END DATE' checkbox which is unchecked.

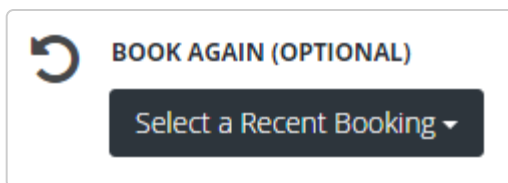
If the trip that you are booking occurs at least twice weekly, you can select the "Repeat" checkbox next to the Date. This will present a list of options for you to the days of the week that the trip will occur on.

There is a button for each day of the week. Use these buttons to specify which days of the week the trip recurs on:

In addition, you will need to select the date range during which you will need the trip. If there is no foreseeable future of when you will no longer need this trip, please check "No End Date". You can call us if you need any changes to your trip in the future.

The same options apply to your repeating trip as for any one-time bookings.

## Booking a previous trip again



If you have recently taken or booked a trip that you wish to book again, you can use the "Book Again" section at the top of the booking form to select that trip. This will populate the pick up and drop off addresses, time, and options of your new booking based on the one that you have booked before. Any changes that you make for the new booking will not affect the original booking.

If you are unable to locate the trip that you wish to book again, you can search through all of your trips through the "My Trips" page instead.

### 1. Open the "My Trips" page.

You can open the page by clicking on "📅 My Trips" using the navigation menu located on the left side of the screen.

### 2. Select the day that your trip occurred on.

Click on a calendar day to select the day and view the trips on that day. Use the ◀ and ▶ buttons on the calendar to scroll through the months. Days with trips on them (regardless of whether the trip was cancelled) will appear in a colored box.

For more information about viewing your previously booked trips, please see [Viewing the trips I have booked](#).

### 3. Locate your trip and press "Book Again".

After selecting a day, the trips that occurred on that day will appear. Locate the trip that you wish to book again. Click the "🔄 Book Again" button to begin booking a new trip using the same address, time and options as the selected trip. Again, any changes that you make for the new booking will not affect the original booking.

# Reviewing or Cancelling a Trip

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## Viewing the trips I have booked

The following is an overview of the steps involved with reviewing your existing trips.







### 1. Open the "My Trips" page.

You can open the page by clicking on "📅 My Trips" using the navigation menu located on the left side of the screen.


### 2. Select a date.

A calendar is shown at the top of the screen, selected to today by default. Click on any calendar day to select it. Use the ◀ and ▶ buttons on the calendar to scroll through the months.

Days inside of a colored box indicate that you have one or more trips on that day, including cancelled trips. The shade of the box indicates how many trips you have on that day. Return trips are counted as a separate trip. You may also hover over the box to see the number of trips.


-  Selected Date
-  Today
-  1 Trip on this Day
-  2 Trips on this Day
-  3 Trips on this Day
-  4 or more Trips on this Day

### 3. Review the trips on that date.



**PICK UP**

12:00 pm 200 Main St, San Francisco



**DROP OFF**

12:23 pm 300 Deakin St, Berkeley

**Unscheduled**

Your trips will be shown on the page after you have selected a date. Each trip that you have booked will show up in a card with a [colored side bar](#). If you have booked a return trip, the two trips may show up in the same card.




Each trip summary will initially display the following information:

- Pick Up** The time and place that you will be picked up at.
- Drop Off** The time and place that you will be dropped off at.
- Status** The trip's current status. For more information, please see: [What do the trip statuses mean?](#)


#### Note

If your trip has been scheduled, the time displayed in the trip summary is an estimate of when you will be picked up and dropped off. The actual time is subject to change, but the estimate will be updated on the website as we get new information.

The following buttons are available at the bottom of the trip details.

-  **Details** See more information about the trips that are displayed in the card.
-  **Cancel** Cancel one or more trips that are shown in the card.
-  **Book Again** Book a new trip using the time, locations, and options of this trip. If there was also a return trip, the return trip's information will also be included in the new booking.

#### Note

If you do not have any trips on the selected date, you will instead be shown a button that will bring you to the  [Book a Trip](#) page to start booking a new trip on the selected date.

## 4. More options:

The following buttons are available under the calendar:

- View Recurring Trips** View the details of your recurring trips.
- View All Future Trips** View the list of all your future trips on a single page without needing to scroll through the calendar.

## Viewing trip details

To view the details of your trip, first [find the trip](#) that you would like to see. At the bottom of the trip summary, you will see a button that says "Q Details". Press the button to open a dialog that shows the details of the trip. If you have booked a return trip, the details of your return trip will appear in the same dialog.

The following is a summary of the information shown in the dialog. To return to the list of all your trips, close the dialog by pressing the close button at the bottom of the dialog.

**Date** The date is displayed at the top of the dialog and applies to all the trips shown within the dialog.

**Map** A small map of your trip is displayed in the dialog. The map contains two markers that display your pick up and drop off locations.

**Booking ID** This is a unique ID for your trip. If you need to call us for anything regarding this booking, you may refer to it directly using the ID.

**Purpose** The reason that you booked this trip.

**Callback** The phone number that we can contact you by regarding this trip.

**Status** The current status of the trip. For more information, please see: [What do the trip statuses mean?](#)

**I am Bringing** The list of any mobility aids that you are bringing with you for your trip.

**Additional Passengers** Any additional passengers that you are bringing with your for your trip.

**Pick Up** The address that we will pick you up from, and any comments regarding that address.

**Drop Off** The address that we will drop you off at, and any comments regarding that address.

**Pick Up Time** The time that you requested to be picked up at.

**Drop Off Time** The time that you requested to be dropped off at.

**Actual Time** The actual time that the pick up or drop off happened at. This is only available for completed trips.

## What do the trip statuses mean?

The following are the different statuses that may appear for each of your trips.

**Unscheduled** Your trip is booked, but we have not scheduled a time for it yet.

**Scheduled** Your trip has been booked and scheduled.

**In Progress** This trip is currently in progress. You have been picked up and are on your way to your destination.

**Completed** This trip has already been performed.

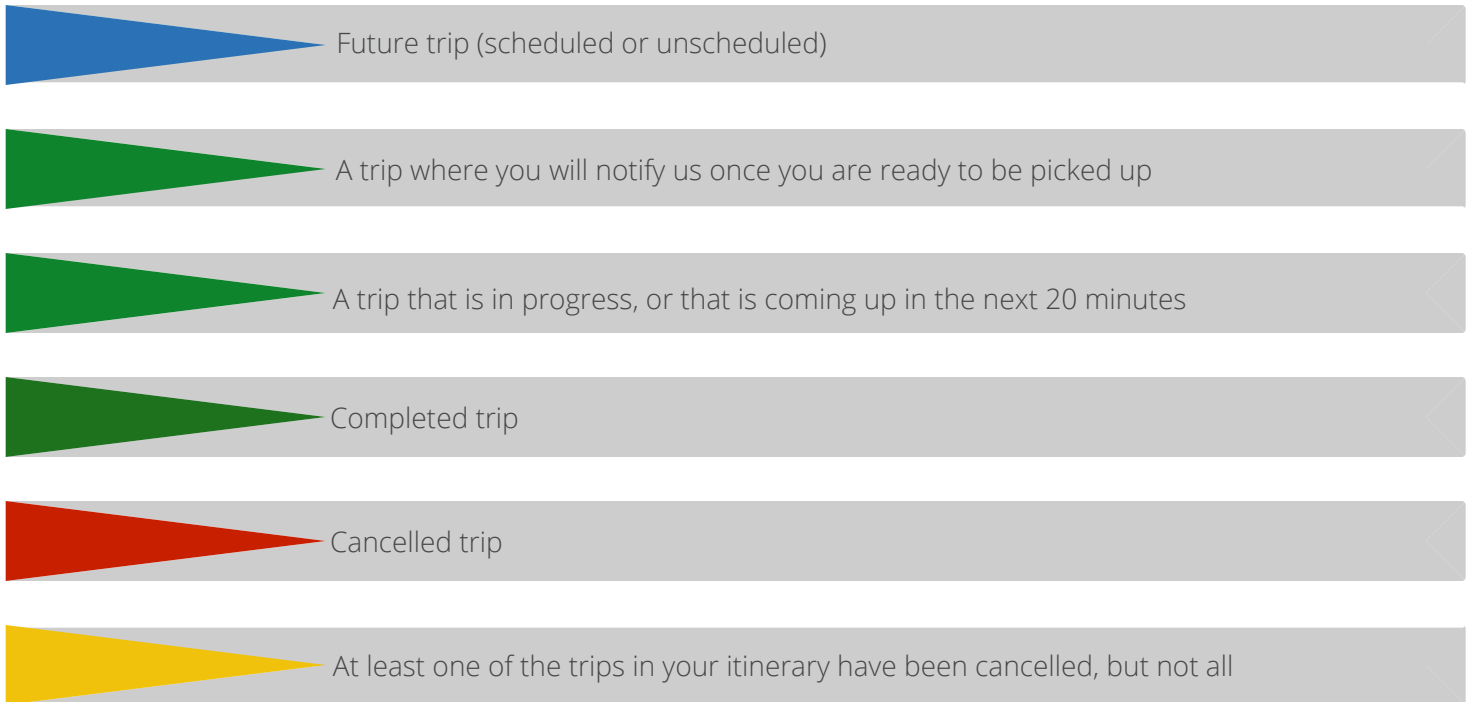
**Cancelled** This trip has been cancelled and will not be performed.

No Show

You failed to show up for your scheduled trip.

## What do the colors of the cards mean?

Trip summaries, either on the "🏠 Home" page or the "📅 My Trips" page, appear in a card with a colored side bar. The color of the side bar is used to provide a quick summary of the [status of the trip\(s\)](#) contained within the card.



## Viewing recurring trips



Some trips that appear on your "📅 My Trips" page may be part of a recurring trip that you have previously booked. You can verify if this is the case by checking whether the details of the trip says "This is part of a recurring trip".

A summary of all your recurring trips is available through the "View Recurring Trips" button on the "📅 My Trips" page. This page will show you the time, location and options of your recurring booking, as well as providing details on how the trips are repeated.

Note

You can [cancel an individual occurrence](#) of a recurring trip using the Cancel button on the "s My Trips" page. If you need to cancel or modify the details of all future occurrences of a recurring trip, please call us at (772) 462-1778 option # 1 or 2.

To book a new recurring trip, you can do so by selecting the "Repeat" checkbox when selecting the date of a new booking. For more information, please see: "Booking a Repeating Trip" in the Trip Booking section..

## Canceling a previously booked trip

To cancel a trip, first [find the trip](#) that you would like to cancel. At the bottom of the trip summary, you will see a button that says "✕ Cancel". Press the button to open a dialog where you will be given the option to verify the trips that you are about to cancel.

Please select the trips that you wish to cancel.

**300 Deakin St, Berkeley → 200 Main St, San Francisco** Scheduled  
Pick me up at 3:00 pm

**200 Main St, San Francisco → 300 Deakin St, Berkeley**  
Pick me up when I notify you (day of)

Cancel Trips Go Back

Select the trips that you would like to cancel by ensuring that the checkbox next to the trip is checked. When you are ready, press "Cancel Trips" to cancel the trips. When your request has been processed, the result will be displayed in the dialog. Close the dialog to go back to viewing your trips.

If you decide against cancelling any trips, simply press "Go Back" to close the dialog without cancelling any trips.

There are some cases where you may not be able to cancel trips online:

- The trip is in the past or has already been
- canceled. The trip is within the next 2 hours.

### Note

Please contact us at (772) 462-1778 option # 1 or #2 if you need to cancel your trip but are unable to do so on-line.

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## Seeing my trip information

You can see a quick overview of your next two itineraries on the home page of the website. On the day of your trip, the home page is the most convenient place for you to monitor the estimated time of your trip. If you require additional details about your trip, or if you need to view other trips, you can locate the information through the "📅 My Trips" page instead.

On the home page, you are able to see the trip's time and location. You may also click on the "🔍 View Map" link to show or hide a map of your pick up and drop off locations.

The following markers can be seen on the map. Click on the markers in the map for details.



The location that we will pick you up from.



The location that you are being dropped off to.



The vehicle's last reported location. This will only be shown when your trip is imminent.

Within 20 minutes of your estimated pick up time, only your imminent trip will be shown on the home page, and the map is automatically shown. You can use the map to monitor your [vehicle's location](#). The home page will also display an ETA countdown of when you will be picked up.

## Where is my bus?



When your trip is within the next 20 minutes, you will be able to see your vehicle on the map of the home page.

Click on the vehicle's marker to see when the location was last reported. The vehicle's location may have changed since its last update. Please keep this in mind when getting ready for your trip. A vehicle whose location is out of date may be closer to your pick up location than you think.

### Note

If you do not see your vehicle, it is possible that the vehicle's GPS information is not available at this time. Please be ready for your trip based on the scheduled pick up time.

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## Viewing my profile information

You can view your profile by clicking on "Profile" using the navigation menu located on the left side of the screen. There is also a quick summary of your information at the top of the navigation side bar.


Some of your profile details can be changed directly through the website. If you update any information on your profile page, you will need to press "Save Changes" at the bottom of the page to submit your changes. Please call us at (772) 462-1778 if you need to update any profile information that cannot be changed on-line.

The following information is available on your profile.

<b>Login ID</b>	This is your Client ID that is used to log in to the website with.
<b>First Name</b>	Your first name.
<b>Last Name</b>	Your last name.
<b>Birth Date</b>	Your date of birth.
<b>Status</b>	Your eligibility status that determines whether you can book trips.
<b>Language</b>	Your preferred language to display the website in.
<b>Change Password</b>	This button will open a new dialog that allows you to change your password. See <a href="#">Changing my password</a> for more information.
<b>Addresses</b>	Any addresses that you have registered with us will appear in this section. You must at least have a Home address registered. If an address is inaccurate, please contact us at (772) 462-1778 option # 3 or 4 to update your address information.
<b>Preferred Phone #</b>	This is the phone number that you would like us to contact you by. It is also used as the default callback number when you are booking a new trip from your home.
<b>Preferred Email</b>	This is the email address that we can contact you by regarding your trips or any account changes (such as password change notification). It can also be used to help retrieve your password in the future if you forget your password. Your email address must be confirmed in order for us to send you email. Please see <a href="#">Updating my email</a> for more information.

<b>Seat Type</b>	The type of seat that you typically require on a vehicle. This will be the default seat type that is selected when you book a new trip.
<b>Mobility Aids</b>	The list of mobility aids that you usually bring with you on your trips. This will be the default list of mobility aids that is used when you book a new trip.
<b>Passenger</b>	Any additional passenger who usually accompanies you on your trips. You may check the "This passenger is required" box if it is mandatory to bring this passenger each trip. The selected additional passenger will automatically be added when you book a new trip.
<b>Funding Sources</b>	The list of funding sources for your trips. If a funding source is only applicable during specific dates, the start and end dates will be displayed here.
<b>Notifications</b>	The different types of notifications you may receive regarding your trips. The phone number/email address that you will be contacted at is displayed here. If the contact number displays 'Specified when a trip is booked', then the 'Call back Number' that you choose when you book your trip will be used.

## Updating my email

**Preferred Email:**  

Please follow these instructions to update your email.

- 1. Open your profile.**

You can open the page by clicking on "👤 Profile" using the navigation menu located on the left side of the screen.

- 2. Locate the "Preferred Email" textbox.**

Your email can be found in the "Contact Information" section.

- 3. Update your email.**

Enter your email address in the textbox.

- 4. Press the "Save Changes" button at the bottom of the profile page.**

Press the "Save Changes" button to submit your new email address to us.

- 5. Confirm your email address.**

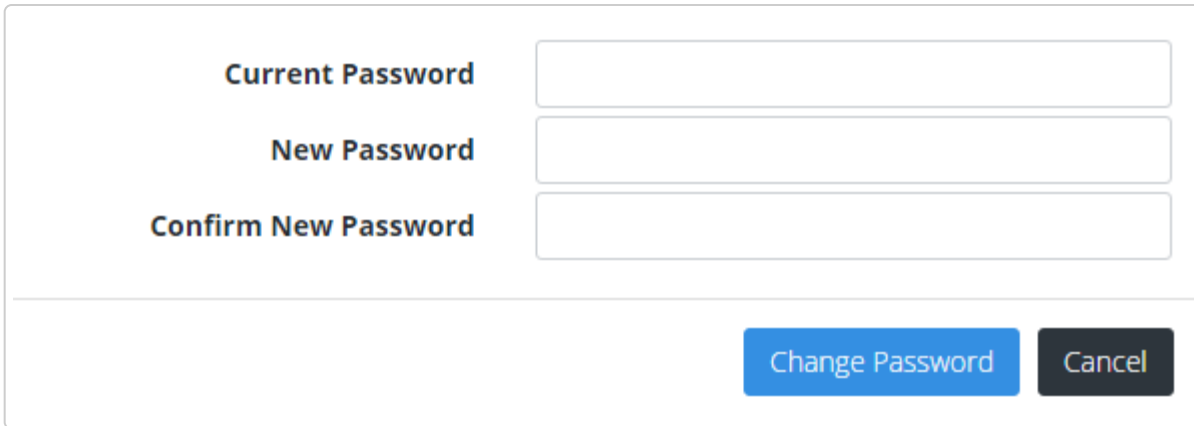
After updating your email address, we will send a confirmation email to that address. Please check your email and follow the instructions provided. If you do not see the email, please remember to check your junk mail folder in case your email server filtered our email out.

✔ will appear next to your email address after you have confirmed your email.

### Note

Confirming your email address allows you to reset your password in the future in case you ever forget your credentials.

## Changing my password




The screenshot shows a dialog box for changing a password. It has three text input fields stacked vertically. The first is labeled 'Current Password', the second 'New Password', and the third 'Confirm New Password'. Below the fields, there are two buttons: a blue 'Change Password' button and a dark grey 'Cancel' button.

Please follow these instructions to change your password.

### 1. Open your profile.

You can open the page by clicking on "Profile" using the navigation menu located on the left side of the screen.

### 2. Click on the "Change Password" button.

At the bottom of the "Basic Information" section is a  button. Click on the button to open a new dialog.

### 3. Enter your current password.

Please enter your current password into the first textbox in the dialog. This is a security measure to verify that you are the owner of the account that you are about to change the password for.

### 4. Enter your new password.

Choose a new password that matches the rules displayed at the top of the dialog and enter it into the second textbox.

### 5. Confirm your new password.

Repeat your new password in the last textbox to ensure that you entered your new password correctly.

### 6. Click on the "Change Password" button at the bottom of the dialog.

Finish changing your password by pressing the "Change Password" button at the bottom of the dialog. If there were any problems with your entries, a message will appear. Please follow the instructions in the error message. Otherwise, a success message will be displayed after your password has been changed.

## 7. **Close the dialog.**

Press the "OK" button at the bottom of the dialog to close the dialog. Your password has been changed. Please use your new password the next time you log in to the website.

An email will be sent to you regarding your password change, as long as you have entered and confirmed your email address in your profile. You may safely disregard this email if you recently changed your password. This is a security feature so that you can be aware if any password changes that you did not initiate, which may indicate that your account has been compromised. Please follow the instructions in the email if you ever receive a password change notification that you did not initiate.

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## About the Delegate Portal



The delegate portal allows you to log on and manage trips on behalf of passengers. As a delegate, you are able to access the trips of any family member(s) that you have informed us of. You may use the portal to do the following:

- Update your own profile
- Manage trips on behalf of passengers
  - View their upcoming trips
  - Book one-time trips for them
  - Book recurring trips for them
  - Cancel their trips
  - View and edit their profile

## Managing Trips on Behalf of a Passenger

In order to perform actions on behalf of a passenger, you will need to first select the passenger that you would like to manage trips for.

### 1. **Go to the Passengers page.**

You can open the page by clicking on " Passengers" using the navigation menu located on the left side of the screen, or by clicking on " More" using the top right menu under your name.

### 2. **Find the passenger that you would like to manage.**


The passengers that you are authorized to manage trips for will be listed. If you manage multiple passengers, you may use the Search on the upper right of the screen to quickly find a passenger using their first name and/or last name. As you type, only the passengers that match your search criteria will be listed. To view the full list again, simply clear your search term.

### 3. **Click the " Select" button.**

Click the Select button located next to the name of the passenger that you would like to manage.

#### 4. **Begin managing their trips.**

Once you have selected a passenger, this will allow you to access the website on behalf of the selected passenger. You will be able to view any of the passenger's trips during the time period that you are authorized to manage their trips for. Depending on the permissions that have been set up for your account, you may also access additional options through the navigation menu while performing tasks on behalf of the passenger.

If you manage multiple passengers, you can select another passenger by clicking on your name in the top right, and then selecting " More...". In addition, any passengers that you have recently managed will also be shown in the list. Selecting a passenger from that list will allow you to immediately manage that passenger's trips.

## Your Profile

You can view your profile by clicking on "Profile" using the navigation menu located on the left side of the screen. There is also a quick summary of your information at the top of the navigation side bar.

The top of your profile page displays information about the group that you are in, including name and contact information. If this information is out of date, please contact us at (772) 462-1778 option #3 or #4.

The following information is available on your profile and is specific to you as an individual. You can update the information at any time. Press "Save" at the bottom of the page to send us the updated information.

- First and Last Name** Your name.
- Role** Your relationship with the passengers in your family whom you manage.
- Email** The email address that you use to log in to the site with. Please ensure that you have confirmed your email address with us to make sure that we can contact you if you forget your password.
- Phone** A phone number that we can contact you by.
- Address Comments** Optional comments about your location, if it differs from the address listed for the group.

You may also change your password by pressing the Change Password button.

# Support Information

## Contacts

**Phone** (772) 462-1778

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**Email** [rideslc@stlucieco.gov](mailto:rideslc@stlucieco.gov)

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**Website** <https://www.stlucieco.gov/departments-and-services/area-regional-transit/our-services/paratransit>

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**Account  
Registration  
/Login** <https://stlucieportal.tripsarkhost.com/Account/Login>