



Transit App Trainer Guide

Page 1: Get Started with Transit

- Remind participants to have their Apple ID and passwords ready for iPhone users and Google sign in info for Android users
- They won't be able to download the apps without that information
- Consider demonstrating the app. If you're at a site that allows you to mirror your screen, please do so to demo app. Otherwise explain why the Transit app might be a good option, i.e why people should use it.

Page 2: Steps 3 & 4

- Mention that first the app will ask you to access your location and then your phone may also ask you to access your location. You must say "yes" to both for the app to work properly.

Page 3: Step 5 Adding Your Destination

- Once you begin typing the screen will change. Don't worry, just keep typing. If you see your exact destination come up in the list below, tap it.
 - Otherwise, continue typing your destination address then tap **Search** in the bottom, right-hand, of your screen.
- Then tap **Get directions**.

Page 4: Step 6 Reviewing Your Travel Options

- Consider spending ample time on this step because there is a lot of information here.
- Mention that you can tap any of the suggested routes to learn more about it.
 - You can return to this overview screen by tapping the red X in the top corner. It will appear on subsequent screens as well.
- Highlight the difference between the two rideshare options. Make sure that participants understand that a shared ride will be with a stranger, but it costs more for a "private" ride.
- The RTD ticket function is integrated into the Transit app, but you must already have an RTD account to use this function.

Page 5: Route Overview and Step-by-Step



- Tap the red X to return to the previous screen where all the options are listed.
- Swipe up to see all details of the suggested route.
 - Note that the number of stops are listed as well as the estimated time of walking.

Page 6: Go

- The **Go** function is a unique feature of Transit app.
- You must “opt-in” to use the **Go** function. Remind participants to tap **Allow** when prompted – there may be several requests. Tapping **Allow** each time is the only way to use **Go**.
- Users have reported that the Transit app is prone to crashing. It may be related to this feature. Consider reviewing quickly how to close an app when it stops responding.
 - In case the app does crash, make sure participants understand that they’ll have to start the process over from the beginning by typing in their destination address, etc.

Page 7: RTD Integration

- Having the option to buy transit tickets directly in the app is very convenient. Remind participants that they will either need to sign up for an RTD account before purchasing tickets, or have already signed up previously.
 - Emphasize that the sign-up process is a one-time thing.

Page 8: Ridesharing Options

- Emphasize that you must already have an account with Uber or Lyft and the app on your phone to take advantage of this function.