



Durham
Access

APP USER GUIDE

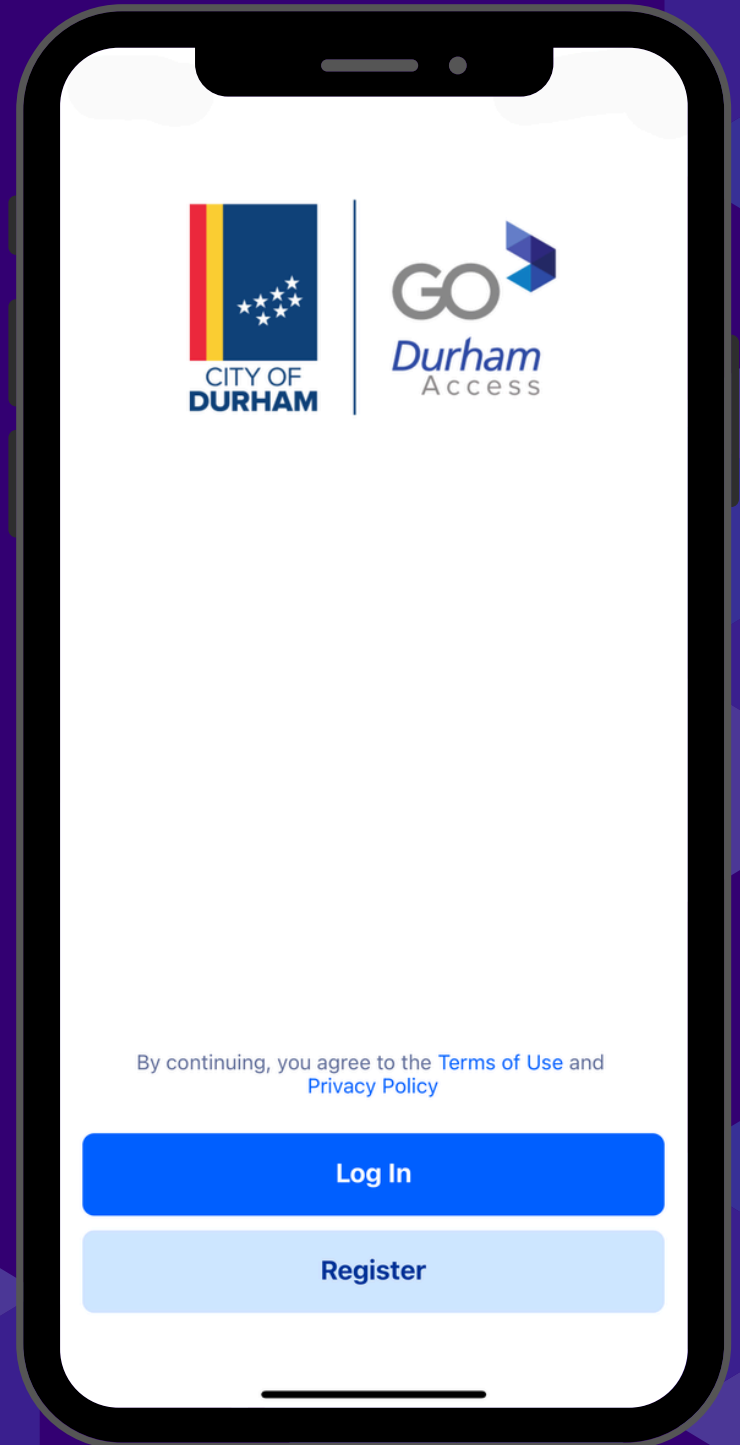
Download and install the app on your mobile device.

Scan the QR code or search for “GoDurham ACCESS” in your mobile device’s app store and install the app.

When prompted, allow the app to access your location.




Log into your
account or
register.



Enter your phone number.

<


Enter your phone number

 ▼

+1 919-123-4567

By confirming, you agree to receive trip and service notifications to this phone number. Data rates may apply.

Confirm

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	

Confirm your phone number.

Type in the verification code sent to your phone number.

<

Confirm Phone Number

A verification code has been sent to the phone ending in 4303.

1 5 3 8 4

Trouble receiving the code?

[Call me with the code](#)

[Text me the code in 28s](#)

Confirm

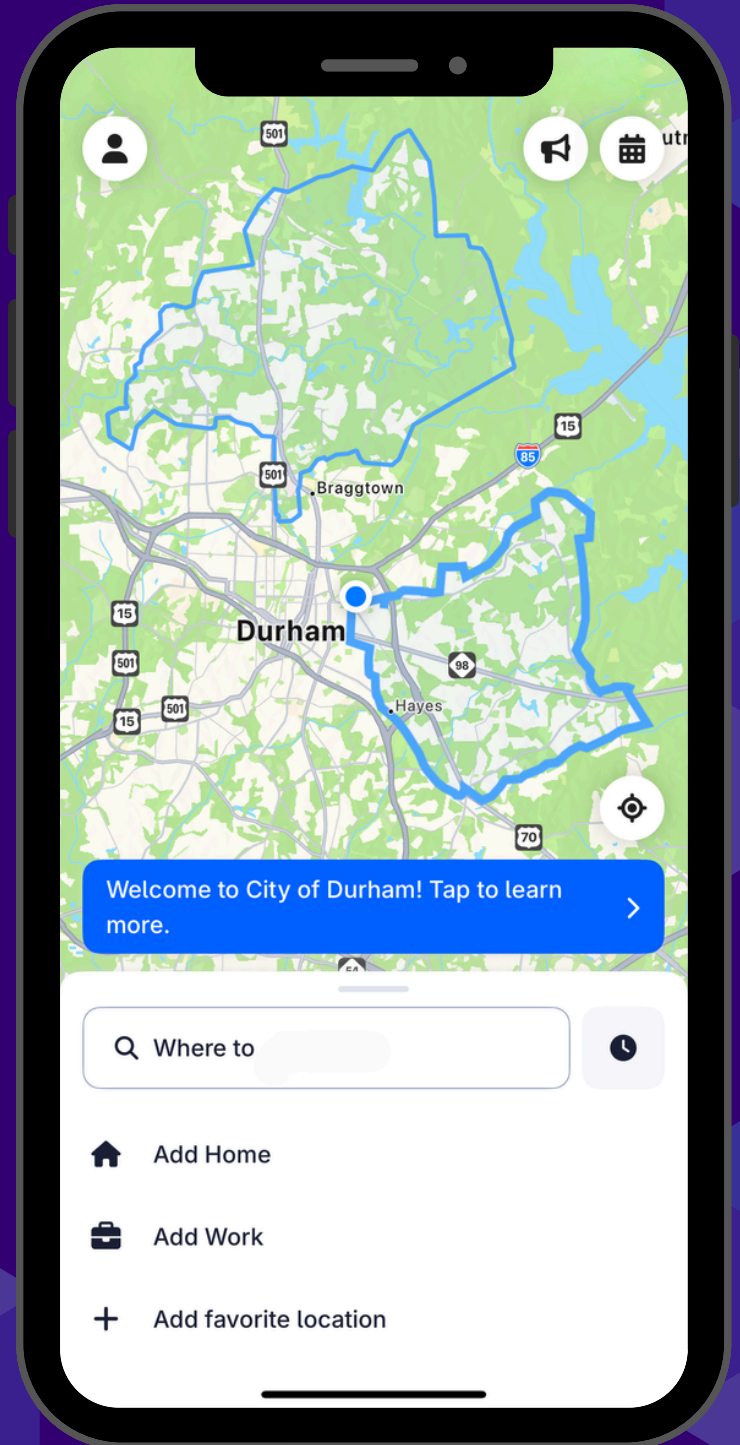
1 2 3
ABC DEF

4 5 6
GHI JKL MNO

7 8 9
PQRS TUV WXYZ

. 0

Your home
page will look
like this.



View your profile and settings

View your scheduled and past trips or make changes to them

View announcements

Zoom in on your current location

Visit GoDurham ACCESS website

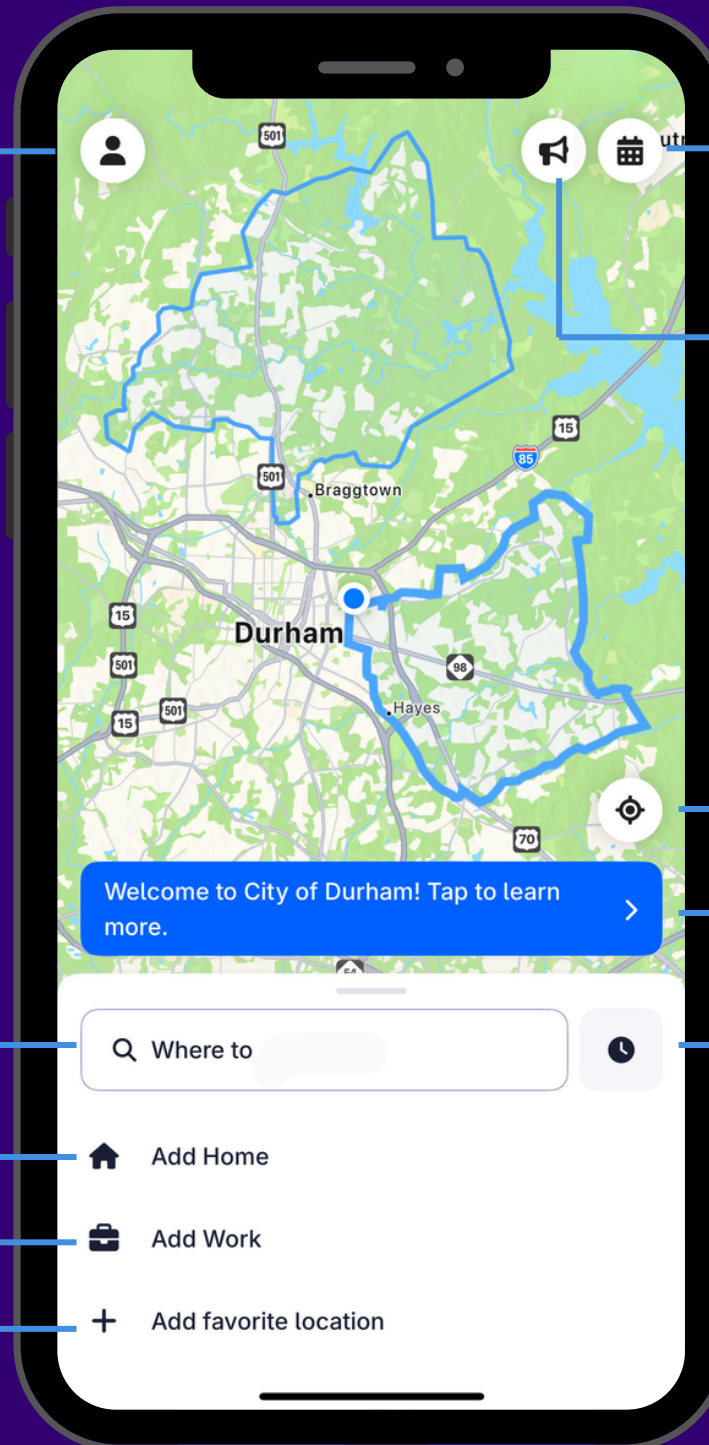
Choose when you want to leave

Schedule a ride

Set your home address

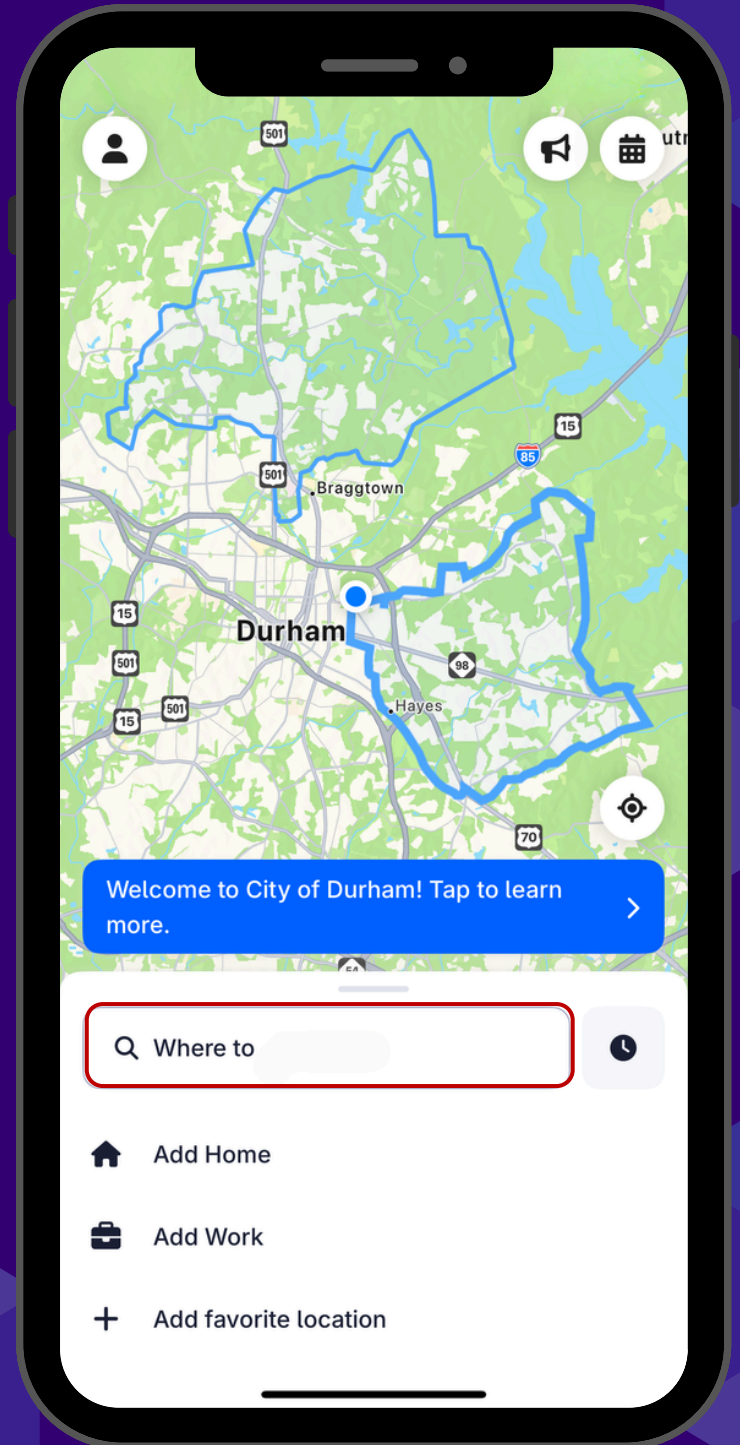
Set your work address

Add your frequented locations



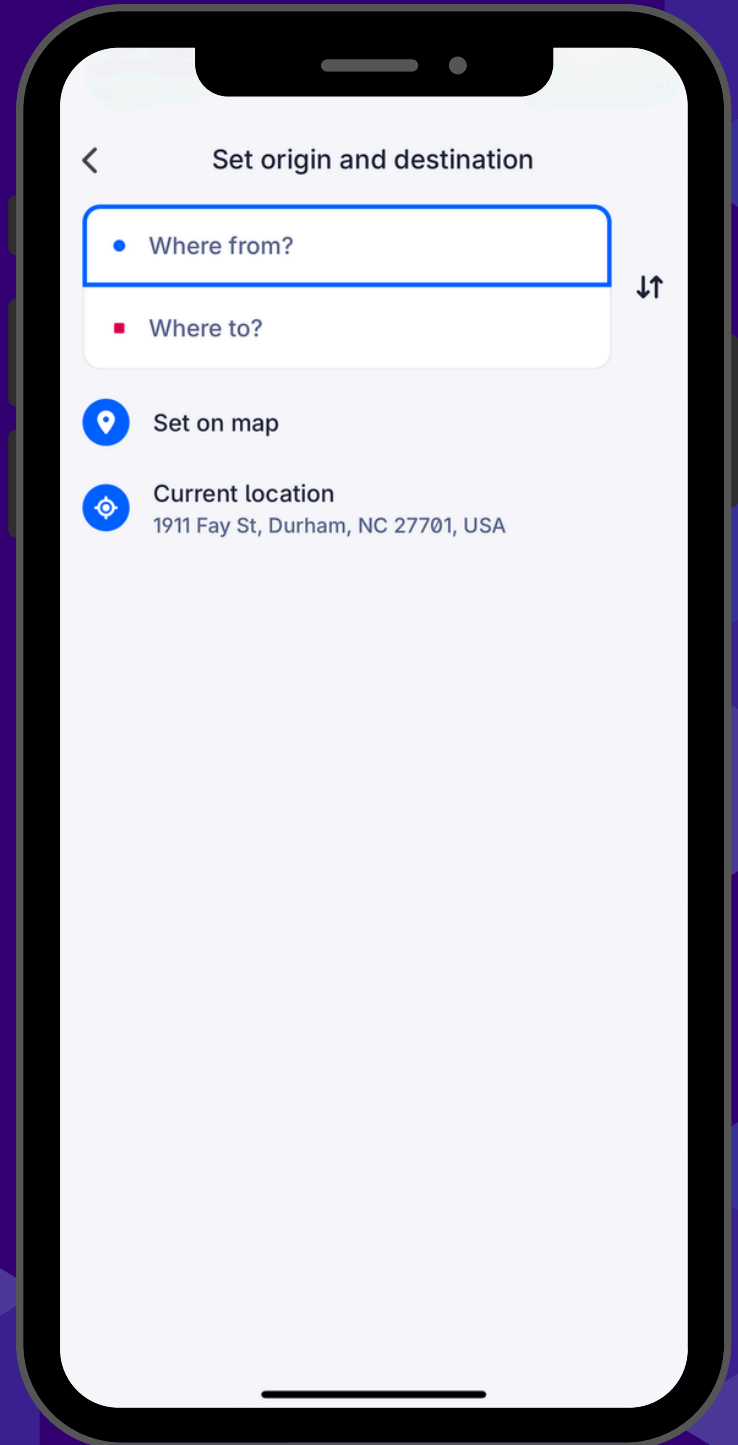
Schedule a ride.

Select “Where to” to begin scheduling a ride.



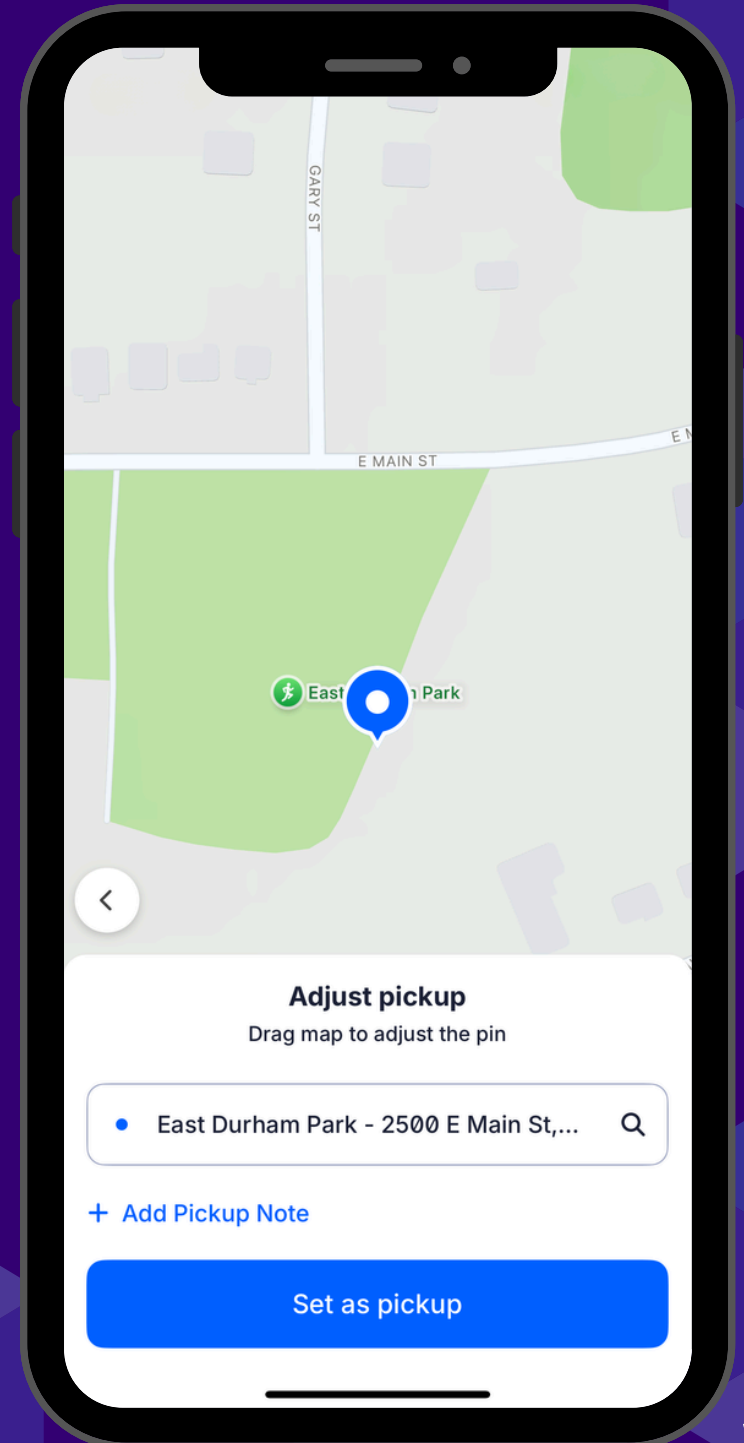
Set your pickup and drop-off location.

The app will set your current location as the pickup point by default, but you can update it to a different location if needed.



Confirm your pickup point.

You can update the pickup address and add notes for the driver with special instructions.

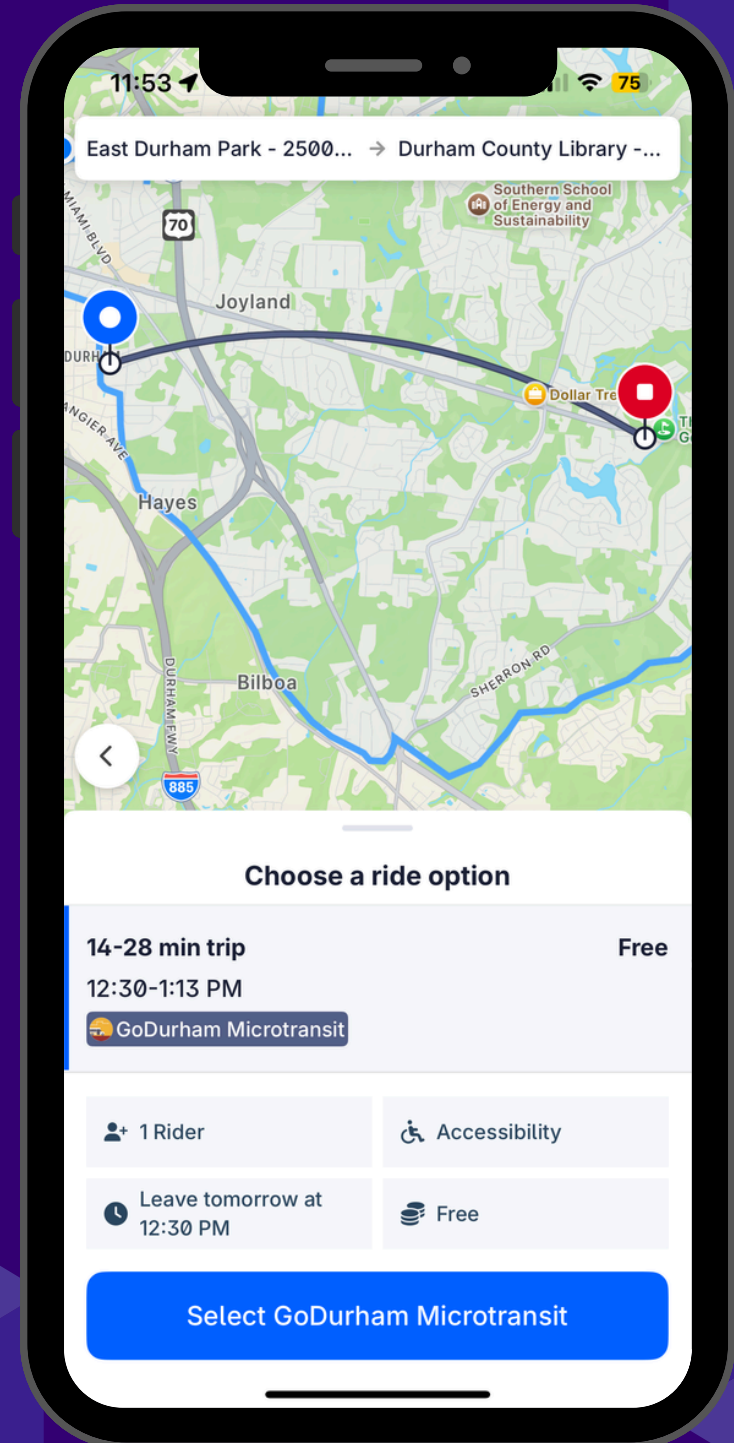


Edit your ride details.

On this screen, you can:

- **Choose your ride option -**
 - If you're eligible, you may see options for ADA paratransit (Labeled as GoDurham ACCESS).
 - If you're in the North or East Zone of Durham and your destination is in those zones, you will see an option for microtransit.
 - You may also see fixed bus route options.
- **Adjust the number of riders.**
- **Indicate if you're bringing mobility aids.**
- **Choose to book your ride now or schedule it for later.**

GoDurham ACCESS rides are fare-free through June 2026.



Change the number of riders.

The interface shows a 'Riders' section with the question 'How many seats do you need?'. Below this, there are five categories: Adult, Child, Youth, Senior, and Personal care attendant. Each category has a numeric input field with minus and plus buttons. The 'Adult' field is currently set to 1, while the others are set to 0. A blue 'Confirm Riders' button is at the bottom.

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Riders

How many seats do you need?

Adult - 1 +

Child - 0 +

Youth - 0 +

Senior - 0 +

Personal care attendant - 0 +

Confirm Riders

Change the accessibility requirements.

The interface shows an 'Accessibility Requirements' section with four options: Wheelchair, Oversized Wheelchair, White Cane, and Walker. Each option has a numeric input field with minus and plus buttons, all currently set to 0. A blue 'Confirm Accessibility' button is at the bottom.

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Accessibility Requirements

Wheelchair - 0 +

Oversized Wheelchair - 0 +

White Cane - 0 +

Walker - 0 +

Confirm Accessibility

Change the pickup time.

The interface shows a 'Choose a time' section with an illustration of people with mobility aids and a van. Below the illustration are three tabs: 'Now', 'Leave At', and 'Arrive By'. The 'Leave At' tab is selected. Below the tabs is a calendar grid showing dates from Monday, July 14 to Sunday, July 20. The date 'Thu Jul 17' is highlighted, and the time '11:30 AM' is selected. A blue 'Confirm Booking Time' button is at the bottom.

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Choose a time

Now Leave At Arrive By

Mon Jul 14 8 27

Tue Jul 15 9 28

Today 10 29

Thu Jul 17 11 30 AM

Fri Jul 18 12 31 PM

Sat Jul 19 1 32

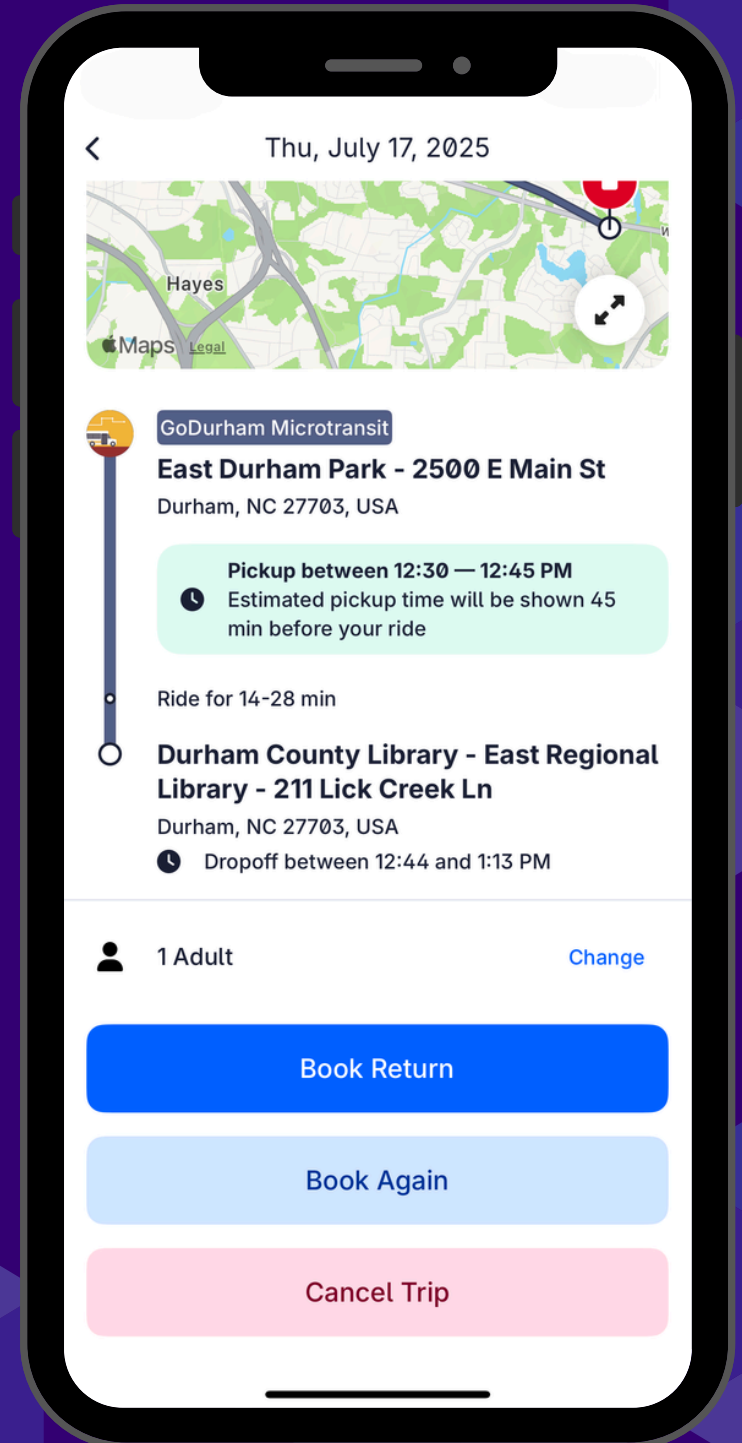
Sun Jul 20 2 33

Confirm Booking Time

Thu, Jul 17 11:30 AM

Choose what to do next.

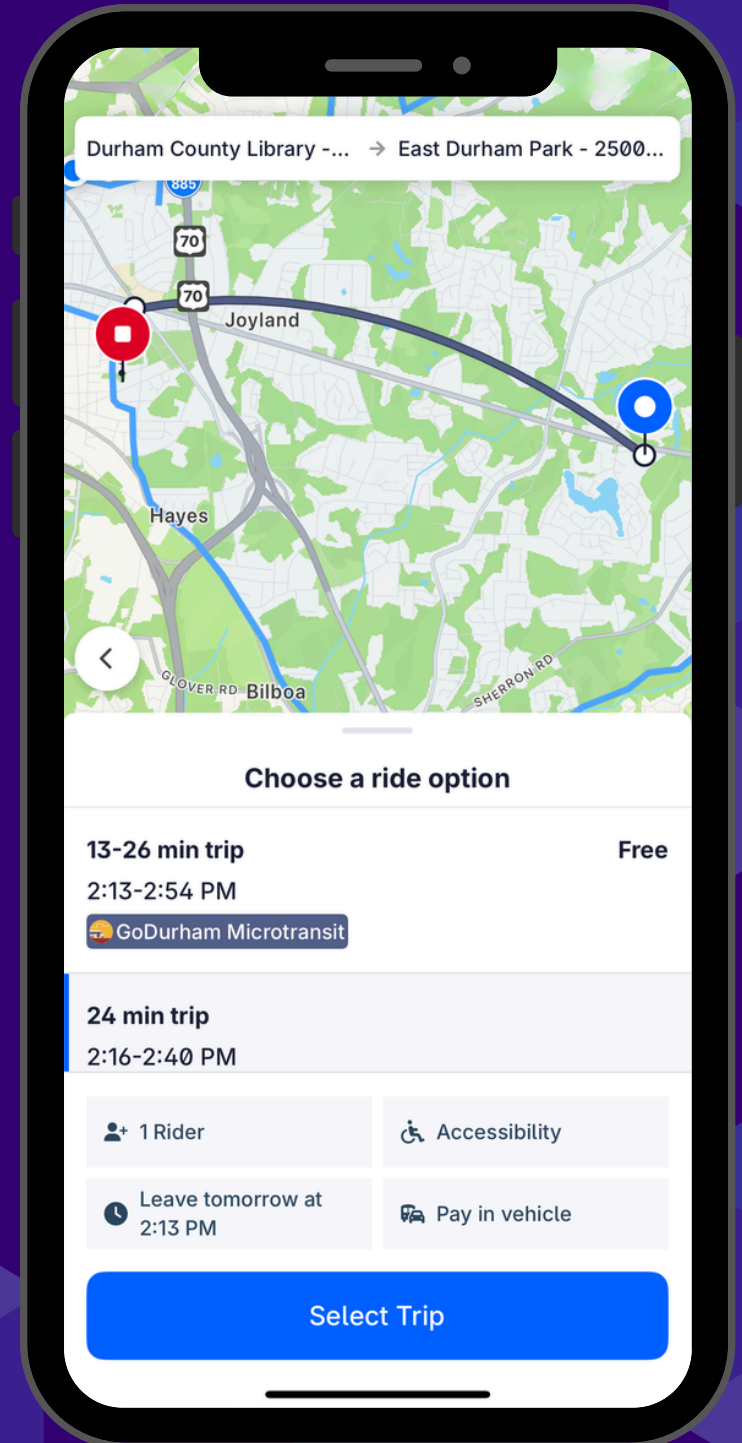
After confirming your scheduled ride, you can choose to book a return trip, book another ride, or cancel the trip if you change your mind.



Booking the return trip.

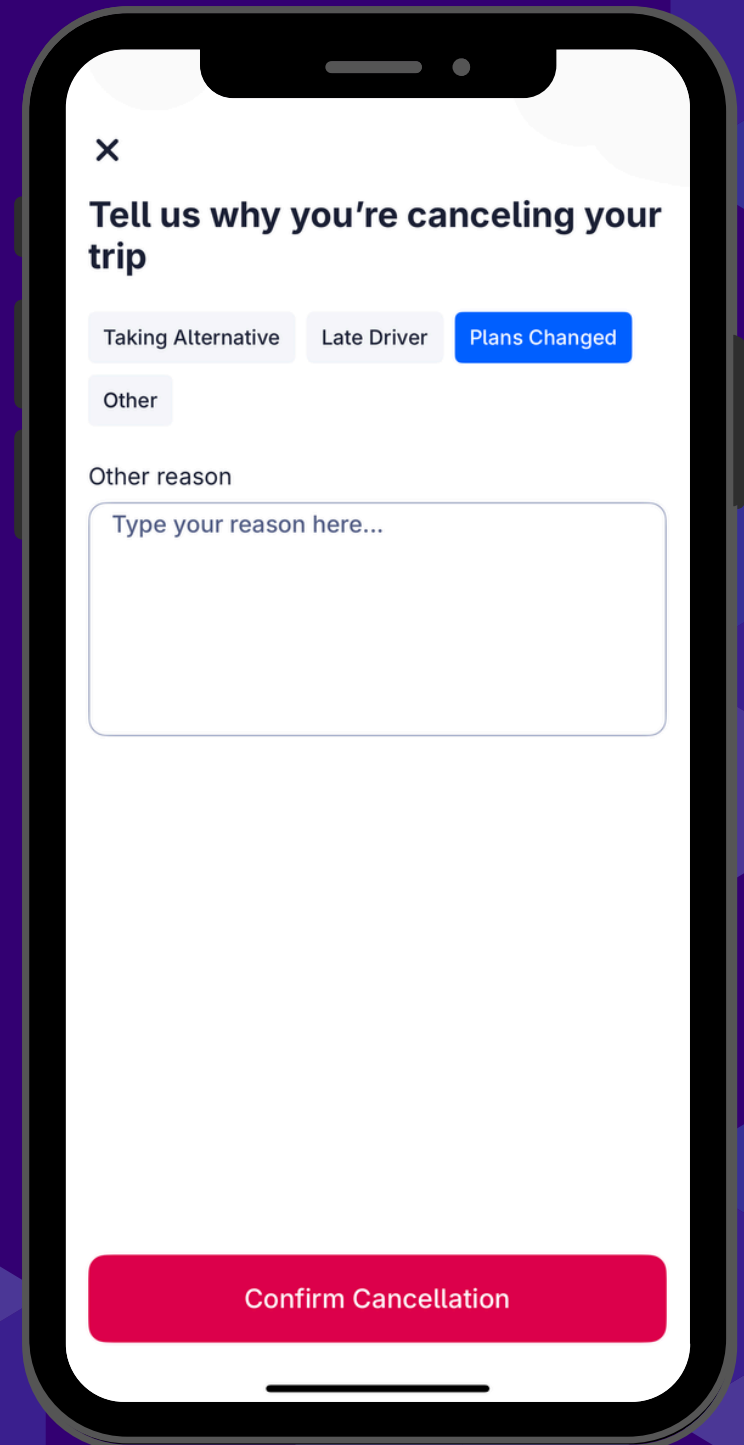
When you book a return trip, the app will automatically reverse your original pickup and drop-off locations.

Edit your details and confirm the ride.



Cancelling a ride.

If you choose to cancel a ride, you will be prompted to tell us why and confirm your cancellation.



The image shows a smartphone screen with a white background. At the top left, there is a close button (X). Below it, the text "Tell us why you're canceling your trip" is displayed. There are four buttons: "Taking Alternative", "Late Driver", "Plans Changed" (which is highlighted in blue), and "Other". Below these buttons, the text "Other reason" is followed by a text input field with the placeholder "Type your reason here...". At the bottom of the screen, there is a large red button labeled "Confirm Cancellation".